idm.
information & data manager
DECEMBER-JANUARY 2020

AT THE DAWN OF DIGITISATION AGE: KODAK ALARIS NEW APAC CHIEF

3

QUESTIONS BEFORE ENABLING O365 EXTERNAL SHARING

MANAGING INFORMATION IN OFFICE 365

Digital Tranformation: Don't Forget Your Data.

Is it Time to Rethink Your Enterprise Software Strategy?

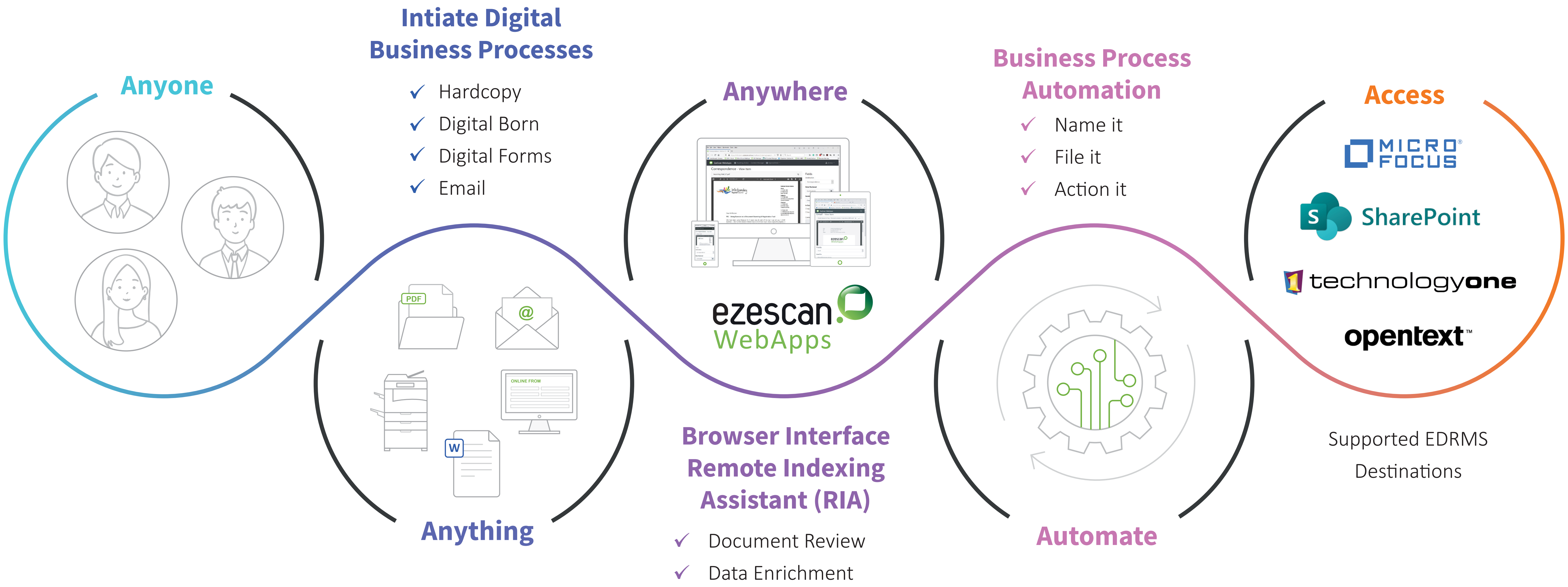
Unlocking the Potential of Document Management with Barcodes

Best Legacy Data Modernization Practices

Whatever Happened to Information Overload Fever?

Peppol's 'Chicken or Egg' challenge

A new approach to records capture



Automatically align information capture with your business processes

ezescan
making digital work

Call: 1300 EZESCAN
www.ezescan.com.au

AvePoint $US2bn merger

Microsoft 365 cloud partner AvePoint is going public through a merger with a listed US investment company that will value the final entity at around $US2 billion.

Upon closing the transaction, it is expected that the combined company will be named AvePoint and will remain a publicly traded company listed on the Nasdaq Stock Market. The combined company will be led by Dr. Tianyi Jiang, AvePoint's co-founder and CEO, and AvePoint co-founder Kai Gong will serve as Executive Chairman.

AvePoint has more than 7 million cloud users as of September 30, 2020 and an estimated addressable market of $US33 billion by 2022 according to IDC.

AvePoint expects to generate approximately $US148 million in total revenue for the year ending December 31, 2020, which would be an increase of approximately 26% over 2019 revenue.

Over its nearly 20 year history, AvePoint has developed many digital collaboration technologies, such as SharePoint migration, automated Microsoft Teams management, and the ability to migrate Microsoft Teams/Slack chats into the target channel.

The Company launched another product during COVID-19 -- a SaaS solution to provide sensitivity-based security insights and automated policy enforcement to prevent risky oversharing in Microsoft 365.

ACT startup data win

Aristotle Cloud Metadata Registry has been selected by Potential(x), one of the premier health analytics and advisory firms in Australia and New Zealand, as its metadata registry tool.

Aristotle helps organisations track the performance of their policies through a tool that is a single source of truth for both the meanings and governance of data.

"This is an exciting time for Aristotle Cloud Services and a great opportunity for the private health sector to capitalise on the return on investment a shared metadata registry brings, " said Sam Spencer CEO of Aristotle Cloud Services.

"We want to do everything we can to ensure Potential(x) has clear high-quality information management."

Duane Attree, Managing Director, Potential(x) outlined the reasons for this engagement: "Our business relies on quality data to ensure we produce high quality, robust analytics, and insights that make a difference to the care and service our clients deliver.

"Having a partner and platform like Aristotle Metadata Registry ensures we can build new products and services with confidence that our approach to data management is best in class"

https://www.aristotlemetadata.com/cloud.html

Capgemini acquires RXP

Global consulting form Capgemini is growing its APAC footprint with the purchase of RXP Services and acquisition of its 550 professionals in four locations across Australia. With a well-established team of specialist consultants across Microsoft, Salesforce and ServiceNow technologies, the company had FY revenues ended 30 June-2020 of A$127m.

"The acquisition of RXP Services will make Capgemini a market leader in Australia in digital, data and cloud, enhancing our ability to provide our clients with value, scale and world-class expertise" said Luc-Francois Salvador, Executive Chairman of Capgemini in Asia Pacific and the Middle East.

"This transaction will be a step change for Capgemini in Australia and illustrates Capgemini's growth ambition in Asia Pacific. Both companies share similar values and vision of the role of technology and humanity in successfully transforming businesses and society. Our strengths will enable us to use insights, design and technology to create inclusive and sustainable futures for our clients."

"At RXP Services we believe its critical that digital consultancies focus on the people aspect of technology-enabled solutions, hence Capgemini's conviction that the value of technology comes from and through people is very complementary to our beliefs," comments Ross Fielding, Chief Executive Officer, RXP Services.

"In addition to the natural fit, joining Capgemini would offer a larger scale and capability for our RXP Services teams to deliver end to end solutions that our clients need and want, with the option to expand them globally."

idm.
information & data manager

Publisher/Editor: Bill Dawes
email: bill@idm.net.au

Web Development & Maintenance: Cordelta

Advertising Phone: 02 90432943
Email: idm@idm.net.au

Published by Transmit Media Pty Ltd
PO Box 392, Paddington NSW 2021, Australia

Hyperscience into overdrive for A/NZ document automation market

A well-funded startup in the crowded AI-based document automation market, Hyperscience, is targeting growth in the A/NZ region following an alliance with Israeli RPA and Process Discovery vendor Kryon. With regional headquarters in Singapore, Kryon has just announced a win to automate Accounts Payable and HR business processes for Thai company CP All which operate than 12,000 7-Eleven e stores in the country.

Launched onto the market in 2018, Hyperscience offers a machine learning (ML)-based Intelligent Document Processing (IDP) platform.

Max Lien, Head of Strategic Partnerships and Corporate Development at Hyperscience, told IDM, "Our key imperative is to grow internationally, working with strategic partners, and with the benefit of $US140 million venture capital funding in the past 12 months, you will see more of us in your neck of the woods."

Australian systems integrator Reveal Group, now operating internationally, is one local partner for both Hyperscience and Kryon.

Robotic Process Automation, the automation of repetitive tasks that historically have been done by humans using software scripts, is growing at a rate of 60 to 70 percent annually. RPA is expected to have a breakthrough year in 2021, with some industry experts predicting nearly 20 percent growth globally compared to 2020.

Companies usually get started using RPA to help with back-office processes. Those types of tasks automated by software bots are typically very deterministic and structured.

"RPA is strong in taking data from one system from the next, when they look at extracting data from images or scanned documents they struggle," said Lien.

Based in New York, Hyperscience has been developing its own ML-based capture and workflow solution since 2014, which it describes as based on field-level rather than character-level recognition.

"All our technology is proprietary, there is no OEM or white labelling 3rd party OCR engines which historically others have done," said Lien.

"We can process the kind of documents you find in the real world with handwriting or poor scans from phones. Legacy approaches don't solve this well.

"Typically, we can automate 75-80% of processes on Day 1 and as our ML sees more and more of documents over time gets smart about when it will be right or wrong. The automation rate increases to 90% plus."

The partnership with Kryon adds Process Discovery, which identifies and analyses processes that are ripe for automation and turns them into automated workflows, assigned to a Kryon Robot for execution.

Kryon also offers integration with ABBYY's document automation engine to increase the usability of RPA, enabling the automated processing of unstructured documents such as invoices, purchase orders, PDFs, emails and more. With this integration, unstructured data is transformed into standardized formats which are readable by Kryon robots.

"Enterprises deal with an extraordinary amount of unstructured content, typically trapped in documents and images," said Hyperscience's Max Lien.

"Data automation is the critical step zero of any business process, and enterprises are using the Hyperscience Platform to transform how they use data, make business decisions, and structure their operations."

Thailand's CP All used Kryon Process Discovery to identify that there were more than 200 processes ripe for automation. While unattended bots are already deployed in the accounting and HR departments, as well as in the distribution centre, in the near future CP All also plans to add attended bots and Hybrid automation to help 7-Eleven retail employees provide a better customer experience in-store.

"Full-Cycle Automation is the exact technology our organization required to solve problems with our business processes. We discovered which back-office processes had the biggest drag on productivity, and then implemented the right level of automation to improve upon the 'old ways' of doing things," explained Phairach Watcharatangtrirong, Assistant Vice President of Accounting Retail for CP All.

"Because of the speed at which we were able to discover and automate these processes, we are already seeing immediate benefits from RPA. So far, we have already automated several internal processes, and our goal is to scale up and deploy an additional 10 bots by the end of the year."

In an example of one automation deployment, the process of invoicing vendor partners in CP All's Accounting department involved manually searching, collecting, and inputting data from multiple systems on a daily basis. Since CP All works with more than 3,000 suppliers, handling these invoices manually took four to five hours each day from all six department employees.

Today, a bot runs behind-the-scenes each day, extracting data from the company's SAP system and consolidating the payment information into a single Excel file. It takes less than one hour per day to complete, and the number of employees needed to handle the task reduced from six workers to three.

APS Digital Capability to be reviewed in 2021

The Digital Transformation Agency (DTA) has revealed it will mark the completion of a nine-year program to transition Australian Government agencies to digital information and records management by undertaking a Digital Capability Review in early 2021.

This new review of the Australian Public Service (APS) will apparently "enable government to make informed decisions on where to invest, based on needs, as well as gaps in current capability."

An independent review of the Australian Public service published only two years ago found that as much as half of Australian Government ICT equipment is beyond its recommended shelf life.

It found "fragmented enabling systems and processes undermine a genuinely joined-up APS. Agencies cannot share data easily and have different ICT operating environments. Currently, the APS operates over 170 separate Enterprise Resource Planning systems.

In a survey undertaken by the review "71% of APS staff disagreed that standardised systems facilitate staff to move seamlessly between agencies.

"There is little integrated management or systematic sharing of knowledge across the APS, weakening institutional memory and leading to less effective community interactions," the report noted.

"In the coming years, many agencies will need to invest heavily to replace ICT systems that are reaching their 'end of life' — meaning that they stop being officially supported by the vendor.

£There is no APS-wide information about the cost of replacing many of these ICT systems — but they need to be replaced to deliver essential government services the Australian community needs."

The 2021 APS Digital Capability review was included in an online announcement by the DTA of its Digital Transformation Strategy 2.0.

The version 2.0 refresh of the Australian Government Digital Transformation Strategy, initially announced in 2018, will be released in 2021 following a period of review.

According to the announcement, "Government is seeking feedback on best practice co-design approaches that can deliver ambitious outcomes at a whole of government or whole of nation level.

"The refreshed Strategy will work to overcome barriers to digital transformation, including in funding and business case processes.

Government is looking for examples of new and innovative approaches to digital service delivery that would achieve better outcomes for the people of Australia."

The government is also "interested in exploring how others have achieved true agility and what lessons can be taken from the private sector."

Submissions close December 18, 2020.

Whatever Happened to Information Overload Fever?

By Craig Roth, Gartner, Inc.

Has information overload fever subsided? I have followed the "information overload" movement for over ten years now. While I'm a sceptic of its "sky is falling" rhetoric I have always acknowledged that knowledge workers find catharsis in complaining about information overload given the chance.

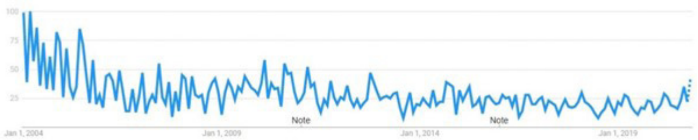
So I was surprised by the results of a recent Gartner Research Circle member survey of a small group (147 respondents). It found that when considering challenges related to decision-making around data and analysis only 7% said information overload was very challenging versus 25% who said it was not very challenging. The rest were neutral.

Information overload was put in context of a list of other issues such as "Lacking the right type of data" (the #1 challenge out of 6 listed) and "Poor data quality" (#2). Studies angling to show high levels of overload usually just ask "how overloaded are you?" instead of asking in the context of other information management challenges. Perhaps getting the right type of data and more accuracy would improve decisions more than dealing with information overload.

I found this data to be counter to what I tend to read about information overload so I checked up on how the search term is doing. Searches on Gartner.com for "information overload" have been negligible. And where they exist, many seem to be about grabbing attention (how to cut through clutter when blasting messages at buyers) rather than protecting it.

Google Trends data, worldwide, 2004-present, showed that peak interest in the "information overload" term in 2004, although there's an uptick since COVID-19 (see chart above).

A bit of history may explain the chart. In the early 2000's a small number of information overload pundits started taking extremist positions. Near the beginning of this chart there were press releases on the "$588 billion cost of interruptions", which inflated to $650 billion in 2007,



then $900 billion for information overload in the U.S. $1 trillion was surely next, but that may have "jumped the shark".

It succeeded in grabbing attention, getting on talking head news programs, and selling some consulting. But clearly as the estimates of cost to the economy increased the interest decreased. The term had worn out its welcome.

I don't want to see it fade away. While the "information overload" folks sometimes exaggerated, misinterpreted or misapplied the research, the problem statement is still correct.

Organizations should do more to improve the productivity and decision making of their workers by addressing the amount of information in their organizations and how workers can deal with it. I am still a proponent of Attention Management, particularly Enterprise Attention Management.

When it comes to dealing with the ever-increasing amount of content and communication channels that knowledge workers face I continue to believe that a management mindset leads to better outcomes than an overload mindset ("Too much! Turn it down!").

The management mindset in a nutshell: awareness, measurement, using the levers available to increase the good and decrease the bad of each communication channel, within the context of the goals of the organization

Maybe with COVID-19 forcing us to work from home, the increasing amount of communication done in digital channels will encourage all sides that can help with attention management to give it some more resources and focus. That would be one positive outcome from an otherwise miserable 2020.

ABBYY and Bizagi join forces on Automation

ABBYY and Bizagi have formed a strategic alliance to disrupted manual businesses processes including onboarding, processing of loans, and accounts payable. Industries where ABBYY and Bizagi have seen the most traction include financial services, manufacturing and the public sector. This is expected to broaden into other industries during 2021.

"The speed in which companies are transforming their businesses, often within weeks, is truly unprecedented, and the only way they can accomplish this is by using industry leading digital platforms," commented Bruce Orcutt, SVP of Product Marketing at ABBYY.

Bizagi is a low-code process platform that provides native integration for all three leading robotic process automation vendors: Automation Anywhere, Blue Prism, and UiPath. ABBYY's Digital Intelligence platform delivers access to realtime data about how organizations' processes are currently working and the content that fuels them.

Bizagi added a connector for ABBYY solutions to its platform to enable customers to turn unstructured data within documents into structured data ready for automation.

Additional resources available include the ABBYY Bizagi partner page, Add Content Intelligence to Bizagi to download the connector, an on-demand webinar, "ABBYY: Intelligent Document Processing Integration Made Easy"

Contact hello@bizagi.com for information about Bizagi's platform, and for information about ABBYY Digital Intelligence solutions contact sales@abbyy.com.au.

Best Legacy Data Modernization Practices for Business Transformation Success

By Jenna Walter, Astera

In this digital age, business dynamics are continuously evolving which can make it challenging for your IT team to keep up with the growing data requirements. This is a time when most organizations are moving to a digital-first approach where your applications and data systems can be the make-or-break factor behind your business' success.

If you have any legacy data systems that hinder your ability from making critical business decisions in real-time then this is the right time for you to launch a legacy modernization initiative. Legacy data modernization is a process in which you transform your existing data infrastructure to make it more accessible, easier to maintain, and scalable. The process helps you increase data availability, improve data consistency, and makes it possible for you to seamlessly integrate the various applications and systems running within your organization.

Rather than thinking of it as being just an update to your existing data architecture, it is better to consider legacy data modernization as a continuous process that brings your enterprise up to speed and allows it to reap the benefits of latest technologies (such as the cloud and big data).

Most enterprises have a data architecture that compromises both on-premise traditional applications and cloud-based modern applications. The challenge lies in retrieving information from all your applications in real-time, something legacy systems are not capable of because of the high complexity and maintenance they involve. This is where a high-performance data modernization solution can help you bridge the gap.

Most Common Legacy Modernization Approaches & Methods:

One key challenge with legacy modernization approaches is to ensure that the modernized system has similar capabilities and is compatible with all your existing data models and formats. Keeping this in mind, there is no single approach to modernizing your enterprise data but rather, based on your requirements and goals, you can choose one of these methods:

Data Migration - Data migration involves moving data from an existing database system to one from a different vendor. For example, you might move from the Oracle database to Microsoft SQL Server to enable better compatibility and connectivity with your Microsoft Azure applications. When migrating data, you are not making any changes to the data structures or formats you use so both your existing and target schemas will remain the same and no major changes will need to be made to your existing applications. However, the process will involve migrating code such as stored procedures and views to the target system.

Data Conversion - Data conversion is the process of moving from an existing legacy file system or database to a new (and more advanced) technology. For instance, if you have a file-based database, you may convert to an RDBMS to have less redundancy and better structure, or you may convert to a NoSQL database for better retrieval times and increased storage capabilities.

When using the data conversion method, quite a lot of re-engineering is involved since you need to refactor both your applications as well as your data formats. Your existing schemas will be different from those in the target system and data transformations and cleaning will be required during the conversion. This process can be done by writing code for transformation and data migration, or you can make use of an ETL tool to simplify and automate the process for you.

Application Integration - An application integration approach is where you upgrade from an existing application version to a newer version to have access to new features and better support. For instance, you might be upgrading from Oracle server database's version 11g to version 12c. Both the schema definitions and data formats remain the same in this approach, but you do need to remove deprecated and unsupported code from your applications. As with data conversion, application integration can be automated and simplified through data modernization software available today.

Here are some best practices for legacy system modernization.

Build support for different data formats and structures

The volume of structured and unstructured data that businesses have to deal with has grown exponentially since the advent of big data. What this means is that your data architecture should be designed to accommodate and integrate data from multiple sources in different formats. This is a key thing to keep in mind during legacy modernization because you do not want to go back to the drawing board a year down the line due to a rigid and unscalable data architecture.

Keep the future in mind

This is the 101 with all modern data initiatives: Build for the future. You need to have a data solution that can scale quickly, handle all the volume of data you throw at it, and still have the capacity to be customized to new data requirements. When driving your legacy modernization initiative, make sure that your architecture is scalable, agile, and enables real-time reporting.

Make use of the right tools

Utilizing the right tools is a crucial factor behind the success of any legacy modernization approach. You want to make the process as simple and quick as possible to ensure that: you are not reinventing the wheel, and you can automate the process to make modernization a continued effort rather than a one-time initiative.

The process of data modernization can be quite complex, especially without the right tools but this is where Astera Centerprise can help you out. Astera Centerprise is a powerful data integration tool that helps businesses realize the true potential of their information assets. Whether you are looking to upgrade database systems, convert your legacy systems to an RDBMS, or migrate from one database system to another, Astera Centerprise has all the features you need to build a high-performance, automated, and scalable modernization solution.

In the sprint towards digital transformation, don't neglect your data

By Stephen Cavey

COVID-19 tested business' ability to pivot, and quickly, to remote work. Regardless of size, location or sector, organisations were left with only one choice to achieve business continuity -- sprinting towards digital transformation, regardless if they were ready to do so.

In fact, according to a study by Boston Consulting Group, 75% of executives agreed that digital transformation became more urgent in light of the global pandemic, with 65% saying they anticipate increasing their investments in digital transformation as a result.

But the sudden pivot to long-lasting virtual operations brings with it a unique challenge for IT business leaders: understanding where all of an organisation's data resides, especially considering the amount of dispersed employee workstations today.

While many leaders trust their employees to not intentionally disclose sensitive information, there are unintentional actions that can have severe consequences.

For example, where are sales professionals storing prospect proposals, contracts and other information needed during onboarding? Where are legal contractors saving signed contracts and highly classified documents?

The answer is muddled, as employees will store these sensitive materials across a range of locations: within localised folders; synced onto cloud storage folders; uploaded onto CRM systems; archived in emails chains; captured in temporary locations by applications and shared via internal chat apps.

For this reason, there's never been a more critical time to get a better grasp on where corporate data resides - here's how.

Establish clear device ownership

When the drastic shift to remote work occurred earlier this year, 61% of employees reported using personal devices as their primary method to access company networks while home.

Given the recent uptick in BYOD, it is important to establish a clear company position on device ownership. Generally, an organisation will fall into one of three device ownership categories:

- All devices used are owned by the company
- All devices used are owned by the employee
- Some devices are owned by the company, while others are owned by the employee

The ideal scenario for most IT leaders is establishing complete device ownership by the company, as it poses the least amount of security risk and allows total control over all devices, enabling remote monitoring to validate any device is safe and secure for use.

However, this option is often accompanied by high costs and continuous maintenance.

With remote work being implemented on such short notice, some organisations have been forced to allow employees to use their own devices for business -- although this is a low cost option, it comes with high security risk.

As employees store corporate data on personal devices, the potential for data loss and compliance regulations are exponentially high.

Finally, there's an IT team's worst nightmare -- a hybrid approach of company-owned and employee-owned devices will create an IT team's worst nightmare.

Without the ability to determine 'safe users' from 'rogue users', they create splintered security policies that cause internal confusion and an overall lack of visibility.

Start with a clear, concise device ownership plan so employees understand where it's acceptable to house corporate data -- and as a general rule of them, try to avoid a hybrid approach where it's often too difficult to track all data.

Set a security standard

Once device ownership has been defined, take the policy a step further by implementing a security standard.

As part of these guidelines, ensure remote employees have WPA2 encrypted WiFi and encourage 'digital distancing,' where all non-essential personal devices are moved to a guest network, and a main, more secure network is reserved for business use.

Next, if supplying a company-owned device, ensure only employees use the device.

By giving family or roommates access, it increases the chances of visiting unsecure sites. Perhaps worse, if an organisation employs corporate proxy logging, the employee needs to understand the company logs everything for security purposes - if a family member starts visiting non-productive websites, that is under the employee's log.

Lastly, as part of the security standards for all employees, highlight that a device is an extension of the trusted company network. Do not use it to access personal storage, including portable drives, or copy personal media onto the device.

Have all employees read the standards and sign off on them. Re-circulate the guidelines a minimum of once every quarter, so employees understand the importance of a secure approach to remote work.

Understand your data, regardless of its location

Once an organisation defines which devices can be used, and proper security measures when working on them, it must also conduct regular housekeeping of the data stored across the workspaces -- a process called data discovery.

It's critical to take the time to conduct a data discovery sweep across servers, databases, workstations and in the cloud.

Ensure sensitive data is being housed in a responsible, compliant manner, and that employees are not being negligent with those valuable assets. Gaining a better understanding of your data is the first step to bolstering security and achieving compliance.

During this step, it's also important to re-assess an organisation's existing data backup strategy, which has traditionally been a challenge for most businesses. Now is the time to ask:

- Will it continue to operate as is, or does it need to be changed to factor in the remote nature of work?
- If an employee loses valuable data or does not have a working device, how can they get back up and running in minimal time?
- Does the company have a default save to server / save to company cloud policy to limit data being saved on local devices? And does the company policy support this?
- Are remote devices regularly backed up? If not, or not possible to implement, what mitigating controls can be implemented to circumvent this risk?

Data is the key to business success, but it's important to understand it and have a plan for any interruption. Right now, fast decisions are being made and these choices can have a lifelong impact on an organisation.

Do not let security risk posture fall off the list of priorities -- use the remote workforce as a means to make it stronger than ever before.

Stephen Cavey is cofounder and chief evangelist at Ground Labs, where he leads a global team empowering its customers to discover, identify and secure sensitive data across their organizations.

SOLUTIONS GUIDE

From fairytales to reality: with OCR and PDF, going paperless becomes a breeze

By André Lemos, Global Lead of Product & Services, iText Software

Once upon a time, somewhere in Europe there was a tiny kingdom. Despite its small size, it held the dubious distinction of possessing more government departments per square meter than anywhere else in the world. One day, government ministers proudly announced they had decided to add yet another department to the list, which would officially be known as "The Agency for Administrative Simplification".

This might sound like the beginning of a story from a children's book, but it's no fairytale. The year was 1998, and the country was Belgium, which is renowned for its complex system of government and the associated bureaucracy that comes with it. All this meant there was a real need for a dedicated agency to reduce the amount of administration and paperwork required by Belgian companies and individuals. What's more, the pain they tried to solve is one that many governments and businesses worldwide recognize all too well.

Reality versus the fairytale

Of course, the "Agency for Administrative Simplification" is just a direct English translation of the Dutch "Dienst Administratieve Vereenvoudiging" ("DAV"), but the description is an accurate one.

Originally established to propose methods of simplifying the administrative complexity and accompanying costs incurred by companies, in 2003 this remit was extended to include administrative matters relating to Belgian citizens. As part of this simplification process, the recent launch of the Database of Civil Registry Records (DABS) digitally transformed the process of issuing birth, marriage, adoption, change of nationality, and death certificates, a process that had remained unchanged since the time of Napoleon.

The aim of the DABS project was to centralize all the citizen certification processes described above, completely replacing the inefficient and expensive paper-based process, By storing the information in a single database, it would be accessible by all local authorities saving both time and money.

To do this, iText's PDF software was employed (specifically iText DITO), a low-code PDF template designer and generator, to take data from their citizen information database and generate digital-first certification. Using iText DITO's visual editor to design templates for the required PDF documents, it was easy to unify certificates into a standardised format, while also customising them for each of the almost 600 local authorities across Belgium.

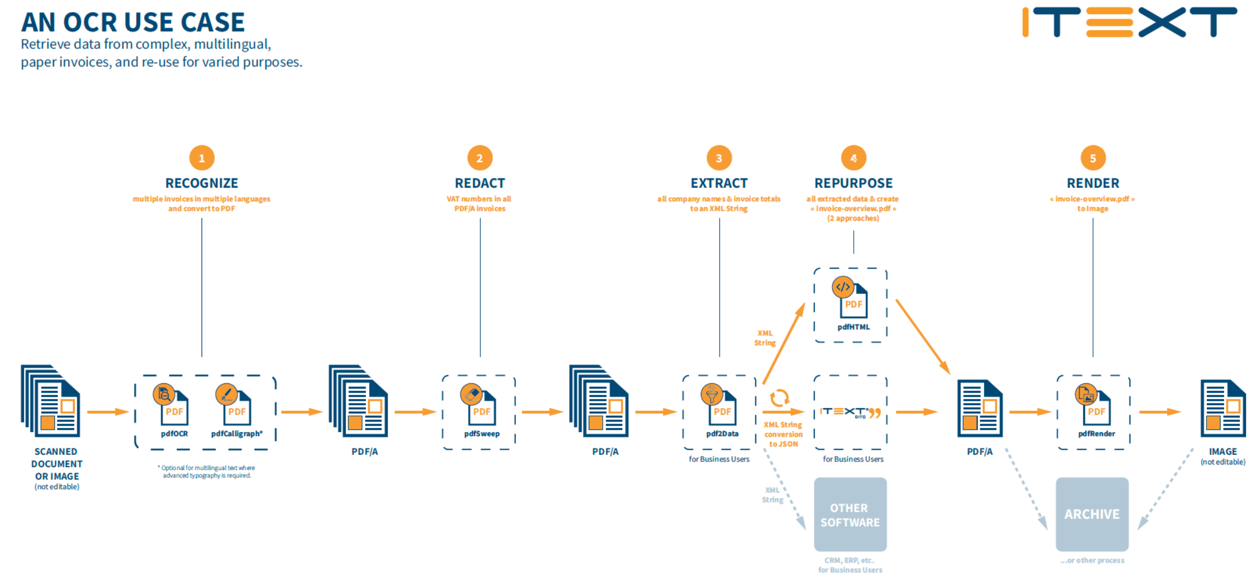
In addition, iText DITO makes it simple to update and revise certificate templates as required (e.g. to account for changes in the law). With traditional hardcoded templates this would be much more difficult to achieve.

If you're interested in learning more about how iText DITO helped the digital transformation of the Belgian civil registry, check out our deep dive into how this was achieved.

Introducing our heroes: OCR and PDF

iText is a developer of powerful PDF solutions. In addition to high-convenience, low-code products like iText DITO, it also offers the award-winning iText 7 Suite, which allows the development of scalable workflows for the generation, manipulation and processing of PDF documents (with iText 7 Core).

The iText 7 Suite includes all the available iText 7 Core



iText pdfOCR document workflow example

add-ons which enable dedicated features, one of which is optical character recognition (with iText pdfOCR) to recognize and extract text from scanned documents.

iText pdfOCR allows you to automate the processing of scanned documents and images and is able to recognise and extract text in over 100 different languages with support for custom dictionaries and training models for non-standard languages, character sets and glyphs.

Built around the proven and powerful open-source Tesseract 4 OCR engine, it offers a simple, yet flexible API which even allows developers to make use of custom OCR engines as required, without needing to modify the workflow.

The output from iText pdfOCR can be configured to be either text, a layered PDF with recognized text and image data contained in separate layers, or a flattened PDF with the layers merged. It generates PDF 1.7 compliant documents, and also supports the PDF/A-3u standard for long-term archive storage.

There are many OCR use cases where the benefits of using iText in a digitally-transformed document workflow are clear to see.

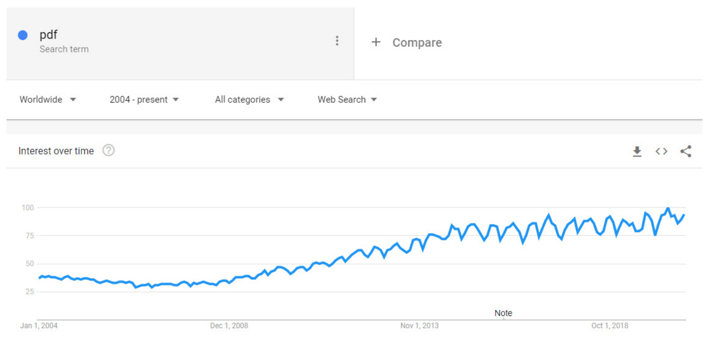
The DAV were fortunate in that they already had their data in a database, yet businesses and governments worldwide are struggling with enormous collections of physical typewritten paper or scanned documents, all containing potentially crucial data.

Getting this data into a digitally accessible format usable with other IT platforms and databases invariably results in unnecessary manual work and administrative overload.

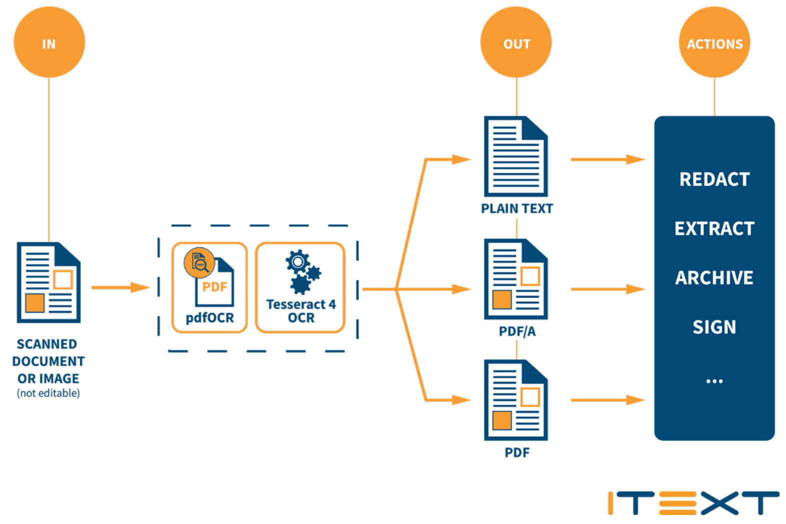
The beauty of using a tool like iText pdfOCR is the text recognition process can be easily automated and integrated into your document workflow; allowing for large-scale document processing, whether simply for archiving purposes, or to enable data extraction from the documents for further processing and transformation.

Thanks to automatable OCR solutions powered by iText however, data in scanned documents can be easily recognised, extracted, and repurposed into new workflows.

You can also make use of low-code tools



A search for "pdf" on Google Trends showing the interest over time since 2004



iText pdfOCR workflow to recognize texts from scanned documents.

like iText pdf2Data or iText DITO to assist with data extraction and document generation, or use iText 7 Core and its add-ons to achieve advanced tasks such as secure content redaction, generating multilingual documents using complex script rendering, HTML to PDF conversion, securing and digitally signing documents in accordance with the PAdES standard, or simply archiving documents as searchable, accessible PDFs.

The PDF format is ideal for these purposes. Far from being just a digital representation of a printed document, it's a versatile and extensible data container format and is the de-facto standard for exchanging documents and information. Since it was invented back in 1993, the format has grown to encompass a unique set of capabilities, and data from Google Trends shows it's more popular on the web than ever.

The moral of the story

Countless industries can benefit from automated OCR processing in their workflows, such as banking, legal, healthcare, manufacturing etc. Similarly, many government departments may literally mountains of paperwork relating to government policies, citizens' personal information, and other data that needs to be processed from masses of printed documents.

Governments and corporations are sitting on a goldmine of inaccessible data locked away in documents. In a post-COVID-19 world, the digitalisation of document workflows is more important than ever, and the potential insights and knowledge are simply staggering. It's time to unlock that hidden potential!

This article was adapted and expanded from our featured article in the AIIM e-book "Information at Work, Wherever Work Is", a compilation of articles on digital transformation from industry thought leaders.

Still have questions? If you are interested in learning more or have additional questions, contact us If you are interested in learning more about iText 7 suite, click here.

Kodak Alaris rides a wave of Intelligent Automation in APAC

Wee-Chong Lee has been recently appointed as Managing Director, Kodak Alaris Asia Pacific Region, based in Singapore. With this appointment, Wee-Chong is responsible for leading the Asia Pacific Sales and Business teams. IDM asked Wee-Chong to outline Kodak Alaris strategies in the booming market for intelligent capture to drive digital transformation and process automation.

Wee-Chong joined Kodak Alaris in 2017 as Channel and Product Director for the Asia Pacific Region.

Prior to Kodak Alaris, Wee-Chong has worked with NetApp, EMC, Sun Microsystems and Sterling Commerce where he held sales and leadership responsibilities. Wee-Chong also spent 10 years in the Republic of Singapore Navy in the initial part of his career.

Wee-Chong earned his BSc Computer Science from UK Open University and his MSc Finance from Baruch College, City University of New York. He is also a member of Mensa International since 2009.

IDM: Can you give an overview of Kodak Alaris' business in the APAC region?

WCL: Our strategy has very much been in place for the past three years with a major focus on restructuring the business and bringing in new talents. Up till a couple of years ago, scanning was mainly just for simple archiving or compliance reasons, but today we're seeing more purposeful digitization, and that requires people on our side with the ability to understand customer pain points, to sell solutions together with our Alliance partners, and that's something that we have been focussing more on for the last three and a half years.

China continues to remain a key focus of ours as it generates more than 50% of our APAC business, contributing the second largest product revenue out of any country globally. This year, we strengthened our Go-to-Market presence in Japan, as Asia continues to be a main driver for revenue growth for Kodak Alaris.

We have a long heritage and are the dominant player in the Australian market with strong market leadership. We also have a strong market presence with the Business Process Outsourcers (BPOs).

Australia being a very well developed and advanced market where new technologies are accepted ahead of other regions, we see that future growth in Australia coming from new kinds of digitisation to assist Robotic Process Automation (RPA) or other advanced data mining (Big Data). This is a new area where Kodak Alaris' strength in technology and image processing becomes ever more important to ensure high reliability in post capture processing.

IDM: What has been the impact of COVID19 on Digital Transformation in 2020 and the demand for Intelligent Scanning?

WCL: I think every country will exist in a different bubble, whether its Australia, Singapore or Japan until things finally open up sometime in the next two years. But I'm also pretty confident that life will bounce back very quickly to pre COVID times the moment the vaccine is fully deployed, or at least 70% deployed.

We are now seeing a two-horse race in digitisation efforts due to COVID. The first is the traditional scan and archive market where we are now seeing that many large organisations are really accelerating their digitisation efforts. The second leg of the race requires adoption of new technology for automation rather than simple scan and archive; and this is moving a bit more slowly as people are more conservative in this area around what they are ready to deploy.

They do see the value of getting more information or more knowledge from the data that they already have and becoming more effective in the way they work but moving to the second stage requires answers to a lot of important questions: How can we future proof our technology? What are the considerations that we need to have when we adopt new digitization efforts? Should it be centralized, should it be distributed?

These are the questions that many have been asking themselves and asking our partners too. As we have been positioning ourselves for this evolution, working with alliances and partners, I believe Kodak Alaris and our partners are best adapted to help customer maximize the value of their digitalization efforts.

IDM: A new Managed Service is being offering for direct sales accounts in the US, UK and German markets. Is this being offered in the APAC region? Or are you looking to channel partners to roll this out using your New Monitoring as a Service Offerings?

WCL: Yes, we are looking at that right now and for Asia there are a couple of different go-to-market models. In countries where we have presence, we definitely can provide that as a service to our customers. So, in Australia, we have a strong service team there, and we can definitely offer this if the customer chooses. But more often than not we will always work through a partner. In the APAC region our go to market has always been a hundred percent channel, unless the customers insist for us to do it directly, then we will evaluate that.

IDM: How is the market responding to the INfuse Smart Connected Scanning Solution from Kodak Alaris, which aims to automate business processes by seamlessly connecting document capture to existing business systems and the cloud?

WCL: We have been receiving overwhelmingly positive response from customers and partners whom we have demonstrated or showcased infuse to. The immediate response is typically, "When can I get the machine to test it out?" Since we began promoting INfuse in 2019, we have a number of serious evaluations underway in every country in APAC. Australia being a mature country and more receptive to new technology, we already have a couple of customers who are using INfuse today.

It's the manifestation of what we call the IN2 ecosystem, where you don't buy a machine just for capture. It has to lead to a purposeful usage, which is automation, cloud-based invoicing or processing. This is the key differentiator of INfuse, which allows you to directly connect your systems to the cloud without having to go through a PC. More than just a scanner, centralized control, the ability to remotely reconfigure your device as your business evolves, and the ease of setting up with just a QR code. These are the three main differentiators that a lot of our customers are looking for.

IDM: With regional governments driving towards a paperless future, where do you see your business in the next few years?

WCL: I think that we will continue to see growth the next three years as businesses accelerate adoption of scan and capture solutions for both traditional capture and for new purposeful digitalization like RPA. From a revenue perspective, the scanner market was expected to decline as organisations moved towards decentralized capture and A3 to A4 in the high volume capture market. In reality, we have experienced growth with a move towards decentralized A3 as the technology has become more cost-effective. So, we are actually seeing higher adoption of low volume A3 scanners in a distributed model.

COVID is definitely fuelling the growth in digitalization and therefore the need for more scanners. A lot of what customers are doing today is just scan and archive. They have a lot of data, but they don't know what data they have. They are now coming to realize that they can mine a lot of this data and get to know their citizens or customers better, predict consumption trends and determine what services or products they can provide to their customers.

I believe we will start to see another explosion of digitization in the market with purposeful capture. In my personal view, we've only seen the tip of the iceberg of market demand for digitization.

Orica adds OpenText ECM in massive SAP transformation project

Leading Australian explosives maker Orica is now well into the third release of a massive SAP transformation known as the 4S Program which will consolidate its global operations onto a single platform.

Orica is the world's largest provider of commercial explosives and innovative blasting systems to the mining, quarrying construction, and oil and gas markets.

Taking over three years to implement, 4S – which stands for Simple Standard Single SAP – incorporates multiple languages and country-specific legislative requirements impacting more than 3,290 documented business processes.

Worker safety is the top priority for Orica; one of the ways it is improving safety is by ensuring the latest and correct documentation, including procedures and instructions, is easily accessible to maintenance crews.

Orica has implemented OpenText's Extended Enterprise Content Management (XECM) solution integrating document management with asset maintenance processes.

To improve both safety and productivity, Orica engaged Chrome Consulting to support the simplification and standardisation of these processes.

Chrome has been working on 4S since the beginning of the project to help integrate enterprise content management into the maintenance-based processes using Open Text solutions.

The XECM solution will support Orica's business through the provision of accurate and up-to-date documents while staff are conducting complex maintenance activities.

This will reduce risk and support Orica's commitment to the safety, health and wellbeing of its employees and customers.

The approach is complemented by the XECM for Success Factors Solution, implemented as part of a previous release of the 4S Program.

The size of the scope, immense geographical coverage and multiple time zones has made the 4S Program a unique project from Chrome Consulting's perspective.

Chrome has been heavily involved in end-to-end business processes including, 'recruit to hire to terminate', 'source to pay' and the complete asset lifecycle allowing the company to showcase its expertise in the OpenText solutions for Vendor Invoice Management (VIM) and XECM.

In the source to pay process, Chrome has helped Orica to deliver one of the leading implementations of VIM, automating invoice processing across 25 countries.

As a global template, it standardises the capture and approval of invoices in a global context.

This will see considerable cost savings through a reduction in the time to process invoices, full visibility of bottlenecks in the invoice processing streams, as well as the ability to reduce these bottlenecks in the coming months.

The platform is all cloud based, with S/4 Hana hosted in Azure. The 4S Program will reduce risk, improve governance and decision-making and allow tighter alignment with the organisational structure and operating model.

"A project with such a wide scope like 4S requires a very tight collaboration between many vendors, and between the vendors and Orica. In Chrome, we had a trusted partner, who delivered to its commitments each and every time, not just in spite of the expected project pressure, but also the exceptional circumstances 2020 posed to us all," said Orica's CTO, Gabriela Azzali.

Chrome Consulting's CEO Mark Frear welcomed the opportunity to work with Orica on the project, saying it was a major transformation exercise with global reach, with the core release deployed on a single go-live date.

"A multi-lingual project is always complex for content management," said Mr Frear.

"VIM was implemented to automate invoice processing in 28 different languages with the associated country invoice templates.

" We had a project team based in Australia, supporting the large Orica project team in Singapore and were all able to successfully align to meet the go-live date in July this year in the midst of a global pandemic," he said.

Chrome Consulting has been working with Orica since 2015 and is now moving to a support role on the 4S Program.

Managing Information in Office 365

By Dom Mammoliti, Rohan Ahluwalia, iCognition

Controlling and implementing an information governance strategy around Office 365 has not only become a high priority but also remains an unsolved challenge for most organisations today. Achieving compliance in Office 365 requires managing information across all different flavours of Office 365 which are consumed by end users in the form of content services.

Organisations have struggled to implement Information Management strategies around building a corporate repository (a 'single source of truth') by integrating the top four or five applications. As technology catches up, the amount of information being generated has exploded and information governance has got out of control. While this challenge does not pose an immediate threat to organisations it means that the information is ungoverned, so processes, responses and client services will break down over time. The risk of the wrong information being used in a critical service or information request response, and the associated risk of reputational damage is increasing over time.

Robotic Process Automation

More and more organisations are exploring robotic process automation to streamline and quickly deliver tasks which can not only deliver value by integrating systems but also freeing up human resources to focus on higher value work.

RPA is also an enabler to leverage intelligent automation using concepts such as Machine Learning and Artificial Intelligence and applying them to business processes; making them more productive, accurate, predictable and less error prone. It's software redefined as coordinated 'BOTS' delivering microservices.

Leveraging RPA is a critical step towards achieving information management vision for an organization in today's ever changing and fast-paced technology landscape. Although, there are many that fit the criteria, we have provided information using a tool that's easily available to organizations to build a sustainable strategy.

Power Automate & Content Manager

Microsoft's Power Platform lets organizations analyse, act and automate processes across their organization. It includes AI features, analytics, and data visualisation enabling anyone to create powerful automation actions, or flows, without being a developer.

One component of the Power Platform is Power Automate, which provides digital and robotic process automation. Today Power Automate already has over 350 connectors to support automation and is capable of reinventing business processes.

Power Automate is bundled through Office 365 subscription and can be used to build critical or important flows to capture the relevant business information.

iCognition has developed Office365 RM BOT, an Office 365 to Content Manager microservice that resides within the Power Automate platform.

Organisations can incorporate this microservice into any Power Automate flow to capture information from any Office 365 application to Micro Focus Content Manager.

The use case possibilities are endless, but some of the flows that have already been built using Office365 RM BOT to capture information from Office 365 to Content Manager include:

- SharePoint Online: Capturing information from a SharePoint Online library into Content Manager and posting information about it to a team's Channel. This allows users to co- author Office 365 documents while versions are captured silently in Content Manager.
- OneDrive: Capture information from a user's OneDrive into Content Manager. Optionally, replace the electronic document in OneDrive with a shortcut of the record in Content Manager.
- Exchange Online: Automatically capture emails with attachments in Content Manager, based on keywords in the subject of the emails.

Benefits of this approach are:

- Codeless integrations to achieve business process optimizations.
- COTS products with configuration only.
- Consistent and repeatable use of flows. Re-use flows or their components instead of re- inventing the wheel.
- Single integration component between Office 365 apps and Content Manager.
- Seamless upgrades for Office 365 Apps and Content Manager without the need to redo integrations.
- Control and administration with Office 365 administrators.
- Flows can be monitored via native Office 365 mobile app.
- Secure by design, using industry standards such as SSL or using Azure On-premise data gateways.

Conclusion

Driving an information management strategy underpinned by RPA can achieve quick and sustainable returns. Such solutions can become a key tool to managing information generated in platforms such as Office 365, assisting organisations to build trusted information sources and avoid typical information management risks such as reputational damage avoidance, information sprawl and the build-up of storage cost.

However, this strategy still must be underpinned by:

- Establishing information management policies.
- Assessing key information sources.
- Re-thinking business processes to streamline them for efficiency and effectiveness.
- Keep users involved and managing resistance to change.
- Starting small and setting reasonable expectations.
- Identifying appropriate processes for quick wins.

iCognition provides practical leadership, solutions and services for the management and governance of enterprise information.

https://www.icognition.com.au/

Three Major Questions to Ask Before Enabling External Sharing in Office 365

By Tony Litvak

With so many companies migrating their legacy collaboration platforms to Office 365, preserving important characteristics such as metadata, version history, and permissions is a fundamental requirement for every project.... Or is it?

In this article we'll dissect the nuances of external sharing, including how to navigate some of the trickier parts of the process during a typical migration project.

First, it's important to define some of the base terminologies that we'll use throughout this article. We'll use Box as a source platform and Office 365 as a destination platform, although the external sharing use case applies to other source platforms as well.

Permission describes who has access to what content and can take the form of corporate, guest, or anonymous users; access rights are used to describe the level of access a user has to a given piece of content (e.g. read, write, upload, and so on). Lastly, a #$)(#$ defines whether a guest user is a Microsoft account holder or not.

Next, let's go over an abridged process for handling guest permissions during a migration process:

Configure the Guest Sharing Settings

The Guest sharing setting must be configured by the Office 365 tenant administrator if the corporate security policies allow for such collaboration. Many companies aren't permitting external collaboration via Office 365, so be sure to check what your company's policy is for guest sharing.

Identify & Add Guest Users to Azure AD

Guest users and their account information (minimum name, email) must be identified and added to Azure Active Directory (AD) prior to the start of any migration activities. We typically find thousands of guest users that have connections to documents or folders.

Having an automated scripting mechanism to extract guest user credentials (from the source platform) and load them into Azure AD will be required here. The guest user will also be required to complete the prerequisite registration process handled via Microsoft, and in some instances corporate policies will require Multi-Factor Authentication (MFA) for access data outside of corporate networks.

Convert the Source Content into the Proper Format

The source content, along with permission and access level, must be converted into a format that is appropriate for OneDrive for Business or a suitable endpoint in Office 365.

It's important to note that certain access rights such as "uploader" do not exist in OneDrive for Business and an alternate mapping must either be considered or, in certain use cases, guest users with certain access rights that don't have parity in Office 365 must be excluded. Data from a pre-scan access level analysis will help you determine whether this is a factor or not.

Notify Guest Users

Guest users who have been granted access to source files in the source environment should be notified of the upcoming migration and—depending on guest user type—will be expected to link their information from either Microsoft or the party handling the migration. In certain cases, without such a link to the new document, a guest user will not be able to access the content.

With those steps out of the way, here are key questions worth discussing with your project team before deciding on how to execute guest access permissions during a migration.

1. Date Criteria – Do you want to preserve a permission that was granted to an external guest user one year ago? How about 10 years ago? Do you have tools to help you determine the distribution of external guest share invitations to make an informed decision?

Remember, the external user must first be created in Azure and in certain cases notified of the new link. Preparing for and designing a clear communication strategy will be critical.

Often times, we find that establishing a cutoff line for guest user permissions of six to nine months is appropriate. If a decision is made to maintain guest sharing based on the date of the invitation request, does your migration process and tool support this functionality?

2. Invalid Guest Sharing Accounts – In certain instances, guest account holders who have document access may no longer be valid (due to termination, for instance). Do you have any of these?

Since there's no way to validate the integrity of an email, expect certain permission failures to occur when user credentials are found to be inactive and cannot be processed during the Azure AD registration.

3. Microsoft has a location where account holders can see documents they have access to. In OneDrive for Business, this area is called "Shared with me." External users today do not have this capability. So while we can preserve the permission, how will guest users be notified of the new location to access the file?

AvePoint recommends—for certain types of account holders—that an email should be generated with a new email link to the document.

Without context, some guest users may interpret this as junk mail or phishing mail and may delete this. Make sure that you have an automated or batch process that can generate link emails for guest users immediately following the migration.

Closing Thoughts

Though there's plenty to consider when planning to enable external sharing in Office 365, it can be incredibly useful if done correctly. Hopefully these tips and considerations bring your team that much closer to a successful implementation.

Tony Liotvak is Senior Director, Migration Practice Lead at AvePoint. Originally published at https://www.avepoint.com/blog/office-365/office-365-external-sharing-questions/

IBAC warns of corrupt misuse of personal information

Victorian councils need to improve how they protect the information they hold, according to a research report released by the Independent Broad-based Anti-corruption Commission. IBAC's report Unauthorised access and disclosure of information held by Local Government analyses risks associated with the unauthorised access and disclosure of information by local government.

The report also warns that the misuse of information by local government employees or councillors may constitute corrupt conduct.

IBAC Deputy Commissioner David Wolf said, "Victoria's councils need to manage a wide range of official, sensitive and confidential information, including personal and business details of ratepayers, planning, development and other business information to fulfil their functions. Protecting this official information from misuse is critical to ensuring the safety of the community, to support the proper use of public money for local government programs and services, and helps to maintain the community's confidence in their local council. Any unauthorised access or misuse of information matters because it adversely affects the willingness of the public to provide information that is necessary for councils to function properly and importantly, it damages community trust and confidence in local government."

The IBAC report advises what local councils can do to address these risks.

"Given the recent council elections, the findings of this report present a timely opportunity for all councils to build their corruption resistance, including for newly elected councillors, by strengthening their systems, processes and controls," Deputy Commissioner Wolf said.

"IBAC's research and investigations show that misuse of information is a key enabler of corruption, and the increasing reliance on technology in workplaces has made it easier to misuse information, either intentionally or unintentionally.

"While there are shared corruption risks across both parts of local government - local government employees and elected councillors – the corruption risks and drivers for each of these groups differ and need to be considered separately by councils."

Councils can better prevent and detect misuse of information by adopting the Victorian Protective Data Security Framework for improving information security, increasing information security training, conducting comprehensive audit programs to identify and deter misuse, improving procurement processes, and raising employee and community awareness of risks and the importance of reporting incidents when they occur.

Meet the ECM developer

Dario Ilicic is a key member of the software development team at ELO headquarters in Stuttgart, where he has been leading development teams for over 10 years. A major highlight of the latest version of the ELO ECM Suite is the ELO Desktop Client. Dario outlines the progression of this signature new feature.

By Stephan Buckenmaier, ELO Digital Office

SB: Dario, what is the basic idea behind the ELO Desktop Client?

DI: One key aspect in developing the new ELO Desktop Client was our mission to provide ECM functions to users in their familiar workspace. We took advantage of one special function of the Windows taskbar, attaching the ELO Desktop Client to the Windows desktop.

The result is a lean sidebar that provides a wide range of ECM functions without forcing users to leave their current programs, such as Microsoft Office applications. Files from Microsoft Word, Excel, or PowerPoint can conveniently be filed and edited using the ELO Desktop Client.

SB: How has it improved integration with Microsoft Office documents?

DI: An example: You're working on a product presentation in Microsoft PowerPoint for an important customer meeting. You use image materials or texts from various applications, switching between different program windows and inserting everything into your PowerPoint presentation. The ELO Desktop Client is a lean sidebar that doesn't get in your way while you are working. And if you want to file your presentation to your ELO repository, the ELO Desktop Client automatically recognizes that the file is a PowerPoint. By clicking the sidebar, you file your presentation straight to ELO and can access it from anywhere at any time.

And that's not all: The ELO Desktop Client recognizes Microsoft Office documents that are already stored in ELO, offering a wide range of ECM functions. For example, you can make changes to your presentation and save them as a new version. Or you can use the ELO feed to chat with colleagues about the contents of your presentation, just to name a few examples.

DI: For users used to saving their documents and files in the Windows file system, our new ELO Desktop Client is a convenient option for using ECM functions without having to change or give up their familiar work environments. When filing documents with the ELO Desktop Client, you can store your files in ELO and create a link at the location where you would "normally" save your document in your Windows file system. Harness the benefits of reliable document management in an ECM system without needing additional hard drive memory.

SB: What's next in the pipeline?

DI: Thanks to our annual release cycle, our ECM products and solutions change rapidly, and the ELO Desktop Client is no exception. We are currently working at full speed on the next version of the client, which will include a function allowing our users to control various business processes such as invoice approval. It will also feature a new full screen view for more flexible use.

The basic version of the ELO Desktop Client will soon be capable of processing e-mails from Microsoft Outlook as easily as documents from other Office programs, too. With custom view filters, our users can conveniently access the areas they need in the ELO repository. And finally, we want to make it easier to file documents using drag-and-drop – there's no faster way to transfer data to the ELO repository, after all. It's something our customers can really look forward to.

The Global Visit – an IT Evangelist Arrives Downunder!

Written by experienced Australian IT executive Steve Eatts, StupIT People is a tongue in cheek expose of the world of modern big technology business. It's a world where corporate madness and self-interest rules. One in which clients and employees simply don't matter, as senior executives (aka company psychopaths) pursue short-term personal profit and internal point-scoring at absolutely any cost.

The story revolves around Michael Mansfield, a loyal and hard-working IT Sales Executive who strives to do the right thing by his company. For Michael, saving stupid people from themselves, navigating the constant back-stabbing within the business, and dealing with corporate political correctness gone mad has become a way of life.

In this extract from StupIT People, Michael is tasked with escorting a hotshot consultant from the firm's US head office on a whirlwind tour of Australia,

I flew into Sydney on the Sunday night in order to be ready for Digby's arrival first thing on Monday morning.

I chuckled to myself when I read my LinkedIn feed while in transit and saw that he'd tagged me in a post that wanked on about him 'evangelising the digital message down under…'.

In setting up the agenda for these types of visits we usually leave the Monday morning free of any client commitments, to give our Global visitors the chance to freshen up after a long-haul flight and to spend some time briefing them in detail on the plans for the week.

Since the call last Wednesday night, I had also had the chance to remove a couple of sensitive client meetings from the agenda and to substitute them with internal meetings to keep Digby occupied, but as out of harm's way as possible. So I needed to take him over the final agenda and plans for the week.

I went to meet Digby at his inner-city hotel early Monday afternoon and I wasn't disappointed. He came out wearing dark jeans and a dusty pink sports coat with a black t-shirt underneath that simply had the word 'digital' written on it. All in lower case. This was, at least to me, the ultimate modern-day technical wanker's outfit.

True to form, Digby then spent the majority of the one-hour briefing session talking about himself, the journal paper he was working on, and how the global MD of The Company had asked him to represent The Company on some supposedly important US industry board. I couldn't get a word in edgeways!

Not that I really cared, as I knew that this whole week was going to be a train smash, and I'd already decided to just try and minimise the carnage and amuse myself as much as possible at the same time.

So in that spirit, and since we had no client meetings organised for later that day, I asked how would Digby like to divert to the hotel bar and tell me some more about this paper he was working on?

With much the same approach, we eventually managed to get through the week. I said goodbye to Digby in Melbourne on Friday as he headed to the International Terminal to board his plane back to the US, and I headed to the Domestic Terminal for my flight home to Adelaide.

As it turned out, the damage had been relatively light. Between myself and the respective Account Managers, we managed to set the expectations for each meeting with the statement that 'Digby was there to share some insights into global trends and what he is seeing with our clients elsewhere'.

Then for the next hour he would prattle on about himself and his theories of what was happening in the market. He'd mention the word 'digital' at least 50+ times per session and he never actually engaged in any dialogue on the client's challenges. Which was a good thing, as any specific discussions on client problems was sure to lead to Digby showing them how smart he was and telling them how to suck eggs.

A couple of clients were less than impressed that we wasted their time with this guy, so the respective Account Managers had some work to do to smooth that over with those particular clients.

But, in what I thought was a pretty good hit rate, there was only one client who pulled me aside immediately after the usual Digby session and said very clearly, 'Michael, please make sure that I never lay eyes on that f...wit again.' 'Absolutely understood and guaranteed,' was my quick response back.

In stark contrast, there were actually a couple of sessions that went OK. The first was with Neville from T9One over dinner on Tuesday night.

I think this was mainly because I just zoned out, took a couple of calls, and had a couple of drinks while they talked about technology trends and god knows what.

Neville was also delighted that Digby accepted his invitation to continue 'this riveting conversation' at his favourite 'Gentleman's club' after we'd finished dinner, which I again politely declined and left them to it.

For some reason, and much to my amusement, Digby appeared quite ginger and subdued the next morning when we met quite early at the airport for the flight to Canberra!

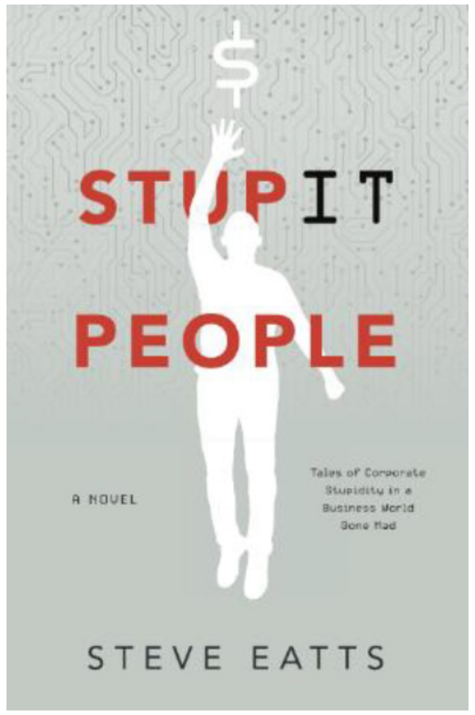
The other session that went OK was one of the sessions in Melbourne. It was with the so-called celebrity CIO, Blair Jaymes. Talk about two peas in a pod!

Blair also has a well- earned reputation in the industry as a bit of a tosser who just spruiks buzz words about emerging technology trends and never actually delivers anything of value to whatever business has the current misfortune to employ him as their CIO or Chief Technologist.

He certainly never seems to last long enough in any single organisation to actually implement anything.

The briefing document we'd prepared for Digby on Blair was testament to this. It showed that Blair had been with eight different organisations in just the past five years.

He is also prolific on LinkedIn and Twitter, which impressed Digby when he looked at Blair's LinkedIn profile, so much so that he'd invited him to connect before they'd even met.



Given that Blair is always at conferences, appearing on panels or as a guest speaker at them, it was really a minor miracle that Digby and Blair had not crossed paths previously.

Anyway, despite both talking across each other constantly for the entire duration of their meeting, they hit it off famously. They finished off by taking a selfie together that was immediately posted on their social media feeds as some sort of cathartic meeting of the great minds behind worldwide digital transformation.

Watching the whole thing unfold really made me want to puke, but instead I just smiled and nodded throughout the meeting knowing that the ordeal was nearly over.

It also taught me that when two such idiots meet, the main and only enduring outcome is that they post clichéd and vomit-inducing quotes about each other on social media that they themselves think are inspirational - Whereas in my humble opinion #DigitalDisruptor = #Wanker!

Before we let Digby go, we had a final session which was the internal one that we had originally set up for the local Practice Team to meet the Global Practice Leader. Instead they had to make do with Digby again talking about his favourite subject - himself - sprinkled liberally with buzz words like digital, big data, omnichannel and blockchain.

I could tell from the reactions of those in the room that they thought Digby was a complete prat, except for Dexter, the Chief Architect from Consulting, who'd invited himself along to this session to meet Digby and clearly thought he too had found his digital soulmate.

After the session had ended I had to prise the two of them apart in order to bundle Digby into a car and get him to the airport. After all, there was no way I was going to risk him missing his flight after the week that I'd just endured!

After a full week of seemingly endless and mind-numbing meetings, in the end there were only two and a half people who enjoyed Digby's visit and didn't think he was a complete and utter wanker.

They were Blair the Celebrity CIO, Dexter from Consulting, and Neville from T9One. Neville only accounted for the half since he'd phoned me on Wednesday to say that Digby had become rather inebriated, untidy and 'handy' later on Tuesday evening at Neville's 'club' and had got himself ejected by the bouncers, which Neville described as 'highly embarrassing and inappropriate'.

Geez, I would have thought that taking business partners to strip clubs these days was in itself highly embarrassing and inappropriate, but whatever. That little nugget of information about Digby's inappropriate behaviour provided enough extra amusement for me to actually make the week worthwhile.

StupIT People is available as a paperback or Kindle Edition on [Amazon](#)

Winning Digital Transformation in ANZ: IDC

Analyst firm IDC has announced this year's winners of its Digital Transformation (DX) Awards for Australia and New Zealand. The Awards recognise the achievements of organisations that have successfully digitised one or multiple areas of their business through the application of digital and disruptive technologies.

Non-bank lender, GetCapital went home with 2 awards, the overall award for Digital Disruptor of the Year and Omni Experience Innovator. New Zealand Inland Revenue also won 2 awards, taking out the Information Visionary and Operating Model Master categories.

New Zealand supermarket chain Countdown took out the overall Digital Transformer Award. Other winners included New South Wales Police Force, Newcrest Mining and Auckland Council who all distinguished themselves for their discernible and measurable excellence in their digital transformation (DX) efforts across the five DX masteries and significant efforts to transform or disrupt the market.

Tehmasp Parekh, Managing Director of IDC Australia and New Zealand, applauded the winners and finalists for their outstanding work.

"IDC's DX Awards celebrate the tech-enabled resilience of enterprises as they reimagine their business in the new normal. This year's best-in-class have been chosen as DX champions for being able to successfully implement digital initiatives that address the CEO's agenda on meeting new customer requirements, developing new capabilities, ensuring new critical infrastructure, and participating in new industry ecosystems."

The 2020 winners are:

GetCapital – Shift Payments

2020 Digital Disruptor for Australia and New Zealand

2020 Omni Experience Innovator for Australia and New Zealand

New Zealand Inland Revenue

2020 Information Visionary for Australia and New Zealand

2020 Operating Model Master for Australia and New Zealand

Countdown

2020 Digital Transformer for Australia and New Zealand

Mark Denvir, Director ICT, Auckland Council

2020 DX Leader for Australia and New Zealand

New South Wales Police Force

2020 Talent Accelerator for Australia and New Zealand

Newcrest Mining – Data Science Platform for Optimising Mining Process

2020 DX Gamechanger for Australia and New Zealand

City of Port Phillip – Film Fest

2020 Special Award for Resiliency for Australia and New Zealand

GetCapital – Digital Disruptor and Omni Experience Innovator

GetCapital, a non-bank lender dedicated to meeting the needs of Australian businesses, gained notability by developing and offering technology-empowered finance solutions designed to solve common business problems. Shift Payments is GetCapital's new payments platform, implemented to simplify the use of trade credits. The platform allows GetCapital to act as an intermediary between suppliers and their buyers which conduct business using trade credits – an innovative change from status quo. By paying suppliers on the spot and having buyers pay GetCapital later, Shift Payments removes potential friction caused by trade terms from the business relationship.

NZ Inland Revenue – Information Visionary and Operating Model Master

Te Tari Taake, New Zealand's Inland Revenue, plays a significant role providing economic and social wellbeing for ~3 million New Zealanders each year. In a multi-stage digital transformation, Inland Revenue has fundamentally transformed New Zealand's revenue system. Its new technology platform, START, enables seamless integration of all tax and social policy products. Inland Revenue says this is a world first for a revenue organisation.

Payroll information is now collected in one place for all employers, allowing citizens to see their income in real time, and reducing additional costs for employers. Most individuals no longer need to do anything at the end of the tax year, illustrated by the $690 million automatically paid out at the year-end 31st March 2020. SMB's also benefit, as they each save 9 hours a year in manual work, increasing economic value by $280 million. New online services are more robust, handling 50% to 60% more transactions than before. The transformation included office 365 and mobility solutions for Inland Revenue employees. This transformation significantly contributes towards improving outcomes for New Zealanders, ensuring they pay and receive the correct amounts and making it easy to interact with government services.

Countdown – Digital Transformer

The new CountdownX digital unit expanded Countdown's digital operations and accelerated transformation over the three-month period of the initial pandemic response. CountdownX brings together teams across online shopping, payments, digital marketing, loyalty rewards, and IT for a complete digital first experience. In addition, CountdownX developed and launched a virtual assistant, 'Olive' to triage customer queries and issues in real-time, holding over 300,000 conversations in April alone. This supported Countdown's Customer Care team in providing more efficient and positive outcomes for customers. Fast turnaround time is a hallmark of CountdownX, with the team also creating an in-house store queuing application with a minimum viable product deployed and tested within a week.

Digital transformation was underpinned by solid internal communication. CountdownX embraced agile ways of working and pivoted to Google hangouts and chats to augment connection and communication across the team. The business unit created team support sites and channels across multiple business units in two days. It invested in remote desktop capacity to service the new ways of working, including a peak of over 10,000 virtual meetings in just one week, strengthening its transformation efforts.

Mark Denvir, Auckland Council – DX Leader

Mark Denvir is the Director of ICT at Auckland Council. ICT supports over 10,000 devices across 300 unique locations, connecting community facilities including libraries, parks, pools and leisure facilities to the Council. Denvir navigated the Council's technology investment to adopt cloud-based infrastructure and emerging technologies such as robotic process automation. This enables the Council's service to be streamlined and adaptable to the changing needs of serving the communities, while at the same time delivering significant IT cost-savings. Denvir empowers his team through embracing autonomy and has fostered a team culture of accountability and transparency, which enables the team to own and drive out technological delivery to the organization. Denvir also leverages his influencing skills to drive cross-directorate collaboration, ensuring the Council's operations are resilient and responsive to the disruption brought by COVID-19.

New South Wales Police Force – Talent Accelerator

New South Wales Police Force's BluePortal is the cornerstone of its digital transformation. BluePortal is a digital platform combining 200 disparate processes and systems used by police and commanders across different squads. BluePortal generates efficiency benefits through digitisation of workflow, freeing internal customers and suppliers from administrative burdens. Work completed around risk management has created a safer environment for operational police officers. Teams are also able to respond quickly to emergency needs, which has been crucial during the COVID-19 pandemic. A solution was developed to support and manage the distribution of personal protective equipment to those with the greatest need. The BluePortal system is also capturing new data in forms that can easily be reported and analysed. Data has been used to manage work volumes, asset utilisation, identify training issues and lessen employees' repeated exposure to traumatic events.

Newcrest Mining – Gamechanger

Newcrest Mining is one of the world's largest gold mining companies. It uses a variety of efficient mining methods for large ore bodies, together with selective underground mining methods to optimise high-grade epithermal deposits and porphyry deposits. The company operates mines in Australia, Canada and Papua New Guinea. Newcrest Mining has a clear digital focus, employing digital platforms to collect and mobilise data, as well as advanced analytics, Artificial Intelligence (AI), and data science to provide insights. This focus can be seen in their latest digital project, concentrated on the importance of a data science platform to optimise mining processes. They have successfully implemented an IoT edge platform using Osisoft's PI System and Machine Learning (ML) at their largest underground mine in central New South Wales. This platform monitors and manages crushed ore bin levels using near-real time data in science models. It functions as a 'Coarse Ore Bin' (COB) soft-sensor, delivering an ROI within the first three months of operation. This has enabled an efficient and accelerated delivery of digital initiatives to optimise Newcrest Mining's ways of working.

Process Automation a DX Essential: New Study

A new report by process automation developer Camunda has found nine out of ten IT decision makers say process automation is essential to digital transformation (DX). The survey of 400 IT decision makers across the US and Europe found that process automation is a linchpin for digital transformation.

According to survey respondents, half (49%) of their organization's process automation initiatives are focused on driving business growth, with the other half supporting business optimization (27%) and other business efficiency factors, including firefighting (17%).

The survey reveals 84% are anticipating increased investment in process automation as a result of market pressures, including the rise of remote work. However, their process automation needs are increasingly challenged by a wide range of new technologies, infrastructures and use cases. This new reality raises the danger of incomplete or broken business processes, lack of insight into inefficiencies and bottlenecks, added cost and potentially loss of customers or new growth opportunities.

The vast majority (88%) of respondents say that IT initiatives have been started or accelerated due to COVID-19, with 80% revealing that more of their organization's processes are being automated because fewer people are in the office to manually carry out the same tasks. Given this macroeconomic pressure, it's not surprising that 84% of IT decision makers plan to increase investment in process automation. While the survey found that nearly half (46%) of an organization's processes are currently automated, this is set to grow to 58% in the next 24 months.

Automation of business processes is at the heart of digital transformation initiatives. But these processes have become increasingly complex, and include many different steps and components across different technologies. According to respondents, one process typically includes five different types of components such as packaged enterprise applications, APIs, RPA bots, mobile applications, human tasks or microservices.

Additionally, processes run anywhere, as the heavy lifting of process automation is done on premises (32%), in the private cloud (58%) or public cloud (47%) or some hybrid scenario (45%).

Not surprisingly, 88% of IT decision makers say that at least one challenge was experienced during their most recent process automation project. Most respondents that reported challenges cited organizational and project management issues, along with disjointed technical infrastructure.While business processes have become more complex, many organizations are still relying on manual or inconsistent reporting to decide how to optimize or improve already automated processes, and to identify patterns and bottlenecks.

Almost half (48%) of companies only perform periodic log analysis, while 1 in 4 are using manual ad-hoc reporting. This lack of visibility and strategic oversight increases the chances that critical business processes are inefficient, take too long or could break unnoticed, and cause harm to revenue and reputation.

RPA produces short term benefits, but mounting challenges include managing security

Respondents recognized RPA (Robotic Process Automation) as one component in the broader process automation landscape; for companies using RPA, 65% report that RPA improves quality, minimizes errors and helps deliver automation quickly.

However, 91% say that their organization experienced challenges from their RPA deployments such as script maintenance, IT control and compliance issues. Alarmingly, almost half say they encountered challenges managing security.

https://camunda.com/

DX in government still a work in progress

A survey of 40 Australian federal government decision-makers has found one quarter state their agency did not have an approved digital transformation strategy, while 50% are implementing transformation programmes now. Micro Focus has revealed the findings from its digital transformation in government study, Accelerating Digital Transformation in Government with the Right Technology Approach, conducted in partnership with Omdia.

The survey aimed to gauge the maturity of and progress on agencies' digital transformation initiatives and the underlying technology challenges and investment. The survey covered: digital transformation progress and maturity; data and analytics capabilities; use of artificial intelligence (AI) and intelligent automation; implementation of DevSecOps practices; and future technology investment plans.

According to the report, there are significant challenges that impede a government agency's ability to deliver against the Commonwealth Digital Transformation Strategy.

Key findings include:

■ 88% of respondents stated that IT systems would have to change and 45 per cent stated that new systems or major changes to existing systems would be required to accommodate Data Availability and Transparency legislation.

■ 5% believed it would have a significant impact on their agency's data governance practices.

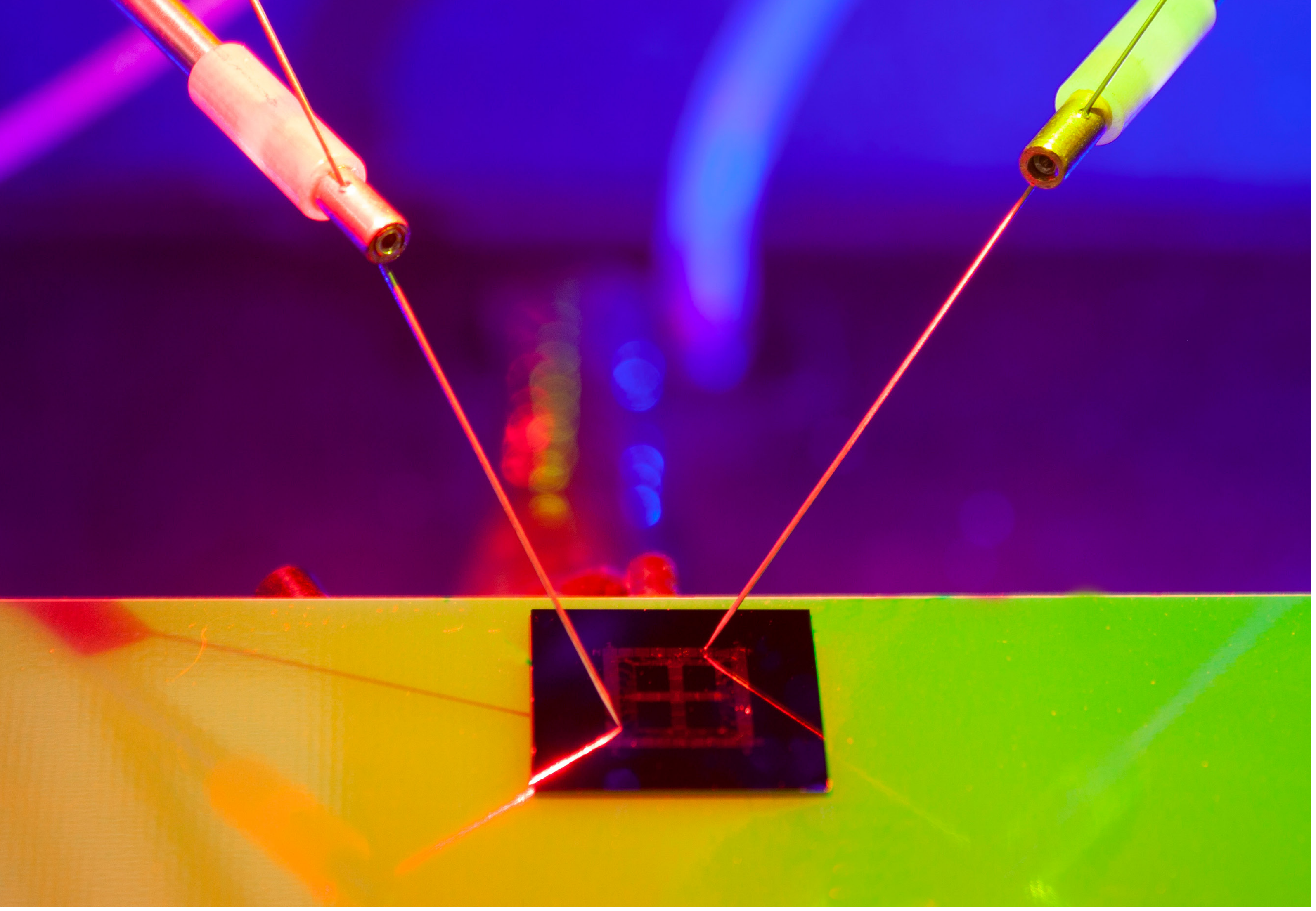
■ 38% of respondents stated that their agency had no plans to implement AI.

■ 84% have current or planned implementations for intelligent automation technology, mainly targeted at internal improvements to the back-office process, data usage and data quality.

"These statistics show that many federal government agencies have a lot of work to do on their strategic direction and core data governance and management activities," the report concludes

"A general trend is evident that aligns maturity to the agency's size. Smaller agencies with fewer than 1,000 employees struggle to meet the requirements of the highest maturity level. Few can afford to establish an executive position solely dedicated to running the transformation programme, and some are progressing without specifically allocated funding, instead using the strategy to inform individual investment decisions."

The survey found larger agencies and departments were more likely to have a mature digital transformation programme with executive support and funding. Most respondents were aware of their relative progress and maturity.



New electronic chip delivers smarter, light-powered AI

Researchers have developed artificial intelligence technology that brings together imaging, processing, machine learning and memory in one electronic chip, powered by light.

The prototype shrinks artificial intelligence technology by imitating the way that the human brain processes visual information.

The nanoscale advance combines the core software needed to drive artificial intelligence with image-capturing hardware in a single electronic device.

With further development, the light-driven prototype could enable smarter and smaller autonomous technologies like drones and robotics, plus smart wearables and bionic implants like artificial retinas.

The study, from an international team of Australian, American and Chinese researchers led by RMIT University, is published in the journal Advanced Materials.

Lead researcher Associate Professor Sumeet Walia, from RMIT, said the prototype delivered brain-like functionality in one powerful device.

"Our new technology radically boosts efficiency and accuracy by bringing multiple components and functionalities into a single platform," Walia who also co-leads the Functional Materials and Microsystems Research Group said.

"It's getting us closer to an all-in-one AI device inspired by nature's greatest computing innovation – the human brain.

"Our aim is to replicate a core feature of how the brain learns, through imprinting vision as memory.

"The prototype we've developed is a major leap forward towards neurorobotics, better technologies for human–machine interaction and scalable bionic systems."

Total package: advancing AI

Typically artificial intelligence relies heavily on software and off-site data processing.

The new prototype aims to integrate electronic hardware and intelligence together, for fast on-site decisions.

"Imagine a dash cam in a car that's integrated with such neuro-inspired hardware – it can recognise lights, signs, objects and make instant decisions, without having to connect to the internet," Walia said.

"By bringing it all together into one chip, we can deliver unprecedented levels of efficiency and speed in autonomous and AI-driven decision-making."

The technology builds on an earlier prototype chip from the RMIT team, which used light to create and modify memories.

New built-in features mean the chip can now capture and automatically enhance images, classify numbers, and be trained to recognise patterns and images with an accuracy rate of over 90%.

The device is also readily compatible with existing electronics and silicon technologies, for effortless future integration.

Seeing the light: how the tech works

The prototype is inspired by optogenetics, an emerging tool in biotechnology that allows scientists to delve into the body's electrical system with great precision and use light to manipulate neurons.

The AI chip is based on an ultra-thin material – black phosphorous - that changes electrical resistance in response to different wavelengths of light.

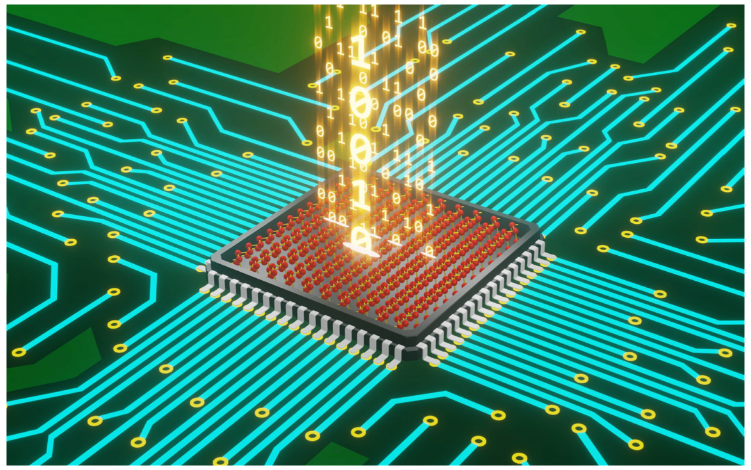
The different functionalities such as imaging or memory storage are achieved by shining different colours of light on the chip.

Study lead author Dr Taimur Ahmed, from RMIT, said light-based computing was faster, more accurate and required far less energy than existing technologies.

"By packing so much core functionality into one compact nanoscale device, we can broaden the horizons for machine learning and AI to be integrated into smaller applications," Ahmed said.

"Using our chip with artificial retinas, for example, would enable scientists to miniaturise that emerging technology and improve accuracy of the bionic eye.

"Our prototype is a significant advance towards the ultimate in electronics: a brain-on-a-chip that can learn from its environment just like we do."



A graphic illustration showing how the technology combines the core software needed to drive AI with image-capturing hardware, in a single electronic device.

This work was performed in part at the Micro Nano Research Facility (MNRF) at RMIT, with support from the RMIT Microscopy and Microanalysis Research Facility (RMMF), National Computational Infrastructure Australia (NCI), Multimodal Australian Sciences Imaging and Visualisation Environment (MASSIVE) and Pawsey Supercomputing Facility.

'Fully light-controlled memory and neuromorphic computation in layered black phosphorus' with collaborators from Colorado State University, Northeast Normal University and University of California Berkeley, is published in Advanced Materials (DOI: 10.1002/adma.202004207).

What if your digital workers knew what to do and when they needed to do it?

By Maxime Vermeir

Luckily, they aren't that smart just yet, but in this article, I would like to show you what is possible in the here and now.

We're going to have a look at how ABBYY's Digital Intelligence technologies can give new skills to digital workers, so they know when to act and what steps they need to execute, a nd how this can improve processes in your organization today.

Let's imagine the following scenario: A potential customer wants a new car!

A fellow has found your services as a loan provider and via your amazing mobile customer experience he's requested a loan for that new car in minutes. So, to ensure that you aren't leaving him waiting, your back-end processes go to work to check his credit score and see if he can afford the car he wants to purchase.

Now imagine that within one of those steps, there's an issue; a document is missing that's needed to fully approve the loan.

Usually, this would be sent to a caseworker so that they can check what's missing, reach out to the customer, ask them to send over the specific document they need, and then have the loan approved.

What if a digital worker could do all of this automatically?

By adding both Process Intelligence and Content Intelligence skills to the digital worker, we can have this hiccup in the process handled on autopilot.

Process aware

Let's start by making our digital worker process aware. To do this, we are going to leverage the capabilities of Process Intelligence to trigger the digital worker and have them execute the task whenever needed in the process.

Within our process, there are certain steps for this loan approval. One of them being that all the supporting documents are available and that the review process of these documents cannot take longer than 1 hour. We call this a protocol.

Whenever a protocol is violated, this generates an alert, and we want to trigger the automatic mitigation process using a digital worker.

With alerts and active run time operations monitoring using Process Intelligence, you can ensure that process SLA and metrics stay positive, but in this example, there is another skill that is required.

The mitigation steps here require the digital worker to be able to understand the document-based content that is presented by the customer and use that to further solve the problem.

Content aware

But how do we make our digital worker do that? With easy-to-use Content Intelligence skills, you can enable your digital workers to be content aware.

By adding this skill, the digital worker is able to efficiently process the necessary documents to

automatically complete the required loan approval steps.

Being able to process and extract business value from any kind of document, with the ease of dropping in a particular Content Intelligence Skill, brings us one step closer to process excellence.

As we bring more and more skills to digital workers using ABBYY's Digital Intelligence technologies, we'll be able to automate more tedious tasks, which in turn provide better customer experiences. This is a critically important outcome.

As traditional services are becoming a commodity, providing a better customer experience can make the difference. Even if you provide exceptional service, if the journey to use that service isn't great, customers will drop off and your customer acquisition costs will rise.

Having a smooth process and the ability to act on content-based data is a key factor for the future enterprise, not only in onboarding new customers, but also in critical areas such as customer retention and overall customer satisfaction.

Learn more about getting next-level intelligence for digital workers using ABBYY's Digital Intelligence Solutions.

Maxime Vermeir is Head of Customer Innovation at ABBYY.

Is it Time to Rethink Your Enterprise Software Strategy?

By Rob Roberts

While it may be counterintuitive to make sweeping changes to enterprise software strategies amid a pandemic, the payoff could be substantial in the long run. Working remotely has drastically shifted work processes across every industry. Some industries have been affected more than others, especially those heavily entrenched in paper processes. In many cases, companies have been forced into a digital transformation for which they were not ready.

Before the COVID-19 pandemic and the resulting reductions in demand and shifts in supply (did toilet paper and bleach warrant their own supply chain specialists?) most companies that hadn't already started their digital transformation efforts at least had those projects in their 2020 roadmap. However, many responded to the slowing economy by slashing capital budgets and moving such projects into the "discretionary" column. Now, forced to look at how they do business, how more people than ever work outside an office, and how their enterprise software reacts to this process upheaval, many companies are taking a long hard look at the software they use to run their business.

We're not just talking about activities that gave Excel a workout. Many companies are expecting much of the processes and work-from-home policies to become permanent -- or near so. Despite the downturn, many are looking at wholesale changes in their enterprise software and global processes to aid in their digital revolution. For some, this includes rethinking big investments in enterprise resource planning (ERP) software, industry-specific applications, and how they run and support those systems.

Digital transformation: You are here

The response to process and software changes depends on where you are in your digital transformation journey. Early adopters of digital transformation could be hailed as genius in hindsight. Those still in their journey are speeding up to make that last push to completion in case another round of pandemic, locusts, or other plagues circle the globe. Those followers and laggards who treated digital transformation as if it were a passing trend may find themselves the proverbial coyote riding their "Acme Digital Transformation Rocket" off the COVID cliff. But, thanks to technology (NOT from Acme), there is hope. As organizations, including major software vendors, moved to Agile frameworks to deliver software and implementations more quickly, a convergence of technologies and services fell into place. Cloud services have been around for a while, but the incredible push to move infrastructure to cloud platforms and software as a service (SaaS) has been nothing short of amazing. With the latest release of rapid deployment low-code/no-code tools from Salesforce, Microsoft, Amazon, and Google/Alphabet, the toolsets are now designed for two speeds: fast and faster.

Faster than the bits can travel?

Changing the software and changing the processes are related, but two different paths. Given the recent process changes thrust upon them are fresh in the minds of managers and corporate executives, many are looking to lock in, codify, and automate the best of those changes and finding ways to fix the others. During that time, those same stakeholders began to see the cracks in their enterprise software, especially the ERP systems they use to manage so many functions across the organization.

While it may be counterintuitive to make sweeping process and software changes while costs are being slashed, many execs have found that making the change can reduce their overall budget footprint. With the traditional ERP implementation ranging from six months to two years, how can the change possibly save money?

By merging cloud technologies, process changes that have already occurred and new software supporting rapid implementation cycles (and Agile continuous releases), a new ERP or other key software can be rolled out in under six months. That includes big players like SAP (though continuous releases are harder there). For instance, Microsoft's Dynamics platforms and Oracle's Netsuite, both as SaaS offerings, can be installed in days and rolled out in a few weeks (depending on data requirements). By reducing the license footprint of these software applications or shifting to lower cost or service licenses from a common software vendor, these budgets can be reduced quickly.

Simplifying and streamlining with less IT help

Similarly, moving other applications to the cloud and simplifying the users' virtual desktops into workflow-driven processes drives both cost savings and quick process changes. Whether you're moving an asset maintenance system or a vendor invoice approval portal, today's cloud platforms often make migrations easier. Though the biggest benefits are seen when migrating to cloud-first solutions (those designed to take full advantage of cloud components), incremental benefits are plenty.

Shifting to drag-and-drop, low-code/no-code platforms like Salesforce Lightning, Microsoft's Power Platform, and Amazon's Honeycode to drive automation, the new business users can take the lead from their own desktop (from the office or their kitchen).

These collaborative workflows -- along with insightful self-service analytics using Power BI and Tableau -- save on development and support costs while cloud migration can push non-tech companies out of the server business.

Rob Roberts has over 30 years of technology experience focused on the delivery of mid-to-large-scale ERP implementations involving process optimization, system integration, and application automation.

Unlocking the Potential of Document Management with Barcodes

Documents are essential to business operations, but creating, completing, and cataloguing these documents at scale remains a frustrating and time-consuming task for organizations. There is an answer that streamlines productivity. It's not operational restructuring or overly-complex IT offerings. Instead, the answer is black-and-white – barcodes.

When it comes to document handling, speed and accuracy matter. For retail companies, this means consumers who expect on-demand order processing and helpdesk response, while manufacturers must provide suppliers and shippers with key timing and inventory data.

Law firms need to track down specific documents for legal discovery, and healthcare organizations require auditable trails of all patient documentation.

The problem? Companies typically get a choice with managing documents. They can either pick a fast and error-prone solution or a slow and accurate one. However, neither is good enough for managing mass amounts of information.

Despite the rush toward digitisation, problems persist. As noted by Diamond Inc. on Medium, a 2012 IDC study found that IT workers wasted 4.5 hours per week looking for documents. Seven years later, and things aren't much better.

A recent study from Nintex found that 49 percent of employees classify document locating and sharing as "broken processes" in their organization.

The issue exists across industries, with CRMBuyer reporting that 45 percent of sales representatives — who should be interacting with customers and prospects — are bogged down by excessive administrative tasks such as finding necessary documents and trying to cut and paste new versions from old templates.

Companies fare no better with accuracy. As noted by a NCBI study, the average rate of human data entry error is 2.8 percent — with specific entry fields ranging from 0.5 to 6.4 percent. Add in time pressure to deliver documents ASAP and there's nowhere for error rates to go but up.

Barcode Benefit Breakdown

So why bother with barcodes? Multichannel Merchant puts it simply: "Barcodes let you track the what, who, and when for all activities." When applied to documents, barcodes offer specific benefits including:

- Reduced Error Rates — Barcode scanning is 99.9999 percent accurate. In hard numbers, that translates to one mistake for every 70 million pieces of scanned information — a significant improvement over human data entry.
- Indexing and Storage — Documents are often connected; insurance companies need multiple forms to complete policy applications and financial institutions require a variety of documentation to process loan offers. Barcodes make it possible to automatically associate, index, and store related documents, making it easier for staff to find exactly what they're looking for — and everything connected to it.
- Digital Transformation — Applying document barcodes empowers digital transformation by delivering consistency across document naming conventions and data context.
- Information Security — Companies must now demonstrate "due diligence" in data security to ensure critical information is protected from malicious use. Barcodes can automatically flag sensitive data for high-security storage rather than relying on manual oversight.
- Barcodes aren't perfect — damaged or misaligned codes can derail document management processes and force stopgap manual intervention. Here, emerging technologies are changing the game.

New software development kits (SDKs) capable of existing-app integration and accurate scanning regardless of barcode condition help ensure uninterrupted workflow. Digital-first document management demands speed that doesn't sacrifice accuracy.

Barcodes bridge the gap, making it possible to streamline storage and security at scale and speed.

Originally published at https://www.accusoft.com/resources/blog/unlocking-the-potential-of-document-management-with-barcodes/

Senders or Receivers? - Peppol's 'Chicken or Egg' challenge

By Kris Elliott

Every day I speak with organisations who are keen to learn more about Peppol e-invoicing. More often than not their initial interest is being driven by a desire to connect to Peppol to receive e-invoices from their suppliers.

Putting aside for the moment that Peppol is about more than just the e-invoice and encompasses a full range of e-procurement document types, this often one-sided approach to e-invoicing adoption does create a 'chicken or egg' challenge of which comes first.

In order to receive an e-invoice your supplier first has to send one, but for them to want to send one their customers must be enabled to receive them. So, which comes first - the senders or the receivers?

While not diminishing the desire to change, this challenge adds a degree of uncertainty around timing with some of the more cautious adopters opting to wait until an undefined amount of 'more volume' starts occurring before committing to that change.

This uncertainty is being fuelled by some of the industry naysayers who, despite government endorsements/mandates and global examples of success, doubt e-invoicing will become the norm anytime soon.

Perhaps because they can't see the starting point, or perhaps because they only deal with one side of a transaction (e.g.: AP Automation but not AR Automation, or vice versa), nevertheless they can't see the initial catalyst for change that drives the early adoption. In an ironically self-fulling prophecy, they then become a barrier to the change which they doubt is going to happen. However, I would argue that we need to stop considering e-invoicing in the context of being just an Accounts Payable or an Accounts Receivable project and start framing it as an element of a Digital Transformation project that addresses both (although rarely is it a project by itself, independent from other finance-related processes & solutions).

As an organisation, an invoice is conceptually the same document type regardless of whether you are the sender or the receiver. Therefore, when considering the adoption of e-invoicing you ought to be considering both how you send them as well as how you can receive them.

If you are suggesting your trading partners to adapt their systems to accommodate your processes, then there ought to be some level of digital reciprocity whereby you adapt yours for them.

Granted you don't necessarily have bi-direction trade with all vendors and there is an element of 'paying it forward', however it is selfish to expect others to change for you without also considering how you can also help others with their changes. If we've learned nothing else from 2020, it's that we are all in this together.

The common approach for many e-invoicing projects, particularly the ones focusing on AP Automation, is for the Peppol Access Point vendors to talk to their potential clients about Supply Chain Enablement. Basically, it's a commitment to go out and encourage a client's suppliers to start sending e-invoices for the betterment of the client.

However, they quickly encounter a new problem which is that unless the client is a government agency, the supplier being asked to become a sender lacks the incentive to make changes.

But the real problem isn't one of incentive, it's one of perspective. This approach to supply chain enablement is very one-sided whereby the one client is at the centre of a network of transactions.

Just as I already mentioned how we need to consider both sending and receiving at the same time, we also need to consider the needs of those trading partners as well as those of the original client.

Access Point vendors need to widen their vision and stop thinking in terms of 'How can I get that supplier to send e-invoices to my client' and start thinking in terms of 'How can I help that supplier transact with all of their trading partners, including my client, to both send and receive e-invoices for their own benefit'.

Change is happening now. Organisations are adopting e-invoicing now. Transactions are beginning to flow across the Peppol network. I know this not because of a report or a personal prediction of what I think is going to happen. I know this because we are seeing it.

I know this because Storecove is an Access Point Provider and we are connecting organisations, partners, software vendors and government organisations to Peppol. This isn't to say the e-invoicing market is perfect because it's not. There will be a critical mass point where e-invoicing becomes the norm and I accept that this point isn't here quite yet. But let's not let the perfect be the enemy of the good.

I'd like to close this out with a quote I'm fond of by Bernard Shaw:

"People who say it cannot be done should not interrupt those who are doing it"

The adoption of Peppol e-invoicing is happening now. You can either lead the change or be forced to react to it once it happens. Now is the time that you need to choose whether you want to either listen to those that say it can't be done, or listen to those that are doing it.

Kris Elliott is Sales Manager – AUS/NZ at Storecove.

Push continues to digitise WWII service records

The National Archives of Australia has signed contracts totalling $A4.4 million for the bulk digitisation of more than 650,000 Second World War service records.

Fuji Xerox BusinessForce and W&F Pascoe will digitise the two largest Second World War series held by the National Archives – B883 (Personnel services records for the Second Australian Imperial Force 1939-47) and B884 (Personnel service records for Citizen Military Forces 1937-47) - by mid-2023.

Work has commenced on series B884 and records digitised under the contracts will be made progressively available free of charge to the public via the National Archives website from December 2020. More than 220,000 Second World War service records are already digitised.

National Archives' Director-General David Fricker said the contracts marked a milestone in the four-year, $A10 million project to digitise the majority of Second World War records.

"The World War II service records are among the most popular in our vast collection and this project will ensure Australians can access almost one million of these records digitally by 2023," Mr Fricker said.

"We are employing a mix of supplier and in-house digitisation on this project and these contracts will deliver the bulk of outsourced digitisation work.

"We're proud to be working with our commercial partners on a project of national significance that will safeguard our Second World War documentary heritage into the future."

NATIONAL ARCHIVES OF AUSTRALIA

ENTERPRISE GUIDE

Kapish
Tel: (03) 9017 4943
Email: info@kapish.com.au
Web: kapish.com.au

Kapish is a member of the Citadel Group (ASX:CGL).Citadel solve complex problems and lower risk to our clients through our tailored advisory, implementation and managed services capabilities. With over 250 staff nationwide and an ability to 'reach back' and draw on the expertise of over 1,500 people, we are specialists at integrating know-how, systems and people to provide information securely on an anywhere-anytime-any device basis. Servicing both large and small, public and private sector organisations across all industries, our team of highly qualified staff have global experience working with all versions of Micro Focus Content Manager (CM). It is this experience coupled with our extensive range of software solutions that enable our customers and their projects to be delivered faster, more cost effectively and with more success. At Kapish we are passionate about all things Content Manager. As a Tier 1, Micro Focus Platinum Business Partner, we aim to provide our customers with the best software, services and support for all versions of the Electronic Document and Records Management System, Content Manager. Quite simply, our products for CM make record-keeping a breeze.

EzeScan
Tel: 1300 393 722
Email: sales@ezescan.com.au
Web: www.ezescan.com.au

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

- initiate intelligent automated processes;
- accelerate document delivery;
- minimise manual document handling;
- capture critical information on-the-fly; and
- ensure standards compliance.

INFORMOTION
Tel: 1300 474 288
Email: info@informotion.com.au
Web: informotion.com.au

INFORMOTION is an innovative professional services organisation specialising in the design and implementation of modern information management, collaboration and governance solutions – on-premises, in the cloud or hybrid. INFORMOTION's workflow tools, custom user interfaces and utilities seamlessly combine to deliver compliance, collaboration, capture and automation solutions that provide greater business value and security for all stakeholders. We can help you map and successfully execute your digital transformation strategy. Boasting the largest specialist IM&G consulting teams in Australia with experience that spans over twenty years, INFORMOTION consultants have a deep understanding of business and government processes and the regulatory frameworks that constrain major enterprises. Our compliance experience is second-to-none. INFORMOTION is a certified Micro Focus Platinum Partner and global Content Manager implementation leader. We are also an accredited Microsoft Enterprise Business Partner, Ephesoft Platinum Partner and EncompaaS Diamond Partner.

OPEX
Contact: Byron Knowles, BDM- APAC
Tel: +61 484 596 470 (m)
Email: bknowles@opex.com
Web: www.opex.com/document-imaging

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 fulfilment operations. OPEX has developed innovative prep reducing scanners that address the root causes of workflow issues our customers face. Minimising preparation, paper handling, and other manual tasks not only improves efficiency, but also results in superior transaction integrity and information security. As documents are removed from envelopes/folders and scanned, operators can view each image to ensure it is properly captured. This prevents time-consuming and costly re-scanning later in the process. Moving image capture upstream also reduces information management risks.

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

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 , 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 sys-tems with each other.

ELO Digital
Tel: 02 9460 0406
Email: eloinfo@elodigital.com.au
Web: www.elo.com/en-au

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.

iText
Tel: +65 6932 5062
Email: sales.isa@itextpdf.com
Web: https://itextpdf.com/

iText is a global leader in innovative award-winning PDF software. It is used by millions of users - both open source and commercial - around the world to create digital documents for a variety of purposes: invoices, credit card statements, mobile boarding passes, legal archiving and more. iText works and works well. Our customers choose iText because of our world-class quality of software, and our reliable mature, proven technology in the iText code library iText 7 Suite. Also iText DITO, the data-driven, template-based PDF generator that simplifies the process of creating and maintaining PDFs. It offers an intuitive visual template designer and a powerful API for processing and production (available in Java and Docker flavors). We are recognized as a global thought leader and innovator in PDF solutions and functionalities. As an open source code library, iText PDF can be embedded into the document solution workflows of various industries and their applications.Our diverse customer base includes many of the Fortune 500 companies, as well as small companies and government agencies. We strongly believe in the value of open source software. Our core library, iText 7, is available under the AGPL license. We also offer commercial licensing for customers that do not wish to comply with AGPL and want to keep their source code private.

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

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.

Esker
Tel: 02 8596 5100
Email: info@esker.com.au
Web: www.esker.com.au

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.

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

Kodak Alaris 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.

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

Epson is a global innovation leader dedicated to exceeding expectations with solutions for markets as diverse as the office, home, commerce and industry. Epson's advances in scanning technology deliver the perfect balance of speed and reliability for image reproduction of unbeatable quality. From compact mobile scanners to A3 flatbed scanners that operate at speeds up to 70ppm, the range is designed for a variety of demanding organisations where fast and easy document management is required. Combine that with high productivity software that allows networking and 'scan to' options including the cloud, its versatile functions dramatically expand data usability and online document workflow.

iCognition
Tel: 1300 00 4264
Email: info@icognition.com.au
Contact: dom.mammoliti@icognition.com.au
Web: www.icognition.com.au

Information Management and Governance (IMG) specialist, iCognition Pty Ltd, helps our clients to maximise the value of their information assets, while minimising cost and risk. We use an integrated Information Management and Governance approach that combines the disciplines of data, records, and information management to value, manage, control and harness information across the enterprise. iCognition's Electronic Document and Records Management System-as-a-Service (EDRMSaaS) represents 20 years of iCognition experience. It is a proven, secure and trusted Software-as-a-Service offering for Content Manager. It can also include iCognition's award-winning RM Workspace for secure web-based end-user access and collaboration, Office365RMBot for fast and easy information governance of Office 365 information, RM Workflow to deliver easy-to-use Content Manager workflows, and RM Public View for publishing and sharing to non-Content Manager users.

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

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

- **contentCrawler** - intelligently assesses image-based documents in content repositories for batch conversion to text-searchable PDFs, making every document searchable and retrievable
- **compareDocs** - delivers unparalleled levels of efficiency and accuracy in the document comparison process

cleanDocs - provides a high level of confidence that metadata is cleansed from confidential or sensitive documents before being sent externally.

FileBound
Tel: 1300 375 565
Email: sales@filebound.com.au
Web: www.filebound.com.au

FileBound is a cloud-native, work automation and document management solution that can be used to underpin any organisation's digital transformation program. 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), advanced business system integration capabilities 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 customers have the flexibility to create a variety of solutions from complex AP automations to simple document archival and retrieval processes.

Upsol
Tel: 0800 003 115
Email: sales@upsol.co.nz
Web: https://upsol.co.nz/

UpSol are experts in Digital Transformation and Business Process Re-engineering with strong domain expertise in Data Capture, Document Management, Organisational Workflow, Electronic Forms, Data Integration and organisational change management. We use this expertise to deliver solutions for problems in Accounts Payable, Human Resources, Contract Management, Digital Health Records, Client Management, School Management and many other core work processes.

Kodak Alaris expands Intelligent Document Capture range

Kodak Alaris is expanding its document capture portfolio with the launch of a new line of low-volume production scanners and a refresh of its web-based capture software.

Based on the i2900 and i3000 Series Scanners1, the new Kodak S2085f and Kodak S3000 Series are faster and more powerful while offering network connectivity and a better user experience.

New models include the 85 page per minute (ppm) Kodak S2085f Scanner (A4 paper size) and the 100 ppm Kodak S3100f Scanner (A3 paper size). Both of these models are equipped with integrated flatbeds to easily capture information from business cards, to books, and more.

Also new to the Kodak Alaris portfolio are the 60 ppm Kodak S3060 Scanner, the 100 ppm Kodak S3100 Scanner, and the 120 ppm Kodak S3120 Scanners, which are all A3 scanners.

"Most businesses have a strong desire to automate business processes to save time and eliminate mistakes," said Lee Davis, Associate Director, Scanner Analysis and Software Evaluation for Keypoint Intelligence.

"But when it comes to automating certain kinds of processes, like those where paper-based information needs to be entered into a digital process, things get tricky. The new scanners and software from Kodak Alaris simplify this intersection, providing customers with an automated portal for integrating paper-based information into digital workflows and archives."

New features and benefits include:

■ True network shareability, meaning scanners can be securely accessed by any PC on a network. They can be shared without moving laptops or wires, and without purchasing IT equipment. Multiple workers can securely use a single scanner much like an MFP but with far superior image quality.

■ Enhanced built-in image processing without relying on CPU power of a workstation or PC. The S2085f/S3000 Series deliver smaller file sizes, which minimizes storage costs and speeds up retrieval. Perfect Page technology automatically turns poor-quality originals into crisp, high quality images while scanning at full-rated speeds.

■ Larger colour touchscreen display, which makes it easier to send documents to pre-defined capture workflows right from the scanner. The Scanner also provides advanced user options on the display such as Maintenance counters and productivity counters. Because the larger display is easier to use, office workers require less training.

■ Improved enterprise-grade security protocols safeguard scanned images between host and scanner when scanning over the network. TLS encryption ensures privacy and data integrity, and secure boot validates "trusted" firmware before executing boot, preventing "hackable" software. This is extremely beneficial for election and ballot processing solutions.

■ Improved Paper Handling. Increased feeder capacity (300 pages) allows users to scan greater document volumes in less time, freeing up scanner operators to focus on other tasks. When paper varies in size, thickness and weight, SurePath technology from Kodak Alaris ensures paper is cleanly stacked, reducing the need to manually pre-sort documents.

■ The S2085f and S3000 Series include an optional rear exit "straight-through" paper path for exception documents, which streamlines scanning of thicker and large-format documents and eliminates paper jams. All of the new scanners are EPEAT® Gold Registered for environmental excellence.

Users can extend the capabilities of document scanning with Kodak Info Input Solution v6. The web-based and mobile application enables faster capture and access to information at the office or remotely.

Info Input Solution now offers advanced document classification and separation, which reduces the need for document preparation. For example, a BPO or scanning service bureau can load multiple document types in the feeder and Info Input will separate, classify and extract data without the need for barcodes or patch sheets. This capability will help BPOs expand their offerings by enabling true self-service to customers for a fee.

When purchasing Info Input Solution, customers can now choose what cloud engine to use for data extraction and indexing: Google Vision AI, Amazon Recognition, or Microsoft Azure AI. The cloud engines use optical character recognition (OCR) and intelligent character recognition (ICR) to capture and translate handwritten characters on structured forms.

"Document capture is the critical first step to automating paper-based business processes," said Don Lofstrom, President & General Manager, Alaris division of Kodak Alaris.

"Too many organizations are frustrated by bottlenecks created by inefficient scanners and software that slow down business processes and increase costs. Removing unnecessary manual intervention when processing data is key to saving time and money, and ensures valuable information flows seamlessly into business systems."

https://www.alarisworld.com

ArkHub promises low cost archive storage with no "bill shock"

Broadcasting industry supplier MediaHub Australia has developed a new multi-industry platform for low cost archive storage with the launch of ArkHub.

The company claims it offers all the features of the major deep archive vendors but without the ingress, egress, retrieval and region costs which the major vendors levy their clients with.".

MediaHub CEO Alan Sweeney said, "For some time now MediaHub has received requests from our clients for an archive solution where they are able to re-use their content without the un-intended, unbudgeted and often substantial egress and ingress costs typically associated with deep archive solutions. In short, they wanted to avoid bill shock.

"In addition to this, enterprise-level clients do not want to invest in their own private island, small scale backup systems and are seeking to outsource these capabilities. They are also looking to a partner to provide a secure service for a second or third backup storage system to mitigate any issue with a single supplier for backup.

"ArkHub easily, simply and cost-effectively meets all their requirements, has no possibility of bill shock and thus is the solution they and the rest of the market have been requesting."

Long term technology partner Hewlett Packard Enterprise also worked with MediaHub to identify demand from many industries looking for lower cost deep storage solutions.

ArkHub offers high speed fibre connections to datacentres such as NEXTDC, Global Switch, Equinix and Telstra Oxford Falls.

MediaHub Head of Technology, Simon Scott added, "ArkHub is a highly cost effective and complete self-healing archive storage solution which has multi-exabyte scalability, is optimised for enterprise cloud environments and is 'always-on' with a 100% availability SLA and 14x9 durability SLA. We wanted ArkHub to be truly flexible and agile, which is why it is designed to be compatible with over 100 Independent Software Vendors (ISV) and over 50 backup and archive products in the market, including Veeam, Commvault, Veritas, Net Back Up, Cohesity and Ruberik."

ArkHub utilises Scality file, object and data storage technology. ArkHub pricing allows clients to store their data for only a monthly storage cost, with no further ingress or egress charges, no early deletion or embargo fees and no region fees. Critically ArkHub does not limit clients to storing their data specifically as an 'archive'. Clients can upload a single file or perform a bulk upload with no price difference as ArkHub is simply a fixed price per gigabyte per month fee.

https://www.mediahubaustralia.com.au/products/#arkhub

Digital Safe for Compliant Archiving

Micro Focus has announced the availability of a new enterprise-class compliant digital archiving solution, Digital Safe 10 Archive and Supervisor.

Enterprise data continues to be the lifeblood of the organization, which is why the need to govern this information in line with regulatory, industry and jurisdictional requirements is growing in importance.

Organizations need to manage risk associated with this information from the original point of entry, to secure digital archiving, to rich reporting.

Organizations also are looking to derive insights from the data they manage to drive business value.

Micro Focus Digital Safe Archive and Supervisor builds on the concepts of a compliance data lake to enable high-performance queries across diverse types of business-critical data.

The contextual-based search is a scalable, optimized indexing engine.

This release includes a range of new features:

■ Precise Search: Smart filtering and fast results presentation offers greater search control through precision.

■ User Experience: Search personalization increases ease of use, productivity, customization and flexibility for daily activities.

■ Supervisor Workflow: Enhanced visual dashboards enable supervision managers to efficiently oversee and control teams' productivity and quality.

■ User Experience Engineering: A new level of interactivity provides users the ability to refine and control search and audits, accelerating project completion by up to 3 times.

■ Analytical Reporting and Insights: Streamline discovery and supervision across multiple messaging channels.

■ Flexible Sampling Controls: Simplify workflow customization for specific user profiles.

https://www.microfocus.com/en-us/products/digital-safe-cloud-archiving/overview

HR App integrates Forms and Workflows

iTacit has introduced form building and automated workflow functions built in.to its employee communication platform. These new upgrades were developed specifically for companies that manually collect hard copies of operation-critical data or have processes tied to Excel and Google Forms.

Digitizing employee-generated data, whether HR-related or operation-based, benefits both front-line staff and managers. For employees, it centralizes tools within an easy-to-use app without loose paperwork. Managers can set up automated sign-offs, approvals, and targeted distribution.

The form builder allows companies to control a form's design and layout, implementing step-by-step processes and building in optional, advanced features such as: drop-down menus, radio buttons, text fields, multiple choice and multiple select.

Additionally, documents and photos can be attached directly from smartphones via the mobile app. For tracking purposes, the new system notes the date and time of completion, packing in a sign-off feature.

Forms can also serve as compliance tools for employee documents, ensuring that they've signed off and understand its contents.

iTacit's workflows enable unlimited stakeholders to contribute to a form: For example, an employee can complete the first part of the form, and - once completed - workflows will automatically notify their manager (or direct report) that they must now complete the second part of the form.

Data collected by forms is readily available so that administrators can make educated business decisions from the information they've gathered. This includes CSV/Excel exports for static questionnaires (like Daily Safety Inspections) or direct integration into BI Tools to show leaders real-time data and analytics.

www.itacit.com

e-Invoicing for SMBs

Link4 has a new offering called InvoiceExpress to allow business to send their invoice instantly and get paid faster, without using a cloud accounting system.

Sam Hassan, CTO and Co-Founder of Link4, stated, "We came across a lot of SMEs still using pen & paper or word & excel to create invoices. This is affecting their cashflow, so we created Link4 InvoiceExpress to allow them to benefit from e-Invoicing."

By Signing up and using this portal, businesses have their financial processes enhanced as it helps organise and keep invoices in one system that's flexible and easy to use. It will allow businesses who are not using a cloud accounting system to connect with ones that are, while also sending PDF files to those who aren't.

Link4 is an accredited PEPPOL access point provider. InvoiceExpress connects businesses without a cloud system under PEPPOL to connect with ones that are.

This is Link4's effort to continue supporting small business as they grow and recover from COVID-19 by getting everyone on board with E-Invoicing.

https://link4.co/au/

Microsoft desktop RPA adds Process Mining

Process Analytics Factory has announced a partnership with Microsoft to incorporates PAFnow Process Mining software with Microsoft's Power Automate, a new desktop-based robotic process automation (RPA) solution. PAFnow is claimed to be the only process mining tool that is fully integrated with Microsoft Power BI and is a certified software application on Microsoft Azure Marketplace.

PAF also announced that it will introduce a PAFnow PREMIUM app for RPA/Automation in October. When paired with RPA projects, PAFnow Process Mining software can create efficiencies that help businesses of all sizes and industries maximize the return on their RPA investment.

Recent reports show that RPA adoption is accelerating due to the coronavirus pandemic, with one study projecting RPA will experience a 33.6 percent annual growth rate from 2020 to 2027. But despite its many benefits, approximately 30 percent of RPA projects fail because the automation tools and/or processes are not well understood.

"Before automating, organizations need to analyse operational data to identify which business processes are best suited for improvement," said PAF Executive Vice President of North America Operations Jason Wickman. "Process discovery through interviews, workshops and value stream mapping can be time consuming and costly."

Wickman added that RPA works best when applied to increasing the efficiency of repetitive processes. "It can't fix a broken process or 'learn' how to react to unexpected events," he said. "Process Mining tools like PAFnow analyse how processes actually transpire, how they deviate from the ideal model, which problems occur and which optimization measures should be taken."

PAFnow makes data-intensive work simpler by converting data into insights and actions. With one click, PAFnow visualizes millions of rows of data into one easy-to-understand process map. It empowers every business user to find actionable insights in minutes and drive corrective actions with confidence. When used in combination with business analytics tools, Process Mining eliminates siloes within the enterprise while providing visibility across platforms, applications and even departments.

"The cost of identifying, analyzing and documenting processes can account for well over half of the total effort of automation projects," Wickman said. "PAFnow gives businesses the transparency and clarity they need to identify those processes which best lend themselves to automation and can ultimately reduce RPA costs."

APPS & APPLIANCES

The combination of Power Automate Desktop and PAFnow Process Mining extends the automation capabilities and makes it possible to automate any desktop or web-based application.

"PAFnow is a valuable asset to any optimization strategy," said Wickman. "It can help unlock the potential of automation and make sure your organization is getting the most out of its RPA measures."

For a limited time, businesses can try PAFnow PREMIUM with their own data using their existing Microsoft Power BI Reporting infrastructure. A demonstration video of PAFnow in Microsoft Power BI is also available.

https://pafnow.com/en/

Google AI Document processing tools

Google has launched a preview of the Document AI (DocAI) platform, a console for hosted document processing. The company says it's aimed at automating and validating documents by extracting data from documents and making them available to business apps and users.

Writing on the Google blog, Lewis Liu, Product Manager, Document AI, , said that any company that has to manually extract data from complex documents at scale can greatly benefit from Google Cloud AI.

"Transforming documents into structured data increases the speed of decision making for companies, unlocking measurable business value and helping develop better experiences for customers.

"Historically, doing this at scale hasn't been efficient. This is why Google Cloud has worked to help businesses use Artificial Intelligence (AI) and machine learning to automate these processes, and why we're excited to announce the new Document AI (DocAI) platform, a unified console for document processing."

Features of the DocAI platform include:

- Automate and validate all your documents to streamline compliance workflows, reduce guesswork, and keep data accurate and compliant.
- Improve operational efficiency by extracting structured data from unstructured documents and making that available to your business applications and users.
- Leverage insights to meet customer expectations and improve CSAT, advocacy, lifetime value, and spend.

Google claims it allows effortless creation and customization of document processing workflows. "Data extraction is now easier because the specialized parsers on the platform are built with Google Cloud's predefined taxonomy, without the need to perform additional data mapping or training.

Groupe io adds Process Automation toolkit

Collaboration software developer Groupe.io has announced the roll out of process automation capabilities to help organizations improve operational efficiency and compliance.

Designed for businesses that rely on deskless workers for their daily operations, these newly-added advanced full workflow features extend beyond task management and enable businesses to rapidly digitize and automate approvals and other processes.

Most organizations rely on manual, paper-based processes due to lack of tools that can onboard and communicate with frontline workers directly. Groupe.io helps non-desk teams improve productivity and stay connected wherever they are, on any device.

Key features include:

- Operationalize back-to-work processes and automate any repetitive or manual tasks with predictable and consistent outcomes.
- Convert paper forms to digital forms (e.g. onboarding documents, work orders, invoices, etc.), easily capture information from any device, and assign colleagues or supervisors who need to approve them.
- Real time visibility for operational leaders to track noncompliance and make data-driven decisions based on historical data.
- Support for digital signatures, offline data and barcode scanners.
- A drag-and-drop form editor, which allows employees to generate digital forms without writing any code, while a visual process designer helps design multi-step business processes.

Groupe.io's new features also enable businesses to improve their service-level agreement (SLA) process by automating their daily approvals, which often pass through various levels of an organizational hierarchy.

www.groupe.io

Hyland adds Capture and RPA solutions

Hyland Experience Capture (HxC) is a new intelligent, web-based scanning, classification and data extraction tool introduced by the ECM vendor, launched in tandem with a new end-to-end robotic process automation (RPA) suite. The offerings were announced in virtual keynote addresses from Hyland's executives to more than 3,500 customers, partners and technology leaders attending Hyland's annual CommunityLIVE conference.

HxC is the first cloud-native application built on the Hyland Experience Platform (HxP). The capture tool combines intelligent capture functionality including optical character recognition (OCR) and machine learning to accelerate information capture and improve accuracy over time. HxC empowers users to:

- Distribute capture solutions wherever they are needed, accelerating processing from the moment documents are received
- Address varying capture needs across users, processes and locations with flexible and compatible configuration options
- Limit the burden on IT resources and infrastructure through SaaS deployments, upgrades and enhancements

Hyland RPA is a comprehensive RPA suite with everything from process analysis to bot management.

https://www.onbase.com/en-AU

Capital Project document management

Specific tools to assist with simplifying document management and collaboration for capital projects have been included with the latest version of InEight Document, which also features a new user interface (UI). InEight Document helps you streamline the capture, review, management and distribution of project documents. It eliminates communication failures across the entire project team by collecting project emails in one location.

There are configurable workflow forms for reviewing and approving document-based workflows like RFIs, submittals and other construction processes.

The new InEight Document UI makes collaboration easier for virtual teams while reducing the learning curve for product training and onboarding. The improvements also provide the ability to launch other InEight solutions from within Document, creating a deeper sense of connectivity and consistency with the rest of the InEight platform.

Built with connectedness and collaboration in mind, the all-new InEight Document can save individual project team members up to two hours per week, including a 50 percent reduction in time spent searching for documents. New features and enhancements include:

- New UI/UX: The new UI is more than a just superficial refresh, providing a more intuitive approach to managing project data while minimizing clicks, simplifying navigation and streamlining the overall Document experience.
- Saved Views: Now it is possible to save project, company and personal views of a project dashboard. This new feature allows the convenience of personalized data while avoiding the frustration of having to recreate work.
- Quick Launch: A configurable tool bar with customizable hotlinks for launching favourite modules, actions and reports, making it easier to quickly find and access frequently used information.
- Enhanced Sort and Filter – This feature is now easier to locate and allows more choices on exactly what to search for and how to filter, yielding better search results faster.
- Simplified Navigation – More intuitive navigation makes accessing other InEight solutions easier and streamlines actions, imports, exports, downloads and distributions.

The new release of InEight Document follows the second anniversary of InEight acquiring Australian software company QA Software and its flagship document management and collaboration solution, Teambinder. Following the acquisition, InEight assimilated Teambinder into the InEight platform, developed additional features and rebranded it as InEight Document.

https://ineight.com/products/ineight-document/

IBM adds new Data and Automation smarts

IBM has announced a series of data and automation updates designed to fuse the intelligence of Watson AI into hybrid cloud environments. The new updates are coming to IBM Cloud Pak for Data and Cloud Pak for Automation, which offer integrated data and AI capabilities that run on Red Hat OpenShift and are designed to better manage and automate data-intensive processes.

"Cloud Pak offerings are integrated with AI and give companies a consistent experience from Pak to Pak," said Michael Gilfix, Vice President, Chief Product Officer, Cloud Paks, IBM. "And because they run on Red Hat OpenShift, clients can deploy and manage them on any cloud environment, be it on-premises, and/or public cloud. With today's announcements, we're driving automation and data management capabilities even farther across the enterprise."

New Industry Accelerators will be added to Cloud Pak for Data, including accelerators for banking, warranty management, supply chain forecasting, and retail. Now totalling more than 30, IBM Industry Accelerators are sample data science assets built to solve specific industry use cases. The assets include sample data sets, prebuilt machine learning models, and sample dashboards, for example supporting the Open Data for Industries standards for Oil and Gas clients. For a comprehensive list of the new accelerators visit here.

Watson Machine Learning Accelerator (WML-A) is a new deep learning service capability to optimize training models and monitor workloads. Also added to Cloud Pak for Data is a new feature called Federated Learning that enables users to train common models using remote, secure data sets. With this feature, data sets remain secure, while the resulting models benefit from expanded training. Also new with the platform is an updated version of Auto AI that now supports multiple data sources for training, enabling users to build a unified data set that can then be used as input for the Auto AI experiments.

Quick Scan has been enhanced to perform more scalable automatic data discovery to support deeper analytics and generate more insightful outcomes. Results of the analysis can be published to one or more catalogues directly from the results page, speeding the process.

New to Cloud Pak for Automation

Automation Document Processing is designed to help enterprises eliminate manual document processing and enable people to focus on higher value work. Available now, the new tool combines AI with deep learning and low-code tooling, making it quick and easy to accurately design, configure and deploy document classification and extraction for any document type and format.

Process Mining capabilities from myInvenio (Cognitive Technology) provides a data-driven way to help identify the most impactful areas of business and IT to automate. Available in December, features including simulation, business rules, multi-level process, and task mining will be integrated into IBM Cloud Pak for Automation. The addition of process mining to Cloud Pak for Automation enables IBM to now offer a comprehensive set of hyperautomation capabilities for both business and IT.

Robotic Process Automation (RPA) capabilities from IBM's acquisition of WDG Automation are now integrated and available in Cloud Pak for Automation. The RPA capabilities enable businesses to quickly identify more granular opportunities for automation, including tasks that have many steps.

https://www.ibm.com/cloud/paks

Xillio intros Content Redirection service

Xillio has introduced a Content Redirection Service, a smart migration solution that automatically points users to the new location of migrated documents.

Through the Content Redirection Service, Xillio promises to accelerate end-user adoption of a new content management system and avoid any issues with links to the old legacy system. During migration, the service will continuously track and update document locations based on defined business rules and migration status.

When a user requests a document through a link to the old system the Content Redirection Service will check its migration status and availability in target, and then automatically redirect the user to that new location. In case the document has not been migrated (yet), the service seamlessly passes the request through to the source system.

Many ECM systems are used as content repositories for other task specific applications or have the option to refer to the document via a link. Take for example, enterprises that built up their intranet knowledge base via links to documents, stored in their ECM system. All these applications and links will remain working with the Content Redirection Service.

Since many migrations are done in a federated way, it is important that the source and target system(s) can run side-by-side without causing duplications and multiple versions. As the content redirection automatically updates and starts pointing from an old location to the new location, it will prevent users to work on the same document in different systems.

To ensure that links and references to the old content management system remain functional after the migration, the client can keep the Content Redirection Service running. The secure and scalable Content Redirection Service can fully adapt to the client's infrastructure and can either run on-premise or as a self-contained cloud service.

"Redirection can make or break your content migration," says Rikkert Engels, CEO of Xillio. "With the Redirection Service you can fully focus on the content migration itself, not worrying about other applications or users that link to the migrated content."

www.xillio.com

Signals Analytics Patent for Data Extraction

Signals Analytics has announces a wide-ranging patent grant from the U.S. Patent and Trademark Office for the automatic extraction of information from unstructured data sources. The company says the patent validates the company's approach to enterprise AI and analytics using external data at scale, while easing the deployment and data management processes that are typically so difficult for companies to navigate.

The constantly shifting market landscape means that new business questions emerge on a regular basis and to generate answers and insights that can drive decisions requires new data sources and data types, which need to be integrated into business intelligence systems.

This process requires database structures and analytic models to be updated, which presents major stumbling blocks for enterprises that implement analytics, mainly because typical analytic deployments are not built to scale and adapt.

As Gartner states in a recent research report, Evolving the Capabilities of Analytics and Business Intelligence Platforms, "a data and analytics architecture that can collect new forms of data in a flexible manner increases its ability to respond to the demand from the business for new data sources that can deliver unique business insights."*

When this does not exist, companies will typically either fall back either to older, manual methods of data collection or they make further investments in custom analytics projects and teams, which are cost-prohibitive and take too long to be impactful.

This is important because research shows that companies that do implement analytics successfully are 23 times more likely to acquire new customers and 19 times more likely to be profitable.

"While the need for data and analytics is well-established and budgets grow for these solutions, deploying advanced analytics ends up being very challenging for many companies and many analytic projects end up failing. Under standard frameworks, every time there is a new business question that requires new data sets to find an answer, software engineers have to write new code. This doesn't scale when resources are so limited and market conditions change so quickly like they are now," said Yoram Landau, Vice President of Research and Development at Signals Analytics.

Take for example, a typical scenario in which a company decides they want to analyze trends by gender. They would first need to change the database structure to accommodate a new field. Then they need to write code or create and train models that ensure this new data is ingested correctly into the field and that the system understands the text well enough so only the correct data is transferred.

The code needs to handle a continuous flow, indexing the data and mapping it correctly to the visualization tools. And finally, all this needs to be tested with multiple data feeds to ensure accuracy before it can be deployed in a reliable manner.

With the capabilities of Signals Analytics which were just patented, this process becomes much more streamlined. Now, the data analyst only needs to add gender as a parameter in the visualization tool, and the Signals Analytics system will automatically go back to the beginning of the data flow and self-adjust, adapting the database structure and the taxonomy or existing machine learning models to extract the gender information from the text and pushing the correct information into the visual models, without any further involvement of a

www.signals-analytics.com

Appian writes the book on low code apps

Appian has announced the publication of Hyperautomation. The book is a collection of original essays from influential technology and business experts examining different aspects of low-code development in the enterprise, and the impact of low-code on the future of business process automation.

Hyperautomation features a Foreword by legendary chess grandmaster, former World Chess Champion, writer, and political activist Garry Kasparov. Mr. Kasparov discusses how his views on how the human/machine connection have evolved from his historic battles with Deep Blue to today. He states in his Foreword:

"The human mind is an unmatched analogy engine, able to apply experience and new information to new circumstances almost instantly. Machines can't do this themselves - not yet - but with our guidance, they can help feed our insatiable appetite for ever-greater agility.""

Chapter contributions include:

- Dr. George Westerman, Massachusetts Institute of Technology (MIT): "How to Turn Your Company into a Master of Digital Transformation"
- Neil Ward-Dutton, IDC: "From Big Boxes to Intelligence Everywhere: The Changing Face of Automation"
- Lakshmi N, Tata Consultancy Services (TCS): "Survival of the Quickest: How to Hack a Pandemic with Intelligent Automation"
- Isaac Sacolick, StarCIO: "A Business-minded CIO's Perspective: Why Low-Code is Indispensable for Transformation"

Amazon or www.hyperautomation-book.com

Ellby Group leaps into HyperAutomation

The Ellby Group has formed a strategic partnership with Intellibot to access the company's HyperAutomation platform.

Ellby Group companies offer cloud deployed, digital transformation solutions to the Asia Pacific business market. It does this through three trading entities, FileBound Australia, UpFlow and UpSol.

"This partnership further broadens the range of customer problems our cloud-based platform can solve," said Lee Bourke, Managing Director of the group.

"We look forward to utilising their AI in our solutions designs and are particularly energized by the Intellibot teams' high levels of energy and approach to market."

The Intellibot HyperAutomation Platform is configured to allow organisations to more easily adopt next-generation technologies such as AI/RPA, Chatbot, NLP, IoT, data extraction tools, and computer vision. It can be configured to run on-premise or on private, public (Amazon, Azure or Google) or hybrid cloud infrastructure.

It is a one-stop platform with prebuilt integration with many enterprise applications to enable smooth and rapid deployment. Key features include banking grade security, role-based access control (RBAC) and multi-tenancy.

There are three components that make up the HyperAutomation Platform: Intellibot Studio, Orchestrator and AI.

Studio is where you design and create your Business Process Automations. It boasts a wide assortment of pre-designed components and a code-free environment.

Govern, manage and supervise your Digital Workforce in Intellibot Orchestrator.

Orchestrator's Multitenancy capability allows you to create logical partitions to allow effective management of robots for different customers, internal or external, from a single instance. Each logical instance has its own ACL (Access Control List), Robots, Licences, Logs, Etc.

Intellibot AI solutions are simple to use and built for non-Machine Learning Engineers. They can be easily integrated with existing business processes using Intellibot RPA/RDA robots. Intellibot's AI platform currently supports Text Analytics and support for Image and Voice Analytics is coming soon.

The Platform comes with built-in cognitive services such as Sentiment Analysis, Natural Language Processing (NLP) and Optical Character Recognition (OCR). Intellibot has native support for IBM Watson, Google Machine Learning and Microsoft Cognitive Services.

"The Intellibot team is pleased to have partnered with Ellby Group for the Australia and New Zealand markets and we are looking forward to an exciting journey ahead. This partnership will help Intellibot establish its presence in these markets", said Bharat Madnani, VP - Client Success at Intellibot.

"The Ellby Group has a strong channel partner network and a long list of existing customers that will benefit through this partnership, together we will not only help track their automation journey but with Intellibot's unique features and reduced total cost of ownership, users will see a positive impact on their bottom line almost immediately."

http://ellby.com

8common teams with Sypht for travel app

ASX-listed fintech developer 8common has adopted Sypht's AI-driven optical character recognition (OCR) solution for its Expense8 travel expense management platform.

The integration of Sypht will enable 8common to enhance the quick and accurate extraction of key information from receipts for direct upload to expense8, which has been adopted by 27 Australian Federal Government agencies and rolled out to over 17,000 users.

8common will be implementing Sypht's new document intelligence capabilities for the Federal Treasury in Q2 FY21.

It will also leverage Sypht's document intelligence capabilities in the recently announced CardHero program, which leverages the expense8 platform.

Andrew Bond, 8common's CEO said, "Sypht's OCR technology will continually learn how to extract and interpret key information from receipts, which in turn continues to improve accuracy and allows for further automation of transaction entry and reconciliation.

Pentagon 2000 adds Workflow module

Pentagon 2000 Software has announced the availability of its new Documents Workflow Management add-on module.

Structured Documents Workflow Management capabilities have always been available within the system to support industry-specific processes and procedures. However, a new system-wide Documents Workflow Management capability has been added that supports both structured and unstructured Documents Workflow Management execution. Utilizing the new Documents Workflow Management add-on module, users can author custom workflow routings with checklists, prerequisites, and sequencing. Both internal notifications and external emails may be communicated upon completion of steps, and required signoffs may be designated.

This new system-wide workflow capability can be deployed using any set of documents in the Pentagon 2000SQL system. Users can orchestrate unique workflows within their company departments or across their multi-company enterprise. Benefits from implementation of the add-on module include reduced cycle times, increased process visibility, and improved overall operational effectiveness. PENTAGON 2000 Software, Inc. is a supplier of enterprise software systems in the Aerospace, Defence and Electronics industries.

www.pentagon2000.com

ABBYY Partners with Alteryx Platform

ABBYY has partnered with Alteryx, Inc. to deliver process intelligence capabilities that complement the Alteryx Analytic Process Automation (APA) Platform.

The APA Platform unifies analytics, data science and data-centric process automation in one self-service platform. ABBYY brings process intelligence to both data and operational processes to automate otherwise complex hand-offs.

By leveraging ABBYY Process Intelligence with the Alteryx APA Platform, users can better initiate, analyse, predict and monitor end-to-end analytics and operational process execution and value. In addition, the partnership enables organizations to speed insights needed to identify the most impactful processes for automation and determine which processes will drive the greatest return on investment (ROI).

"Digital transformation is often oversimplified to refer to efforts being attempted with RPA technology, but our experience shows that a one-size fits all automation approach is naïve," commented Scott Opitz, chief marketing officer at ABBYY.

"For enterprise automation to succeed, organizations need APA combined with Process Intelligence to speed their understanding of their end-to-end processes to give them the critical insights necessary to identify the most impactful processes for automation and to exploit the power of the Alteryx APA Platform to deliver automation capable of driving the greatest gains."

According to the Constellation Research ShortList for Robotic Process Automation, "the RPA market is converging with business process management, process mining and workflow tools," and "buyer's should expect these tools to leverage artificial intelligence (AI) to blur the lines between human and machine processes."

Constellation foresees an emerging category of "intelligent orchestration" blending automation capabilities with process understanding and predictive insights powered by data science.

"There are many highly variable processes that are dependent on how quickly stakeholders can access data-driven insights to make informed decisions," commented Doug Henschen, VP and Principal Analyst at Constellation Research.

"We see examples in financial services, insurance, transportation and logistics, healthcare and other industries where gaps in insight can have a huge impact on the customer experience. The partnership between ABBYY and Alteryx brings together complimentary capabilities and is an example of the convergence we're seeing at the cutting edge of process automation and optimization."

The combined solution integrates Alteryx data access, transformation, advance analysis and machine learning capabilities with ABBYY's process mining, analysis, monitoring and predictive process intelligence. The critical mix of advanced analytics and process intelligence capabilities provides superior automation solutions for the most important business operations.

ABBYY Timeline brings the power of Process Intelligence to Alteryx APA workflows by seamlessly integrating Timeline's process mining and discovery, process analytics and visualization, real-time process monitoring and predictive process analytics to deliver:

- Business process assessment: Quickly mine, reconstruct, visualize and analyse business processes to identify which processes will benefit from APA.
- Business process analytics: Timeline's process analytics, query and filtering capabilities provide inline enhancement of analytic processes to provide additional process-aware data transformation and analytics.
- Business process monitoring: Timeline's process monitoring gives Alteryx users a way to monitor current business processes—even those where process steps are performed across multiple back-end systems. Quickly specify business conditions, initiating an Alteryx workflow and using Timeline to monitor and ensure end-to-end business process completion, regardless of where it is executed.

Analyst firm NelsonHall estimates the process mining and discovery market will grow up to $US5.4 billion by 2024, and recognized ABBYY as a Leader in the category. Likewise, data science and machine learning (DSML) platforms are increasingly being used to source data, build models and operationalize machine learning insights.

The ABBYY Connector to the Alteryx APA Platform is available from ABBYY at https://www.abbyy.com/isolutions/alteryx/connector/

Information about ABBYY Process Intelligence solutions can be found at https://www.abbyy.com/solutions/process-intelligence/.

Connected Claims app for Insurance

Appian has unveiled Appian Connected Claims for insurers. The suite of integrated, modular applications is designed to reduce the operational complexity of insurance claims with a configurable approach that delivers real-time, full visibility into the claims lifecycle.

Appian Connected Claims enables insurers to unify data from their existing claims systems and databases (without migrating the data) to create a single 360-degree view of the customer and the claim.

This new visibility addresses gaps and inefficiencies in their current claims processes. The result is faster claims settlement, and a superior customer experience, while reducing the cost of claims processing and accelerating time to close.

Appian Connected Claims is built on the Appian Low-code Automation Platform. It can leverage all of the Appian platform's capabilities, including Appian Intelligent Document Processing (IDP) and Robotic Process Automation (RPA).

IDP saves thousands of person-hours per year by eliminating manual form intake, using AI to convert unstructured data locked in forms into structured data without human intervention. Appian RPA uses bots to access non-API legacy systems and accelerate data retrieval and updates across back-end systems.

Appian says Connected Claims presents a superior alternative to costly rip-and-replace and build-from-scratch approaches, providing:

- Data unification across all underlying systems and databases through Appian no-code integration that eliminates the need to migrate any enterprise data
- Full 360-degree visibility, enabling partners and external parties to directly engage and collaborate in the claims process
- Reduction of claims leakage by enabling insurers to standardise and automate processes across their entire enterprise
- Fast deployment in weeks through easy low-code configuration

www.appian.com/connected-claims

Identity Governance & Admin for Chrome

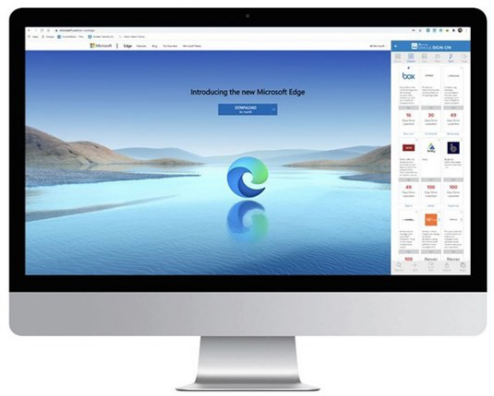
Avatier Corporation has announced the release of Avatier for Chrome, a new plug-in for Google Chrome designed to provide centralized Identity Access Management (IAM) control over students, faculty and employees using Chromebooks, Google Chrome and Microsoft Edge browsers to access computing resources.

More schools and corporations are standardizing on browser-based applications for remote users, and Avatier for Chrome is designed to provide a simple, secure means of managing user identity and access management.

Using web-based resources provides always-on access, making it easier to deliver push notifications and make users more productive while minimizing hardware and software licensing costs. Standardizing on browser-based software also gives IT managers greater control and improved security for work-from-home users, including identity management.

"The work-from-anywhere phenomenon is here to stay, and infosec managers are looking for new ways to secure and authenticate remote users. Now is the perfect time to deliver a Chrome extension that controls remote access with SSO and simplifies IGA," said Nelson Cicchitto, founder and CEO of Avatier.

The market for Chromebooks has been exploding with the COVID-19 pandemic. According to Reports and Data, the global market for Chromebooks is expected to reach $US14.03 billion by 2027, and with the pandemic, Chromebook sales made up 25 percent of all notebook shipments for the first time



in Q2 2020 with 11.6 million units.

Google Chrome is the dominant browser with 66 percent of global market share, and more schools, universities and businesses are standardizing on Chromebooks to give users to access web-based resources hosted in the cloud, in private clouds or as enterprise assets.

Avatier for Chrome is the next phase in the company's strategy to develop an omnichannel Identity Anywhere management solution with a common user interface and features, including:

Single sign-on: Avatier's single sign-on (SSO) uses your existing directory users and groups to automate application access provisioning. SaaS license analytics also makes it easier to track use allocations and license spend, so IT can reallocate SaaS seats to cut cloud licensing costs by 30 percent and increase productivity. Avatier SSO supports leading industry standards like SAML, oAuth, OpenID and SCIM for JIT provisioning and de-provisioning for offboarding.

- **Always connected:** Avatier for Chrome is always connected so any time a user is online they can receive updates and push notifications.
- **User provisioning:** To support lifecycle management, Avatier for Chrome includes self-service access requests so data assets can be granted, disabled or deleted either in realtime or as a scheduled task. Managers can establish controls by assigning organizational units, groups, roles and manage users according to their available budget. Mobile support, risk scoring and dual-authenticated workflow approval simplify lifecycle management and promote compliance.
- **Access governance:** Access certification includes a central snapshot of authorizations for governance risk and compliance. Avatier for Chrome features multilevel IT audit approvals to automate IGA certification and reviews, including the ability to revoke access and delete accounts in real-time.
- **Password management**: Self-service password management with multifactor authentication (MFA) increases productivity by reducing downtime waiting for reset passwords. It also can help make customer-facing companies by shortening response times since users can securely control passwords for CRM access. Avatier's Password Policy Manager enforces enterprise password policy to maintain strong passwords across all systems.

www.avatier.com

Blue Prism jumps into Process Discovery

Blue Prism has announced a joint solution with Signavio for process discovery now available on Blue Prism's Digital Exchange (DX).

"The simple fact is that, without end to end visibility and insight into business workflows, true transformation is not even achievable, let alone measurable. Signavio creates the right foundations for accelerated and sustained transformation," says Peter Walker, CTO EMEA at Blue Prism.

Blue Prism's digital workforce can be registered in Signavio Dictionary and then linked directly to business process models, with visibility into where they are deployed and how to evaluate opportunities to scale.

Users can curate the process landscape and analyse actual process execution data for detailed, interactive insights into performance. By learning how processes operate before and after automation, it's possible to quickly quantify the value and impact of an automation strategy, demonstrating improvements and real business value.

Signavio highlights where digital workers can best help, improving underlying processes and enabling human workers and robots to work in perfect harmony. This collaborative approach grants the best possible return on intelligent automation investments, especially as businesses look to scale across the organization.

Signavio's Business Transformation Suite is a cloud-based management platform that enables mid-size and large organizations to understand, improve and transform all of their business processes.

www.signavio.com

Forms and Workflow for On-Prem SharePoint

Crow Canyon Software has announced the release of NITRO Studio On-Premises for Microsoft SharePoint 2013, 2016, and 2019. This release gives SharePoint users a powerful tool for building forms and implementing workflows while keeping all data and information in-house.

Organizations can easily automate many common business processes and bring greater efficiency to their operations -- while staying compliant with government and regulatory requirements.

Microsoft is directing a lot of attention to its "Power Platform" that runs in Office 365. The company provides data gateways and other "hybrid" options to jury-rig Power Platform to work with on-premises SharePoint installations, but these add substantial complexity and cost as well as take data out of the secure internal environment.

NITRO Studio On-Premises is the right forms and workflow solution for SharePoint 2013, 2016, and 201`9. It does not require any external connections or data gateways. It is a simple-to-use, cost-effective platform that is already in use by many organizations around the world.

NITRO Studio On-Premises is a version of Crow Canyon's NITRO Studio built specifically for on-premises SharePoint. It runs entirely within the SharePoint Farm with no calls to Azure or other outside services. This keeps all information and data internal and secure within the corporate firewall.

In addition, many businesses are looking to move off legacy platforms like InfoPath Forms, SharePoint Workflows, Access forms, and even paper processes. NITRO Studio On-Premises provides an easy pathway to digital transformation, giving organizations modern form solutions with leading-edge business process automation.

NITRO Studio On-Premises comes with all the features of NITRO Studio. The package includes not only the NITRO Forms Designer and Workflow Manager, but also other tools that allow power users to go beyond just creating forms and workflows to building true business process automation solutions:

Contact sales@crowcanyon.com for more information and a full demo.

Start a story with Epson FastFoto App

Epson Australia has developed a new app to enhance the creative possibilities for users of its FastFoto FF-680W WiFi photo scanner. The free app due for release this month will add the ability to create personalised stories with text, image and voce annotations based on scanned photos.

With many taking advantage of COVID downtime to digitise their drawers or cupboards full of old photos, sales of the FastFoto FF-680W have surged in 2020 according to Epson

The new app includes a feature enabling multiple scanned photos to be 'joined', giving the user the ability to add a voice commentary for each photo. This means users will be able to chronologically join a series of images while at the same time overlaying commentary to create an entire story.

You can also add background music from either the supplied styles or from your own library to add that special and individual touch whilst text can be easily added to photos. This new app also allows easy uploading of photos and stories to social media.

Epson Australia's GM marketing Bruce Bealby said, "The new FastFoto app will take what you can do with FastFoto to a whole new level.

"You will be able to seamlessly integrate with mobile devices to not only save and share photos, but create stories and share them too. Once you use the app there really will be no turning back, it's that good."

The Wi-Fi-enabled FastFoto FF-680W High-Speed Photo and Document Scanning System scans as fast as one photo per second at 300 dpi at up to 36 photos per batch.

It handles a variety of media types and sizes, including postcards, panoramic photos up to 36 inches and instant photos as well as offering photo restoration, editing and smart file organisation tools.

Featuring Epson ScanSmart software, the FastFoto FF-680W scanner is also a powerful document scanner with automatic file naming and productivity tools such as the built-in Nuance OmniPage Optical Character Recognition (OCR). It offers scanning speeds up to 45ppm/90 ipm.

The Epson FastFoto FF-680W scanner (RRP $A799) is available now at www.epson.com.au

Cash Application automation solution

Esker has announced the launch of a Cash Application solution that enables businesses to increase the efficiency and automation of the cash application process of matching open invoices to payments received.

As part of Esker's Accounts Receivable financial suite (Credit Management, Invoice Delivery, Collections Management and Cash Application) and fully integrated into its Order-to-Cash (O2C) platform, Esker's new solution simplifies cash application and takes the pain out of remittances.

According to a 2018 survey on digital transformation conducted by the Hackett Group, 57% of businesses manually apply a majority of payments they receive. Companies struggle with applying payments due to inconsistent channels, formats and data with payments and remittances.

Accounts receivable (AR) teams spend more time downloading remittances, linking them with payments and matching those payments with open AR, than on managing exceptions and higher value tasks.

By automating the manually intensive process, Esker improves the speed and accuracy when capturing and reading data from remittances. Cash is allocated faster, AR teams can focus on more strategic tasks and businesses benefit from optimised cash flow, improved receivables visibility and collections efficiency.

"The launch of our Cash Application solution comes at an opportune time, as now, more than ever, cash and cash collections are vitally important to businesses," said Jean-Michel Bérard, CEO at Esker.

"With our integrated Accounts Receivables financial suite, Esker will play a bigger role in financial technology (fintech) and continue to provide tangible value to our customers' business."

■ Esker's Cash Application solution provides a complete solution to automate every step of the cash allocation process, from the remittance capture to the reconciliation of matched invoices into the ERP system. Key solution features include:

■ Data capture and extraction: All bank files and remittances are captured regardless of the channel by which they arrive. Esker's AI-powered data recognition engine extracts payment data using machine-learning technology to improve allocation rates

■ Matching: Payments are auto-allocated to the related customer and invoices. "Intelligent" suggestions are made to the user if auto-allocation is not possible.

■ Exceptions management: Mismatches and exceptions can easily be managed from a user-friendly interface, displaying all necessary information to help validation.

■ Monitoring: Intelligent dashboards display real-time KPIs to monitor the cash allocated and team performance (e.g., payments to allocate, auto-allocated payments rate, allocation per user).

■ ERP integration: Allocated payments can easily be extracted and reconciled in any ERP system.

http://www.esker.com.au

FileBound adds HelloSign Integration

From FileBound Server v7.5.2+, users will be able to choose their preferred method of e-Signature integration from either DocuSign (existing integration) or HelloSign (a Dropbox company).

The addition of HelloSign is designed to give customers choice. Both platforms offer leading e-sign functionality and can meet many use cases. In a lot of cases, HelloSign may provide better value for customers as it is has some lower costs subscriptions.

HelloSign has a simple, easy to use User Interface and provides the ability to capture legally binding electronic signatures.

Integration with HelloSign will be available with Enterprise level FileBound licenses, and will require the organisation to have their own HelloSign account.

For information about FileBound and HelloSign, click here.

AI for faster Data Breach Response

A new tool from Text IQ aims to streamline data breach response by more quickly and accurately identifying personal information and impacted individuals in unstructured data

As enterprises contend with both a growing patchwork of local and global data breach regulations and more complex notification decisions, Data Breach IQ tackles the critical bottlenecks in the data assessment phase that can put the effectiveness of breach response plans at risk.

Designed to bring structure to unstructured data, Data Breach IQ can both reduce assessment time by as much as 75%, and automate the process of determining whose data has been breached. Data Breach IQ enables data breach response teams to make quicker, more informed, and more accurate decisions on who to notify based on applicable regulations and relevant attributes.

The data breach notification landscape has grown more complex internationally as state-level regulations - such as the recently passed California Privacy Right Act (CPRA) - proliferate, and regulators look to enforce the data breach reporting provisions of the EU's GDPR, Brazil's LGPD and South Africa's POPI.

Current approaches that rely on search terms and human review, especially in the case of unstructured data, place enterprises in a bind: either report too early - before making a full assessment, or run the risk of missing notification deadlines until a full assessment has been completed.

"Relying on the status quo to understand large-scale unstructured data is risky. It's also potentially time-consuming and expensive. Today, AI can completely and reliably automate the low value work of PI identification in document review and reduce risk. It lets cybersecurity practitioners like me better serve our clients," said Richard Lutkus, Partner At Seyfarth, Privacy And Cybersecurity

Data Breach IQ Solution

In contrast to approaches relying on search terms and keywords, Data Breach IQ's AI-driven classification incorporates semantic analysis, human signals, and context to improve accuracy for Personally Identifiable Information like names and Social Security numbers, including all variations and even misspellings, as well as identify sensitive data such as political opinions, genetic data, and race and ethnicity.

Since Text IQ takes an entity-centric approach to map, link, and associate all relevant data elements to individuals, the output can also automatically determine residency by individual. Once state residency is applied to the individual's data, breach response teams can automatically determine whether notification conditions have been triggered based on the relevant thresholds and attributes defined by each state regulation.

Rather than having to juggle notification deadlines against the time taken to complete a comprehensive assessment of the impacted data, enterprises can implement a streamlined plan based on data insights, including:

- Which documents & files in a breached dataset contain personal data, sensitive data & PII;
- Which individuals are impacted by the breach;
- The data elements & data combinations linked to each individual;
- Whether there are multiple profiles for a single individual that can be normalised;
- The residency of the impacted individuals; and
- Whether the attributes impacted should trigger a notification step.

Watch to see how Data Breach IQ works

https://www.textiq.com/

Lifecycle Management for Unstructured Data

Quantum Corp. has announced a range of new offerings for organisations seeking to classify, manage and protect video and unstructured data across its lifecycle.

The expanded portfolio includes Quantum ATFS – a new file-based storage platform with integrated data classification enabling new ways to visualize, automate, and purposefully place data in the right place, at the right time.

Quantum StorNext 7 File System adds new ways to automate data placement on NVMe for high-throughput, low latency workloads.

Quantum has also expanded its ActiveScale line with a smaller capacity three node object storage system, along with new features such as object lock to protect critical data.

Lance Hukill, Vice President of Sales, Chesapeake Systems: "Quantum is delivering a smarter management approach for unstructured data, which is emerging as a defining challenge across a range of businesses. Quantum is also aligning its licensing methodology with where customers see value and how best to procure necessary resources."

Jamie Lerner, President and CEO, Quantum: "Our customers are dealing with massive video and unstructured data growth, and it will be the ability to harness the value of this data – to 'enrich' this data – that will drive businesses forward. This is what will drive the next discovery, the next innovation, new ways to communicate and entertain, and new business models.

"We're focusing our innovation on helping customers unlock the value in their video and unstructured data in new ways to solve their most pressing business challenges, and this expanded portfolio is an important step toward enabling that model."

Xero automates ATO document processing

ATO documents account for a large portion of incoming correspondence for accounting firms, and between cross-checking details and removing sensitive client data (e.g. Tax File Numbers) ahead of distribution, there's a huge administrative burden involved in processing and managing ATO correspondence.

It's a high-stakes task – fail to pick up a variance between your estimate and the issued Notice of Assessment and could be in for an awkward conversation with your client, or mistakenly forget to redact a TFN and potentially face having to alert your entire client base of a potential data breach.

Xero practices can now automate their ATO document processing from receipt to distribution, thanks to one of the newest Connected App partners, ATOmate.

ATOmate is a cloud-based platform that automates the processing, checking, and distribution of ATO correspondence including Notices of Assessment, Statements of Account, and more.

Stan Corner, CEO of ATOmate, says the integration can reduce ATO document processing time by 90%.

"There are a host of other tasks your administrative and accounting teams aren't able to direct their attention to, engaging with clients directly with value -add services, or conducting sales and marketing activities to support your business' growth, because they're bogged down in repetitive administrative processes."

"We're particularly excited by the time-savings cloud-based practices will be able to realise, given the integrations we have with document management providers, enabling the entire ATO correspondence process to be automated from start to finish," Mr Corner said.

Given ATO document processing is a cumbersome task prone to human error, the capabilities provided by ATOmate are a game-changer for cloud-based accounting businesses.

By leveraging existing client data in XPM and cloud document management systems, practices will be able to completely transform this key business process and give staff back the time they need to proactively engage with clients.

Integrating with a firm's practice and document management platform, ATOmate will sort correspondence arriving from mail and the ATO tax agent portal, cross-check the data against your estimate, and then either automatically send it to the client through the method of your choosing (email, mail, portal) or flag it for review, depending on rules you set. You manage the entire process from a cloud-based dashboard where you specify approval routes, variance tolerance, and correspondence options.

For Xero Practice Manager and WorkflowMax users who also use an integrated document management platform such as Suitefiles, HowNow, FYI, Nimbus and others, ATOmate reduces double handling by automatically filing the correspondence and ATO documents back into the DM system.

Cloud-based practices are then able to access a complete snapshot of the data from anywhere.

https://www.atomate.com.au/

Accounting module for small business

Konica Minolta Australia has announced the availability of Document Navigator, which includes a dedicated accounting module for small and medium-sized businesses (SMEs).

Offering intelligent document capture, processing and delivery, Document Navigator provides electronic workflows for paper-based documents. This capture solution manages document-based processes, letting office workers concentrate on the essentials of their business.

With Document Navigator, Konica Minolta is rolling out a new accounting module as well as improving and simplifying usability of the software. The accounting module supports native accounting and billing while authenticating to the device by assigning different policies to a subset of devices, users and domains, which can be monitored and reported on.

Shane Blandford, director of innovation, Konica Minolta Australia, said, "In SMEs across Australia, employees spend considerable time on recurring tasks every day. Documents need to be scanned, processed and delivered to one or more destinations, such as another department, a customer relationship management (CRM) system or an electronic archiving solution. All of these administrative tasks involve a lot of manual intervention for each individual document."

Document Navigator's intelligent document capabilities ensure fully automatic document workflows. They make internal procedures faster and more productive, helping to reduce costs and letting SMEs concentrate on their core business rather than administrative procedures.

https://www.konicaminolta.com.au/home

For those who enjoy sorted simplicity

EPSON
EXCEED YOUR VISION

CAPTURE, ENHANCE, SEPARATE AND **MANAGE** WITH EPSON.

Use advanced features for naming, separating and routing documents. Save and send files in common formats such as PDF, jpeg, tiff and more. Even create job profiles for one-touch push scanning. The powerful combination of Epson WorkForce scanners and Document Capture Pro software lets you scan, save, share and manage your information easily.

www.epson.com.au/scanners

Document Capture Pro Server

Document Capture Pro

Cloud Filing | Auto Rotate | Dual Output | De-Skew | Barcodes | Text Enhance

WorkForce DS-32000 | WorkForce DS-780N | WorkForce DS-870 | WorkForce DS-970 | WorkForce DS-7500