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August-September 2019



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# **NSW starts trial of Child Digital Health Record**

Entering a baby's health records into a little blue book (in Queensland a little red book) has been a rite of motherhood for many years, but could be consigned to history with the launch of trials of a new Child Digital Health Record (CDHR) in NSW.

Depending on their location in Australia, a child's health and development information is captured in different paper records.

As a result, a child's parents must carry this vital information around in books as they go between healthcare appointments and visit multiple providers.

The CDHR initiative is looking to co-design, develop and pilot a digital version of the state hard copy 'baby books'. \$A5 million was allocated to the development of a Digital Baby Book in the 2018 Federal Budget.

The CDHR is being tested through a proof-of-concept trial across two local health districts in New South Wales: Western Sydney (Blacktown) and Western NSW (Dubbo/Coonamble). The trial will test the feasibility of a digitized Baby Book and the required functionality for making this available to healthcare providers and the parent/carer of the child.

The first phase of the CDHR has been to harmonise the various paper-based records of baby and child health checks that exist in different parts of Australia (such as the Red Book in Queensland and the Blue Book in NSW) into a national data set. This will be the foundation of the CDHR.

General practitioners and Primary Health Networks are involved in the trial which will be independently evaluated by researchers from Victoria and NSW (Murdoch Children's Research Institute and University of NSW).

Alcidion Group (ASX:ALC) will build and integrate two key components for the proposed national Child Digital Health Record (CDHR), thanks to a new contract with NSW Health.

Under the agreement, ALC will deliver an operational Child Data Hub (CDH) and a NSW Health Jurisdictional Translator that will take data from operational systems and pass it onto the CDH.

The Child Digital Health Record is a proposed national scheme, which will be trialled in two NSW Health Districts. The solutions developed by ALC will be hosted in a Microsoft Azure cloud environment.

<https://www.childrencollaborative.gov.au/child-digital-health-record>

## **Google just OCR'd all your photos**

Google Photos has quietly introduced a new feature that provides automatic character recognition on all your photos and screenshots. This lets you search your Google Photos library by any text string and copy and paste the results into a document or form.

The feature can be used to search for text that appears in screenshots or no matter where the phrase appears, on a T-Shirt, a street sign or shopfront.

According to 9to5Google, the feature is available now on some Android devices, although it does not appear to be active quite yet on iOS. It is active for Web searches of your Google Photo library.

The OCR capability builds on the "Crop & adjust" feature introduced recently that allows for automatic cropping of photos of receipts and other documents so they can be removed from a background.

The official Twitter account quietly announced the OCR feature the afternoon after it was spotted by a user.

"Starting this month, we're rolling out the ability to search your photos by the text in them," Google wrote in response to prominent venture capitalist Hunter Walk, who noticed that the Lens feature had been turned on for his account.

"Once you find the photo you're looking for, click the Lens button to easily copy and paste text. Take that, impossible wifi password."

# Local Government held back by Back Office Hurdles: KPMG

**A survey of Australia and New Zealand councils who attended KPMG's public sector network's local government transformation series in May 2019 has found that digital transformation is often 'skin deep', only implemented at the front end.**

Only 12% of councils said they were highly digital with high automation. A quarter of those surveyed said they low digital maturity with minimal automation, disparate systems and high level of manual and paper-based processes. The situation was slightly better at the remaining two thirds although they still reported requirements for manual workarounds and few digitally enabled processes.

"A large number of councils are making great progress, with an increase in those moving swiftly to put transactions online, to 'digitise' forms and to change payment methods. However, in many cases this progress is simply being experienced at the front end - the customer-facing end - and not integrated, allowing for transactions to be managed all the way through the organisation to the back office," KPMG concludes in its survey report.

The Customer and technology transformation in Local Government Report compiles responses from 228 attendees at the events held across six cities in Australia and New Zealand.

They were asked a series of questions regarding their transformation journey.

98 percent of respondents said their transformation program included back office and customer relationship management (CRM) solution replacement.

Although nearly three quarters (70 percent) had invested in front end components, including redesigning the council

Web site and digital experience design as part of their program, many had not yet embarked on this 'front end' component.

"Replacement of core back office and CRM technology will deliver firm foundations, however to ensure a seamless service experience for customers and council employees, investment in the 'middle section' - including integration, data and payments capabilities - is needed to support end-to-end process delivery.

"That will allow for front end enhancements, such as digitisation of services through council websites and/or the customer portal, the main interaction points between the customer and the council, to be achieved.

"Based on our survey results, this is a significant pain point and a number of transformation programs are suffering from under-investment in these key components that deliver real, direct customer experience improvement," the report concludes.

A majority of survey respondents (51%) said their council is in Strategy or Business case development of the transformation program road map. 37% of survey respondents stated they were in operational roll out while only 3 % of survey respondents stated their councils were fully transformed.

Close to 100 percent of respondents said that Improving Customer Experience, Digitisation and Modernising Technology were the three prime focus areas for transformation. This included adoption of sophisticated data analytics to capture customer information.

"Throughout this year's roadshow, we observed a definite increase in the level of activity being undertaken by councils and more attendees sighting that they are moving from the thinking and planning stage into operational delivery," the report notes.

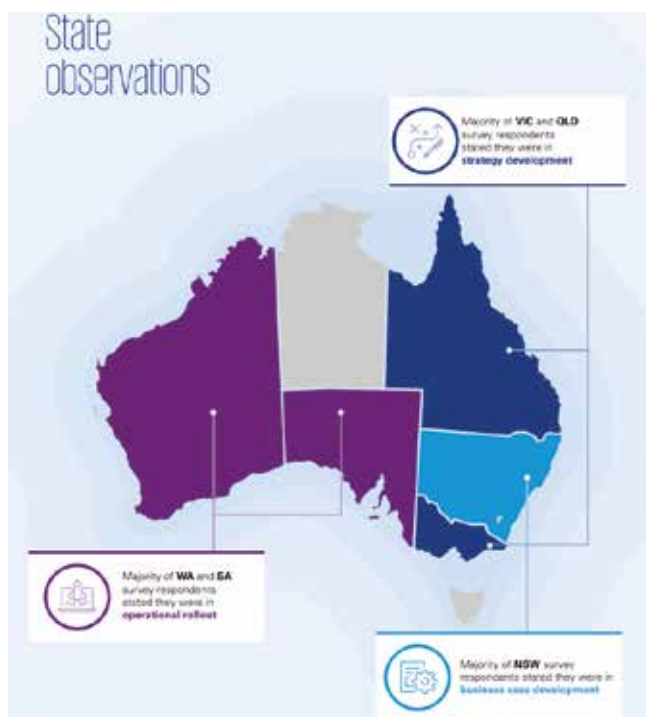
"When councils say they are 'fully transformed', this needs to be evaluated with caution as transformation is rarely a finished state - things are always evolving. Perhaps we should consider the phases of transformation and where councils are on this roadmap - for example, have they addressed the foundations, optimised customer experience or moved onto 'future government' initiatives?"

Tarnya McKenzie, Head of Customer Experience and Transformation, City of Port Phillip, observed, "There is an assumption that transformation equals technology only, and doesn't take into account the internal cultural shift that also has to be included. Transformation encompasses new ways of working and thinking, not just tech. That's our first challenge.

"The second is that at some point, the transformation process will have to be incorporated into BAU and can no longer be kept separate from it.

"This can also be disruptive. Every council transformation has to encompass both the practicalities of implementation and the organisational ability to support it."

100 percent of respondents identified a lack of adequately skilled resources as the largest drawback in successfully operationalising their transformation programs.



“When councils say they are ‘fully transformed’, this needs to be evaluated with caution as transformation is rarely a finished state – things are always evolving.

This was followed by lack of clear leadership (83%) and insufficient financial collaboration to deliver the program of work (53%).

Almost half cited difficulties in sourcing procurement partners, which were also cited as obstacles to success. Again, there were regional differences, with NSW citing leadership and procurement as significant challenges, while 86 percent of SA respondents said financial collaboration was an issue.

“Successful delivery of a transformation program obviously requires bringing together a range of unique skill sets across a variety of disciplines, including project management, change management, customer experience and user experience design, solution architecture, data migration, integration, and systems analysts.

“No single council has all these skills to hand, nor does Local Government have a lot of free capacity or funding to release existing resources full time. Councils which were able to tap into diverse disciplines discussed in workshops the importance of using mixed models, including both internal and external resources, to overcome both availability and the lack of technical skills in house. There are definite challenges in vendor and procurement markets.

“There has historically been little choice, and while this has increased, there are still variations in the maturity of offerings available in the market. The key takeaway from presentations by vendors, here and in the market, is that they are presenting piecemeal solutions and propositions to the market that are often confusing and require councils to assemble the jigsaw.

“There is a real opportunity for vendors to engage in real strategic thinking and potentially partnering to focus on how to address and add real value to council challenges.

Mick Cummins CEO Bayside City Council, notes, “Don’t assume everyone understands why you need to get better with customer interface, and invest in digital and ICT transformation. There can be tensions between those who see the benefits immediately and the ‘traditionalists’ who like things to stay the same. Ensure seamless collaboration between all departments and divisions of council to make the transformation a success.

## Legacy systems remain main barrier

At its recent annual Australian customer roadshow, Realize, Micro Focus polled attendees to gauge their opinion on key digital transformation challenges including barriers to IT delivery, changing key performance indicators (KPIs), and emerging technology. According to 61 per cent of respondents, the top barrier to IT delivery is legacy systems and processes. This is followed by lack of budget (50 per cent) and cultural barriers (36 per cent).

If organisations can’t realise value from digital transformation then there is little point to undertaking transformation initiatives, according to Micro Focus.

Matthew Bertram, business consultant, Micro Focus, said, “Organisations need to realise how to effectively manage change and realise value from digital transformation. It’s apparent that customers need a way to bridge existing barriers to fully leverage emerging technology.”

According to Sue Lindaard from the Bank of New Zealand, who shared her experiences in using robotic process automation (RPA) to improve IT delivery, clear communication and alignment across all stakeholders is key when managing cultural change.

According to IDC, “By 2023, 95 per cent of entities will have incorporated new digital KPI sets—focusing on product/service innovation rates, data capitalisation, and employee experience—to navigate the digital economy.”

Matthew Bertram said, “With automation improving results for IT, organisations may need to re-evaluate their existing KPIs and, with new transformation projects, they may also need new KPIs that address the digital landscape and align with digital transformation projects.”

The survey found that 45 per cent of respondents have already added new KPIs and, while 41 per cent have the same KPIs, these have been modified.

Matthew Bertram said, “It was interesting to see that fewer KPIs are being dropped (17 per cent of respondents have dropped KPIs) as new ones get added. This could mean organisations need to go through a stricter rationalisation process in the future to determine their core set of KPIs.”

Customer experience (CX) is more topical than machine learning (ML)

According to respondents, CX is more talked about in organisations, receiving a rating of 3.3 compared with data privacy/GDPR (2.7), machine learning (1.8) and data monetisation (1.2) where 4 is high and 0 is low.

Matthew Bertram said, “While organisations may be focused on one of these trends over the other, there is crossover between them and they shouldn’t necessarily be treated in isolation. Initiatives such as machine learning and data privacy both have a role to play in CX, for example.”

The survey found that 50 per cent of respondents are exploring RPA followed by machine learning (44%) and virtual agents/chat bots (42%).

Matthew Bertram said, “Despite the hype, there are very real opportunities being created by emerging technologies in creating business value, improving efficiency, and cost savings.”

# ECM is in transition says Forrester

The enterprise content management (ECM) market is in transition as cloud and hybrid deployments, gain traction, according to a new report from industry analysts Forrester.

Intelligent content services, such as artificial intelligence (AI), machine learning (ML), and advanced analytics, is the top area of vendor innovation, although AI adoption is in early days according to the authors of *The Forrester Wave: ECM Content Platforms, Q3 2019*.

Global full-time information workers spend over 27% of their day creating, finding, or reading documents. Mature vendors are under pressure from newer cloud-native providers and are having to step up the pace of their own next-generation content platforms.

Competition, innovation, and the ongoing need to manage enterprise content create a large market opportunity. Forrester forecasts that ECM will be a global market worth \$US10 billion in 2019, rising to \$US11 billion in 2020. Forrester assessed a range of ECM vendors in its report, including Microsoft, which it considers "strong across most foundational and collaborative content services and has improved its transactional content services, particularly in workflow and process automations.

"The vendor has enhanced historical feature gaps in advanced life-cycle management, such as event- or metadata-driven retention rules. Reference customers like the pace and cadence of feature delivery in the cloud edition. However, capture and scanning are weaknesses, as the vendor relies on third parties. Customers report dissatisfaction with search, including usability, large-scale eDiscovery queries, and configuration flexibility."

Forrester also regards Micro Focus' Content Manager as strong in retention management but lacking other key content services.

"Content Manager is rich in its retention management capabilities – records management, legal holds, and disposition policies – and can extend its life-cycle management and sensitive data detection features to non-Micro Focus repositories. It's not well suited for companies looking to design and deliver a broad set of content-rich applications on a modern content platform.

Product gaps are apparent in workflow/process automation outside of compliance use cases and in collaboration capabilities where many clients use third-party tools such as Microsoft SharePoint as a collaborative platform," the report concludes.

Forrester recommends that buyers of ECM content platforms should look for vendors that:

- Enable information worker productivity with collaborative content services. Key capabilities include flexible user interfaces, document management, team collaboration, and secure file sharing – inside and outside of the enterprise. Look for packaged integrations for major office productivity suites as well as common enterprise applications, allowing users to find and consume content in their preferred interface.

- Deliver high-volume automations with transactional content services. Structured processes support high-volume activities, such as accounts payable or claims processing, where the goal is automation and reduced

human intervention. Transactional content includes scanned documents or print streams generated from back-office applications. Many companies mine these customer interactions to find patterns and trends to help predict how these customers might behave in the future. Key capabilities include multichannel capture, e-forms, and digital process automation.

- Provide repository, integration, and federation services. Core library services such as version and access controls, life-cycle management, metadata, and search continue to be essential capabilities, particularly for regulated or confidential documents. APIs and SDKs, as well as design and developer tools to build custom apps, are rising in demand. Federation capabilities to retrieve, search, or govern content in other applications or content stores is an area of vendor differentiation.

- Extract insights and automate categorization with intelligent content services. Vendors are rushing to build, license, or acquire algorithms to enrich documents with metadata, to automate the application of policies or retention schedules, to translate or transform documents and rich media into understandable text. Cloud vendors have an additional edge, with ML services to mine users' activities and underlying graph to improve recommendations and optimize document retrieval.

## RecordPoint to set up AI engineering hub in Melbourne

SharePoint and Office365 records management specialists RecordPoint is moving its Asia-Pacific headquarters to Melbourne, with support from the Victorian Government to establish an AI and Engineering Hub. The government expects that will lead to 100 new jobs in data science, software engineering, data analytics and machine learning.

It says the investment will enable RecordPoint to improve its product offering in records management, boost its export reach to the Asia Pacific region and build on Victoria's capabilities in fast evolving transformative technologies. The company's clients include public sector agencies, such as the Victorian Department of Education and Training and the Australian Securities and Investments Commission, and regulated commercial industries including energy resources and financial services in the United States and the UK.

Minister for Economic Development Tim Pallas, said, "RecordPoint's investment in Victoria is testament to our position as Australia's top tech city, with leading capabilities in advanced technologies such as artificial intelligence."

The arrival of RecordPoint to Melbourne is one of the largest AI investments facilitated by the Andrews Labor Government and follows in the footsteps of other IT companies such as Square, Slack and Zendesk.

The tech sector in Melbourne employs 85,000 people in around 8,000 companies and generates approximately A\$35 billion annually.

RecordPoint CEO Elon Aizenstros said, "As an Australian-founded company, being able to invest in Australia and tap into the diverse talent of Victoria's growing tech sector will provide the resources needed to fuel our next wave of growth."

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# PANAUST SUCCESS STORY

## Streamlining AP Processing at a Shared Services Centre

### BACKGROUND

PanAust, an Australian-headquartered copper and gold producer in Laos, undertook a digital transformation with the implementation of modern back office and mining systems. During this time, the company also established a Transactional Shared Service Centre in Laos where the accounts payable (AP) team processes over 5,000 invoices per month.

With a focus on business improvement and a desire to transition to paperless processing, PanAust sought an automated solution that would significantly streamline invoice processing.

### SOLUTION

PanAust chose Esker's Accounts Payable automation solution for its ease of use, stability, features, bandwidth requirements, reputation and certified integration with SAP®, facilitating rapid implementation and reducing total cost of ownership.

Esker travelled to Vientiane, Laos, to determine PanAust's specific solution requirements. The team then travelled to PanAust's head office in Brisbane, Australia, and held training sessions with members of PanAust's Transaction Services Centre. This allowed for the knowledge of Esker's AP solution to be disseminated in a bottom-up and top-down manner that facilitated the solution's rapid and seamless adoption.

Esker's solution uses AI-based data extraction technology to process and archive invoices digitally. The Transactional Services Centre is then able to bookmark invoices until goods are received at which point the team is automatically notified and able to process the invoice.

### ABOUT PANAUST

**Industry:** Oil, Gas, Mining  
**ERP:** SAP® system  
**Solution:** Accounts Payable

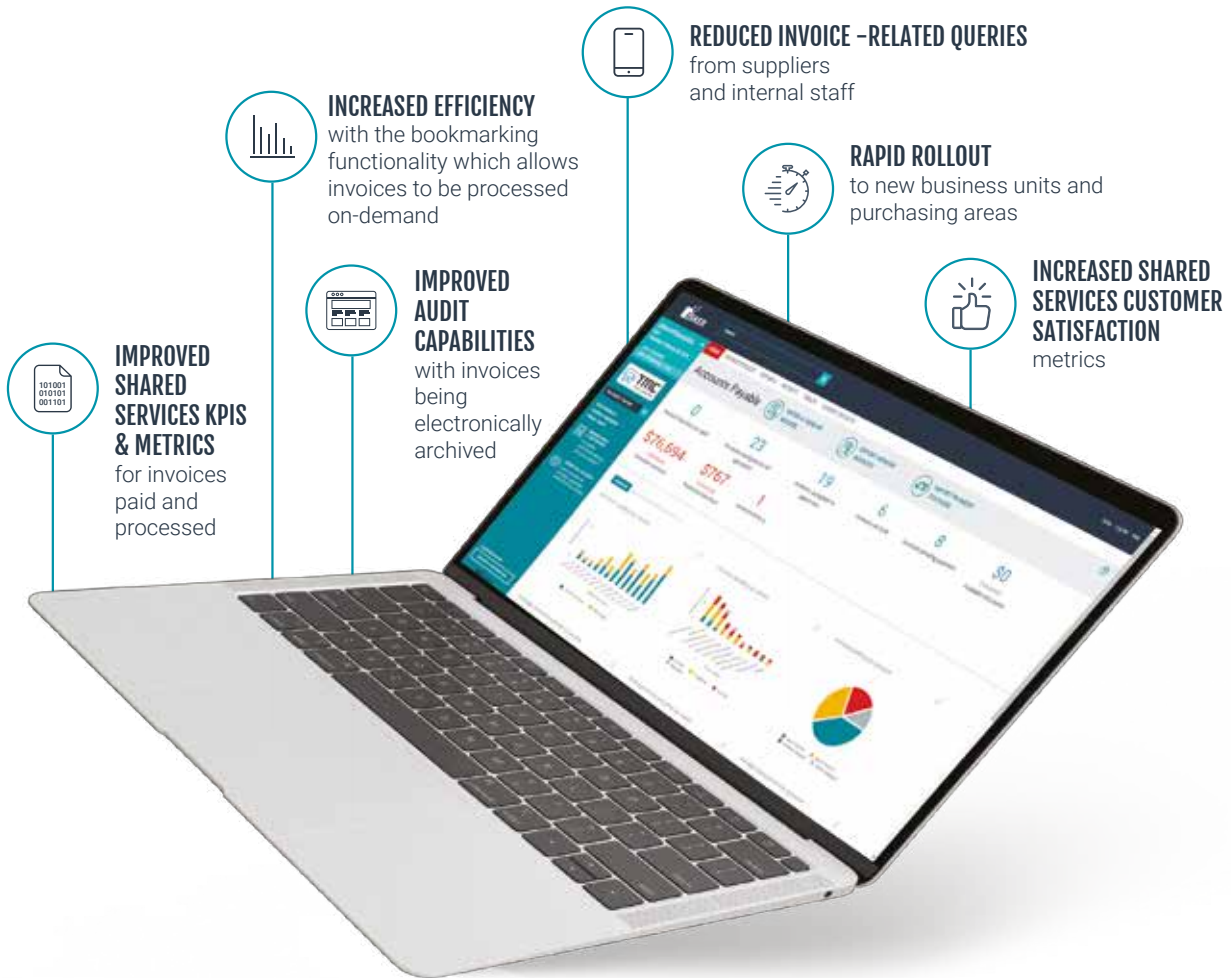
PanAust is an Australian-headquartered copper and gold producer in Laos, with pre-development and exploration opportunities in Laos, Papua New Guinea, Myanmar and Chile. PanAust is focused on a sustainable business model associated with the production and sale of copper and gold, delivery of production goals and responsible astute growth.

PanAust is an Australian incorporated company owned by Guangdong Rising H.K. (Holding) Limited which is a wholly owned subsidiary of Guangdong Rising Assets Management Co. Ltd. (GRAM).



## BENEFITS

PanAust achieved numerous business benefits within the first few months of solution implementation. Here are six of the company's most note-worthy results:



THE TRANSACTIONAL SERVICES CENTRE DEALS WITH HIGH INVOICE VOLUMES ON A DAILY BASIS. ESKER'S AUTOMATIC INVOICE POSTING FEATURE **ELIMINATES MANUAL PROCESSES**. THE TEMPLATES, ORGANISED DATA AND METRICS ALSO ALLOW THE TRANSACTIONAL SERVICES CENTRE TO **EFFICIENTLY RESOLVE ISSUES AND DELIVER EXCEPTIONAL CUSTOMER SERVICE**.

SHAYMAA DE GUZMAN | TRANSACTIONAL SERVICES CENTRE MANAGER

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# Overcoming the risks associated with never having to delete anything

While the cloud has delivered massive cost and agility benefits for businesses in all industries, there is one counter-intuitive challenge being created by the unlimited storage capacity it offers. Because businesses can access virtually limitless storage at a low cost, they no longer have to focus on deleting anything. This means businesses are unlikely to have deletion policies in place for the cloud.

While this may seem like a boom for businesses who no longer have to concern themselves with physical archives, hardware and server costs, or deciding what to delete and what to keep, it actually creates a different set of business risks that must be addressed, according to Micro Focus.

Brandon Voight, regional director of sales, information management, Micro Focus, said, "There is a great freedom for businesses that comes with not having to delete or destroy information just because they've run out of room for it. It lets them keep records for longer and, if they have the right analytics capabilities in place, they can continue to use this information to create predictive models that help them make smarter business decisions. However, if the information isn't governed appropriately, the business may run into serious problems.

"When businesses are searching their documents for information, they need accurate results now, in five years, and in 10 years. If the data isn't classified and governed correctly, they'll never be able to sift through all the documents that have never been deleted and determine which is the right one for their current purposes.

"To remain compliant and productive, businesses need to classify data and manage it appropriately throughout the document lifecycle. If they can't achieve that classification with confidence, then keeping everything forever will create risk."

Micro Focus has identified six key risks associated with never deleting anything:

**1** **Compliance:** as consumers are given more control over their personal information, businesses face an increased compliance burden. Legislation requires businesses to make personal information available to the relevant individual. The individual is allowed to demand that the data be altered or deleted; if the company can't find all of the data easily and accurately, then it can't comply. Non-compliance can bring fines as well as reputational damage.

**2** **Productivity and customer service:** if the business is unable to find documents required to comply with audit requirements and document retention legislation, this can create productivity issues. Having staff members unproductively searching for the right document takes them away from more valuable activities and creates a perception that the business is disorganised. Even if the request for information or documentation comes from a customer, with no specific legislative power, being unable to provide or access that documentation means the business will provide poor customer service. This can further damage the company's credibility.



**3** **Investigations:** most companies don't operate under the assumption that they will be investigated but it's impossible to predict whether an organisation will be brought into legal action through no fault of its own. If that happens and the organisation can't produce key documents, it could be subject to penalties and, again, reputational damage.

**4** **Insights:** the value of having massive amounts of documents and data lies in being able to analyse them to derive business insights that facilitate better, faster decision-making. If businesses can't access the right information, then they won't be able to achieve these insights, which could put them at a competitive disadvantage relative to other organisations in their industry.

**5** **Errors:** improperly governed data can result in business decision-makers using the wrong information to make decisions. That can lead to mistakes and negative outcomes.

**6** **Security:** in an increasingly security-conscious era, it's essential to be able to protect the organisation's information. However, it's impossible to protect what the business can't see. If there is documentation and information scattered across the cloud, the company can't be expected to secure it all with confidence.

To mitigate these risks and overcome the challenge of governing unlimited amounts of data, businesses need solutions that offer secure content management.

The solution's archiving capabilities must encompass non-traditional forms of business communication such as social media as well as email and traditional documents.

It must include comprehensive and accurate search capabilities across text, video, image, audio and more, and a system to classify, secure, and manage documents.

Brandon Voight said, "Businesses should look for a vendor that offers a portfolio of leading solutions to help automate information governance and save time.

"Its approach should include analytical insights that help customers proactively manage risk and derive value from all information sources, while making compliance and governance more productive. With this in place, businesses can turn the cloud's unlimited storage capabilities from risk into an opportunity."

# iCognition strikes twice with Cloud EDRMS

Information Management and Governance (IMG) specialist, iCognition has announced two new significant Australian wins in the Government and FinTech sector for its cloud-based EDRMS platform, EDRMSaaS.Cloud.

The Tasmanian Department of Primary Industry, Parks, Water and the Environment is migrating over 1400 users from on-premise Micro Focus Content Manager/TRIM to the iCognition cloud after an exhaustive open tender process.

Meanwhile 125-year old ASX listed investment and trustee group Perpetual has selected EDRMSaaS.Cloud after iCognition consultants undertook an Information Management & Governance strategic review.

Additionally, iCognition are transitioning other small to medium organisations such as the Canberra-Goulburn Catholic Education Office and The GeoGroup Australia, a correctional services provider.

"This proves that not only does scale not matter, but organisations from all market sectors are keen to make the transition to cloud services and secure the benefits. The range is from Government to FinTech, and corporations to Not-for-Profits," said Nigel Carruthers-Taylor, iCognition Executive Director.

The cloud transformation started in Web sites, more recently desktop applications, and now the rush is on across the enterprise application suite, including content management and Electronic Document and Records Management Systems (EDRMS).

"Having been in the field for over 20 years, this transformation is really exciting. Cloud services are the biggest game changer since document management went electronic," said Mr Carruthers-Taylor.

"The benefits of cloud are proven. iCognition successfully transitioned 2100 TRIM users at University of NSW to our cloud service, EDRMSaaS.Cloud. This service has been in operation for over 16 months now and consistently meets all Service Level Agreements, including the availability SLA."

*For more information visit [www.icognition.com.au](http://www.icognition.com.au) or contact Nigel Carruthers-Taylor, Principal and Director, Ph: 0417 692 178 Email: [nigelct@icognition.com.au](mailto:nigelct@icognition.com.au)*

## ABBYY acquires TimelinePI

ABBYY has completed the acquisition of TimelinePI, the US developer of a process intelligence platform designed to empower users to understand, monitor and optimize any business process.

Gartner estimates the emerging process mining market, will triple by 2023. ABBYY will target the digital transformation market by combining its enterprise capture expertise with the critical process context provided by TimelinePI.

It expects the use cases will cross all industry boundaries. For example, financial services institutions are challenged with on-boarding new customers for products including mortgages, consumer credit offerings, traditional banking services and investment products. Each of these services follow different business processes and require specific supporting documentation needed to verify employment, assets, income and identity.

Any delay or error in these on-boarding processes could

significantly impede transactions resulting in lost revenue, higher-processing costs or a negative consumer experience.

"We have received incredible interest in the capabilities we can offer with the combination of TimelinePI's process analytics technology and our entire Digital IQ portfolio," commented Ulf Persson, CEO at ABBYY.

"We will be aggressive in our delivery-to-market to enable organizations the ability to analyze and take action on business operations, processes and customer interactions with the goal of always driving business value."

ABBYY will continue to market and enhance the TimelinePI platform and offer it to its thousands of customers globally, including healthcare providers, banks, insurance companies, government agencies and others. Its solutions will be offered both separately and as part of new solution bundles as an extension of ABBYY's current and future AI-enabling products.

## ACA Pacific expands into New Zealand

ACA Pacific, the specialist distributor of Document and Information Management solutions, has announced its investment in the New Zealand market, with the opening of a new office and demonstration facility in Rosedale, Auckland. To support the new operations, ACA Pacific has hired a team of experienced Channel Sales Managers and an operations specialist. Christian Mack and Angus Malietoa will head up the distributors' Data Storage and Document Imaging divisions respectively. They have a combined 30 years of experience in the New Zealand ICT channel and a charter to emulate ACA Pacific's customer-centric, value-adding business model locally.

Building on its long-term success in Australia, ACA Pacific brings significant new opportunities for NZ resellers in the desktop - to - enterprise Data Storage, Protection and Management arena, as well as growth markets in digital transformation, AI and RPA via its Document and Information Management offering.

Initial focus will be on developing the market for Kodak Alaris Document Imaging and Quantum High Performance Data Storage business units.

As the specialised distributor for Kodak Alaris document scanners and capture software, ACA Pacific will proactively work with Imaging Resellers, Bureaus, MFD vendors and ISVs. With an existing install base and significant case studies across major verticals, Kodak Alaris offers a robust, reliable and scalable solution to the channel.

ACA Pacific will also be distributing Contex wide-format scanners, the global OEM leader in this segment. Combined with the Kodak Alaris document scanners, ACA Pacific resellers will be able to provide complete digital transformation solutions which will enable customers digitise any document from a business card size to lever-arch folders to A0 plan drawings and create a true, intelligent electronic document for any business process application.

"ACA Pacific has a rich history as one of the most successful specialist distributors in Australia. Throughout the years we have built-up businesses for many industry-leading vendors by creating a loyal and enabled reseller community that have benefited from our 100% channel distribution services. This move into New Zealand is a natural progression for us and our long-standing vendor partners," said HB Tan, Founder and Director of ACA Pacific.

# OpenText targets Dropbox and Box



OpenText is placing a major emphasis on the cloud with upcoming Release 16 of its Enterprise Information Management (EIM) suite, expanding a partnership with Google's cloud division, including integrating its own products with Google's G Suite brand applications

"We're not interested in kind of generic clouds that don't add value, we want to go to cloud providers that make innovative sense," explained chief executive officer and chief technical officer Mark Barrenechea.

"And Google's a great example of where we can get to a transcription, translation services, deeper integration, and click stream for supply chain customers and have their Google Cloud Platform as an option for customers."

OpenText is putting Google forward as its preferred partner for enterprise cloud, and Google has selecting OpenText as its preferred partner for EIM.

A number of Open Text's applications will be made available on Google's cloud platform, Anthos. Similarly, Google's G Suite applications such as Drive, Sheets and Hangouts will be integrated with Open Text's enterprise management software. Open Text will also integrate artificial intelligence and machine-learning capabilities from Alphabet Inc.'s Google into its own software.

"Customers are increasingly interested in moving critical EIM workloads to Google Cloud," Kevin Ichhpurani, Google Cloud's corporate vice president of global ecosystem, said in a statement.

"We're expanding our partnership with OpenText to help our joint customers migrate these workloads more quickly and effectively

OpenText first said it would bring its services to Google Cloud in November.

This doesn't mean that on-premises deployments will be forcibly replaced. Barrenechea promised that the company would support on-premises environments as long as customers demand it. And they will continue with traditional licensing until they migrate to cloud, at which point pricing switches to a subscription model.

"Shift happens," Barrenechea noted during his keynote at the firm's annual user conference.

"Shift has happened, and it's an exciting time. We have transitioned. We're not in the digital era anymore, we are beyond digital. We are in a post-ERP era; we are in the information era. Automation is not enough. Everything must be machine-readable."

That includes signatures. Later this year, electronic signatures will be added to OpenText Core.

"It's a feature inside of Content Suite," he said. "It's not a company. E-signatures is a feature that should be in the product line."

Later he told media that the e-signatures are part of the capability set designed to win the enterprise from Box and Dropbox.

"Box and Dropbox, they're a feature, I've said it all along," he said. "We are competitive, we're going after them hard in the enterprise. Core collab is there, plus workflow, plus forms, now electronic signature, integrated in.

"We're taking no quarter here, there's no rest and no quarter against Box and Dropbox. It's all out of battle to win that space and OpenText is going to win."

OpenText has also launched OpenText Intelligent Capture, the rebranded, next-generation of OpenText Captiva, introducing new artificial intelligence and process automation capabilities. In addition, OpenText is also launching Core Capture, a SaaS capture solution based on its cloud based capture services and delivered on OpenText OT2

## NetDocuments OCR powered by DocsCorp

NetDocuments, the cloud-based content services platform for law firms, corporate legal teams and compliance departments, has announced NetDocuments OCR, its exclusive integration with DocsCorp, is available to Australian and Asia Pacific clients for the first time.

NetDocuments OCR is an Optical Character Recognition (OCR) and image compression technology delivered as a secured cloud-to-cloud service without requiring any on-premises software to be installed.

NetDocuments OCR is powered by DocsCorp's patented contentCrawler, a cloud-based content analysis technology.

All document processing happens in the NetDocuments OCR Microsoft Azure Australian cloud, so users can be confident their information never leaves the region. This allows law firms to meet any data sovereignty obligations they may have under Australian law and ensure their own clients their data is safe. Processing in Australia also enables a faster and more secure service, so OCR and compression processing won't impact productivity or security.

DocsCorp President and Co-Founder Dean Sappey said, "it's exciting to see NetDocuments OCR expand into Australia where so many organizations need secure OCR processing to find non-searchable documents. Data security and protection has always been at the forefront of DocsCorp's mission, and we are delighted to partner with a company that shares these same values."

NetDocuments' SVP of Partners Leonard Johnson added: "We are extremely excited to see the acceleration of the NetDocuments OCR solution across North America and now into Australia and the Asia Pacific region. By collaborating with an innovative partner like DocsCorp, we will continue to deliver secure cloud-to-cloud integrations and solutions that bolster the NetDocuments platform."

For any NetDocuments and DocsCorp customers interested in scheduling a demo of NetDocuments OCR or looking for more details, contact [info@netdocuments.com](mailto:info@netdocuments.com).

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# How you see PDFs versus how a search engine sees PDFs

By Elizabeth Thede

**PDF was originally developed as a printer-like file format. When you review a PDF file, you typically look at the document from inside a PDF viewer like Adobe Reader, and the PDF file ordinarily appears just as that file would print. PDF viewers such as Adobe Reader also give you the option to search for a word or phrase.**

But what if you had to search across millions of PDFs? Pulling up each PDF individually in a PDF viewer and then individually searching each for specific keywords would hardly be an efficient approach.

Further, what if the collection also includes a mix of other formats like "Office" documents, email files, compressed archives and other miscellaneous data?

For efficiency, instead of individually retrieving and searching each file in its associated application, a search engine needs to review all files together in binary format.

Reviewing all files at once in binary format also opens the door to multi-user concurrent searching and advanced integrated search options across the entire repository.

Like most modern data types, if you look at a PDF in binary format, it is difficult to discern the words at all through the fog of binary codes.

The job of a search engine is to parse the binary format to retrieve the text. The software component that does this parsing goes by the name document filters.

Every file type, including PDF, has its own unique specification for how it stores text in binary format. Before parsing a file, the document filters need to first figure out which binary format specification applies.

If the document filters attempt to parse a PDF file using a Microsoft Word specification for example, the result will be gibberish. And each individual file would require its own specification even if it appears inside a compression archive like .ZIP or .RAR.

You might think that using the filename extension would be an easy way to figure out which specification to apply. A .PDF filename extension would indicate a PDF file format, and a .DOCX format would indicate a Microsoft Word document.

However, what if someone gives a PDF file a .DOCX filename extension and conversely labels a Microsoft Word document with a .PDF filename extension?

The way a search engine like dtSearch handles this issue is to look at the binary file header to determine the file type. That way, regardless of the filename extension, the document filters can apply the correct specification.

Interestingly, the recent development of the PDF 2.0 format resulted in a binary file header update. The dtSearch document filters had to make a binary format heading recognition adjustment to distinguish PDF 1.x from PDF 2.0, and to distinguish all versions of PDF from other data types.



But figuring out which file format specification to apply is just the first step.

Parsing a file format like PDF requires not only distinguishing the text itself, but also making use of the language encoding information that accompanies the text. In the same PDF, you can have English text followed by Chinese followed by Arabic, and each can have its own separate encoding.

As noted, discerning the relevant text in a binary format PDF view is typically a lot harder for the human viewer than seeing that same document in a PDF application.

On the other hand, a binary format PDF can enable a search engine and its document filters to "see" text that might easily escape scrutiny in an associated application display.

Understanding this is important particularly in an investigation context. Following are some examples where a search engine could "discover" text that a PDF viewer might obscure.

Since PDF was originally developed as a printer-like file format, a default PDF viewer display may "miss" text appearing outside of the printed page boundary.

That extra text, however, would be readily apparent in binary format.

PDFs can also include metadata content, which an ordinary associated application view might obscure.

In binary format however, that additional metadata would be fully available either in a full-text search of the data collection or in a search of just relevant metadata fields.

PDFs can have embedded objects such as Microsoft Office files, which a default PDF view may show only as a paperclip.

However, document filters looking for embedded objects

can readily parse the full embedded document content.

A PDF viewer display can also hide “white on white” or “black on black” text. In contrast, such text will be “clear as day” in binary format. While similar to “black on black” text, sometimes end users attempting to redact text will end up with a black rectangle over the text that visually blacks out the text inside their PDF viewer, without actually removing the underlying text.

In a recent high-profile criminal case, the attorneys for one side redacted certain text with black rectangles prior to public release. But while visually blacked out, the underlying text itself was still fully accessible, both to search engines and even to ordinary copy and paste.

On the other hand, there is one important example where the PDF viewer display can make available text that might be completely hidden in binary format.

That case is where a PDF file consists purely of an image. If you’ve ever tried to copy and paste a selection of text in a PDF, only to find that there is no text there to copy or paste, chances are you’ve run across an image-only PDF.

There are two points to consider. First, it is possible for a PDF file that is not image-only to have a security setting disallowing the copying of text. For that reason, the copy and paste test does not definitively indicate an image-only PDF, although it is frequently an indicator of one.

Second, an image-only PDF is not completely unsearchable if that text metadata attached to the PDF remains searchable. But the vast majority of the text will

nonetheless remain out of searchable reach. If you do have an image-only PDF, the way to make that full-text searchable is to run it through an OCR (optical character recognition) process, such as the one included with Adobe Acrobat.

Following OCR, the resulting PDF display options truly highlight the innate benefits of the PDF file format. Specifically, the PDF can retain its full original image while adding the results of OCR “underneath” the image for use by document filters.

That way, if there is a scribbled note or embedded graphic or something of that nature which the OCR process might not fully resolve, the PDF viewer can still display that additional information concurrently with document filters leveraging the rest of the text. If you have a large collection of data, PDFs that require OCR can be hard to spot. A search engine can flag these so that you know if any PDFs require OCR prior to full-text search.

Finally, any time you OCR a file no matter how good the OCR process, it is always possible to introduce OCR errors, particularly if the text in the original image is less than perfectly clear. In such cases, fuzzy searching helps in sifting through minor typographical errors.

*Elizabeth Thede is Director of Sales at dtSearch. The company offers enterprise and developer products to instantly search terabytes of data with over 25 search options. dtSearch’s own document filters support files, emails, databases and web data.*

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# How can email be correctly archived as a PDF file?

**By Duff Johnson, PDF Association**  
**In collaboration with the US National Archives and Records Administration (NARA), the Library of Congress and others, the PDF Association will participate in an Andrew W. Mellon Foundation project to identify the essential characteristics and optimal functional requirements of email messages and necessary related information in a PDF technology-based archive.**

Running over six months, the project's objective is to publish a technical white paper defining how email messages and their identified essential characteristics and functionality should be converted into PDF containers that can be considered - in the context of captured information - provably authentic and complete email records.

Project deliverables include a published report and appendices that define the significant characteristics of email required to meet the needs of the email archiving community. In addition, the report will lay out use cases for email-to-PDF software, while providing recommendations that vendors can use to build such archiving capabilities into email clients or third-party tools.

From 2016-2018 the Andrew W. Mellon Foundation and the Digital Preservation Coalition supported the Task Force on Technical Approaches for Email Archives which released a report of their findings: *The Future of Email Archives (PDF)*. Published by the Council on Library and Information Resources (CLIR) in August 2018, this report provides a detailed analysis of the technical challenges to preserving email and constructed a working agenda for the community to improve and refine the technical framework for email archiving, including developing interoperable toolkits to fill in the missing gaps.

One of the gaps identified and a goal of many of the other email archiving projects is to identify a format or formats that are appropriate for use in storing email for long-term preservation. One strong contender identified in the Email Task Force report is PDF, and specifically, the PDF/A subset.

### Email in archival records

The traditional "print and file" approach to email archiving is cumbersome. As practical experience and digital preservation have advanced, the traditional method is now recognized as destructive, resulting in a loss of contextual information such as metadata, changes to the look and feel of email and the associated user experience, and dissociates messages from their attachments.

As validated by the U.S. Government's Managing Government Records Directive (PDF), which required that by 2016 federal agencies maintain all email records in an accessible electronic format, the records management and archival communities have long recognized that "print and file" is no longer an acceptable records management approach for email.

As part of its support for this directive, and in furtherance of its own mission to bolster the continued integrity of electronic records throughout the federal government, the National Archives and Records Administration (NARA) issues formal guidance to federal agencies defining the file formats they may use when transferring electronic records for permanent retention. While this guidance is directed at US federal agencies, in practice it is widely adopted by the records management community.

Maintaining email for archival purposes using often unfamiliar and/or proprietary formats is a daunting task, so many organizations choose the safe and predictable PDF format, in no small part due to its similarity to the familiar "print and file" approach.

With the sunset of the print and file method, saving email messages out of their native applications as PDF files provides one potential preservation pathway where records remain in a familiar format that can be managed in an electronic record-keeping system. Additionally, some legacy email systems and systems supporting email encryption ONLY provide support for exporting messages as PDF files. For these reasons, as well as other enabling features of the format, "saving as PDF" remains a compelling option for many organizations and archives.

### Challenges

Since PDF is designed to replicate the look of paper documents, some of the same problems encountered when converting email messages to paper are evident in conversions to PDF. This grant seeks to begin addressing those problems. Ironically, it is the flexibility of PDF that makes preserving email messages challenging. In the absence of an industry-supported profile of PDF for the purpose of archiving email there are simply too many ways to store and associate the various components of email in PDF format documents. Moreover, the lack of such a profile inhibits development of end user applications for interacting with such archived email.

Current tools vary widely in how they handle the archivally-significant properties of email; none address them in a manner that is considered fully "archival", according to Principal Investigator Chris Prom. Email messages converted to PDF files include the following known issues:

- Email components such as headers, message bodies, and attachments may not be distinguishable.
- Address fields may be inconsistently populated with either an address or an alias.
- BCC recipients may not be displayed.
- Attachments are not dealt with consistently.
- Messages do not retain conversation threads unless the text is quoted or nested within a single message, which is then 'printed' to a PDF file. A response is easily disassociated from its original context.
- Aliases are commonly used by mailing lists, but they aren't always tied to a verified email address.
- PDFs don't indicate if the email was read or unread.



- User classification systems (such as folders or tags) may not be rendered or recorded.
- Hyperlinks may not be rendered properly and hyperlinked content is not included in the PDF.

In spite of these issues, inconsistencies, and complexities, PDF is a very viable option for email archiving:

- PDF is highly adopted and familiar
- Many email clients include PDF as a native export option
- Many repositories already have functionality to preserve PDF, so PDF'd email will integrate more easily with existing systems than other email-specific formats
- PDF includes rich metadata features
- PDF includes rich semantic features to ensure accessibility and enable content reuse
- PDF includes a broadly implemented model for attachments
- PDF is readily and reliably redacted (to remove sensitive information), and even includes features specifically to enable redaction workflows
- PDF includes a proven archival model (PDF/A)
- PDF is open ISO standardized technology supported by a broad ecosystem of developers

### A profile of PDF for archiving email

PDF could be a powerful solution for archiving email, but the necessary profile of PDF to meet archival requirements will require significant work. This Andrew W. Mellon Foundation-funded project assembles a team to draft and publish a report detailing specific properties of

email key to archival in the PDF context, along with use cases for converting archival emails to PDF and recommendations to the vendor community regarding development of the profile during a planned secondary phase of the project.

The project's intent is to provide building blocks for interoperable technical solutions for email archiving. By defining the archival needs in a practical way, systems builders can use them as functional requirements which will create consistent email packages across multiple vendors and platforms.

The primary outcome from the current project will be a technical white paper identifying the significant properties of email and making them actionable in a transformation to PDF. A secondary outcome is direct engagement between the email and PDF communities. By establishing working groups and formal connections between PDF vendors and members of the email community in the academic and government sphere, the goal is to service real needs for advanced email archiving with simplified pathways to help users more easily find their way to best practice in records-keeping.

The work done during this project will aid in a planned follow up project in which both PDF and email industry experts will develop:

- A profile of PDF designed for email archiving ("Archival PDF profile for email")
- A best practice guide to producing PDF files leveraging the profile
- Technical Notes or Application Notes necessary or desirable as supplements to the above.

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# Kodak Alaris 2019 Summit a hit with ANZ partners



Key international Kodak Alaris executives flew into the NSW Hunter Valley last month for the global imaging giant's first ANZ partner event in over 10 years. There they were joined by the company's growing roster of dedicated Australian staff as well as Australian and New Zealand BPOs, resellers and system integrators who experienced an intensive two days showcasing the drive towards Digital Transformation in 2020 and beyond.

Shaking off its troubled corporate past after separating from the Kodak company, Kodak Alaris celebrated with its growing regional partner network and new global AI partner, Singapore company TAIGER. A new Alaris 'terminal' scanner that connects directly to an EDRMS and does not require a host PC was also unveiled.

Kodak Alaris staff numbers in the region have grown significantly with the addition of a new ANZ Channel Manager David Hassell, ANZ Pre Sales Manager Latha Balaji and ANZ Service Manager Ryan Smith.

Angelo Krstevski, General Manager of Sales, Kodak Alaris, Australia & New Zealand, kicked off the event with the announcement that the company is tracking in first place for market share of A3 production capture in ANZ, with 50% growth over the previous fiscal year.

With a 100% channel-based go to market strategy, Kodak Alaris also reports a 9% growth in Distributed Capture revenue for the region.

"The market has experienced a strong demand for Workgroup and Departmental scanners," said Krstevski. "This helped drive our revenue growth by 29% in 2019."

"In the ANZ production capture market Alaris is the leading vendor with 46% unit share while we continue to also grow our share of the distributed capture market."

Significant drivers of growth in the ANZ capture market include the push towards digital at all levels of government and a large scale overhaul of the health industry with a

focus on sharing medical records with patients and other institutions.

"The strategic importance of Digital Transformation is similarly high compared to other geographies. However, Australia is putting an even higher focus on Digital Transformation with the government providing guidance and leading by example," said Krstevski.

"The Public Sector, Banking, Insurance and Outsourcing are industries with more advanced strategies for digitization while many in Retail, Utilities and Transportation are taking their first steps. "

Leonel Da Costa, Regional Managing Director, APAC, Alaris, flew in from Singapore to present on the fundamental importance of Data Capture and Digital Transformation for economic development in this region

"Australia and New Zealand are key countries in APAC that we are investing in to add value and bring talent to our team," said Da Costa.

"The rise of cognitive technology, working together with robotic process automation (RPA), will drive the next wave of growth in enterprise capture over the next 3-5 years.

"Many are now recognising how important it is to use data for business process improvement and productivity and achieve compliance."

In pursuit of this aim, Kodak Alaris has announced a global strategic alliance with Singapore-based TAIGER, a developer of artificial intelligence solutions. TAIGER is headquartered in Singapore with offices in Hong Kong, New York, Madrid, and Mexico.

It will initially focus on certifying the Kodak Scan Station 730EX and the Alaris S2060w Scanners for use with TAIGER's AI solutions.

David Soo, Director of Strategic Sales Alliance at TAIGER, demonstrated how select models of Alaris scanners will now use AI-based software to recognise and interpret text, whether it's a name, address or other important information that an organization requires. The company says this capability is not available in traditional OCR solutions and will be a key differentiator for TAIGER and Alaris.

“Australia and New Zealand are key countries in APAC that we are investing in to add value and bring talent to our team”  
 - Leonel Da Costa, Regional Managing Director, APAC



Visiting from Kodak Alaris HQ in Rochester, New York, Cássio Vaquero, Vice President of Global Sales, revealed the surprising growth in the scanner market worldwide.

“Worldwide, the A4 market continues to be strong with 2018 market revenues being slightly higher than in 2016. The A3 scanner market has increased strongly in 2018 after a very weak 2017.”

Vaquero emphasised the importance of Intelligent Capture being implemented early in a business process to enable true automation. He quoted recent market research that found that more than two thirds of businesses have automated less than half of business processes.



Tony Cartwright (Neopost) was one of many local Kodak Alaris partners in attendance.



Angelo Krstevski - Country Manager ANZ, Cassio Vaquero - VP Global Sales and Leonel Da Costa, Regional Managing Director, APAC, unveiling a new network scanning product due for release in 2019 that is specifically designed to integrate with ECM and business processes.

“This new solution will allow our customers to deploy capture at the start of business processes with no need for any other infrastructure between the scanner terminal and their ECM-enabled apps. It will be able to validate data that is captured and send information back to the terminal on anything that is missing to enable action to be taken immediately at the frontline,” said Da Costa.

A new software agent is also being developed to enable USB-connected scanners to be managed as effectively as network printers are today.



Some of the growing team at Kodak Alaris ANZ distributor ACA Pacific, which has also recently opened a new office in Auckland, New Zealand: (l to r) Australian Channel Sales Manager Adam Mahdavi, NZ Channel Sales Manager Angus Malietoa, Solutions Specialist Rey Azizi, Solution Consultant Husni Karuni, National Sales Manager Sushil Gajwani (holding his Award recognising 20 years supporting Kodak Alaris Australia), Head of Marketing A/NZ Raj Saini (ACA Pacific) and Angelo Krstevski, Kodak Alaris Country Manager ANZ

“The market has experienced a strong demand for Workgroup and Departmental scanners” -  
 Angelo Krstevski -  
 Country Manager ANZ

# DATA MANAGEMENT

## More than half of all data remains unclassified

On average, more than half of all data within organizations (52 percent) remains unclassified or untagged, according to a global survey commissioned by Veritas Technologies.

The survey of 1,500 IT decision makers and data managers across 15 countries found that companies have limited or no visibility over vast volumes of potentially business-critical data.

According to the "Value of Data" study, conducted by Vanson Bourne, an independent market research specialist, mobile and public cloud environments represents some of the weakest links in data security. Most of the data available in these environments is left unclassified.

Part of the problem could come from an inability to assign responsibility. According to Veritas, 69% of global organisations believe that data privacy and protection are the responsibility of their cloud service providers. However, most contracts with cloud providers place data management in the hands of the business.

According to the Senior Director of Veritas for Northern Europe, Jasmit Sagoo, modern workforces are becoming more mobile, and data more distributed. Businesses now have a bigger challenge ahead of them to ensure that they have the right control and visibility over that data. If information isn't correctly classified, it can present a huge security risk to companies and customers.

Today's enterprises need to be willing to take responsibility for their data, or they'll have to face some serious consequences.

Organizations estimate that they lose over \$2 million per year as they struggle with data management challenges. 36% of IT leaders say employees are less efficient due to siloed data management processes, while 38% say their organization's strategic decision-making is slowed because of ineffective data management processes.

Only 29% of respondents say their organization has adopted a strategic, fully integrated approach to data management deployment. This implies the vast majority are taking a siloed approach and struggle to integrate disparate data management solutions. Often this siloed infrastructure results from continuing to add specialized, non-integrated point solutions and/or data storage repositories over a period of years.

58% also say the complexity of their data footprint limits their ability to realize the value of their data. 46% admit there isn't enough awareness or sponsorship in their enterprise about the consequences of poorly integrated data management capabilities, which implies they are often fighting an uphill battle to drive change.

When asked what challenges their organization currently faces with day-to-day management of data, IT leaders' answers included:

- Too many different data management systems to manage
- Spiralling costs make data management harder
- Too many complex data sources that are difficult to analyse

- Lacking the right skills/technology to harness the power of data

Per the recent report, 65% of businesses say that strengthening data security is crucial, and 41% believe in the importance of gaining data visibility and control. However, most respondents from the study admit that their organisation must make considerable improvements in areas of regulatory compliance, security, and visibility.

According to Sagoo, all businesses today are facing the threat of being targeted by cybercriminals – for most it's just a matter of when.

"If dark data serves as an entry point for attacks, then a company could be in serious trouble. The more today's organisations understand their data, the better they will be at reducing its risks. Now that the average business holds billions of files of data, manually classifying all of that information would be impossible. Fortunately, there are data management tools that can help with intelligent algorithms, machine learning, and advanced policies.

## Civica adds cloud-based digital health tools

Civica has announced its new Health & Care software portfolio for Australia, New Zealand and the Asia Pacific markets. This follows Civica's late 2018 acquisition of Geelong-based cloud software company Carelink, now Civica Care. One of the new technologies introduced within Civica's Carelink Suite is CarelinkGo; a smartphone application for mobile workforces which provides users with real-time mobility, interoperability, intuitive functionality and offline support.

Civica Care Managing Director, Craig Porte, says, "Over time Australia's health industry has been putting more administration tasks on our health and care practitioners. Unfortunately, that has diverted their time away from client care, which is a problem that technology can solve.

"By using cloud-based technologies, health and care practitioners can streamline the delivery of unified care and enhance financial and operational management, saving many hours so staff can focus on the client."

Great Ocean Road Health, Guide Dogs NSW/ACT and Enable WA have all chosen to implement Civica's cloud-based community care management solution to streamline operations, empower staff and improve client care.

Dale Cleaver, CEO of Guide Dogs NSW/ACT, says, "Our mission is to empower people living with vision impairment to live the lives they choose and actively participate in their communities.

"Carelink will enable us to give clients choice and control over the services they receive to achieve their goals. As many of our specialists work across the state, Carelink will provide staff with the convenience to access client information while on the road."

The new range of new healthcare products include:

- Cito – a clinical information management system that supports faster clinical diagnoses and improved care pathways through effective information sharing
- Member Engagement Solutions (MES) – to support community and patient engagement by blending technology and communications expertise
- CostMaster – for end-to-end cost reporting and management for key decision makers

## City of South Perth in 8-year digital quest

The City of South Perth has begun an eight-year digital transformation project with the implementation TechnologyOne's OneCouncil SaaS solution.

Replacing its on-premise legacy systems with OneCouncil provides the City with a single, integrated enterprise software solution that will be used by staff across all levels. By drawing upon a single source of truth, the City will experience operational efficiencies and quicker response times for its community.

City of South Perth CEO Geoff Glass said the first phase of the project focused on delivering significant internal improvements, digitising the City's financials, supply chain, payroll and asset management practices within the first year of the partnership.

## Smart Communications acquires Intelledox

Canberra software company Intelledox has been acquired by Smart Communications, UK firm that offers a global cloud platform for enterprise customer communications. The purchase price was not disclosed. Intelledox created the Infiniti digital transformation platform designed to enable businesses to rapidly convert manual, paper-based business processes into intuitive, fully digital workflows

Intelledox's cloud platform connects to any system of record and provides next-generation forms, built-in workflow and on-demand customer communications. It

is designed to digitally transform traditional forms-based processes into intelligent, conversational user experiences that streamline internal systems, manage risk and reduce demand for support services and, as a result, delivers more customers ready to transact.

## Iron Mountain embraces tape to Amazon migration

Iron Mountain has announced an expansion to its Data Restoration and Migration Services (DRMS) for those seeking to migrate tape-based data into Amazon Web Services (AWS). DRMS now includes the ability to migrate data stored on tape to Amazon Simple Storage Service (Amazon S3), Amazon S3 Glacier (S3 Glacier), or Amazon S3 Glacier Deep Archive (S3 Glacier Deep Archive) for long-term data retention and storage.

Iron Mountain is looking to migrate its customers' tape-based data to multiple AWS storage classes, either on demand or via bulk transfer, to further build big-data, artificial intelligence/machine learning-powered applications and solutions.

"Bringing together DRMS and AWS delivers on our strategy to align our services with companies like AWS, bringing tremendous value to our mutual customers," said Tom Fetters, vice president, Data Protection, Iron Mountain.

"As more organizations embrace cloud as part of their digital transformation journey, they seek partners who can help them solve the data protection, integration, migration, access and governance challenges they encounter along the way. Customers understand that their tapes continue to be an essential data source."

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# The future of e-Invoicing: To EDI or not EDI?

**By Richard Manson, CloudTrade**

**Organisations looking to implement EDI for the first time need to consider the challenges associated with this legacy approach to electronic trading. And those looking to upgrade should think twice before throwing good money after bad.**

EDI has been around since the 1970s and in that time, service providers have often over-promised and under-delivered. This hasn't changed.

Clients are promised the earth, but those who adopt EDI to streamline their document processing are often disappointed. On-boarding trading partners to EDI can be a challenge.

The process for organisations to on-board their suppliers to EDI is frustrating and cumbersome for all involved. The main problem for a supplier is that they have to change their systems and infrastructure in order to support EDI.

It takes time, effort and budget, since it requires technical skills to make it happen.

In order to understand the challenges, it's worth first understanding the process that a supplier needs to go through when setting up an EDI connection:

1. EDI service provider contacts supplier. The relevant contact often resides in credit control, so is unable to make it happen immediately.
2. They have to log a request with their IT department to update their finance system and infrastructure. This means they require a compelling business case, which must be submitted to management.
3. If successful, they obtain sign off from the relevant decision-maker.
4. They then wait for changes to be made to the finance system and infrastructure, before going live.

This process requires oversight from multiple teams within the supplier's organisation, including credit control, ERP, IT and infrastructure.

Often, third party outsourcing providers are involved in the picture, too. This means the EDI vendor and the end client are forced to treat every single connection as a full-blown project.

No wonder the process is normally measured in months, rather than hours.

EDI service providers might have good intentions, but this approach inadvertently causes unnecessary friction between buyers and sellers.

It can take months to connect new trading parties and get electronic business documents flowing.

This is a problem, causing delays and lacklustre adoption of EDI amongst suppliers, since only those with high transaction volumes and the right technical skills can justify coming on-board.

It doesn't need to be this way. Ultimately, receiving



organisations just want high quality transaction data automatically uploaded into their systems so they can process business documents such as invoices quickly and accurately.

Using CloudTrade, it's as simple as sending a PDF invoice via email. Our technology maps the data carried in the PDF to the file structure required by the receiver. It really is as simple as that.

When you compare this low-maintenance onboarding approach with that of EDI, the difference is stark:

1. Supplier receives an email requesting that invoice is sent via email as a PDF.
2. Request is received by credit control clerk and the invoice is emailed to the relevant address.
3. CloudTrade converts the PDF into the relevant EDI or XML structure with 100% accuracy and delivers it directly into the buyer's system.

There is no business case required, and no IT spend. The supplier simply has to flag their customer master records to ensure invoices are sent to the buyer in the correct format.

In recent years, the trend has been away from traditional EDI and towards more sophisticated and non-disruptive forms of data acquisition. Some suppliers – particularly those serving the public sector – are being encouraged to implement some of these other approaches by government clients. The proliferation of PEPPOL[3] looks set to accelerate this trend.

And yet, adoption of EDI remains widespread. This isn't necessarily a bad thing, but the way EDI is accessed is all too often inefficient and wasteful. To deliver on the promise of EDI and reduce friction between buyers and suppliers, we need to focus on technologies that integrate seamlessly with existing finance systems.

Put simply, we need to make it easy for suppliers to come on board. And that means removing the barriers for them to trade electronically by embracing intelligent data acquisition technologies.

*Richard Manson is Director and co-founder of CloudTrade, a UK e-invoicing specialist.*



TOTAL:  
14,622  
INV No

# ABBYY® FlexiCapture®

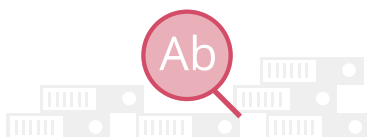
## Take the data. Leave the paper.

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



### Mobile Capture

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



### Document Archiving

Captures paper documents and converts them into searchable digital files that include metadata, and which are optimized for digital archiving and records management processes.



### Accounts Payable Automation

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



### Mailroom Automation

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



### Document Classification

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



### Forms Processing

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

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

# Survey: Only Half of Organisations believe they can stop Cyber Attacks

According to a new global survey from CyberArk, 50 percent of organizations believe attackers can infiltrate their networks each time they try. As organizations increase investments in automation and agility, a general lack of awareness about the existence of privileged credentials – across DevOps, robotic process automation (RPA) and in the cloud – is compounding risk.

According to the CyberArk Global Advanced Threat Landscape 2019 Report, less than half of organizations have a privileged access security strategy in place for DevOps, IoT, RPA and other technologies that are foundational to digital initiatives. This creates a perfect opportunity for attackers to exploit legitimate privileged access to move laterally across a network to conduct reconnaissance and progress their mission.

Preventing this lateral movement is a key reason why organizations are mapping security investments against key mitigation points along the cyber kill chain, with 28 percent of total planned security spend in the next two years to focus on stopping privilege escalation and lateral movement.

Proactive investments to reduce risk are critical given what this year's survey respondents cite as their top threats:

- 78 percent identified hackers in their top three greatest threats to critical assets, followed by organized crime (46 percent), hacktivists (46 percent) and privileged insiders (41 percent).

- 60 percent of respondents cited external attacks, such as phishing, as one of the greatest security risks currently facing their organization, followed by ransomware (59 percent) and Shadow IT (45 percent).

### Security Barriers

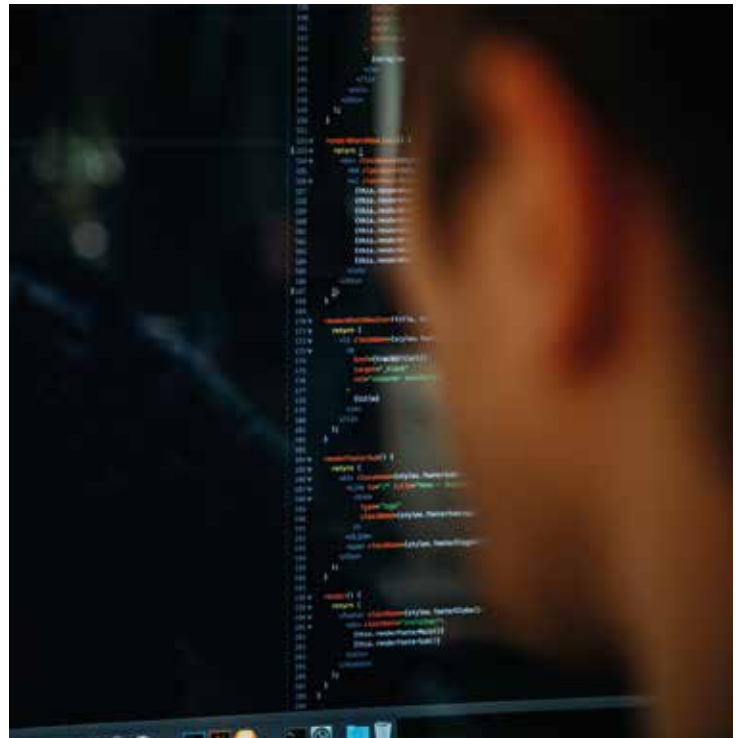
The survey found that while organizations view privileged access security as a core component of an effective cybersecurity program, this understanding has not yet translated to action for protecting foundational digital transformation technologies.

- 84 percent state that IT infrastructure and critical data are not fully protected unless privileged accounts, credentials and secrets are secured.

- Despite this, only 49 percent have a privileged access security strategy in place for protecting business critical applications and cloud infrastructure respectively, with even fewer having a strategy for DevOps (35 percent) or IoT (32 percent).

- Further, only 21 percent understood that privileged accounts, credentials and secrets exist in containers, 24 percent understood that they exist in source code repositories and 30 percent understood that they are present in privileged applications and processes such as RPA.

"Organizations are showing increasing understanding of the importance of mitigation along the cyber kill chain and why preventing credential creep and lateral movement



is critical to security," said Adam Bosnian, executive vice president, global business development, CyberArk.

"But this awareness must extend to consistently implementing proactive cybersecurity strategies across all modern infrastructure and applications, specifically reducing privilege-related risk in order to recognize tangible business value from digital transformation initiatives."

### Global Compliance Readiness

According to the survey, a surprising 41 percent of organizations would be willing to pay fines for non-compliance with major regulations, but would not change security policies even after experiencing a successful cyber attack.

On the heels of more than \$300M in General Data Protection Regulation (GDPR) fines being levied on global organizations for data breaches, this mindset is not sustainable.

The survey also examined the impact of major regulations around the world:

- **GDPR:** Less than half (46 percent) are completely prepared for breach notification and investigation within the mandated 72 hour period.

- **Australia's Data Breach Notification Law:** 62 percent of Australian respondents reported that they were ~completely prepared to comply with the entirety of the statute, which came into force in February 2019.

- **California Consumer Privacy Act (CCPA):** Only 37 percent are ready for this legislation to go into effect in 2020; 39 percent are actively working to meet deadline requirements.

Download the report at: <http://www.cyberark.com/TL19>



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# Are You Ignoring Unstructured Organizational Data?

**By Adam Rogers, co-CEO and CTO at Ultimate Software**

**In this Point of View, Adam Rogers, co-CEO and chief technology officer at Ultimate Software, shows why unstructured data can drive game-changing use of advanced technologies.**

Decision makers love data. But until recently, organizations have primarily relied on structured data—highly organized data sets that are easy to analyze. Unstructured data, like emails and text, don't usually follow a predefined model or fit into relational databases. Therefore, a great deal of enterprise data is unstructured, but many organizations

may ignore it completely because of the inherent difficulties of analyzing it.

Can you imagine making crucial business decisions based on only some relevant information? In addition to the sheer volume of unstructured data, I find it particularly valuable due to its ability to provide rich, detailed and qualitative insight into what's truly happening within your organization—not just the what, but also the why.

I've dedicated my career to tech innovation at a cloud provider of Human Capital Management solutions. We leverage unstructured data analysis and relational learning to drive prescriptive-analytics solutions and sentiment-analysis capabilities for human resources using natural language processing (NLP) models.

I believe advances in NLP, pattern recognition and cognitive analytics are absolute game-changers that can empower businesses across industries to collect and make

use of unstructured insights. From customer acquisition to retention and everything in between, this technology has endless practical applications.

Marketing and customer success teams, for example, rely on various hard-data sources—such as engagement and conversion rates—to prove campaign success. While these data are certainly valuable, they're unable to explain why a customer or prospect behaves in a certain way. To answer that, you likely need unstructured data.

Already, we're seeing the emergence of artificial intelligence (AI) solutions that couple with CRM systems like Komiko to provide account managers insight from unstructured email and calendar data. These platforms can perform a multitude of tasks, from tracking and documenting real-time communications to leveraging AI tools like Conversica for finding new customers that automate follow-up and flag warm leads—a tool explored in a Wall Street Journal article.

Looking to the future with the incredible explosion of business-to-business (B2B) online review sites, I expect we'll start seeing solutions emerge that can not only crawl the web but also simultaneously capture sentiment, which could allow organizations to easily monitor and improve both customer satisfaction and online reputation.

### Creating A New Frontier in Patient Care

Already, healthcare organizations around the world are leveraging AI technology to vastly improve patient care and outcomes.

For example, according to a Science Daily news release, researchers from Imperial College London developed an AI solution capable of determining the best treatment strategy for patients with sepsis.

After analyzing extensive records of approximately 100,000 intensive care unit patients, including 48 structured data sets (such as age, blood pressure and heart rate), the technology learned to apply previous experience to diagnose the best course of treatment.

**A vital first step is to decide which sources of data will have the biggest impact on your business and start there.**

Ninety-eight percent of the time, the AI system reportedly either “matched or was better than the human doctors’ decision.” And when doctors deviated from AI recommendations, patients had a “reduced chance of survival.”

Attempts in other locations have had similar results. West Virginia’s Cabell Huntington Hospital reportedly developed a separate machine learning solution to address sepsis through early detection and clinician alerts, and its sepsis-related mortality rates dropped 33.5%. In California, a small randomized controlled clinical trial found similar success in decreased length of stays using a predictive algorithm.

However, in these and many other successful healthcare case studies, the systems are limited to structured data. Consider the role text, image, audio and video data play in most diagnoses and the fact that each of these data sets are typically analyzed separately by human beings. What

## The widespread use of unstructured data analysis in health care could open the door for more accurate diagnoses (including early detection)

if we could train technology to effectively analyze these unstructured data points for us?

Flatiron Health, which was reportedly acquired for \$US1.9 billion, is working on this—but it's not there yet. Flatiron's oncologist-facing platform, as explained by one Forbes contributor, has differentiated itself with a dataset brimming with unstructured oncology data and features like free-text pathology reports and clinical notes. In cancer diagnoses in particular, these unstructured insights could be crucial.

But while Flatiron's solution is driven by tech, it appears limited in its ability to actually extract insights from unstructured data. For the time being, Flatiron's solution is reportedly paired with healthcare professionals who manually analyze and contextualize the data.

As NLP functionality and neural network algorithms improve, I expect these limitations will fade away. The widespread use of unstructured data analysis in health care could open the door for more accurate diagnoses (including early detection), enhanced treatment quality, faster turnaround times, and fewer specialist referrals, essentially serving as a catalyst for more efficient and affordable health care models.

### Developing An Unstructured Data Strategy

With so many emerging opportunities to leverage unstructured data, I believe carefully developing data strategies and frameworks should be a top priority for executives.

A vital first step is to decide which sources of data will have the biggest impact on your business and start there. I've found that homing in on a few crucial metrics rather than overloading your team with too many priorities almost always produces better results.

Once you've identified your needs and goals, spend some time researching existing software tools. Depending on your situation, it may be more efficient to partner with a vendor than to develop a new solution in-house.

Outsourcing often results in better resources, compliance, flexibility and expertise; on the flip side, doing the development in-house usually means better privacy, increased employee goodwill and more control over communication and management.

Finally, consider your culture. If there's a disconnect between how the data tools are designed and how managers will use or apply them, long-term success is unlikely. Ensure that whatever model you use will complement existing processes, that resulting analytics can be easily understood by frontline managers and that—perhaps most importantly—you've nurtured a data-driven organization that encourages and rewards proven methodologies and results.

*Adam Rogers is co-CEO of Ultimate Software, a leading cloud provider of HCM solutions. A version of this article was originally published in Forbes.*

# Keep an eye on the roads via Google Street View



Geospatial scientists have developed a program to monitor street signs needing replacement or repair by tapping into Google Street View images. The fully-automated system is trained using AI-powered object detection to identify street signs in the freely available images.

Authorities currently spend large amounts of time and money monitoring and recording the geo-location of traffic infrastructure manually, a task which also exposes workers to unnecessary traffic risks.

Results just published in the *journal of Computers, Environment and Urban Systems* show the system detects signs with near 96% accuracy, identifies their type with near 98% accuracy and can record their precise geo location from the 2D images.

Study lead author and RMIT University Geospatial Science Honours student, Andrew Campbell, said the proof-of-concept model was trained to see 'stop' and 'give way' signs, but could be trained to identify many other inputs and was easily scalable for use by local governments and traffic authorities.

"Councils have requirements to monitor this infrastructure but currently no cheap or efficient way to do so," Campbell said.

"By using free and open source tools, we've now developed a fully automated system for doing that job, and doing it more accurately."

The team found during investigations that mandatory GPS location data in existing street sign databases was often inaccurate, sometimes up to 10m off.

"Tracking these signs manually by people who may not be trained geoscientists introduces human error into the database. Our system, once set up, can be used by any spatial analyst - you just tell the system which area you want to monitor and it looks after it for you," Campbell said.

Campbell credited the project's initial concept to his industry mentor at Alpine Shire Council and RMIT Geospatial Science alumnus, Barrett Higman.

RMIT geospatial scientist and project co-lead, Dr Chayn Sun, said the fact that some councils were already attach-

ing cameras onto rubbish trucks to gather street footage showed how valuable visual data were becoming, given what technology could now do with it.

"This imagery is critical for local governments in monitoring and managing assets and with the huge amount of geospatial applications flourishing, this information will only become more valuable," Sun said.

"Ours is one of several early applications for this to meet a specific industry need but a whole lot more will emerge in coming years."

Sun said footage from other sources, like that from rubbish truck cameras or any other geo-referenced imagery of the road network collected by councils, could also be fed into the system.

"Where footage is already being gathered, our research can provide councils with an economical tool to drive insights and data from this existing resource," she said.

The project was co-led by Sun and fellow RMIT geospatial scientist Dr Alan Both, from the university's Centre for Urban Research. The team is currently working with local governments on heat intervention strategies using Google Street View images to analyse street tree shade.

## Text Analytics Suite for cloud or on-premise

Lexalytics has announced that its entire text analytics and natural language processing (NLP) product suite is available for deployment in any computing environment - on-premise; private, public or hybrid cloud; or individual workstation.

Previously, the only on-premises option from Lexalytics was its core Saliency text analytics libraries which are integrated into existing customer or BI applications.

Now, Semantria, the company's text analytics RESTful API, as well as Lexalytics Intelligence Platform, a complete application for gathering, processing, modelling, analysing and visualizing relevant information extracted from unstructured text, can also be deployed on premise, in addition to a public or private-public cloud, hybrid configuration.

"We're seeing a lot of demand from analytics teams within enterprises for a full text analytics stack not only in the public cloud, but also in on-prem and hybrid environments," said Jeff Catlin, CEO of Lexalytics.

Lexalytics also announced it is pioneering a new machine learning approach to text analytics that it is calling "micromodels." In any text analytics application, there is generally a small subset of phrases, concepts and entities that are difficult to correctly score or extract with monolithic "macromodels."

These ambiguous terms can cause a drop in the system's accuracy. For example, the word "tight" can mean many things in standard and vernacular English, from "strongly fixed," such as, "The lid is tight," to "cool," as in, "That video was tight!" and can have positive, negative or neutral sentiment, depending on usage.

Text analytics companies have traditionally approached this problem by training one monolithic model with large amounts of data. With micromodels, Lexalytics says it can greatly improve accuracy by identifying the critical subset of terms unique to a particular customer or industry and creating micromodels for each term, dramatically reducing the amount of data and hours required to train the system.

## Kodak Alaris Signs Global AI Alliance

Kodak Alaris is pursuing an AI future by integrating select models of Alaris scanners with AI software from Singapore firm TAIGER to recognise and interpret text, whether it's a name, address or other important information that an organisation requires.

TAIGER will focus first on certifying the Kodak Scan Station 730EX and the Alaris S2060w Scanners for use with TAIGER's artificial intelligence solutions. The combined functionality of TAIGER's software and Alaris' hardware will allow organizations to securely and efficiently scan, store and search large volumes of documents in a network-connected environment.

For example, the client onboarding process of one of the largest banks in Europe and Latin America requires prospective customers to submit physical and digital versions of many types of documents.

Automating the capture, extraction and validation of information from these documents and seamlessly inputting it into a Customer Relationship Management (CRM) system presents a tremendous opportunity to improve performance and drive efficiencies, while minimizing costs and errors. By working with TAIGER, the bank was able to reduce total processing time by 90% and total costs by 80%.

"We are on a mission to transform the way organizations use our capture solutions as productivity tools," said Don Lofstrom, President, Alaris, a Kodak Alaris business.

Both companies intend to identify new partners to resell Kodak Alaris and TAIGER solutions.

## Ocrolus applies ML to financial documents

Ocrolus, a New York startup that utilises machine learning to capture data from financial documents, has announced \$US24M in new funding will be used to automate underwriting workflows for lenders and banks, and expand into new verticals. The company claims to offer the only automation platform that analyzes financial documents with over 99% accuracy.

Ocrolus offers a turnkey solution hosted on AWS. The platform reviews bank e-statements, scans, and cell phone pictures of printed statements and generates custom-tailored analytics, ultimately geared toward tracking account balances, detecting money movement, and identifying missing or fraudulent information. Its API plugs into Salesforce and other CRM platforms.

"Historically, image recognition software has not been accurate enough to automate financial review work completely. Machines struggle to parse semi-structured documents like bank statements and pay stubs, and lower quality images like cell phone pictures," the company said in a statement.

"Sometimes humans are better than robots," said Sam Boble, Co-founder and CEO of Ocrolus.

"We combine machine processes with live human intelligence to provide customers with a complete solution. The capital will be used to develop workflows for new document types, and sharpen our fraud detection and analytical capabilities."

[www.ocrolus.com](http://www.ocrolus.com)

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# Don't chose a product before you understand the process

By Kris Elliott

**As I sat down this morning sipping my coffee, I gave my LinkedIn feed its usual skim to see if anything grabbed my attention and a particular blog did, although it was probably for the wrong reason. I confess that my mind wasn't focused on the task as I was already starting to think ahead to the tasks of the day once the sun was up and the kids were at school, so I initially scrolled past it. But something about it poked at my lizard brain and sent me searching for it again.**

The blog was titled *"How to identify Robotic Process Automation (RPA) opportunities"* and it instinctively irked me. Reading it through several times, I admit that some of the points it made were positive. It mentioned some use cases where RPA could deliver value and it also looked at task categorisation for things that RPA is particularly good at improving. All these things were valid points and for the most part I agree with them.

However, my problem with it was that the tone and approach of the blog was completely backwards. It was written as a vendor's sales pitch for the latest shiny new thing for early adopters to add to their collection of cool stuff. Starting with a premise of, 'here is a new thing, let me tell you how to justify buying it', it reeked of the Vendor Push selling model that Graham Hawkins of SalesTribe wrote about last year, as a selling model that will be dead in 3 years.

That approach to RPA, or indeed to Business Process Automation (BPA) in general, is unequivocally just wrong. Technology can be a catalyst for change, but change should always be based on business benefits and not on product features.

Any BPA project starts with a process. Whether it is existing or new, typically it is a process that is mired with manual steps and repetition. Often it is a process that also lacks efficiency, speed, or visibility. Understanding the process is key to the success of the whole project, and that understanding does not come from starting with a technology or product and trying to see how it fits.

It comes from understanding your business processes intimately. Not just as a sequence of events in a workflow, but from a deeper recognition of WHY your processes are structured the way they are and what they are designed to achieve.

With that in mind, here are three quick ways to identify business processes that could benefit from a review, regardless of the product, vendor, or technology type that is ultimately used to achieve the project goals.

### 1) Data Entry

Whether it's taking orders, paying vendors, onboarding staff, collecting information, enrolling patients or students, or even moving stuff from A to B, there is a lot of administrative paperwork involved in almost every business. That means all manner of ERPs - from HR



databases through to CRMs - will need to be updated with new information.

Whether that information comes contained within a document, or whether it originates from another system, there are ways to automate that data extraction and integration without relying on people wearing out keyboards. Human data entry is time consuming and susceptible to mis-keying and errors. Consider the opportunity cost of other valuable business tasks those team members could be performing instead of pounding a keyboard.

Data-entry isn't always document centric. Sometimes it's about the double handling of data to ensure it gets into the various systems that need it, or it could even be keying information from one system to another.

You might have more than one CRM for different divisions within your organisation. Or maybe your inventory & POS system is separate from your Finance system. Perhaps your asset register and contract management systems are updated manually once an AP invoice has been receipted and paid.

Whatever the specifics of your workflow, if you have staff

keying information from one system into another system, then you need to ask why that is happening. Once you understand the why of it, then you can start looking at the right way to solve the problem.

## 2) Bottlenecks

Does your end of month process seem like a frantic semi-controlled chaos that seems to eat all the hours in a working day? If so, ask yourself why. Is it because of a routing issue whereby documents sit on someone's desk until the pile gets large enough for them get around to it?

Is it because your staff are mired in other manual tasks throughout the month, forcing essential tasks to take a backseat until they become urgent? Maybe it is because of scheduling whereby some of the key staff are only on-site or in the office at certain times, or perhaps they are even on leave? Whatever the reason, unreasonable peaks and troughs in administrative workload could be a symptom that your processes need to be re-evaluated.

Understanding why it is happening is more important than starting with any particular product or technology platform to try and ease these symptoms. Because all that would do is put a Band-Aid over the problem rather than treating the cause of the problem.

## 3) The Paper Shuffle

Physically moving paper around an office, or worse between offices, creates problems around visibility. Pause for a moment and think about the things you've recently been working on. It could be a contract, an order, an application, an authorization request, a shipping/distribution process, a product build, an invoice approval,

a PO request, an HR background check, or even preparing a sales report.

Picture that process in your mind and think about the documents that underpin the process. Think about the escalation possibilities. Think about the timings, the various parties involved, and of course think about how you will know when it's completed as well as when (if?) the document will make its way back to you.

Once you have that picture in your mind, ask these two questions: "What is that status of document right now?" and "Who currently has it?". If your first instinct is to check your email or to pick up the phone to ask someone, that is sign that your business process may need to be reviewed because it demonstrates that your process lacks visibility. If documents are bouncing from desk to desk as they collect the necessary comments, signatures, coding, and feedback, then you need to ask why.

If you take nothing else away from this article, let it be this: Don't start a BPA project by trying to fit a product into your business. Instead, invest some time into understanding the reasons behind your processes and challenge the assumptions around why things are done that particular way. If you don't have the time in invest in that kind of review, then perhaps that in of itself is symptom of a larger issue...?

Once you understand the details behind both the WHAT and WHY, find a trusted advisor that shares your vision, understands your challenges, and can offer fresh innovative ways to achieve your goals. In short, give me a call.

*Kris Elliott is a Solution Sales Executive with UpFlow Solutions. Email him at kris.elliott@upflowsolutions.co.nz*

## Automation Anywhere makes French acquisition

Automation Anywhere, provider of a robotic process automation (RPA) platform, has acquired Klevops, a privately-held company based in Paris. With the acquisition, Automation Anywhere says it is advancing the RPA category to Attended Automation 2.0, where managers can more easily orchestrate workstreams across a team of employees and bots, driving a higher level of employee productivity and improved customer experience.

This enables customers to automate more processes than ever before, with the same level of central governance, security and analytic capability for which Automation Anywhere has always been known.

"We are taking a bold step forward in delivering Attended Automation 2.0, a next-generation RPA solution that changes the way people work," said Prince Kohli, CTO, Automation Anywhere.

"The acquired technology from Klevops will alter the dynamics between attended and unattended automation making it a foundational solution for companies scaling their automation initiatives across all industries. This is especially relevant to contact centre-intensive industries like banking, financial services and telecommunications."

According to Automation Anywhere, today, most enterprises use "unattended" bots to execute rules-based processes completing tasks with no human intervention. However, as RPA becomes more ubiquitous, organizations are increasingly deploying "attended" automation that operates similar to a virtual assistant providing return on investment for customers, but is restricted to one employee sending and receiving information to and from a bot.

Through the Klevops' acquisition, Attended Automation 2.0 enables several employees to orchestrate attended automation tasks across multiple groups of employees and multiple bots.

"Attended automation is typically triggered by a single person," said Peter Meechan, chief corporate development officer, Automation Anywhere.

"The combined solution of Klevops and Automation Anywhere's attended automation creates the industry's first capability to enable bots driving actions with multiple human teams to coordinate their activities."

[www.automationanywhere.com](http://www.automationanywhere.com)

# The rise of digital workers in government

**By Rob Mills, Blue Prism**

**Tighter budgets, expanding workloads, declining workforces, increasing regulatory requirements, rising data security concerns and growing citizen expectations are among the mounting challenges facing government executives every day.**

Dealing with these challenges involves maximising current and future workforces, as well as embracing technology and innovation to drive digital transformation. It also requires an effective digital strategy that encompasses compliance, cybersecurity and data flow within an agency and across clusters.

With mounting mandates to address these challenges, an increasing number of government agencies are exploring robotic process automation (RPA) as a way to deliver on their specific missions with more efficient processes, fewer mistakes, a more optimised workforce, better compliance and more satisfied citizens.

RPA makes government agencies' business operations more agile and cost-effective by augmenting their human workforce with a "digital workforce." Digital workers (or software robots) mimic the way humans perform the predictable, repetitive, tedious and error-prone portions of business processes.

Virtually any high volume, high touch, business rule-driven, repeatable process is a candidate. Think new hire onboarding, employee transfer processing, financial reconciliation, purchase requisitions, record management, invoice processing and asset management. Also, agency specific processes such as maintenance work scheduling and call centre-based case retrieval.

Since digital workers follow programmed rules, they automatically improve process quality, efficiency, consistency, accuracy and compliance. Just as importantly, they allow departments and agencies to focus on more high value probabilistic workloads, sometimes with fewer people and often with smaller budgets.

### True value of RPA in government

The public sector is learning every day how to best apply RPA within their agencies. While some of the initial return on investment (ROI) focus is around cost savings, creating agency efficiencies and ensuring compliance; the true value is three-fold and is delivered across the entire department and, potentially, beyond.

First, there is value back to the agency itself in helping to drive down costs. All while still achieving its mission in a more efficient and effective manner and while under budget constraints, net-net returning human hours back to the agency.

Second, enabling a more citizen centric approach by increasing the overall quality of the services provided to citizens, coupled with improved consistency and overall faster delivery of those services.



Third, and in my opinion the most important, is enabling employees to take on more interesting cognitive related work by "freeing the robot" inside of them, in turn increasing their overall job satisfaction.

### Free the human

Introducing digital workers into government has been faced with some trepidation. A lack of understanding has led many to think technology is going to replace them, or at a minimum reduce the workforce.

### This couldn't be further from the truth.

RPA isn't going to get rid of employees ... far from it. In fact, it's going to help make them better, happier and more productive. Intelligent automation through a digital workforce lets people do what they do best - interact with other people.

The digital workforce frees up human employees' time to focus on higher value tasks requiring emotional intelligence, reasoning, judgment and direct customer interaction, while autonomous multi-skilled digital workers tirelessly perform error-free rules based administrative transactions. This creates happier employees and a better environment to work in.

This collaborative relationship between human and digital workers enables the automation of more complex tasks, enabling agencies to automate a greater portion of the workload - and to reskill and redeploy more agency staff, often into the Centre of Excellence driving automation. This means business process experts drive the automation rather than IT.

### Preparing the workforce for change

The key to success is having a solid change management process in place and involving employees early on in the journey, so they clearly understand the impact and intention of the automation project. The reasons must be clearly communicated so they're easily understood to engage the business and get everyone on board.

In many cases, automation will take a portion of people's roles or daily activity away, so know from the beginning how you're going to reallocate their time.

Upskilling will be required if employees are now being asked to do something different that wasn't part of their previous job.

One thing is certain, by properly managing the unification of human and digital workforces from the very beginning, you'll have a greater chance of success.

*Rob Mills is VP ANZ for Blue Prism.*



# Converga adds RPA as a Service

Canon Australia Business Process Outsourcing subsidiary, Converga, has announced the addition of Robotic Process Automation (RPA) as a Service to its BPO platform.

Now part of a newly merged operation known as Canon Business Services, Converga's RPA solution allows teams to capture and configure key back-office procedures, with software robots then performing those tasks exactly as a human would.

The company says RPA as a Service works across any system, with no lag time or software integration required. This allows users to tap into expert support and advice without the lead time, risk and expense of building an internal centre of excellence – improving speed, accuracy, and compliance across the organisation.

Luke Clark, CEO of Canon Business Services, which encompasses Harbour IT and Converga, said, "Working with RPA, organisations can automate repetitive parts of a task, such as budget reconciliations at month end, freeing up the finance team to focus on more strategic functions like cost accounting, forecasting, ROI analysis."

The RPA service includes expert consultancy through Converga's centre of excellence, helping customers start with a small automation experiment, assess the opportunity, and scale gradually without the risk and investment of a large rollout.

## Micro Focus intros new RPA product

Micro Focus has launched a Robotic Process Automation (RPA) product designed to give companies the power to build, secure, and scale automated business processes, from legacy to modern, across the enterprise.

According to Gartner, "The ability to integrate legacy systems is the key driver for RPA projects. By using this technology, organisations can quickly accelerate their digital transformation initiatives, while unlocking the value associated with past technology investments."

Micro Focus RPA automates repetitive, error-prone UI-based human actions on legacy apps and integrates them with modern IT process automation in a single product.

"Micro Focus RPA delivers on key capabilities such as scalability, resiliency and security that our customers and partners demanded," said Tom Goguen, Micro Focus Chief Product Officer.

"It adapts to UI changes, automates UI and API-based applications, and includes real-time auditing and traceability, giving our customers the confidence to deploy RPA across the enterprise while providing for centralised governance and compliance for their digital workforce."

"As we have worked closely the last few years with our customers and partners to leverage test automation for their first RPA projects, it presented a convenient way to evaluate the potential of business-related automation and further prove its value to the organisation," said Raffi Margalio, Micro Focus General Manager for Application Delivery Management.

"With Micro Focus RPA, we augmented our core capabilities to be purpose built for RPA and we believe our

innovations in making automation more resilient to change will deliver a lower TCO compared to existing solutions."

Micro Focus RPA capabilities include:

- **Easy-to-use design studio:** An intuitive design interface that allows users to easily record screen actions and design sophisticated end-to-end RPA workflows, visually or with code.

- **Cross-platform connections:** A technology-rich product that combines UI automation with API and other integration methods to connect business processes spanning old and new applications.

- **Scalable robots:** A worker-queue-based architecture to scale robots up or down as workloads change, making it possible to run hundreds or thousands of robots at once.

- **Centralised security:** A centralised dashboard to manage the robots that have unique IDs and encrypted, role-based credentials.

- **Resilient robots:** Advanced object recognition technology to detect UI changes and automatically adapt as needed, saving time on maintenance.

Pricing starts at \$US15,000 USD per robot, with special pricing that extends to Micro Focus Unified Functional Testing and Operations Orchestration customers.

[www.microfocus.com/rpa](http://www.microfocus.com/rpa)

## Blue Prism in the cloud with Thoughtonomy



**thoughtonomy™**  
your virtual workforce

Blue Prism is acquiring UK cloud services company Thoughtonomy for up to 80 million pounds to extend the SaaS capabilities of its robotic process automation (RPA) platform. Thoughtonomy has built a cloud-based AI engine that delivers RPA-based solutions on a SaaS framework.

Blue Prism says that connecting its RPA platform with Thoughtonomy's SaaS capabilities will allow customers to accelerate automation projects more easily, without needing to set up a dedicated infrastructure to support their program.

"The acquisition of Thoughtonomy will support a broader strategy to strengthen our portfolio with cloud offerings that deliver value and enhance customer experience," says Alastair Bathgate, Co-founder and CEO, Blue Prism.

"Thoughtonomy brings valuable knowledge and experience in the development and implementation of cloud-based intelligent digital workers, with a successful track record delivering its solutions to mid-tier enterprises in a number of industry verticals complementary to the areas of the market Blue Prism has served."

## RPA Market Grew 63% in 2018: Gartner

The robotic process automation (RPA) software market is growing at a frenzied pace, according to Gartner data. Some RPA software vendors experienced triple-digit revenue growth rates in 2018. In Australia, the market is still small but growing fast, with total revenue of \$A52.3 million in 2018, up from \$A27.4 million in 2017.

Global RPA software revenue grew 63.1% to \$US846 million in 2018, making it the fastest-growing segment of the global enterprise software market, according to Gartner, Inc. Gartner expects RPA software revenue to reach \$US1.3 billion in 2019.

"The RPA market has grown since our last forecast, driven by digital business demands as organizations look for 'straight-through' processing," said Fabrizio Biscotti, research vice president at Gartner. "Competition is intense, with nine of the top 10 vendors changing market share position in 2018."

The top-five RPA vendors controlled 47% of the market in 2018. The vendors ranked sixth and seventh achieved triple-digit revenue growth (see Table 1).

"This makes the top-five ranking appear largely unsettled," Mr. Biscotti added.

**Table 1: RPA Software Market Share by Revenue, Worldwide (Millions of U.S. Dollars)**

2017 Rank	2018 Rank	Company	2017 Revenue	2018 Revenue	2017-2018 Growth (%)	2018 Market Share (%)
5	1	UiPath	15.7	114.8	629.5	13.6
1	2	Automation Anywhere	74.0	108.4	46.5	12.8
3	3	Blue Prism	34.6	71.0	105.0	8.4
2	4	NICE	36.0	61.5	70.6	7.3
4	5	Pegasystems	28.9	41.0	41.9	4.8
8	6	Kofax	10.4	37.0	256.6	4.4
11	7	NTT-AT	4.9	28.5	480.9	3.4
6	8	EdgeVerve Systems	15.7	20.5	30.1	2.4
7	9	OpenConnect	15.2	16.0	5.3	1.9
9	10	HelpSystems	10.2	13.7	34.3	1.6
		Others	273.0	333.8	22.2	39.4
		Total	518.8	846.2	63.1	100.0

*Due to rounding, numbers may not add up precisely to the totals shown Source: Gartner (June 2019)*

North America continued to dominate the RPA software market, with a 51% share in 2018, but its share dropped by 2 percentage points year over year. Western Europe held the No. 2 position, with a 23% share. Japan came third, with adoption growth of 124% in 2018.

"This shows that RPA software is appealing to organizations across the world, due to its quicker deployment cycle times, compared with other options such as business process management platforms and business process outsourcing," said Mr. Biscotti.

Although RPA software can be found in all industries, the biggest adopters are banks, insurance companies, telcos and utility companies. These organizations traditionally have many legacy systems and choose RPA solutions to ensure integration functionality.

"The ability to integrate legacy systems is the key driver for RPA projects. By using this technology, organizations can quickly accelerate their digital transformation initiatives, while unlocking the value associated with past technology investments," said Mr. Biscotti.

Gartner expects the RPA software market to look very different three years from now. Large software companies, such as IBM, Microsoft and SAP, are partnering with or acquiring RPA software providers, which means they are increasing the awareness and traction of RPA software in their sizable customer bases.

At the same time, new vendors are seizing the opportunity to adapt traditional RPA capabilities for digital business demands, such as event stream processing and realtime analytics.

## NICE RPA Extends AI Capabilities

NICE has updated its Robotic Process Automation with more AI-based features to promote more rapid automation development, efficient robotic and human workforce management and to better ensure business continuity.

Notable capabilities in NICE RPA version 7.1 include identifying sub-processes, proactive identification of automation workflows and connectivity issues, intelligent real-time data, dashboards and sophisticated control features. With its approach to RPA, NICE aims to empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data, according to Barry Cooper, the president of NICE Enterprise Group.

NICE RPA version 7.1's improvements include:

- **Automation Discovery Phase:** This aims to help organizations plan and develop their automation roadmap, increase the footprint, and speed up ROI for automation investments.

- **Automation Development Phase:** To help IT deploy RPA solutions error-free as quickly as possible, Nice RPA 7.1 is equipped with a new built-in debugger capability, which shows a detailed view of the automation development flow just with a touch of a button. With this, developers can pinpoint issues within the automation flow and resolve them quickly.

- **Operationalization Phase:** The NICE Employee Virtual Attendant (NEVA) ports a human-like interface that "personifies how the human and robotic workforces can work together collaboratively," according to the company. NEVA actually invites employees to request assistance and ask questions. In turn, employees can ask NEVA to execute a task as needed. NEVA can also integrate with any desktop application, legacy system, and virtual environment.

- **Maintenance and Monitoring Phase:** A number of additions help administrators to seamlessly monitor and control the robotic workforce at scale while taking decisive action in realtime. The capabilities of the Connectivity Watcher have been expanded so that administrators are alerted in realtime as connectivity breaks occur.

<https://www.nice.com/websites/rpa/index.html>

## Softomotive Desktop and Server Software

Softomotive has announced new releases of its desktop and server-based RPA software solutions - WinAutomation v9 and ProcessRobot v2019.1.

WinAutomation v9 adds 8 totally new features and 12 functionality improvements - including expanded capabilities for application control, improved automation workload efficiency and increased security.

ProcessRobot v2019.1 has 7 new features and over 10 enhancements.

"Our ambitious and innovative product development strategy has enabled us to bring these exciting new releases of our solutions to market quickly as demand for RPA solutions is increasing," said Marios Stavropoulos, Co-CEO, Softomotive.

"This strategy combines with our People1st Approach for RPA, which effectively puts power into the hands of end-users and frees up their time to make a real difference to the business.

"Enterprises of any size can start small, learn quickly and scale seamlessly with RPA solutions that are easy to use, fast to deploy and provide significant business benefits."

Both WinAutomation v9 and ProcessRobot v2019.1 are available via an annual subscription.

<http://softomotive.com>

## Accusoft enables Cloud OCR for UiPath

Accusoft has released new libraries that allow UiPath, the enterprise Robotic Process Automation (RPA) software company, to enable users with Optical Character Recognition (OCR) capabilities in the cloud. The libraries are now available on UiGo!, UiPath's online marketplace.

Accusoft patented technology provides document viewing, advanced search, image compression, conversion, barcode recognition, OCR, and other image processing tools to use in application and web development.

"We recognize that more and more of the industries we serve need to automate comprehensively in order to remain competitive," says Megan Brooks, VP of Marketing at Accusoft. "Legacy systems often don't allow for sophisticated, modernization of manual processes, so a coupling of Accusoft's content processing software and the UiPath platform makes absolute sense. We will look into integrating more of our offerings soon."

While newer companies have more modern IT systems that allow necessary data capture to integrate directly into backend systems, some older corporations are often stuck with legacy systems that don't enable easy technology integrations or upgrades. These legacy systems rely on manual data entry. With Accusoft's ability to extract data from image files, and UiPath's powerful workflow engine, data entry can be fully automated.

[www.accusoft.com](http://www.accusoft.com)

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# Palisade turns to ELO for Document Control

A digital asset management strategy is the foundation to managing an organization's digital assets and information. When that organisation is a \$2B management services business running three wind farms, a solar farm, two gas transmission pipelines, a power station and a regional livestock exchange network of seven sales facilities, the challenge is formidable.

Having achieved strong growth since its establishment in 2015, Palisade Integrated Management Services (PIMS) has turned to ELOprofessional to replace a number of legacy systems used for asset management.

PIMS is a dedicated management services business with a focus on investment in Australian infrastructure.

It is staffed by an experienced team of infrastructure investment specialists from a range of disciplines including banking, funds management, investment banking, finance, legal and engineering.

The broad range of complex infrastructure under management necessarily led to a huge volume of documents to be managed.

ELO Australia consultants were engaged by PIMS to devise a solution that provided benefit to their internal processes.

Standard features of the ELOprofessional software include multiple options for analysing data in real time, state-of-the-art search technology, and functions for automating processes.

For the PIMS project, ELO undertook a standardisation of the firm's archive taxonomy, which helped to reduce their workload and provide a means to centrally manage permissions and access to documents.

Activities such as filing, numbering and indexing have been considerably simplified and automated, which in turn has led to the ongoing development of automatic expiration notification and the review of existing documents.

"We operate a number of assets which are regulated by strict safety regimes. ELO allows us to clearly demonstrate compliance with these and contributes to the ongoing safety of the assets," said, Wacek Lipski, General Manager Pipelines, PIMS.

The scope of the ELO deployment has expanded as the

*Palisade manages investments in a wide array of assets within Transport, Energy, Utilities and Renewables.*



number of documents imported from legacy systems using ELO's migration framework has grown.

Palisade is also making effective use of ELO Express, a one-button lightweight Web client for ELOprofessional.

Rainer Krause, Managing Director, ELO Australia, said, "Working with the team at PIMS has been a rewarding process.

"The team's challenge was to implement a document control system that can easily be seen as an industry-wide best practice solution while maintaining highest levels of compliance."

*"The introduction of ELO has streamlined our document management process and ensured that all our asset documentation is readily available whenever and wherever it is required. ELO provides us with a robust structure to ensure documents are managed consistently across our asset portfolio, while providing the flexibility to adapt to individual asset requirements," - Wacek Lipski, General Manager Pipelines, Palisade Integrated Management Services (PIMS)*



## Frameworks critical to Info Governance in ANZ

Information Governance ANZ has announced results of its second survey on trends in Australia and New Zealand, which found that implementing an IG framework is the most important priority for organisations, with the three main drivers of IG projects identified as good business management practices (up 16% on the 2017 survey), external regulatory, compliance or legal obligations and internal technology restructuring or transition.

Over 40% of respondents also indicated that privacy regulatory changes, such as the GDPR and Australia's NDB Scheme had been a driver of their current IG projects.

Just over half the respondents said their organisation uses a formal IG framework with policies and procedures. Almost three-quarters of the respondents' organisations have IG projects underway or planned in the next year, with a third indicating they are expecting to increase their IG spend this financial year.

The IG Survey highlights that implementing an IG framework is the most important priority for organisations, with the three main drivers of IG projects identified as good business management practices (up 16% on the 2017 survey), external regulatory, compliance or legal obligations and internal technology restructuring or transition. Over 40% of respondents also indicated that privacy regulatory changes, such as the GDPR and Australia's NDB Scheme had been a driver of their current IG projects.

Information Governance ANZ Executive Director Susan Bennett said, "IG appears to have matured since our initial survey, with over half assessing their IG programs as intermediate or advanced in maturity and a similar percentage ranking their IG programs as proactive rather than reactive. It is clear there is a growing recognition and investment being made in both the formal IG framework as well as IG projects to maximise the value and minimise the risk of information. Clearly a proactive enterprise-wide information governance framework, which is well implemented will deliver the greatest return on investment."

Three quarters of the respondents agreed with the view that IG as an umbrella concept that describes all information management activities.

A significant majority of organisations surveyed have at least one IG project in motion, or planned across the next 12 months. Government organisations were the most likely to be working on or planning IG projects, with 78% answering yes, compared to 64% of corporates and 73% of not-for-profits.

Whilst the terms 'information governance' and 'data governance' are still rarely used in job titles, there has been an of 5% and 10% respectively since 2017. Responses showed a correlation between organisations that have addressed IG leadership and those with an individual accountable for IG with IG or DG in their title, with 32% of this subset of respondents indicating one of these terms is included within the applicable employee's job title.

The 2019 IG Survey engaged over 340 industry professionals with 85% in Australia and 8% in New Zealand.

The full report is available at <http://www.infogovanz.com>

## Capgemini targets ANZ digital transformation

Capgemini has announced the launch of Capgemini Invent in Australia and New Zealand following the global launch announced in September last year. The new division is targeting organisations evaluating their digital transformation strategy.

"Capgemini Invent offers its clients a new model for digital transformation delivery, bringing key sector expertise together with a broad cross-section of disciplines, from strategy and technology to data science and creative design," said Volkmar Varnhagen, Managing Director, Capgemini Invent, Europe & APAC.

"We are excited to expand our footprint in Australia and New Zealand as it demonstrates our continuing investment to bring to life what's next for our clients globally."

Capgemini Invent's specialist capabilities will be led by Susan Beeston, Managing Director of Capgemini Invent in Australia and New Zealand.

[www.capgemini.com](http://www.capgemini.com)

## Ricoh adds ECM with DocuWare purchase

Ricoh has announced the acquisition of document management and workflow automation company DocuWare, headquartered in Germany and the US.

DocuWare provides cloud and on-premise document management and workflow automation software to over 12,000 customers in more than 90 countries across the globe through a network of 600 partners.

Ricoh's Australia and New Zealand both have existing partnerships with ECM vendor Laserfiche. How this will be affected by the new acquisition is unclear.

Following completion of the deal, DocuWare's Dr Michael Berger and Max Ertl remain as presidents.

David Mills, Ricoh's Corporate Senior VP, said, "DocuWare will operate as a standalone subsidiary of Ricoh and we are committed to maintaining and growing its hugely successful partner programme, through expanding its channel network and investing in further product development."

# A Secret No Longer: Industry Learns that Anonymisation Not the Same as Erasure

By Bill Tolson and James M. McCarthy, Archive360

A major privacy fault line has just been revealed as “anonymized data” is now exposed to be not so anonymous after all. An article published by the New York Times reports that new technology can frustrate present efforts to keep data private in a July 23, 2019 article, *Your Data Were ‘Anonymized’? These Scientists Can Still Identify You.*

Recital 26 of the GDPR defines anonymized data as “data rendered anonymous in such a way that the data subject is no longer identifiable.” This definition underscores that anonymized data must be stripped of any identifiable information, making it impossible to derive insights on an individual – even by the company which anonymized the PI. The advantage of this is that when done correctly, PI anonymization places the processing and storage of personal data outside the scope of the GDPR.

The EU’s advisory boards, Article 29 Working Party which has since been replaced by the European Data Protection Board (EDPB), questioned whether true data anonymization is technically difficult and emphasized many organizations often fall short of true data anonymization – potentially putting them in non-compliance of the GDPR (and possible the upcoming CCPA). While this discussion was largely confined to technical and academic circles, the shortcomings of true data anonymization have been revealed in a very public manner as detailed in the New York Times article.

Data scientists in England and Belgium developed software code that exposes the identity of users from limited data attributes that was previously believed to be “anonymized” data sets.

What’s more, in a highly suspect move, the scientists published the code for anyone to use rather than alerting government and industry leaders to address the issue. The mechanics of the new program involve the use of an algorithm that can identify almost any data subject in databases that have been stripped of personal information.

The basis of the scientist’s findings revolves around the fact that anonymized data sets can sometimes (often) include “attributes” – personal indicators or characteristics about the data subject or their household. In the article, scientists at Imperial College London and Université Catholique de Louvain, in Belgium, reported that they had devised a computer algorithm that can identify 99.98 percent of Americans from almost any available data set with as few as 15 attributes, such as gender, ZIP code, or marital status.

By contrast, data sets having several hundred attributes could be once considered anonymized if certain data was stripped. The troubling disclosure of the software code online means the bar for re-identifying individuals from anonymized data just became a lot lower. Perhaps, the disclosure was meant by the lead author of the paper, Yves-Alexandre de Montjoye at Imperial College London, as an immediate call to action for the industry to build



better anonymization techniques.

To be sure, data scientists have not just learned of this privacy shortcoming. On July 10, 2019, Archive360 published an article discussing the question of whether data anonymization produces the same results as data erasure.

This article was triggered by a December 5, 2018 ruling by the Austrian Data Protection Agency (a member of the EU and GDPR) which concluded that the anonymization of personal information (PI) could be used to meet the law’s data erasure requirement – the right to erasure/the right to be forgotten.

The ruling in the case of DSB D123.270 / 0009-DSB / 2018 (Original in German) did not reveal the specific technology and processes used to anonymize the data subject’s PI, but the fact that the DPA ruled it was sufficient was a major precedent. Still, months later, virtually no progress has been made on new anonymization techniques.

### What does this mean for the GDPR and CCPA right to be forgotten?

This finding and code release means the new standard for effectively anonymizing PI just became a lot higher. Consequently, the right to be forgotten just became a lot harder to deliver.

If a company wants to anonymize its PI data (mostly for data analytics projects), they will need to be absolutely sure that their database contains far fewer attributes or PI identifiers. In fact, anonymizing data sets to the point where this new algorithm cannot re-identify individual data subjects could end up being too costly to even attempt – meaning the possibility that data analytics on PI could become a thing of the past without a new approach.

The possible use of Artificial Intelligence (A.I.) could solve the issue eventually, but until then, organizations will need to be extremely careful in how they handle PI erasure requests – should we delete or anonymize?

Given GDPR’ monumentally steep fines and CCPA and other State’s fine structures, the safe bet is to delete a data subject’s PI using an unrecoverable data deletion technique.

## Data scientists in England and Belgium developed software code that exposes the identity of users from limited data attributes that was previously believed to be “anonymized”

The anonymization question brings this discussion to a related issue we have written about in the past; does the standard computer delete meet the intention of the GDPR and CCPA’s right to erasure?

In fact, both the GDPR and CCPA have a right to be forgotten requirement. To many privacy experts, the erasure requirement strongly implies that erased data be unrecoverable – meaning it cannot be programmatically recovered; otherwise, you could not say that the data subject had been forgotten.

A case can be made by data subjects that have requested their PI be deleted, much like the data-subject in the DPA ruling, that their data has not been erased (if in fact the data collector/processor used the standard computer delete process), it has simply been altered, making it just a tiny bit harder to restore.

Neither the GDPR or CCPA regulations address this issue directly, but will no doubt be addressed in short order. Two industry statements that help make the point:

“...the regular “delete” function of most operating systems

and databases is generally not sufficient to meet the requirements of the GDPR.” – PayTechLaw

“...just deleting data or reformatting magnetic media (including hard disk drives and tapes) will not be enough to ensure that the wrong personal data does not reside somewhere in the business. If data gets deleted from any media type, it can be recovered in many cases, even when the hardware is damaged by flood or fire.” – Kroll OnTrack

Until A.I. can fully address the unrecoverable anonymization requirement, there are just two methods to erase data to make it completely unrecoverable:

1. Data wipe/overwrite: Writing ones and zeros across specific files or portions of a file a predetermined number of times is considered an effective, secure deletion practice but could take an extended period of time.
2. Cryptographic Erasure: Encrypting target data/files and then deleting the encryption key and ideally, the encrypted file, is considered a secure deletion process in both regulatory as well as legal situations.

For companies that collect, process or use PI for marketing and sales activities, which is just about every business, they should ask themselves; do my current enterprise content management (ECM) systems, email/file archives, CRM systems, and marketing/sales systems meet these unrecoverable anonymization/deletion requirements?

They better soon – if not, they will quickly become a major liability when responding to privacy requests and the right to be forgotten requirement.

*Bill Tolson is VP of Global Compliance and James M. McCarthy, General Counsel at Archive360, a provider of data migration and information management solutions.*

## DocsCorp and iManage Integrate Security

New integration between the DocsCorp’s cleanDocs and iManage Security Policy Manager enables CIOs and CISOs to strengthen data loss protection for emails and attachments as part of a comprehensive, policy-based governance strategy

It enables organizations to prevent accidental data loss through email to unintended or unapproved recipients.

iManage Security Policy Manager enables an organization to define policies governing many facets of information security and governance, including who can view, edit and alter documents for specific clients, projects or matters.

The integration with cleanDocs extends this security beyond internal applications and repositories to active governance of email recipient communication.

Now when an iManage user attempts to send an email, cleanDocs identifies the client, project or matter to which the email relates and enforces the relevant email recipient policy from Security Policy Manager.

Emails that breach the policy are immediately stopped and flagged as non-compliant. Compliant emails are released and attachments cleaned of document metadata.

“cleanDocs integrates directly with iManage Security Policy Manager,” said Dean Sappey, President and Co-Founder, DocsCorp.

“There is no need for separate servers to configure and monitor. cleanDocs is also unique in warning users in realtime that an email can’t be sent to a particular recipient or group.

“An alternative is stopping the email at the server, but without immediate feedback, users may have left work for the day, not realizing their email has been held – wasting valuable time.”

“While organizations have made great progress in securing their internal systems and repositories, email and specifically emails sent to unintended or unsanctioned recipients, remains a risk for many,” said Dan Carmel, Chief Marketing Officer, iManage.

“With this integration, iManage and DocsCorp have delivered a powerful, scalable solution to address the risks associated with human error and accidental data loss.”

The integration will be available to cleanDocs and iManage users – both on-premises and in the cloud – and will function with either Exchange Online or Exchange Server.

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

# Do eSignatures Really Improve the Customer Experience?

**By Howard Schulman, Lightico**

We have seen and understood that customer experience (and a digital one at that) and the overall experience economy is the current industrial revolution. Now and for the foreseeable future, CX is a key battleground and competitive differentiator.

In today's digital world, the ante has been raised for delivering exceptional CX. From booking a Taxi (Uber) to ordering products via voice command with same-day delivery (Amazon + Alexa) Consumers are being spoiled so to speak, in all parts of their digital personal life.

However, depending on the industry of the product or service there are parts of the customer journey that are not that fully optimized for today's customer expectation. Companies have rightfully focused on Web page navigation, mobile optimization, and apps, but does that really help if compliance or heavy documentation gets in the way?

This CX harming, customer burden often happens in the insurance industry, banking, and other financial services, and can easily happen in retail - think legacy return systems that require a paper form, or personalized order - or cell phone sales; I still get calls to upgrade my plan and my phone.

What these industries have in common is the need to complete paperwork, and often obtain eSignatures. But, you could say collecting documents and getting eSign isn't new. Mainstream use of scanners, email and esign technology has been around almost 20 years? How does this impact my customer's CX?

While it is true that esign and document management technology has been around a while, the added focus on CX makes it even more important that it is customer-oriented. When the esign and document collection part is not optimized for the customers there is a significant dropoff. Many businesses have complained that while they have invested in esign, the documents are still not coming back signed on time, worse they ultimately fail to close the deal.

So let's figure out why eSign technology fails to unlock its potential.

### Emails Don't Work

Email today simply doesn't compare to other channels of delivery when it comes to completing transactions requiring an eSignature or completing required documents. Consider these stats about email today:

- 74 trillion emails are sent each year
- 269 billion emails are sent each day
- 2.4 million emails are sent every second
- 121 average number of emails received by an office worker each day
- 49.7% of all email is spam



■ Email open rates are only 20%

■ Email response rates are only 6%

Inboxes have been abused and have lost their visibility. Now emails take a back seat to texts, social and almost everything else. When you consider receiving 120 emails a day, it's hard to imagine any emails getting the attention they used to have (Remember having to dial in? "You got Mail!").

Letting critical documents and contracts decay in email boxes is not a strong business strategy when it comes to critical business processes. So, if receiving documents signed and completed is important to your business, it's probably a good idea to find an alternative delivery method for your eSignatures to ensure you get a higher completion rate.

### Are You Mobile Friendly

There has been a huge shift in digital communications and the electronic signature you're using could be causing your conversion rates to plummet. The reason is that within the last couple of years, mobile web usage compared to desktop has skyrocketed. Some stats to consider: The percentage of people visiting mobile devices grew from 57% to 63%; the percent of time spent on mobile devices increased from 40% to 49%.

If you are sending customers heavy documents that assume full keyboard and screen visibility, your mobile customers are going to have a tough time. Customers are simply not in front of their desktops as they used to be, nor do they have the patience to try and navigate clunky documents on a cell phone.

If you are looking to improve CX there are some criteria to consider when thinking about an eSignature solution consistent with consumer behaviour and great customer engagements.

First, is the solution easy to use? Shep Hyken, CX thought leader, always talks about convenience and make that first and foremost. If your clients are required to scan documents, they're more likely to abandon the process because it isn't convenient. It's crucial that the customer's experience be seamless, particularly for on-the-go customers, so that they can complete any task directly from their mobile phone in one shot.



# Snowdon Building a Digital Future

**Over the past 35 years, Melbourne's Snowdon Developments has grown from a family business building just a few homes in Melbourne's Western Suburbs, to become one of Victoria's key home builders, with over 100 staff and more than 1000 residential homes under construction across the state each year.**

The construction industry is traditionally not an early adopter of technology, but in 2018 Snowdon Developments realised it needed to undertake a digital transformation to improve the efficiency of internal business process to ensure compliance with industry legislation, remove laborious manual tasks, maximum current resource base efforts to higher valued tasks, enhance its ability to manage exceptions, project variations and company growth.

Each of the homes under construction would require many financial interactions with subcontractors and tradespeople that were 100% paper based. Even invoices that arrived by email as PDF were printed out for approval.

The approvals process was a significant burden as construction managers would need to leave their site every Tuesday and come into head office to wade through a bulging Manila folder of paper invoices to approve.

To enable its digital transformation Snowdon Developments engaged FileBound Australia to implement a fully cloud-based invoice capture and workflow platform that integrates with its Databuild ERP and financials. The company now processes approx. 200,000 AP invoices a year in an automated workflow integrated with Databuild.

AP automation can prevent fraud by detecting fraudulent patterns, providing full control of employee spending, establishing approval processes, identifying invoice errors, and flagging vendor inconsistencies, and specifically to the construction industry is budget checking/controls.

It also ensures you won't run into the problem of your sub-contractor being paid 80%, when only 50% of the work is complete, due to lack of visibility into payment details.

In addition to processing efficiencies, Snowdon Developments was seeking to introduce stronger controls on procurement. A lot of money flows through construction companies, which makes it easier to conduct fraud unnoticed. The traditional method to handle over runs (or extras) on a construction site involves construction managers creating a manual order in a book of triplicates. The subcontractor or tradie then submits their invoice copy for payment.

"This allowed little oversight and so now all invoices must match a purchase order or be rejected or submitted to the estimates team for evaluation," said Dave Campbell, Operations, Manager, Snowdon Developments

"Instead of reaching for their book of triplicates, construction managers now fill out a FileBound online form to raise the overrun/extra. Then depending on the value this is either submitted for payment or diverted to the estimating team for analysis.

To keep rogue expenses to a minimum, implementation of a compliance system that keeps digital records of all expenses can eliminate the opportunity for unapproved



spending and make reconciliations much simpler. With all documents in one place, it's easy to monitor trends for each vendor you work with and it ensures you hire responsible sub-contractors by tracking their spending in realtime.

Another major motive for the digital transformation was to improve compliance. FileBound has introduced full Document lifecycle automation as part of the new platform. This means being able to automatically perform additional checks when an invoice arrives and is captured, for instance going online to check that the tradesperson has the correct insurance and the insurance is up to date. It also checks that the BSB/ACC that is provided is valid and matches the company name.

Lee Green, Sales Director, FileBound Australia, said that this transformation provided an "Instant Win" for Snowdon Developments.

"There is a huge amount of regulation in the construction industry, now that all documents are digitised we are able to provide warnings when any process runs over time to avoid the risk of non-compliance in payments."

Another benefit has been delivered in the process of Rebate Management.

Construction firms with multiple sites under development typically submit large orders to suppliers that are filled out as products are required. They will usually require a rebate at the end of each month as the completed deliveries are match to the blanket order.

Previously this was undertaken manually in Excel, however FileBound is now able to collate and generate these reports automatically at the end of each month.

Their biggest motivations for implementing the FileBound Solution included:

- Getting rid of paper
- Saving valuable staff time
- Improving Approval controls
- Improving visibility into spend
- Improve Supplier Relationship
- Creating a foundation for Company Growth
- Increased Data Integrity for Insights and Future planning

Future plans to expand the role of FileBound include managing sales workflows and Human Resources (HR), with staff able to access leave forms, sick forms and OH&S from their iPads while onsite.

## ABBYY®

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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 Compreno-based Semantic technologies.



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Esker is a global leader in cloud-based document process automation solutions. Esker's solutions are compatible with all geographic, regulatory and technology environments, helping over 11,000 companies around the world improve efficiency, visibility, and cost-savings associated with the processing and exchange of information.

Founded in 1985, Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France and U.S. headquarters in Madison, Wisconsin and AUS/NZ headquarters in Sydney, Australia since 1997. Esker's solutions span the order-to-cash and purchase-to-pay cycles – allowing organisations to automate virtually any business process:

- Order Processing: automated entry and routing of incoming customer orders
- Accounts Receivable: automated sending and archiving of paper and e-invoices
- Collections Management: streamlined post-sale collection interactions
- Accounts Payable: automated entry and routing of incoming supplier invoices
- Purchasing: electronic processing and delivery of supply chain documents

## OPEX®

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

Since 1973, OPEX systems have provided performance enhancing workflow solutions and cost-effective results to thousands of organisations worldwide.

OPEX systems are designed for a wide variety of industries including financial services, insurance, healthcare, government, retail, non-profits, utilities, 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.



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DocsCorp is a leading provider of productivity software for document management professionals worldwide.

Our offices and products span the globe with over 500,000 users in 67 countries. Our clients are well known and respected global brands that rely on DocsCorp for their technology needs.

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

Our solutions include:

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



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ELO Digital is a truly global ECM company with Australian expertise! Servicing more than 1,000,000 users in over 40 countries, ELO has become the natural choice in ECM.

With more than 30,000 live projects the ELO product suite provides process enhancements, stability and compliance.

The Australian based subsidiary engages with Certified Business Partners to deliver 1st class solutions for Records Management, Document Management, Accounts Payable processing, Workflow Management, Mobile access and much more.

ELO provides consultancy, development and support services from its offices in Australia – we are local and global.

ELO's solutions can be deployed onsite, in the cloud or as a hybrid solution either as a CAPEX or OPEX such as subscriptions, SaaS.

ELO is fully scalable from as little as 5 users to large enterprises in excess of 10,000 users. ELO is a Federal, State and Local Government supplier compliant with Australian standards as well as GDPR and FDA requirements. Contact ELO or one of its certified partners to get more information.



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Kapish is a member of the Citadel Group (ASX: CGL). Citadel solve complex problems and lower risk to our clients through our tailored advisory, implementation and managed services capabilities. With over 250 staff nationwide and an ability to 'reach back' and draw on the expertise of over 1,500 people, we are specialists at integrating know-how, systems and people to provide information securely on an anywhere-anytime-any device basis.

Servicing both large and small, public and private sector organisations across all industries, our team of highly qualified staff have global experience working with all versions of Micro Focus Content Manager (CM). It is this experience coupled with our extensive range of software solutions that enable our customers and their projects to be delivered faster, more cost effectively and with more success.

At Kapish we are passionate about all things Content Manager. As a Tier 1, Micro Focus Platinum Business Partner, we aim to provide our customers with the best software, services and support for all versions of the Electronic Document and Records Management System, Content Manager. Quite simply, our products for CM make record-keeping a breeze



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FileBound is a cloud-native document management system with advanced workflow capabilities that automates the flow of enterprise work. FileBound is able to be deployed in organisations of all sizes and 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.



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EzeScan is one of Australia's most popular production capture applications and software of choice for many Records and Information Managers.

This award winning technology has been developed by Outback Imaging, an Australian Research and Development company operating since 2002. Solutions range from centralised 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.



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Epson is a global innovation leader dedicated to exceeding expectations with solutions for markets as diverse as the office, home, commerce and industry.

Epson's advances in scanning technology deliver the perfect balance of speed and reliability for image reproduction of unbeatable quality.

From compact mobile scanners to A3 flatbed scanners that operate at speeds up to 70ppm, the range is designed for a variety of demanding organisations where fast and easy document management is required.

Combine that with high productivity software that allows networking and 'scan to' options including the cloud, its versatile functions dramatically expand data usability and online document workflow.



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UpFlow is a channel-first provider of Document Capture, RPA, Document Management, Workflow, Electronic Forms and Integration software products and services.

UpFlow distributes and resells products such as PSiCapture, Flow Integration Platform, Ratchet-X RPA, Doc Mgt and FileBound.

PSiCapture is an innovative document capture platform engineered to combine automation, efficiency, stability and Enterprise-class scalability. PSiCapture provides unmatched integration with just about any ECM or ERP platform [e.g. SharePoint, Xero, Trim, Objective etc.] and allows the utmost in flexibility for deployment in large or small organisations.

Ratchet-X is a mid-market Robotic Process Automation solution that provides attended or unattended Bots for the automaton of enterprise work.

Flow is a fully featured Integration Platform that can connect an exhaustive list line-of-business systems with each other.

DocMgt and FileBound are Document Management, Electronic Form and Workflow platforms that deliver exceptional ROI for most work automation projects.

If you want to add high quality business automation products to your list of products and services then contact UpFlow today.



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Alaris, a Kodak Alaris business, is a leading provider of information capture solutions that simplify business processes.

Digital Transformation is the need of the hour for many organisations, and it starts with information and data capture.

We exist to help the world make sense of information with smart, connected solutions powered by decades of image science innovation.

Alaris drives automation through every business process dependent on document and data capture so that you can get the right information to the right place at the right time.

Our award-winning range of scanners, software and services are available worldwide, and through our network of channel partners. For more information, please visit [AlarisWorld.com](http://AlarisWorld.com).

# DocsCorp desktop and server updates

DocsCorp has announced new versions of cleanDocs, its solution to preventing accidental data breaches by removing metadata from documents at sub-second speed, and by having users confirm all email recipients and attachments as correct before sending.

The cleanDocs desktop 2.4 update gives Administrators the option of having the cleaning performed on the server rather than on the desktop. For the user, there will be no obvious difference as they will still be able to select cleaning policies, convert attachments to PDF, Secure PDF or ZIP file, and check recipients and attachments for errors. The process will be invisible and seamless.

Commenting on the release, DocsCorp President and Co-Founder, Dean Sappey, said, "cleanDocs is lightning-fast at cleaning documents, but waiting even 1-2 seconds can be critical for some users. The new Clean on Server option automatically pushes the cleaning to the server without prompting or waiting. This marks another step forward for DocsCorp in delivering efficient, flexible, and powerful solutions to law firms."

cleanDocs server 1.7 enhancements include:

- cleanDocs server integrates with Microsoft Exchange and Exchange Online to protect mobile users from accidental information and metadata leaks. It has also been updated to include the following enhancements:
- Load balancer support - multiple cleanDocs servers can be placed behind a load balancer to ensure uninterrupted service
- Enhanced cleaning - the cleanDocs server cleaning engine has been updated in line with cleanDocs desktop. It now cleans RTF, MSG files, and improved cleaning of PDF files

<http://www.docscorp.com/>

# SharePoint Outlook integration solution

Melbourne-based start-up Software Company, Konnect eMail, has announced the launch of an innovative drag and drop email management solution to enable better email management and records compliance

KonnecteMail is a start-up software solutions provider that aims to help medium to large businesses as well as state and federal government departments, manage their records and emails more effectively with the launch of its Outlook to SharePoint integration solution.

The software product provides integration between Outlook and SharePoint to help organization become email records compliant while making it easy for the user to save the email.

One of the major challenges faced by enterprise and government agencies worldwide is records management. Companies, especially in the legal, manufacturing, mining sectors and all levels of government, are required to comply with records management regulations that includes email records.

Konnect eMail is designed to offer a comprehensive, easy

to use, email management solution that ensures email record compliance and provides for the safety and security of records.

The software enables better email management on SharePoint by automatically extracting crucial information i.e. email date, from, to, subject, etc. from the email and adding this as metadata against the .msg file; while making it easy for the end user (the person using SharePoint) to save email from Outlook to SharePoint.

The solution comes with Outlook Email Add-In that provides a simplified design that makes it easy for users to start saving emails without learning a new tool.

The add-in helps to reduce the time to save emails and attachments as well as the number of support request to the IT help desk, thanks to its Drag & Drop Email feature.

The SharePoint Email Parser solution, on the other hand, helps to reduce the Email Records Management compliance risk by capturing valuable email attributes which enables classification and email records management.

Both applications work together to enable better Email and Email Records Management on SharePoint, offering a consistent user experience across Windows file system and Outlook and ultimately enabling users to remain productive.

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

# eSignature Add-on for OpenText

Fastman has launched two new digital signature and OpenText read-only license compliance solutions.

Fastman Digital Signatures is a digital signature solution for OpenText Content Suite and Extended ECM leveraging the DocuSign Agreement Cloud and on-premise Digital Signature Appliance.

Fastman Access Manager is designed to ensure compliance with OpenText Content Suite read-only user licensing, preventing non-compliance penalties and fines.

"With no technical limitations in the core Content Suite product, many OpenText customers have users that are performing actions that their read-only licenses do not permit. With regular audits, this can unwittingly cost them a significant amount of money in fines," says Alister Grigg, Managing Director at Fastman.

"Access Manager physically prevents the use of out-of-license functionality and enables admins to track what their read-only users are trying to achieve. It takes minutes to implement and saves our customers significant time, trouble and money."

In addition, Fastman has also announced an update to its Digital Signatures product.

"Our customers have wanted to sign documents within the DocuSign Agreement Cloud alongside our existing Digital Signature Appliance connector for quite some time," says Alister Grigg.

"With this release we enable organizations to seamlessly send documents for signing in either - or both - solutions directly from their OpenText systems."

[www.fastman.com](http://www.fastman.com)

# Can I Have Both a Mobile and Records-Compliant Workforce?

As a proud provider of information management solutions, specialising in Micro Focus Content Manager, we at Kapish are constantly listening to our customers and looking for new ways to add value to their Content Manager investment. Recently, we've been looking at popular behaviours and trends, recognising the growing need for mobility to *enable* productivity.

Mobility is a reality in the modern workplace. Today, roles involve remote or offsite-working, long commutes, offsite events and other geographical factors. Employees cannot be in the office or 'connected' at all times. Some organisations even offer flexible working incentives to promote employee satisfaction. The question remains, must an organisation sacrifice *productivity* in roles that call for *mobility*? The answer is, no! Never.

There has been rapid growth in technology solutions to support the growing mobile workforce. The idea that an organisation's *productivity* must suffer at the hands of employee *mobility* or *flexibility* is obsolete. Kapish goTRIM is a mobile application that offers information mobility to organisations using Micro Focus Content Manager. Mobile applications can provide an instant capability boost to employees whose roles are remote, in the field or otherwise 'on-the-go'. Technology such as goTRIM is essential in ensuring that *productivity* isn't a trade-off for *mobility* in today's environment.

### What are the facts?

Forbes found that 81% of CEOs see mobile technologies as being strategically important to their enterprises. This shows that the benefits of empowering employees through mobile technology is recognised all the way through to the C-suite of modern organisations.

In some organisations, use of mobile technology is driven by employee satisfaction. 51% of employees wish their company offered more flexible work options [Forbes]. In others, it is driven by employee necessity.

With organisations wanting to offer flexibility, and employees wanting to have it, embracing the tools to create this benefit is vital. Mobile technology is increasing productivity, allowing organisations to 'have their cake and eat it too'. Workforce mobility complements productivity.

### What solutions already exist to allow mobility to compliment productivity?

Necessity is the mother of all invention. Kapish goTRIM was created as a solution to the needs of the modern workplace and today's employees. 19 organisations and over 1300 users are currently using goTRIM to securely access Content Manager records via their mobile or tablet. GoTRIM offers secure, fast access to Micro Focus Content Manager. Employees can view, edit and send documents, annotate PDFs, and edit MS Office documents on mobile and tablet devices. Fast, secure and anywhere.

Secure access to enterprise information outside of the office gives remote and field workers in particular, the ability to increase productivity. For most of the Public and Private Sector, access to Content Manager anytime, anywhere, whilst maintaining information security and compliance, is a game changer.

If the majority of CEOs agree mobile technology is important to enterprise strategy, why do 59% of employees say their organisation has been too slow at delivering applications for the workforce [Digital Strategy Consulting]? Mobile technology is allowing employees to embrace mobility whilst achieving an increase productivity. Has your organisation taken action to use mobile technology to support mobility and productivity?

### Find out more about Kapish goTRIM

The next generation of Kapish goTRIM will showcase the application *rebuilt from the ground up*. Relaunched and fully supported on a new platform improves Kapish's ability to support the growth of the app's functionality and security into the future. GoTRIM allows employees to be just as productive outside of the office as they are in, and the new release allows the app and it's functionality to grow with user needs.

Available on Android and iOS Devices. Visit [kapish.com.au/campaigns/gotrim](http://kapish.com.au/campaigns/gotrim) for more information or to book a demonstration.



Kapish goTRIM is an example of mobile technology empowering employees and increasing productivity.

### About Kapish

Kapish is a Micro Focus gold partner, specialising in Content Manager and information management product and services. We work with our customers to improve their everyday use and experience with the system. Quite simply, our Content Manager products makes record keeping a breeze.

# TWAIN SDK Speeds Scanning



Dynamsoft has introduced version 15 of its Dynamic Web TWAIN document scanning software development kit (SDK) which now has a faster way to initiate scan jobs and more equal functionalities for Windows and macOS editions. The SDK is widely used to expedite adding an online document scanner component to document management applications running in popular Internet browsers.

The scan component has a newly added method to start a scan. It accepts a JSON object that specifies all the scan parameters. This now makes it simpler and even faster to initiate a scan job. Developers can also specify how they want the scanned data to be processed by adding extra output parameters in the same JSON object.

The new SDK also has improved overall performance by allowing two time-consuming operations to occur concurrently. This is for the methods ConvertToBlob, ConvertToBase64, GenerateURLForUploadedData and a few HTTP upload methods.

In addition, there is now a new libDynamicImg.dylib file in the macOS edition. This provides functionalities equal to those in the file DynamicImage.dll on Windows edition. Essentially, this file offers better image encoding and decoding for the macOS edition. Finally, for the Windows edition, the 64bit service has been made the default option on 64bit machines.

Dynamic Web TWAIN provides cross-browser and cross-platform document scanning support. Users can scan documents from TWAIN, SANE and ICA-compatible scanners using a variety of browsers: Chrome, Firefox, Edge, Internet Explorer (IE), or Safari. Users can also edit captured documents and save the images in various file formats - JPEG, TIFF, PDF, and more - and transfer and store them across varying protocols, local or remote file systems, databases and document repositories.

Dynamic Web TWAIN provides programmers with simple built-in interfaces to access local imaging devices from web pages, so users can capture documents as image files online from Windows, macOS, or Linux.

Developers need only write a handful of lines of JavaScript code to enable cross-browser document scanning, uploading, editing and processing.

It saves on costs by eliminating months of work understanding related standards and coding from scratch to create scanning and image capture functions.

<http://www.dynamsoft.com>

# iland Cloud Object Storage

iland, a provider of secure application and data protection cloud services built on VMware technology, has announced the availability of Secure Cloud Object Storage in Australia to simplify management of unstructured data.

iland helps Veeam customers reduce backup costs through efficient, cloud-tiered storage with Veeam's Scale-Out Backup Repository (SOBR). The solution is backed with industry-specific security and compliance, guaranteed availability, and all-inclusive pricing.

iland offers pay-per-use pricing, and a flexible, non-hierarchical file system for users to quickly change data storage resources based on business needs.

Features include:

- S3-Compatibility - Ease of use with any software or storage provider that leverages the S3 API
- All-inclusive, pay-per-GB pricing with no additional transaction charges or fees
- Integrated, self-service management for common management with other iland services and self-service identity access controls to enforce data access and security levels
- Dedicated compliance team with industry-specific and geographic certifications including HIPAA, SOC2, ISO27001, Privacy Shield, FISMA-MODERATE, and GDPR, in addition to Cloud Security Alliance STAR Gold certification

<https://www.iland.com>

# Nintex Digital Forms Designer

Nintex has announced the release of its new digital forms designer to quickly and easily create electronic forms to simplify the collection of information anytime, anywhere and seamlessly kick-off cloud-based process workflows.

"Nintex is committed to transforming the way people work," said Nintex Chief Technology Officer Alain Gentilhomme. "Our new Nintex Forms designer is fast and intuitive by design, helping enterprises accelerate digital transformation and reduce their reliance on paper forms and manual processes with digital forms powered by automated workflows."

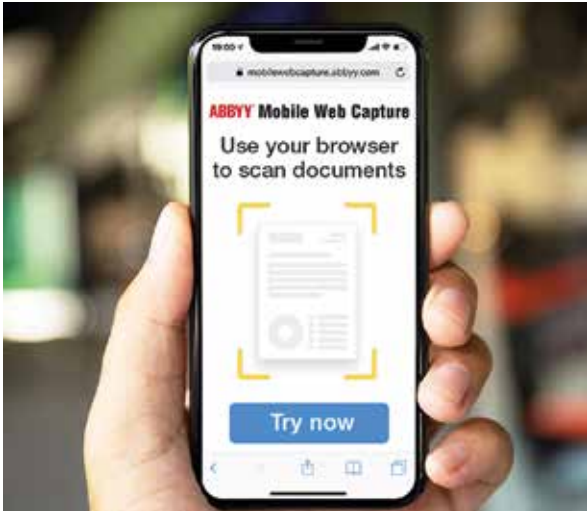
This new forms designer is part of the Nintex Process Platform, which enables enterprises to manage, automate and optimise simple to sophisticated business processes - by drag-and-drop configuring rather than complex coding.

Nintex Forms built with the new designer are "responsive" and automatically adapt to the size and shape of the device screen on which they are rendered, making them clearer and more user friendly. Nintex users can also quickly apply sophisticated business logic, rich formatting, and custom branding to any digital form.

The new forms designer includes an enhanced drag-and-drop interface, support for sophisticated business rules and complex formulas, geolocation controls, and support for multi-page forms and e-signatures.

<http://www.nintex.com>

# Mobile Web Capture SDK



ABBYY has launched ABBYY Mobile Web Capture, a new SDK enabling developers to add realtime image and data capture in mobile web-based onboarding. Suitable for iOS and Android, the SDK is designed to help companies dramatically accelerate onboarding processes and reduce high dropout rates caused by the need for manual data entry on mobile devices.

Today mobile is the preferred channel of engagement for customers seeking services, accounts, or applications. However, many are hesitant to download a native application prior to becoming an official customer. This results in company's website opened in a mobile Internet browser becoming the main onboarding channel.

Businesses are trying to reduce the high dropout rates by removing existing barriers like downloading an app and implementing technologies enabling self-service. ABBYY's new Mobile Web Capture meets both of these needs as it adds mobile capture capabilities supporting the self-service experience to the company's web pages, without the extra step of downloading a mobile app.

Mobile Web Capture speeds up onboarding by allowing the potential client to instantly take photos of documents needed for account opening and making sure the image is suitable for text recognition. The new SDK uses a web browser on the mobile device to capture high-quality images in real time helping to complete registration processes.

As soon as the user points the camera at a document, the technology automatically captures the best possible quality image in the live video stream eliminating the risk of errors and increasing the accuracy of the captured data in the backend.

The new devkit is based on ABBYY's proprietary suite of AI-enabled mobile technologies for instant and accurate data and image capture. The JavaScript-based SDK automatically captures a high-quality image through the web browser as soon as the user points the mobile device at a document and ensures it is suitable for recognition. It also allows optimizing the company's development resources enabling mobile capture to be included into the existing mobile web architecture.

<https://www.abbyy.com/mobile-web-capture-sdk/>

# M-Files extends Salesforce integration

M-Files has launched a new information management solution for Salesforce that seamlessly integrates M-Files content services directly within the Salesforce user interface.

M-Files for Salesforce brings a full set of purpose-built, AI-powered information management capabilities to Salesforce, including cloud and on-premises content repositories, version history, security, collaboration, workflows, eSignatures, compliance support and more.

It also eliminates the need to migrate any data by providing direct access to a broad set of external repositories and other line of business applications, such as on-premises file shares, OneDrive for Business, SharePoint, Dropbox, Google Drive, Box, legacy ECM systems, such as OpenText, and ERP applications, like NetSuite and SAP.

# Ringtail is now Nuix Discover

Nuix has announced its end-to-end eDiscovery application Nuix Ringtail will now be called Nuix Discover.

The change comes nearly one-year after Nuix acquired the Ringtail product and team from FTI Consulting for \$US55 million. Since the acquisition, Nuix has integrated the Ringtail development and go-to-market teams, and rolled out SaaS deployments in EMEA and APAC.

Nuix software is used by over 2,000 organizations around the globe in over 70 countries. Nuix Discover provides existing and future customers with new opportunities for professional development, collaboration and innovation.

<https://nuix.com/products/nuixdiscover>

# Dropbox Backup & Archive solution

Probox, a WA-based provider of intelligent data protection and business continuity solutions for Managed Service Providers (MSPs), has launched a new SaaS protection solution: Dropbox Backup & Archive.

The Dropbox Backup & Archive solution gives businesses a secure and independent backup of their Dropbox data, while extending the retention of critical and historical data beyond the native data recovery limits of Dropbox (up to 180 days).

The data protection and archiving solution allows businesses to easily avoid the risk of lost productivity or business downtime with simple and fast data restoration of individual files, folders or entire workspaces.

Dropbox is a leading collaboration solution in the business environment, one with an ever-growing popularity. Resellers and technology partners who are part of the Dropbox Partner Network can now provide additional value to their Dropbox clients by offering an extra layer of data protection, as well as long-term archival storage and retention, on a fixed price per-user basis.

<https://www.probox.io/solutions/products/dropbox-backup-archive>

# Next Generation LTO launch

The LTO Program Technology Provider Companies (TPCs), Hewlett Packard Enterprise, IBM Corporation and Quantum, have announced Fujifilm and Sony are now licensees of Generation 8 technology, meaning that both companies are planning to produce LTO-8 media moving forward. Products from these two companies will be officially certified by the TPCs, with global availability of Generation 8 media anticipated in fourth quarter 2019.

With up to 30TB\* of compressed capacity and up to 750 MB/s\* data transfer rates, LTO Generation 8 pushes innovation as the latest in tape technology.

In addition, LTO-4, LTO-5, LTO-6 and LTO-7 media are generally available and continue to provide long term storage for retention and compliance, for protection against ransomware, and for cold storage of large unstructured datasets. LTO technology continues to see increased relevance across industries due to the need to house massive amounts of "cold" data, as well as a need to keep a copy of data "offline" to mitigate the threat of malware. Daily, organizations collect large amounts of data, both structured or unstructured, that need to be stored and analyzed to gain valuable insights.

"IDC continues to see tape as a valuable technology for any storage infrastructure," said Phil Goodwin, Research Director, IDC. "Its low cost, secure attributes make it an ideal technology to consider for long-term storage."

[www.lto.org/technology/lto-generation-8/](http://www.lto.org/technology/lto-generation-8/)

## Speedy HTML5 Document Viewer

Snowbound Software has announced the v5.0 release of its VirtualViewer HTML viewer 5 promising significant speed and performance enhancements for processing large documents, as well as a new user interface with an intuitive design.

"Our customers are constantly interacting with large documents throughout their day-to-day workflow," said Snowbound CEO Simon Wiczner. "This release makes it easier than ever for them to view, manage, and collaborate on their documents without wasting valuable time waiting for a document to load, all while still retaining the value of high speed server processing and group access."

VirtualViewer HTML5 v5.0 significantly improves the processing and load times of MS Office documents, including docx, xlsx, and pptx files. Most noticeably, large files now load at very fast speeds thanks to the viewer caching layout information so the processing only needs to be done once regardless of whether the first or final page of a document has been requested.

In addition to the performance enhancements, the viewer's other new features include:

- **New User Interface Design** - The viewer has been updated with a sleek, new modern design that is more intuitive and responsive for users. Icons are now displayed as an icon font, rather than individual images loaded by URL. This enhancement speeds up the loading time of the viewer and provides a smoother user experience.

- **Annotation Logging** - A new tab in the thumbnail pane lists metadata for the annotations in a document, including the type of the annotation, the page that contains it, and its creation and most-recent modification details. The information is updated live as the user creates, deletes, and modifies annotations which streamlines document collaboration.

- **Expanded Font Support** - Users now have the ability to add specific font files to the viewer without having to install the fonts on the entire server.

<http://html5.snowbound.com/>

## TechOne to CM integration

iCognition has completed a successful implementation of its new TechnologyOne to Micro Focus Content Manager (CM) integration at Hutt City Council, NZ. iCognition has added this product to its RM Solutions suite under the name of RM TechOne Connector.

Hutt City Council uses Technology One - Property and Rating (P&R) to manage building consents and other application processes. The integration to CM allows documents to be created through P&R and transferred to CM for management as records.

A link is made available within TechnologyOne to allow users to open CM to access folders or documents in context of the TechnologyOne business process.

Other functions of the integration are:

- New properties or applications created in P&R have the corresponding container created within CM.

- Fields in CM are populated with the corresponding data from P&R.

- New documents created in P&R are saved into the appropriate container in CM based on the Application of which it forms a part.

[www.icognition.com.au](http://www.icognition.com.au)

## Litera acquires Workshare

Litera Microsystems today has announced its acquisition of Workshare including its products used for document comparison, protection and sharing. Litera software is used for drafting, proofreading, comparing, repairing, cleaning and securing documents in the legal and life sciences industries worldwide

Avaneesh Marwaha, Litera Microsystems CEO said, "The legal industry has an increasing interest in finding end-to-end solutions rather than integrating and managing multiple products from multiple vendors.

Workshare has been part of the drafting ecosystem for many years and many of our customers are Workshare customers too. We firmly believe that they are better served by bringing the organizations together."

Headquartered in London, Workshare also operates offices in the US and Australia. More than two million professionals in 70 countries now use Workshare on their desktop, mobile or tablet.



# TWAIN Driver a Document Scanner Capture Must Have

By Petra Beck, Kodak Alaris

**TWAIN is a living standard offering efficiency, interoperability and integration benefits for end users and integrators. The TWAIN driver runs between an application and the scanner hardware and usually comes as part of the software package included with a scanner.**

In a nutshell, TWAIN allows users to scan an image (document) directly into an application where they want to work with it. Without TWAIN, users would have to close an open application, open a special one to receive the image, and then move the image to the original application to work with it – a lot of extra steps. This, therefore, allows organizations to drive their transformation efforts forward, knowing that solutions from TWAIN members, such as Alaris, will deliver on a promise of compatibility and longevity.

With TWAIN, end customers get better value and enjoy a better experience, while integrators also benefit through features such as TWAIN's self-certification. The TWAIN self-certification system helps developers validate their data source's support of the basic interface described by the TWAIN Specification.

Passing the test confirms that the data source's interface works as expected with applications, responds correctly to commands sent by an application, and that it does not crash or hang – leading to a better user experience. Purchasers should look for products that offer TWAIN compatibility.

For end-users looking to maximize the flexibility of their scanning and document management solutions, TWAIN is table stakes. The healthcare sector is a good example – hospitals, clinics and medical offices require error-free scanning. It's critical and a regulatory requirement.

Reliable, hassle-free, TWAIN-compliant medical scanning software that can scan straight from end-user scanners into any electronic medical record (EMR), electronic health record (EHR) or custom document management system is required.

### Interoperable Standards

The TWAIN initiative was first launched in 1992 by leading industry vendors who recognized the need for a standard software protocol and applications programming interface (API) that regulates communication between software applications and imaging devices (the source of the data). The TWAIN Working Group defines that standard.

Alaris, a Kodak Alaris business, is a founding member of the TWAIN Working Group, whose purpose is to develop and maintain a universal public standard, which links applications and image acquisition devices.

The ongoing mission of this organization is to

continue to enhance the standard to accommodate future technologies.

Mark McLaughlin, a Senior Software Engineer at Alaris, joined the initiative in 1997 and has been instrumental in establishing the TWAIN standard; he currently serves on the Group's Executive Committee as Technical Committee Chair.

Mark argues that TWAIN is the most successful image capture API in the market, reaching countless applications.

He said: "Its design empowers applications to dynamically discover a scanner's features and to do it in such a way that all versions of the standard are interoperable. Modern TWAIN applications can still run drivers created back in the 1990s. That durability and consistency makes TWAIN a good choice for future-proof adoption."

### Living Standard

TWAIN is very much a living standard and new functions are always in the pipeline. As one example, the decline in usage of laptop and desktop PCs due to the trend of communication directly from a software application to a device, such as a document scanner, is one of the main reasons that the TWAIN Working Group has been working hard on developing the modern specification of TWAIN drivers with TWAIN Direct. With TWAIN Direct, the driver is embedded on the scanner itself which reduces costs and complexity.

According to McLaughlin, TWAIN Direct provides an important alternative for customers who need the flexibility of an open source standard that's not bound to a proprietary API or any given cloud ecosystem. "None of this sacrifices value-add, both vendors and end-users are free to customize their experience. But the core foundation of TWAIN Direct is a common, interoperable standard," he explained.

The TWAIN Working Group has also addressed the problem of who goes first when it comes to developing products, the application developers or scanner vendors. The TWAIN Bridge lets users experience TWAIN Direct today using legacy TWAIN scanners, while scanner vendors develop the firmware for true native TWAIN Direct scanners.

### Confidence

TWAIN ensures compliance. For example, if an end customer requests a change, TWAIN makes it simple to alter solutions. It's worth pointing out here that Alaris has the only fully functional TWAIN driver that offers full support for LINUX. All the while, other manufacturers use SANE, which has inferior functionality and does not natively support compression. So, next time you're looking for a document capture solution, ensure it meets TWAIN standards – with efficiency, effectiveness, interoperability and integration as standard, it's an organizational essential.

# PDF on the Web: Then and Now

By Roman Toda, Normex

**In 2001 Jakob Nielsen warned about using pdf on the web in his famous article “PDF: Unfit for Human Consumption”. He said: “Forcing users to browse PDF files makes usability approximately 300% worse compared to HTML pages. Only use PDF for documents that users are likely to print.”**

Fast forward 18 years.... contrary to Nielsen's advice, PDF didn't vanish when users printed less; quite the opposite. We encounter more PDFs on the web than ever before and the number continues to grow. Nowadays we see a coexistence between PDF and HTML. The current status is a result of several changes:

- Adobe gave the PDF specification to ISO and the format matured. PDF/A, PDF/X, PDF/UA, are now widely accepted as de facto standards for archiving, digital publishing and document accessibility. PDF is not about “printing” anymore.

- The web is different too, far beyond the changes in HTML5. Today, more than 50% of web traffic is from mobile devices, applications are moving to clouds, websites are more powerful, interactive and responsive. Increasingly, for end users, browsers are “the only application needed”.

Have users stopped hating the PDF format? Or have they just accepted it as a necessary evil? Or is pdf actually kind of cool? A bit of everything in my opinion.

## PDF today

Today, PDF viewing capabilities are an essential part of any operating system (even on mobile devices); indeed, all modern web browsers offer built-in PDF viewers. The days of the “Reader plugin” are gone.

Digital document formats, PDF in particular, are at the centre of digital transformation, with vendors offering specialized workflows for collaboration, archiving, signing, indexing, searching, encryption, redaction and many more. Far from being a printing solution, PDF is a core technology of the online world. So are we good now? No, not really. Usability isn't perfect. Typically, neither the author of the document or manager of the website can control the way pdf is consumed by the end user.

Each browser treats PDF files differently; PDF isn't part of the HTML language. That makes it hard to incorporate into the expected user experience on the web.

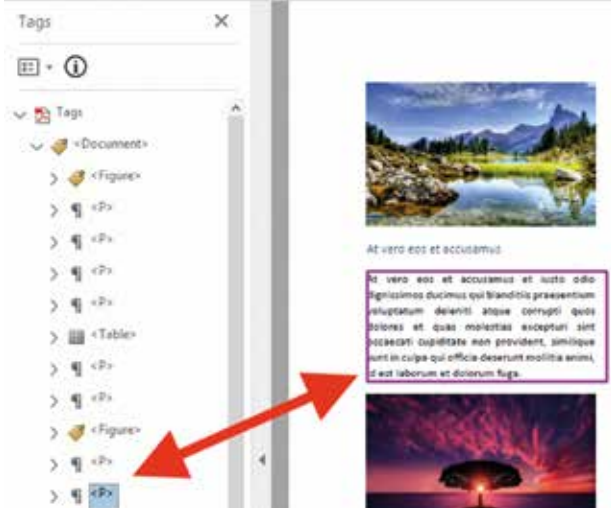
And despite all attempts, HTML (compared to PDF) doesn't have good answers to problems such as packaging, archiving, reliability, authenticity, redaction, annotation and more. So HTML and PDF are in a situation of a married couple where both partners have their own interests and everybody accepts that because they are trying to be nice to each other.

The question is how can we get them to play better together? Is that even possible? A few years ago the PDF Association formed a technical working group to discuss and study ways in which PDF content could be effectively reused in various scenarios. We recently announced the first result of our work in a form of a derivation algorithm, a document describing the process of producing conforming HTML from a tagged PDF. I'm here to explain what are we up to.

## Deriving HTML from PDF: the basic concept

Traditional PDF files can only be deterministically rendered. With precision, we draw element after element on the canvas. Properties of the rendering like colour, font, opacity etc. are defined by graphic state and position by basic math operations.

PDF authors can enrich the document with structural information. The author decides that a specific chunk of text is a paragraph, or a cell in a table.



The concept of tagging PDF content isn't new; it's the cornerstone of accessible PDF files. Assistive technologies such as screen readers interpret document content based on the structure tree. But with new language introduced in PDF 2.0 authors can take full control over deriving PDF into HTML or any other structured format.

The derivation algorithm detailed in “Deriving HTML from PDF” basically describes the mapping of PDF tags (PDF calls them structure elements) into HTML tags. Both tag-sets are not equivalent, which is natural, due to specific features of both languages. The algorithm precisely describes all the differences and edge cases so the resulting HTML is always valid and represents the best possible translation of the author's intent.

The PDF language can carry information about styling through structure attributes or associated files. The document can serve as a guide for embedding such information into tagged PDF files.

Text elements marked with a paragraph structure element in a PDF can freely be interpreted as a reflowable paragraph in HTML without compromising the message author wanted to deliver, delivering the content the way the author intended.

## Conclusion

Tagged PDF is the way to generate reusable PDF documents, allowing the author to control the experience even in different environments. Users who simply print to PDF are throwing away important information about headings, columns, reading order, etc that could be leveraged by downstream applications.

That's my main message here: it's becoming expensive to create PDF documents cheaply.

*Roman Toda, Normex, is a software developer and C++ expert with more than 20 years of experience with PDF. This article first appeared at <https://www.pdfa.org>*

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