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information & data manager

JUNE-JULY 2021

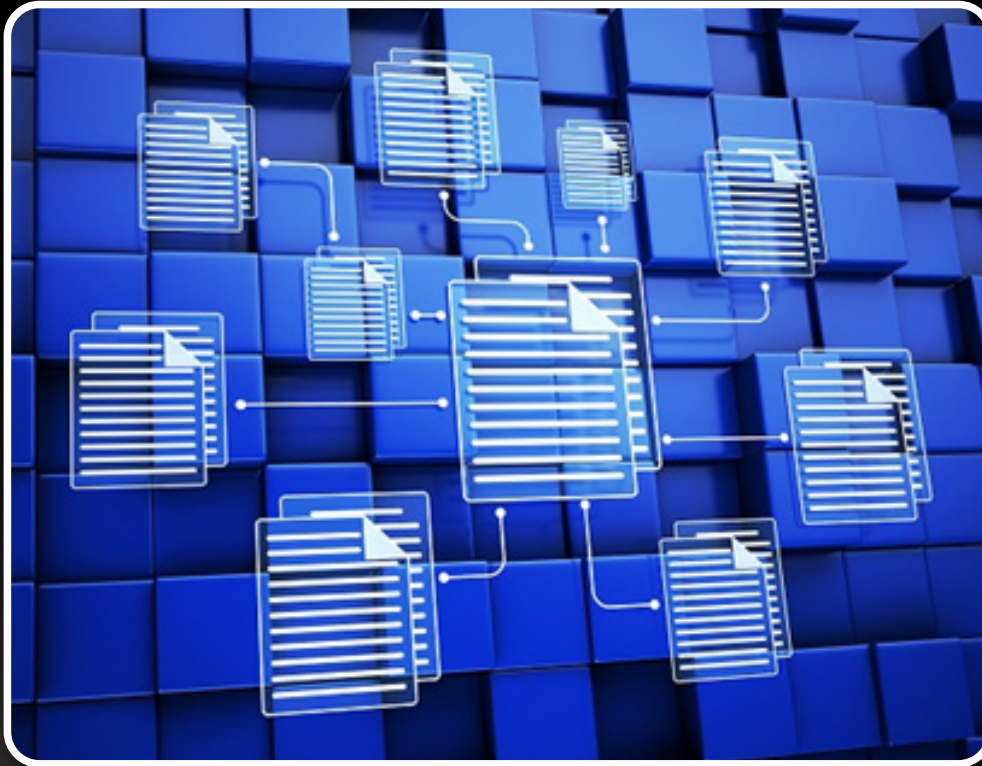
AFP COPS A
BLAST FOR
RECORDS
MANAGEMENT
FAILINGS



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BENEFITS OF
CREATING A
DIGITAL MAILROOM

WHAT TO
CONSIDER
BEFORE
SCALING AI



Time to Wrangle in Your Unstructured Data ●

Why In Place Information Management Is Not A Complete Solution

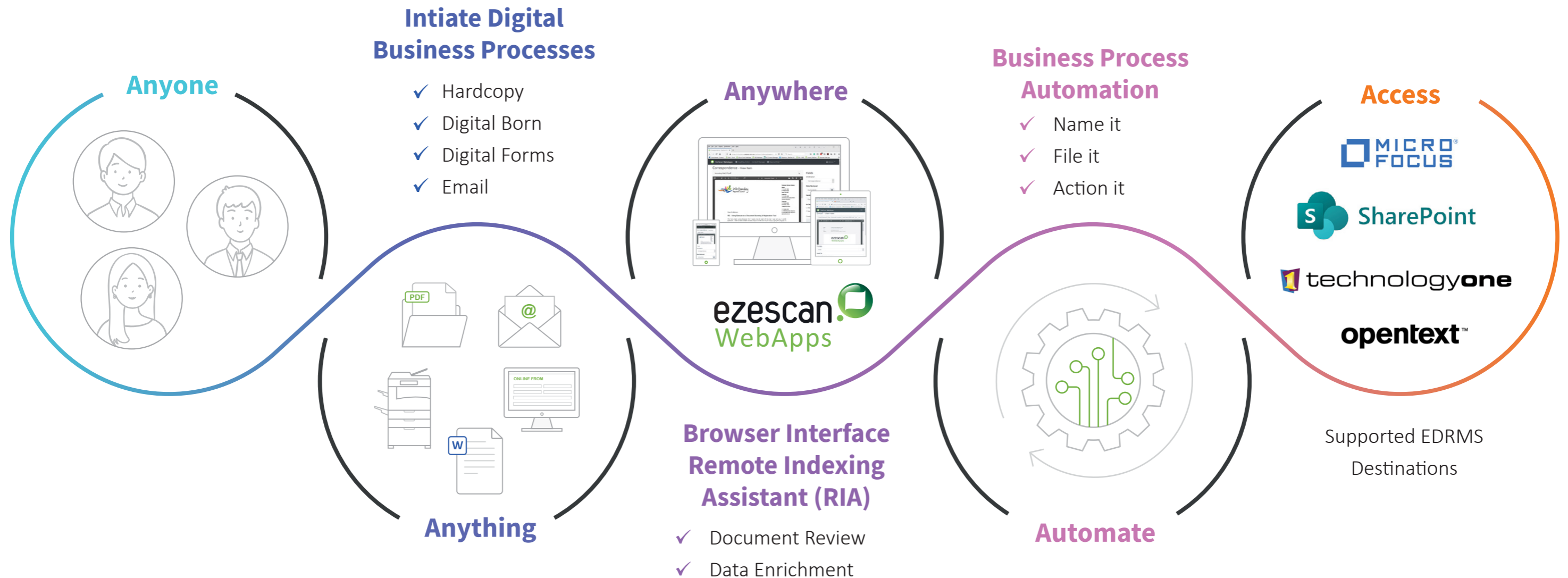
Top 4 Reasons for Data Loss from Databases (and what to do about it)

RBA unveils its online archive 'Unreserved'

Do You Need a Chief Data Officer?

Teams Data Compliance Concerns

A new approach to records capture



Automatically align information capture with
your business processes

Castlepoint Systems \$A3M funding win

Canberra-headquartered AI compliance software specialist, Castlepoint Systems, has successfully completed a \$A3 million Series A led by Main Sequence, Australia's deep tech investment fund created by CSIRO. Existing investors IxTx also contributed to the funding round.

Powered by AI, Castlepoint automatically discovers, classifies, and controls every document, email, chat message, database, or webpage in an organisation's network, regardless of its location or format, identifying rogue data and potential compliance risks based on regulatory rules and reporting.

Founded in 2018 by Rachael Greaves and Gavin McKay, both sector experts in records management, auditing, security, and compliance technology, Castlepoint has rapidly grown to a workforce of 23. The company has more than 25 live implementations helping regulated organisations protect and retain information using its Data Castle approach.

"The traditional models for managing information do not work well anymore," said Rachael Greaves, Castlepoint CEO and Co-Founder.

"With growing data stores, increasing security risk, more diverse applications, and regulatory obligations and fines rising, organisations need a low-impact, high-coverage method of controlling data risk and value."

Castlepoint claims to solve the persistent problem of information regulation and control, when traditional technology such as electronic document and record management systems are failing. The company says demand continues to grow as organisations, public and private, grapple with masses of electronic data across an increasing range of systems, and the associated regulatory, audit and security responsibilities that come with the management of that data.

"We're delighted to welcome Main Sequence to Castlepoint as we set the company on its course for further global expansion," said Greaves.

"Every regulated organisation needs Castlepoint, so these funds will support our growth ambitions."

This includes expanding our technical team to meet increased customer demand and developing strategic partnerships to boost sales. Both initiatives will accelerate delivery of our SaaS model to serve an even wider client base around the world."

Mike Zimmerman, Partner at Main Sequence, said, "Organisations are struggling to keep up with the vast amounts of digital information being created across their networks each day, and the dramatic shift to remote working caused by the pandemic has only exacerbated the challenge.

"At the same time, compliance and privacy requirements are increasing and are now a Boardroom issue. Castlepoint's world-leading solution will help organisations of all types and sizes identify and reduce those risks, and we're excited to support Rachael and her team as they expand their product and customer footprint globally," he added.

Castlepoint states its Data Castle approach offers a new paradigm for information and records management to achieve full coverage of information records without user, administrator or system impact.

Kofax acquires PSIGEN

Kofax has acquired PSIGEN Software, a provider of document capture, content management and workflow automation software and solutions.

The acquisition follows Kofax's 2019 purchases of Nuance Document Imaging and Top Image Systems.

Reynolds C. Bish, Kofax's Chief Executive Officer, said "This acquisition adds to our existing document capture software and solutions, further extends our leadership position in the capture market, adds content management software and solutions to our product portfolio, increases our customer and partner ecosystem and enhances our intelligent automation platform."

PSIGEN's document capture software – PSICapture – and its content management software – PSISafe – offer specific application solutions, such as quote-to-cash, accounts payable and accounts receivable. The products are available via on-premises perpetual, on-premises term and cloud-based SaaS subscription licensing models.

Archives NZ report highlights public sector shortfall

Archives New Zealand has released a report on the results of its second annual survey, which monitors information management progress in the public sector. The report "highlights several areas for improvement across government information management (IM)", notes Chief Archivist Stephen Clarke.

"These range from informing outsourced providers about their IM responsibilities, to actively maintaining the usability of digital information with long-term value, and removing roadblocks to regular, routine and transparent disposal.

Archives New Zealand (Archives NZ) is the regulator under the Public Records Act 2005, making sure that public sector information is well-managed. The findings report complements the key indicators for the survey reported in the recently published [Annual Report on the State of Government Recordkeeping](#). Both reports indicate that there is room for improvement in information management. A key area for improvement is building IM requirements into new business information systems.

"This has been a mandatory requirement for over a decade. It is very disappointing that only half of the respondents could confirm they had done this," said Clarke.

The survey was sent to 270 public sector agencies between 20 July and 7 August last year, including 192 public offices that were required to respond. Overall, there was an 80 percent response rate. 22 public offices did not respond to the survey and they have been named in the appendices to the report.

The report found 68 percent of respondents have implemented a new business information system (or systems) in the last 12 months. Of those, half (50%) have built in a process for managing information through its lifecycle, while the other half either have not built in requirements or 'don't know' whether they have.

The most common challenges affecting respondents' ability to build in IM requirements are lack of awareness of the requirements amongst internal staff, the number of systems in use and lack of consultation with IM staff.

Other challenges include:

- The age of business systems.
- Lack of resourcing and capability.
- The rapidness of implementations.
- Procurement and ICT projects bypassing IM assurance or consulting too late.
- Competing business priorities.
- IM requirements being considered 'nice to have'.
- Archives does not provide relevant guidance.

71 percent of respondents said that 'some' of their business systems meet Archives NZ minimum requirements for metadata.

Far fewer said all systems meet the requirements (16%), while a combined 13% responded 'no systems do' or 'don't know'.

Download the full report [HERE](#)



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Published by Transmit Media Pty Ltd

PO Box 392, Paddington NSW 2021, Australia

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AFP cops a blast for poor records management

A report into the use of statutory powers by the Australian Federal Police (AFP) has given these a pass mark but uncovered serious deficiencies in the AFP's record-keeping practices and processes. The Australian National Audit Office (ANAO) found that "The AFP's poor digital record-keeping is a risk to the integrity of its operations."

Despite a project that commenced in 2015 to migrate to an EDRMS, found that the AFP still stores the bulk of its information on shared drives, a web-based collaboration tool and the PROMIS Case Management system. The ANAO states that "As a matter of urgency, the Australian Federal Police should implement an Electronic Data and Records Management System (EDRMS) to allow it to store records so that they are secure and readily accessible. It should cease its reliance on network drives."

Police Commissioner Reece Kershaw responded that while "the AFP accepts that the distributed nature of information holdings within the AFP posed challenges for the ANAO's independent verification of material. Pleasingly, the AFP is unaware of any instance where it could not produce a document requested by the ANAO with the exception of one original affidavit retained by the issuing officer. Further, when drawing conclusions on record-keeping, it should be acknowledged that policing and court processes remain heavily dependent on paper-based records. For example, paper-based warrants remain a necessary feature of policing."

Kershaw promised the AFP would establish a "dedicated implementation team" to respond to the findings of the ANAO report, which cost \$A532,000 to produce.

Its response states "The AFP is developing a digital transition roadmap which includes an initiative to market test suitable digital records management capabilities that will inlay with our operating and technology environment. This work will identify potential solutions and enable the AFP to modernise, strengthen and streamline records management."

The AFP has 6,834 staff of which more than 4000 are either police officers or protective service officers. The AFP's 2020-21 budget was \$A1.57 billion.

According to the ANAO report, "... [it] keeps more than 90 per cent of its digital operational records in network drives which are not considered by the National Archives of Australia (NAA) to be appropriate for that purpose. Records in network drives are not secure from unauthorised access, alteration or deletion.

"In March 2021, the AFP advised that some officers 'do not like PROMIS' and 'do not use it to its full extent' although 'all investigations must have a PROMIS case which is created when the complaints or allegations are accepted.' The ANAO's fieldwork found that many officers preferred to use network drives to store digital records relating to warrants (such as applications, affidavits and warrants themselves).

"As a result, obtaining relevant documents to support the ANAO's assessment of a selection of warrants was



time consuming, even with the AFP's assistance, leading to the ANAO having to revise its selection of warrants. For example, the ANAO's selection of warrants for assessment was based on PROMIS case numbers. It became apparent that for a given case number, while some affidavits and warrants were stored in PROMIS, others were in the network drive. In one instance, 10 warrants were in PROMIS but a further 12 were in the network drive.

"Many officers choose not to use PROMIS, the AFP's current case management system and are not obliged to do so. ... there is an absence of clear, mandatory and unequivocal direction to officers as to where they must store this type of information which could potentially be required either as reference for future operational activity or required to be produced in court (or for an inquest such as the Lindt café inquiry).

"The AFP does not have the capacity to identify all digital records that it holds on any individual or entity.

"On its own assessment, in 2019, the AFP ranked 156th of 166 Australian government entities in its information management maturity. The NAA provided the ANAO with the 2019 Agency Performance Index League Table which listed the index scores for all 166 entities.

"... the AFP does not have an EDRMS and by its own reckoning, 'has digital records in approximately 700 business systems'.

"The AFP has a number of network drives but the main drive is known as the S drive. The AFP advised in October 2020 that the S drive contained approximately 680 TB of data. There are no mandated naming conventions for the S drive and officers are free to create folders as and when they choose.

"There are a total of 137,111 folders in the S drive. Some of these folders bear simply a Christian name or surname, and others had names such as Ideas 'n stuff, Old stuff, Misc, Junk, My music and Footy tips 2002."

The ANAO quotes a long series of reports critical of information management at the AFP that stretch back to 2009. The full report is available [HERE](#)

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Digital Health Agency adopts EDRMS Cloud

The Australian Digital Health Agency, the government agency in charge of the country's \$A2 billion My Health Record system, has adopted iCognition's Electronic Document and Records Management as-a-service cloud solution, EDRMSaaS. iCognition won an open tender to deliver the SaaS solution in a contract worth over \$A500K.

[EDRMSaaS.Cloud](#) offers a SaaS deployment of Micro Focus Content Manager, including iCognition's in-house developed solutions for collaborative workspaces, publishing, line-of-business application connectors, data migration tools and specific automated functions.

The Australian Digital Health Agency was established in 2016 taking over operation of the former Personally Controlled Electronic Health Record (PCEHR). It is a statutory authority jointly funded by the Commonwealth and the states and territories. The Agency expects to have more than 500 EDRMSaaS users working from offices in Brisbane, Sydney and Canberra.

Digital Health initiatives it oversees include the ongoing rollout of the My Health Record and development of a Secure Messaging Program between clinical software applications. It is also seeking implementation of interoperability between all public and private health and care services in Australia, as well as supporting standards for electronic prescriptions.

The Agency joins other local EDRMSaaS.Cloud users including the University of NSW, Tasmanian Department of Primary Industry, Parks, Water and the Environment, Catholic Education Office, Archdiocese of Canberra and Goulburn and Perpetual Limited.

Biz Tech to be mostly User-Built by 2024?

By 2024, 80% of technology products and services will be built by those who are not technology professionals, according to Gartner, Inc. This trend is driven by a new category of buyers outside of the traditional IT enterprise who are occupying a larger share of the overall IT market. Today, total business-led IT spend averages up to 36% of the total formal IT budget.

"Digital business is treated as a team sport by CEOs and no longer the sole domain of the IT department," said Rajesh Kandaswamy, distinguished research vice president at Gartner.

"Growth in digital data, low-code development tools and artificial intelligence (AI)-assisted development are among the many factors that enable the democratization of technology development beyond IT professionals."

Technology encroachment into all areas of business and among consumers creates demand for products and services outside of IT departments. These buyers' needs do not always fit neatly into offerings from traditional providers.

This has been compounded by the COVID-19 crisis, which has only expanded the amount and type of use cases technology is needed to fulfil. In 2023, Gartner anticipates that \$US30 billion in revenue will be generated by products and services that did not exist pre-pandemic.

Gartner analysts said the rapid expansion of cloud services, digital business initiatives and remote services opened the door for new possibilities in integrations and optimization. COVID-19 also reduced barriers for those outside of IT to create technology-based solutions by providing an entry point for anyone who was able to serve pandemic-induced needs. These entrants include non-technology professions within enterprises – or "business technologists" – citizen developers, data scientists and AI systems that generate software.

Technology providers are now finding themselves increasingly entering markets related to, or in competition with, non-technology providers, including innovative firms in financial services and retail. The latter is creating IT-driven solutions more frequently and with more ambition as more enterprises continue their digital transformation efforts.

Gartner expects high-profile announcements of technology launches from non-tech companies to proliferate over the next 12 months.

"The availability of business technologists provides new sources of innovation and the ability to get work done. Thus, technology and service providers will need to extend their sourcing of ideas and technology development into new communities, whether they are based on citizen development, their own customer communities or other sources," said Kandaswamy.

ABBYY gains new investment partner

ABBYY has announced an investment by Marlin Equity Partners, a global technology-focused investment firm with over \$US7.5 billion of capital under management. Marlin will become ABBYY's largest shareholder and be a strategic growth partner for the company's continued market expansion.



With the announcement, ABBYY cited IDC's forecast that the [Worldwide Intelligent Process Automation \(IPA\) market](#) will reach \$US30.5 billion in 2024, including the use of automation planning tools that provide the data and statistical analysis to deliver automation faster and more effectively, and the use of AI to automate activities that would formerly be automated manually.

ABBYY noted that its [Digital Intelligence](#) platform is key to delivering these capabilities with its intelligent document processing (IDP) and process intelligence solutions which allow customers to identify intelligent automation opportunities, understand the processes, content, and manual tasks that drive them, while extending RPA and other automation platforms with AI-based automated document processing.

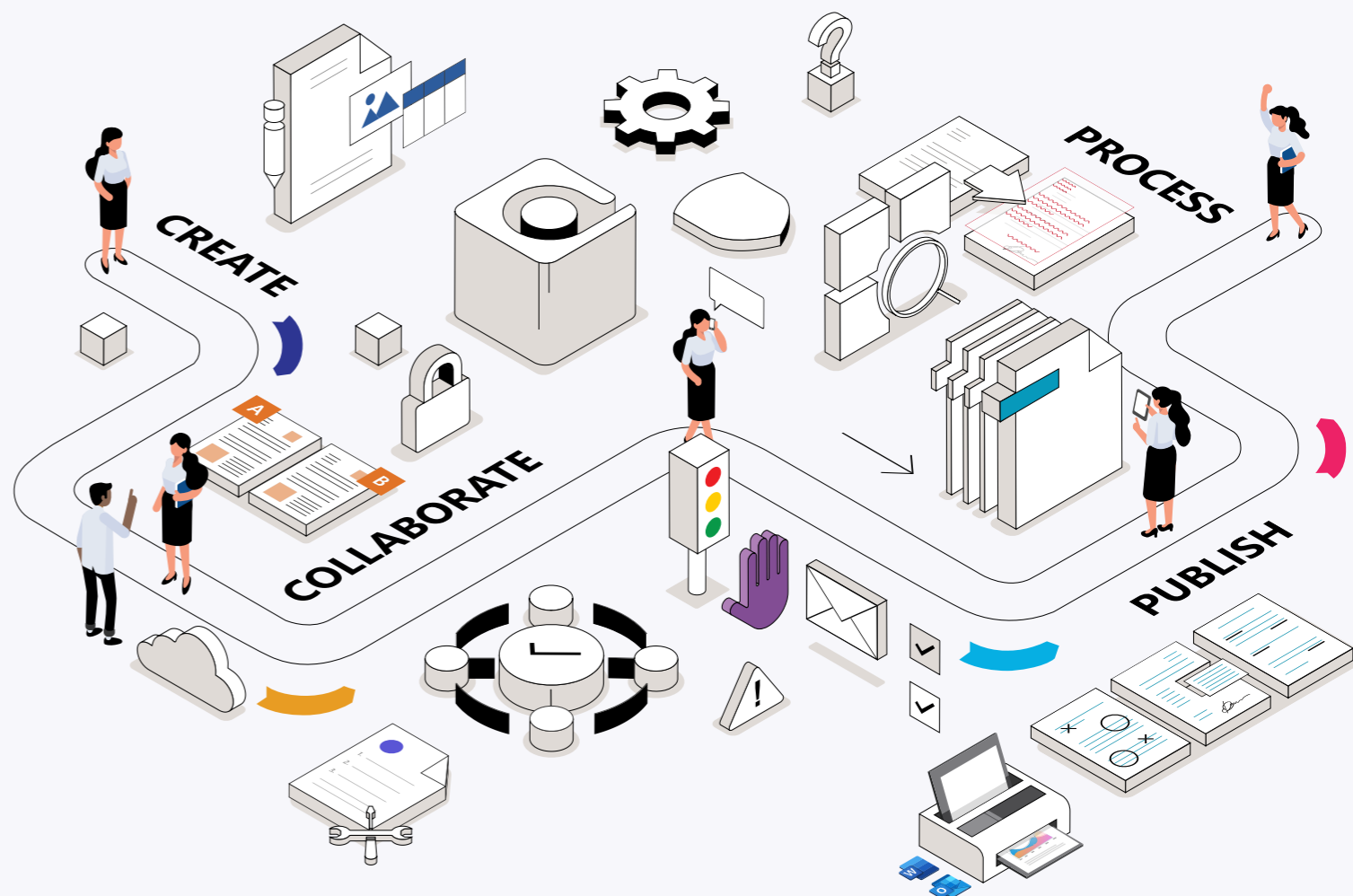
"The decision to partner with ABBYY was based on our extensive market research highlighting ABBYY's solution strength reflected in its superior technology, scale and customer satisfaction. We saw meaningful potential for continued acceleration in growth across ABBYY's solutions addressing process automation for enterprises globally," commented Alex Beregovsky, managing director at Marlin Equity Partners.

Upon completion of necessary approvals, Alex Beregovsky will join ABBYY's board of directors. Beregovsky is a managing director and member of the flagship fund Investment Committee at Marlin.

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Modern Records Management Time to Wrangle in Your Unstructured Data

How much value is sitting in your organization's content? You may not even know - and it's even more likely you haven't tapped into the entirety of that value.

More than half (56%) of respondents say their organization has not realized the full value of its content, according to ASG's 2021 Survey Report, [What's Slowing Modernization? Barriers Hindering Enterprise IT Systems and Content Management](#).

Not realizing the value of content is a major missed opportunity for organizations, especially given how much unstructured data most organizations possess.

According to ASG's 2021 Survey Report, three-quarters (75%) of respondents say at least some of their organization's data is unstructured.

What is the result of so much under-utilized information? Dark data - and 30% of respondents say most if not all their content is "dark" (collected, processed and stored, but not used).

So, How Does Records Management Help with Unstructured Data?

Organizations are struggling to realize the value of content because it's scattered across the enterprise - including on Microsoft 365 (58%), shared drives (53%) and email (51%).

Almost one-third (32%) of respondents say content still exists as paper files at their organizations! Simultaneously, a majority of organizations lack the records management tools and processes needed to manage this content sprawl.

Only 41% of respondents have retention and records management, and only 33% have scan/capture tools.

These capabilities are required to know what content the organization has, how long they've had it, where it is and if it's in compliance with regulations.

Scan/capture tools are critical for finding and

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managing personal or sensitive information - especially as privacy laws empower consumers to make requests around their data.

Because organizations lack these capabilities, they are confronting issues with their records management:

- 37% struggle with retaining/storing content for too long;
- 35% struggle with limiting control/granting access to the right people; and
- 35% retain unnecessary/redundant information.

Each of these challenges introduces more risk to the organization. That's why 41% of respondents say they implemented redaction/retention rules in response to content management challenges brought on by the pandemic.

Organizations should also make sure to take the following three steps:

- **Digitize core processes** - Focus on digitizing core activities, such as new account onboarding, billing and accounts payable and human resources.
- **Modernize your infrastructure** - Assess outdated tools, manual and paper-based workflows and proprietary legacy systems. Modernizing content management helps reduce risk in terms of regulatory compliance and cybersecurity.

■ **Eliminate redundant and risky data** - Say goodbye to redundant, obsolete or trivial data, all of which is more susceptible to hacker activity. Organizations can assess the information they have, the risk it presents and eliminate what is not necessary.

Records management is key to maximizing opportunities - and reducing risk and challenges - around unstructured data.

Organizations that focus on elevating their records management practices will be in better shape than other companies that let it fall to the wayside during the pandemic.

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ISO 27001:2013 INFORMATION SECURITY MANAGEMENT SYSTEMS
Delivery, management and support of iCognition's Electronic Document and Records Management software as a service (EDRMSaaS) in accordance with the Statement of Applicability dated 03 September 2020.

RBA unveils its online archive

The Reserve Bank of Australia (RBA) has a rich and unique archive that captures almost two centuries of primary source material about Australia's economic, financial and social history. While the RBA itself was actually created in 1960, it emanated from the original Commonwealth Bank of Australia, which was founded in 1911 and had absorbed other colonial era banks.

The RBA's digital archive is titled [Unreserved](#). To enhance public access to these records, DatacomIT has constructed a custom-built digital archive tool using [Recollect](#) as the digital platform for the RBA.

Unreserved enables digital access, discovery, engagement, management and preservation of the collections. During the project to build Unreserved, the RBA was able to leverage the experiences of other agencies who use Recollect.

Hosted in the cloud, Unreserved enables the release of some of the RBA's most fragile records along with items that people might find surprising for the RBA to have as part of their collection. It also enables the wider public release of records about which the RBA has received requests in the past. Users can independently research and download digital versions of key archival records, learn about the nature and scope of the RBA's entire archival collection, and lodge requests for information or assistance from RBA archivists.

The vast collection of archives stretches back to the early colonial era, include unique convict banking records. There are also important records about the First World War and the consequent emergence of central banking in Australia, the Great Depression of the 1930s, the Second World War, development of post-war arrangements such as the Bretton Woods system, through to the exchange rate developments and commodity price shocks of the 1970s.

The RBA is one of a handful of Australian Government

agencies to retain custody of its records by agreement with the National Archives of Australia. Its many important physical documents are stored in a central purpose-built repository beneath the Head Office building in Sydney that comprises nearly 4,000 shelf metres. The RBA also has a wide collection of A/V material and over 15,000 archival photographs, negatives and glass-plate negatives that are of particular archival significance.

Digitisation of the RBA's large archival collection is a major undertaking that has been underway for some time and will continue in the years ahead so that eventually all will be available through Unreserved. It is estimated around 40% of the archive has been digitised so far and an early focus has been on digitising older records at most risk of physical deterioration. A panel of scanning bureaux has been established to undertake the digitisation work.

Where documents are yet to be digitised, researchers and academics seeking access to the RBA archives can lodge requests for information or assistance from the RBA's archivists, who can then individually digitise material and provide this content via email or on the RBA's Box cloud ECM.

The program for staged release of archives onto Unreserved involves high quality digitisation to 600dpi PDF/A format with access quality 75dpi PDF, plus metadata review. After scanning, the archives are reviewed for the accuracy of content and related metadata, which is stored in the RBA's Content Manager 9.3 EDRMS, known colloquially within the RBA as TRIM. When a collection is uploaded to Unreserved, the related metadata is copied from TRIM.

Major releases of digitised records are expected to occur twice-yearly and will be accompanied by corresponding Series and Research Guides. The RBA's archivists are creating detailed Research and Series Guides for each Collection as it is published. Some of those published so far include Guides on [Convict Banking](#), [World War I](#) and [The Great Depression](#).

The next release is scheduled for September 2021 and is expected to include information about the activities of the RBA's early governors and senior personnel, along with outputs of the RBA's first department responsible for economic analysis and research.

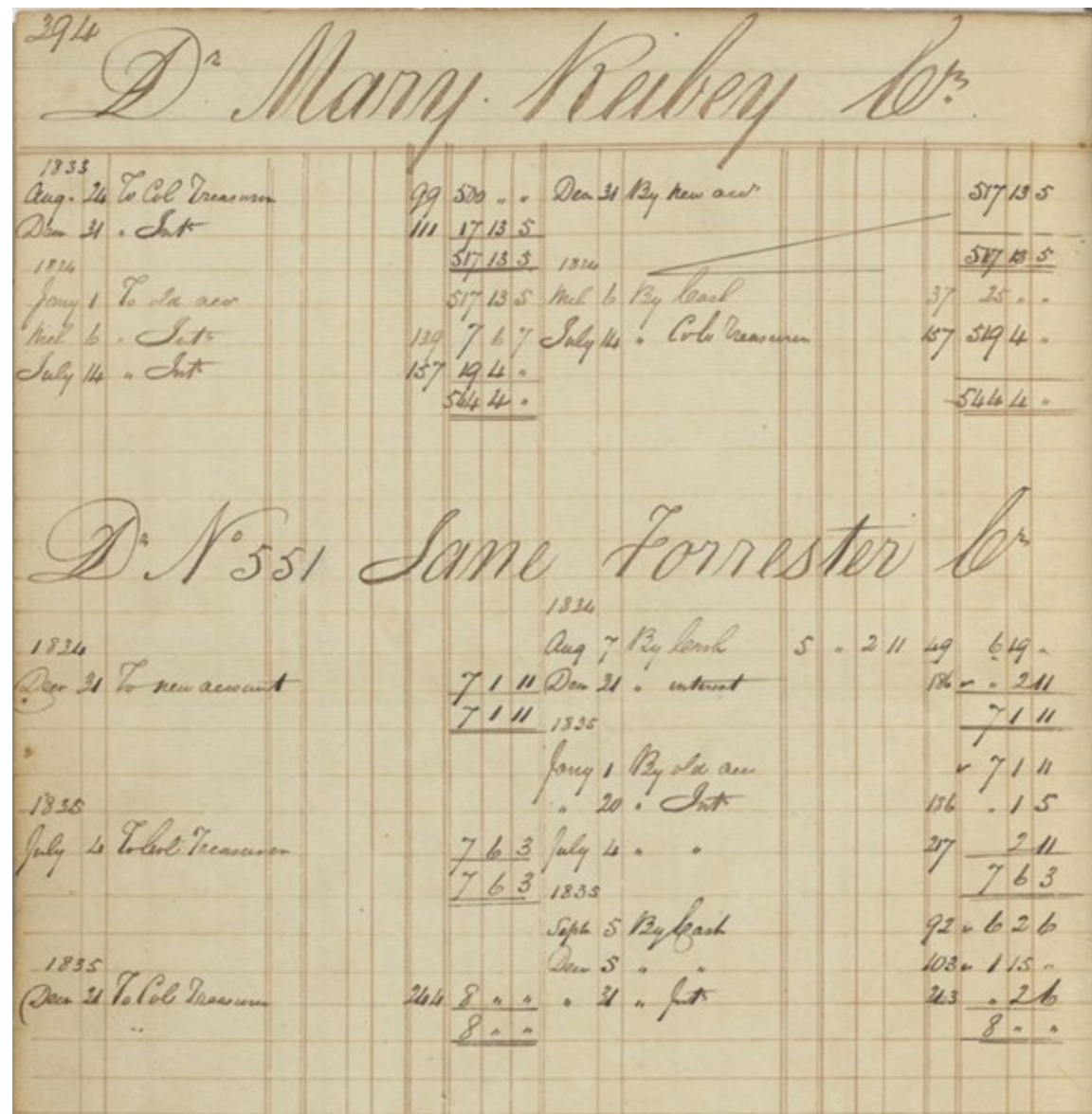
Eamonn Donohoe, General Manager at DatacomIT, said, "The team at DatacomIT are honoured to have been part of this awe-inspiring project which brings us joy and purpose. We've digitised many special collections for the RBA over the past 6 years, including the iconic 'Colonial Ledgers'. All material digitised is processed at a very high specification to meet the [FADGI 4 star standard](#)."

Further reading:

[Being Unreserved: About the Reserve Bank Archives, RBA Bulletin, December 2019](#)

[From the Archives: The London Letters | Bulletin - March Quarter 2021 | RBA](#)

[The Anatomy of a Banking Crisis: Household Depositors in the Australian Depressions | Bulletin - March Quarter 2021 | RBA](#)



Many are surprised to learn that some convicts arrived in the colonies with substantial sums of money, either their own or provided by their families to make their enforced 7 years or longer stay downunder more pleasant. After a report in 1822 was critical of the lifestyle enjoyed by some of the wealthier convicts, these funds were required to be deposited in early colonial banks. The RBA Archives holds handwritten ledgers of some of these convict accounts as well as the account details of freed convicts. The page above shows the account entry for Mary Reibey who was sentenced to 7 years transportation aged 13 for stealing a horse. She went on to become a successful businesswomen and is portrayed on the \$A20 note.



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Don't Overlook Document Processing When it Comes to Your Bottom Line

By **Karan Yaramada, CEO, Kanverse**

The invention of paper created a global revolution in communication. Imagine those first users of papyrus and how that must have felt. It made such an impact that, thousands of years later, it still inspires a strong sense of nostalgia that makes people reluctant to give it up – even if documents are often no longer actually on physical paper.

And even many of the digital counterparts have worn out their welcome. It is time to let go of the PDFs, Word and Excel documents and more that are bogging down businesses with inefficient, manual processes.

It's taken a while, but most organizations now understand that they need a new approach that involves automation and machine learning to improve the document handling process.

It's admittedly not the flashiest topic, especially not when it comes to artificial intelligence, but the potential benefits to the overall business are anything but mundane.

Down with manual document processing

Some industries, especially healthcare, are still wrestling with reams of physical documents, which introduces multiple inefficiencies.

Organisations that continue to use manual methods to process documents experience longer cycle times, increased costs and errors.

Many organisations are still using manual processing for even for digital documents. One of the main drawbacks of manual processing is that it introduces human error.

Every time a person has to copy information from one spot to another, you have the potential for error. If you're lucky, that error will just wind up being an administrative nuisance; at worst, it can result in serious consequences. In the aforementioned healthcare sector, for instance, an error can endanger a patient's health.

There's also the issue of reduced productivity. Many organisations have developed unstructured, in-the-moment processes to manage various kinds of documents.

This often makes it harder to then connect the documents to other business processes and systems.

Collaboration and correlation of data also suffer due to manual processes. Providing the right information to the right users at the right time helps them to make better decisions.

However, data is often distributed across multiple systems, and users are isolated. Conversely, users become very productive when they can collaborate in real time because this eliminates choke points in business process.

The role of artificial intelligence

By eliminating touchpoints that require manual intervention, the right application of automation can help an organization digitize the entire document processing workflow across business processes.

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However, not all automation is the same; this automation also needs to be intelligent.

[Deloitte](#) found in its *Automation with Intelligence* survey that organisations adopt intelligent automation with the expectation that it will increase productivity, reduce cost and provide greater accuracy. Organisations also need intelligent capture to understand and turn unstructured and semi-structured data into a structured format.

And accordingly, the intelligent document processing (IDP) category is quickly arising as businesses look for new ways to extract data from the many documents driving their business – insurance claims, purchase orders, invoices and so on.

Consequently, many organisations are investing more resources to deploy IDP capabilities. Everest Group estimates that the IDP market will grow 70-80% over the next two years to \$US1.1 billion.

IDP uses AI technologies such as Natural Language Processing (NLP), machine learning (ML) and fuzzy logic to process documents. IDP is able to intelligently classify, capture and extract all data from documents entering the workflow. Then, this information can be organized according to business need.

IDP's differentiators

There's more to IDP than blindly applying AI and automation to document processing.

And there's more to it than just optical character recognition (OCR). IDP is about the true intelligence of the solution. As noted earlier, organisations can use these emerging technologies to capture, classify and extract the most difficult-to-automate data.

That's an impressive list of achievements – a list that is difficult to realise. Buyers need to beware, because not all solutions are created equal. A near zero-touch system is possible with a high-quality solution, one in which a human doesn't need to touch every transaction but does so only by exception.

An important point to make here is that the purpose of IDP is not to reduce staff; its purpose is to provide a tool to do their job better and more effectively without getting mired in inefficient processes.

Focus on the goal

Organisations that rely on a manual, human-based model for document processing can expect increase in costs, longer cycle times and errors in addition to hindered productivity.

How you handle documents shouldn't hold your business back. New technologies are making it easier for businesses to overcome the challenges of manual document processing.

Intelligent document processing happens when the right mix of automation and AI capabilities (including NLP, ML and fuzzy logic) are applied the right way. IDP solutions like this make document processing easier, more efficient and more accurate.

They also lower costs and reduce risks by making business processes more resilient to disruptions. With intelligent document processing, you can offload manual tasks so that your employees can focus on the real work of achieving your business goals.

ASIC winds up AI firm Semantic Software

The Australian Securities and Investments Commission (ASIC) has applied to the New South Wales Supreme Court for the appointment of provisional liquidators to Semantic Software, an artificial intelligence development company based in North Sydney.

ASIC alleges that Semantic:

- has failed to lodge financial statements with ASIC, failed to hold annual general meetings and failed to keep accurate financial records and minute books;
- is insolvent or likely to become insolvent; and
- has issued shares without compliance with the Act and has issued shares to investors with a share buy-back guarantee in circumstances where the company did not have sufficient funds to meet that obligation.

The company has developed its Semantic Computing Platform, Semantiro, which it describes as a fundamental building block to achieving a complete cognitive environment.

This platform promises the ability to enrich the semantics of data collected from disparate data sources, and enables a computer to understand its context and meaning.

A computer can then undertake much of the heavy lifting usually performed by data analysts.

ASIC seeks through its application:

- the appointment of provisional liquidators to Semantic;
- orders requiring the provisional liquidators to provide a detailed report to the Court and ASIC that sets out, among other things, Semantic's financial position so the Court can consider whether it ultimately ought to make orders to wind up the company;
- orders preserving Semantic's assets; and
- orders restraining Semantic, a director and a former director of Semantic, from receiving or soliciting funds from investors and from advertising, promoting or marketing fundraising for Semantic.

ASIC's application was listed for an initial hearing in the New South Wales Supreme Court in Sydney on Monday, 28 June 2021.

ASIC's investigation into Semantic is continuing. Any person who is concerned they have invested with Semantic can contact ASIC via email at semantic.investor@asic.gov.au



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What To Consider Before Scaling AI

In many organisations, the path to an AI-**enablement is littered with mistakes, false starts and wasted investment. In an environment where 70% of digital transformations fail, it is crucial to maximise the likelihood of success by learning from others who have gone through this journey. Ahead of the 4th annual AI For Business Summit, we spoke with four industry experts about the challenges involved in scaling AI.**

1. Understand your data quality

Dr Ian Opperman, the NSW Government's Chief Data Scientist working within the Department of Customer Service, says that it's crucial to understand your data quality and limitations before attempting to scale AI. "Poor quality, biased or incomplete data will limit its possible uses and the level to which you can rely on your insights and system decisions."

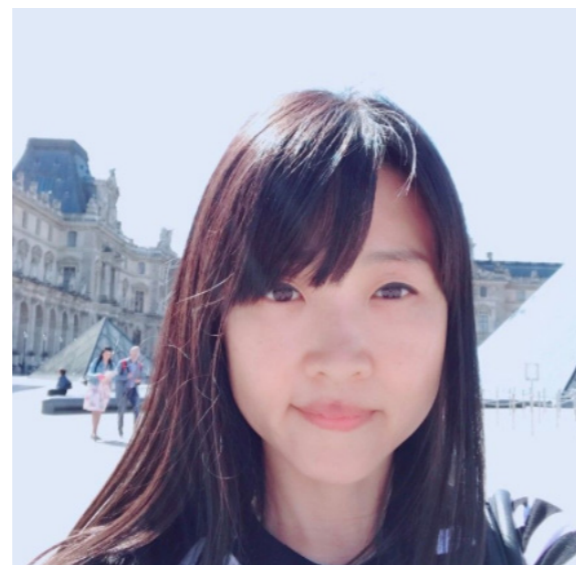
Joanna Gurry, Chief Data Officer and Executive General Manager, NBN Co, also stresses the importance of good data. "Get a peer review or independent checks done on the code, the models, and the quality of the data you are using. A small error will become a big problem once you start scaling", she says.

2. Anticipate hurdles

"Whilst we're all limited by our unknown-unknowns (unforeseeable conditions), it is worth thinking through the types of problems you might reasonably address as systems scale before investment starts", says Oppermann. "This will help set expectations and identify gaps". More specifically, Gurry says it's vital to have confidence that your systems and processes can scale upstream and downstream from the AI component; otherwise you'll experience bottlenecks.

3. Build a balanced team

"Scaling AI requires more data scientists, but it also requires business analysts and data engineers to support them", advises Gurry. "Hiring more data scientists without the additional skills will slow the team down and frustrate everyone. Having good balance in hiring and types of experience has helped overcome the



Angela Kim, Head of Analytics and AI, Teachers Health Fund.

challenge with growing the team despite a tight market."

4. Re-evaluate your data governance needs

According to Oppermann, most problems that occur in AI scale-ups stem from increased access by more people to a wider range of data and insights. "Think this through and ensure data governance is part of the scale-up plan", he says.

5. Remove bias

Angela Kim, Head of Analytics and AI for the Teachers Health Fund, says it's vital to embed an ethical, explainable, diverse and inclusive AI culture in the organisation to avoid unexpected consequences such as AI bias.

"In many cases, an AI pilot involves automation or an augmented process that is based on AI algorithms. Hence if there is a bias in the dataset or the way data has been collected, it naturally filters through the algorithm that is being created, leading to a multiplier effect of amplified bias which will be served on the product or services with unfair treatment to particular minority cohorts of customers."

An example of this in practice occurred in 2018 when [Amazon's recruiting AI was found to be biased towards women](#) due to the data it had been fed.

6. Measure, monitor, message

Latitude Financial Services' Chief Data Officer, Kshira Saagar, says that a triple-M framework is useful when it comes to attempting to scale AI.

- Measure: "Use an existing, well-known KPI and define success as a series of bands around that KPI. For example, a personalisation algorithm will improve time spent on site from 1.5 minutes to at least 2.5 minutes or more; if it increases to just 2 minutes, you should spend another 6 months working on it."
- Monitor: "After setting your KPIs, ensure performance is monitored transparently. Be ready to act swiftly and decisively if things don't work out as expected."
- Message: "Once the algorithm works, communicate its value in a humane, understandable, non-technical way to all the people who will be impacted positively or negatively because of it."

Focus on buy-in

According to all four interviewees, the most challenging aspect of scaling AI is not to do with technology, but with people. First, do your homework in terms of stakeholder needs and build a solid use case well before any investment begins. "You should be very certain that the use case is valid, and the business really, truly wants the solution", says Gurry.

Saagar stresses the importance of building buy-in from the employees, partners and clients who will be most impacted by it. "AI algorithms come with a bad PR image", he says.

"People think they're going to replace jobs, and in extreme cases think AI is here to destroy humanity (thanks to the Terminator films). It's paramount, therefore, that the AI is explainable and that the people building it are willing to be told they are 'not as smart as' the person currently doing the same job. Because let's say it; humans are still very smart compared to some of the most complex algorithms out there."

Kim also recommends focusing on developing team buy-in. "The goal is to change employees' attitude from perceiving AI as something that will replace their work, to seeing it as a collaborative tool that knowledge workers need to embrace in order to automate mundane and repetitive tasks", she says. "Aim to convert the culture of the business into 'test and learn, fail fast and experiment often' to take advantage of AI's amazing capabilities."

In Kim's experience, success will come once the culture and genuine partnership are established. "After that, knowledge workers will acknowledge that AI can free up their valuable time and enable them to focus on value-added cognitive work that technology cannot replace."

Manage expectations

Unlike a simple proof-of-concept project which can get people excited and can show amazing results fast with little expense, a scale-up will take much more time, more money, and produces far fewer exciting results per dollar. Oppermann says that managing major stakeholder expectations is therefore critical. "Doing this through a multi-horizon plan works well where increasing investment and time is rewarded by scaled up capability and value."

Saagar agrees that a scale-up isn't about quick wins. "Tie all your AI initiatives to a tangible outcome/value to the business and your customers", he says. "It's not about



Kshira Saagar, Chief Data Officer, Latitude Financial Services.

the coolest or the ripest technology or other bragging rights, but building something that will make lives easier every day."

Advice for those just starting on this journey

Plan ahead and expect the unexpected

"Spend more time than you think is necessary thinking through what you are trying to do, why you are trying to do it, and plan ahead for when things go wrong", says Opperman. "Think about how data can be used to bring different stages of the project to life."

Kim agrees that to scale AI, stay competitive, meet customer expectations and deliver best outcomes, analytics leaders need to get the foundation right at the beginning. "They need to learn how to match models and techniques to their specific problems and challenges, because there is no one-size-fits-all solution. Tailor your plan to align with the organisation's vision and purpose."

Gurry warns that paths to production are not always the same. "They can be dependent on the systems you are introducing the models to. This means some of the learnings and design patterns are not always repeatable. Working very closely with the business teams to integrate changes to the processes that will use the model, and planning the changes closely with IT have been important to get models into production and not just in 'insight' mode."



Dr Ian Oppermann, NSW Government Chief Data Scientist, NSW Department of Customer Service.



Joanna Gurry, Chief Data Officer & Executive General Manager, NBN Co.

THE AI FOR BUSINESS SUMMIT

Now in its 4th year, the [AI for Business Summit 2021](#) will explore how to strategically scale AI and investments to grow revenue through innovation, improving services, reducing risks and making sound decisions backed up by data.

Join us at the AI for Business Summit 2021 where we'll provide you with a melting pot of case studies, discussions, critical learnings, and future projections focused on the role AI will continue to play in Australia's economic future.

View the agenda [here](#). Register [here](#).

Top Four Reasons for Data Loss from Databases (and what to do about it)

By Bob Bentley, Imperva

The need for data loss prevention (DLP) is well understood by IT security practitioners. As organizations embrace cloud-based managed database services such as Amazon RDS and Amazon Redshift, these risks don't go away, and in many ways become more serious. Although AWS takes the security of their infrastructure very seriously, it is up to individual customers to secure their own data and access to it.

Usually, the term DLP brings to mind protecting files containing confidential or proprietary information such as contracts, product designs, and internal financial analyses. Protecting this unstructured data stored in file systems is a critical security and compliance objective.

However, for a complete DLP strategy, it's equally important to protect sensitive structured information stored in databases, such as personal identifiable information (PII), credit card information, customer data, and medical records. Databases are arguably the most valuable targets to attack because they hold so much critical information concentrated in a single repository.

Data loss incidents can often be traced to attacks from outside the organization – most often when criminals obtain legitimate users' logins through phishing attacks. These can wreak havoc, such as what we recently witnessed with the Colonial Pipeline attack. Data loss due to insider attacks by current or former employees, contractors, or business partners may be less dramatic but are no less devastating. Just ask Facebook, Marriott, Coca-Cola, Tesla, or Microsoft.

Here are four of the most common danger areas for data loss from databases (not including well-understood IT basics such as ongoing maintenance and upgrading/patching the infrastructure and the databases themselves).

1. Database misconfiguration

Databases with weak security posture are shockingly prevalent, provide a bonanza for attackers and pose huge risks for organizations.

What should you do?

- Make sure your databases are accessible only to users with appropriate credentials and from expected locations.
- Change the default access credentials.
- Encrypt the data.
- Set up a good backup plan (including protection of backups).

2. Inappropriate user access privileges

Another major threat of data loss comes from improper user access privileges. High-privilege accounts have dangerous power that can be misused to steal data. It goes without saying that it's extremely important to account for and keep tight control over all the accounts with elevated privileges. These are a vector for

both insider and external attacks.

What should you do?

- Review access privileges regularly to ensure they are accurate and appropriate.
- Keep a close watch on user accounts that have high-privilege access.
- Review user accounts regularly and disable service accounts and orphan accounts.

3. Incomplete data inventory

Security teams must know where sensitive data is stored to have any chance of protecting it. Organizations' IT landscape is constantly changing, especially with the trends toward more cloud-based managed database services.

What should you do?

- Establish a data inventory tracking mechanism if you don't already have one.
- Regularly look for new or changed data repositories.
- Define classes of data by sensitivity level and track where the most sensitive data resides.

4. Undetected security incidents

To respond effectively, security teams must be aware of event clues that could indicate a possible data loss incident. Even when using the best tools, it's a daunting task, like finding a proverbial needle in the haystack, and SOC operators also struggle with alert fatigue.

What should you do?

- Define clear access security policies – who can do what, when, in what way, etc.
- Set up a mechanism to receive alerts quickly if security policy is violated, and define a clear resolution process.

Best practices for preventing data loss

You undoubtedly noticed that many of the "should do" tasks listed above will place a big strain on your security team. In addition to specialized domain knowledge, the team must devote a lot of time and resource bandwidth to carrying out repetitive, time-consuming routines.

The best way to address these challenges is by using specialized database security tools that can assist your team as much as possible, helping them deal with scale by automating repetitive tasks and supplying industry-leading domain expertise out-of-the-box.

Imperva's Cloud Data Security (CDS) delivers these benefits and more. Labour-intensive tasks such as discovering Amazon RDS and Amazon Redshift databases and classifying sensitive data are automated and operate continuously.

It automatically checks security posture for all your discovered databases and helps guide users in remedying any issues. It also comes out-of-the-box with security policies that will help protect against data loss, notifying you of violations or risky behaviours, especially by high-privilege users.

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Dave Rifkin & Dr Dan Rifkin, (L to R), founders, Do Good Labs

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"Trees and native environments heal us and the planet, providing a better world for future generations." - Catherine Patterson, Carbon Positive Australia

[Learn more about Carbon Positive Here](#)

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ELO's founding vision of the paperless office is just one element of responsible, sustainable business practice. Yet, our social responsibility as a Global Company goes beyond business practices. In addition to actively preserving the past through our compliant software, we want to improve the lives of people in need and invest in ecological sustainability for future generations.

Only if we care about Yesterday, improve the lives of Today's people and act to combat climate change, can we achieve a positive Tomorrow.

NO Organizations Should NOT Bake Ransomware Payments Into Their Business Models

By Paul Proctor, Gartner

Organizations should make simple investments now to avoid facing this question in an inevitable future. We are living a dystopian present where ransomware is a sustainable (and lucrative) business model putting every single organization that uses technology at risk.

Part of what sustains this model is that in many cases, it is a better business model for the cyberinsurance carriers to PAY the ransom, than to pay for the company to recover. This will lead to MORE ransomware. If you strengthen your backup and test restores on all your critical business processes, the cost of recovery will ALWAYS be less than [paying the ransom for an uncertain outcome](#).

Here's the trick. You need to be acting NOW... before you get hit with ransomware. Security and risk people need to be working with executives right now to ensure that they are making the business decisions necessary to prepare them for ransomware. Treating ransomware as a business decision means you can CHOOSE not to invest, which is a legitimate business decision.

Whether you choose to invest or not, is not the point. The point is that it will create the necessary visibility to the problem across the business so that if you do get hit, there will be ZERO surprises. This will smooth all actions in the response including whether you should pay or not.

Ransomware is a clear and present danger globally. If your executives do not want to engage in these decisions, they have voted with their attention and their wallets. Lack of a decision, is a decision, and it should be treated as such.

Ransomware is a Business Decision. Treat It Like One.

The following guidance is based on breaking down your business/mission outcomes and processes into components supported by unique technology stacks that can be discretely protected. For example marketing, sales, finance, production, underwriting, etc. You can do this by business function, product line, manufacturing facilities, operating units, etc.

Business Decision #1) How do we prioritize the business outcomes and processes that should have a full restore test?

Metric that informs the decision: % of business outcomes and processes with a full restore test in the last year.

Everybody backs up. You know what almost nobody does? Tests restore. What idiot would take a perfectly functioning business system down to bare metal on a Friday and hope they can bring it back by Monday? Almost no one. You know when the first time most organizations test restore? After they've been hit by ransomware. And that is the single biggest factor in whether it devastates the organization or takes a couple of hours to clean up.

Testing restore is expensive and risky. But that is also a business decision. The problem is that we do not treat it as a business decision. If our executives understood this connection, they would probably choose to invest in more restore tests to improve their readiness in advance of a ransomware attack. Or at least be a little more understanding when they turn down the investment and everything goes down after a ransomware attack.

I understand the prevalence of dangerous ransomware that kills your backups and there are scenarios where the data itself is used for extortion even if you can restore it, but there are controls you can put in place for these circumstances as well. And the distribution of those controls across your business outcomes is also measurable.

Business Decision #2) What are our desired click-through rates across different populations of employees supporting different business outcomes?

Metric that informs the decision: Average click through rates for employee groups supporting our key business outcomes.

Employee populations are not a monolith. Different employee populations will vary in their phishing scores and different job roles support business outcomes with varying value and sensitivity if they are compromised. Gartner research shows that pushing click-through rates below 7% for any user population can create business friction from employee satisfaction to job performance.

If you average phishing scores by job role you are likely to find out that it is the people in finance that keep clicking on the cat videos that lock up your systems. Now you can address phishing training in a prioritized business context.

Business Decision #3) How do we prioritize the business outcomes and processes that are able to function (business continuity) through a ransomware attack?

Metric that informs the decision: % of business outcomes and processes that are able to function through a ransomware attack.

Organizations typically look at business continuity as an enterprise prioritization exercise. If you are looking at ransomware from a business outcome perspective, you would judge individual outcomes and their ability to continue functioning if certain systems lock up. For example, can your finance department complete the quarterly close (a critical business outcome for the finance department) if they are hit by ransomware 4 days before the end of the quarter? Your business decision is to invest in continuity for specific, prioritized outcomes.

Business Decision #4) How fast will we patch systems supporting our critical business outcomes and processes?

Metric that informs the decision: Average number of days to patch technology stacks supporting critical business outcomes and process.

Days to patch has a direct line of sight to levels of protection. If we patch faster, our systems are available for exploitation for less time. If we patch slower, our systems are available for exploitation for more time. Patching fast costs more because we need more people and more resources.

Patching is not a monolith. You do not patch every system at exactly the same time so some systems, supporting some business outcomes are more protected than others. Which means some business outcomes are more protected than others.

Prioritizing the speed and cost of patching systems by business outcome, makes this a business decision to choose priorities and investments to address ransomware in a business context.



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How Critical Industries Can Prepare for SOCI Act Reforms

By Linton Burling, GM, Vault Cloud

Our nation's critical infrastructure is a highly connected system - one that supports and drives our day to day operations as businesses and as a nation. However, connectivity without security creates vulnerabilities that can have immense repercussions.

With this in mind, the Australian Government has announced reforms to the *Security of Critical Infrastructure (SOCI) Act 2018* that will impose new obligations on organisations covered by the legislation to manage the security and resilience of owned assets.

Introduced into Parliament in December 2020, the new legislation widely expands the number of affected industry sectors from electricity, water, ports and gas to now include data storage, communications, transport, energy, financial, higher education, energy, food and grocery, healthcare, space, water and sewerage and defence sectors.

Public hearings into the new Bill are currently underway at The Parliamentary Joint Committee on Intelligence and Security (PJCS). Proposed new regulatory requirements include mandatory cyber incident reporting, the implementation of risk management programs, and enhanced cyber security obligations for systems deemed to be of 'national significance.'

However, as new requirements are implemented, entities that fall under the act will face a number of challenges they will need to overcome, such as regulatory compliance, risk mitigation, and cost management. To avoid this pitfall, there are three steps businesses in these sectors can take to stay ahead:

Assess your security reporting processes

The draft bill introduces positive security obligations that may require entities to adopt, maintain and regularly review how their security measures stack up against the newly formed critical infrastructure risk management program. head of the introduction of this program and its official requirements, businesses must assess their current security reporting processes and where they might be able to improve their processes after the amendments are made to the Act.

As it stands, the [SOCI Act 2018](#) requires critical industries to provide interest and control information to the Secretary of the Department of Home Affairs on an ongoing basis. According to the act, once an entity is aware of a cyber incident, it must be reported within either 12 hours if having a significant impact on the availability of the asset, or 72 hours if it has a relevant impact on the availability, integrity, reliability or confidentiality of an asset.

As new critical industries fall under this act and amendments will be made, now is the time for entities to adjust or upend their incident reporting structure to ensure they are able to meet these time frames in the event of an incident, and to ensure they are up to standard. They can do this by setting up organised team structures that follow a detailed step by step guide on how to monitor and report potential incidents.

While security reporting is a key step in mitigating cyber threats, another vital component for these



organisations is ensuring they have a cloud service provider that can securely store valuable data - preventing threats before they happen.

Last year, IDC [predicted](#) that by the end of 2021 80 per cent of Australian enterprises will put a mechanism in place to shift to cloud-centric infrastructure and applications, at twice the rate of pre-pandemic years. In short, 2020 was a massive year for cloud migration.

However, the security of these enterprises is only as strong as the cloud providers and the security partners they select. That is why, as these businesses review their reporting processes, it's also key to ensure that they have a strong security provider that can support them while they adjust to changes to the SOCI Act.

When selecting a provider, they must look for accredited solution providers that can accommodate their unique needs. One such accreditation is the ASD standard, which defines the roles, capabilities and skills that are essential to Australia's cyber missions.

The bar for achieving ASD certification was extremely high and provides certainty into data protection. By meeting compliance requirements, entities can ensure they are adhering to the same standards our very own federal government adheres to.

Manage costs and save time

Regularly assessing the performance of cyber security tools provided by vendors and partners is an essential step in ensuring you are combating the latest cyber adversaries, and ensuring all services are performing at their best to save on costs and protect your organisation.

In line with the updated act, new industries that fall under the SOCI act must consider how they can optimise their cyber security tools to be as cost effective and secure as possible.



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Teams Data Compliance Concerns

Microsoft Teams adoption skyrocketed in 2020; however, IT decision-makers remain split as to whether they are managing this data compliantly

ZL Tech, a developer of information governance and compliance solutions, has announced the results of a study investigating Microsoft Team's native archiving and third-party compliance systems capabilities.

Conducted by Osterman Research, the study surveyed 143 IT leaders at mid- and large-scale enterprises, all of whom are currently using Microsoft Teams.

Due in large part to the global pandemic that mandated virtual collaboration, Microsoft Teams adoption has skyrocketed in recent years, with over 145 million daily users in April 2021. However, this decision was often made without fully considering how usage would affect legal and regulatory compliance.

The survey found that when considering whether to incorporate Microsoft Teams, compliance and legal professionals were two of the three least influential decision-makers.

When asked whether Microsoft Team's native archiving capabilities were sufficient to meet their compliance requirements, only 54% of respondents fully agreed.

Some leading concerns are Microsoft Teams' inability to capture source files and documents (48%), quotes (36%), and audio in meetings (35%) and calls (35%).

Looking to the future, only 40% of respondents think Microsoft Teams' native archiving tools will meet their various requirements in the next three years.

Regardless of whether the respondents' Microsoft Teams archiving capabilities were sufficient for their needs, Microsoft Teams data has already been required in the last year for eDiscovery (49%), internal investigations (49%), and regulatory audits (30%).

Of respondents currently archiving Microsoft Teams, over half (52%) believe that third-party archiving tools are superior to native capabilities.

The leading reasons IT leaders considered a third-party solution were to search across multiple platforms in-place (54%), to capture all Microsoft Teams data (53%), and to have a single platform for archiving, eDiscovery, and compliance for multiple data sources (53%).

To read the entire report, [click here](#).

Examples of Content Types Ignored by Microsoft's Native Archiving and eDiscovery Capabilities for Microsoft Teams

Content Type	Microsoft's Approach	Compliance Challenge
Recordings of meetings and calls	Audio recordings were initially stored in Stream. From November 2020, recordings can be stored in OneDrive and SharePoint, and retention labels can be automatically applied to recordings.	Recordings stored in Stream were not searchable for eDiscovery. Historical content remaining in Stream is still not searchable. With the transition to OneDrive and SharePoint, retention is based on the type of content ("meeting"), not on the content in the meeting.
Edits to messages in Teams chat and channels	A user can edit their messages in Teams chat and channels. Earlier versions of the message are kept only if the user was on legal hold when edits were made.	Users can state unauthorized information in the first version of a message and then edit it to say something else after the recipient has read and acted on the initial version. Unless all users are perpetually on legal hold, such edits are invisible.
Chat reactions	Likes, hearts, and other reactions can be freely used in chat and channel conversations but are not captured for eDiscovery.	Newer non-textual methods of signaling agreement (and hence proving complicity) are excluded from re-created chat and channel conversations, therefore enabling only partial reconstruction of the thread and context of a conversation.
Code snippets	Code snippets using various languages can be sent in chat and channel messages. Code snippets are a specially formatted message type. Code snippets are not captured for eDiscovery.	The code snippet message type can be used to hide malicious, unauthorized, or unacceptable forms of communication. These are invisible when a conversation thread is subsequently reconstructed.
Content in Microsoft Planner	Microsoft Planner can be added to a Teams workspace for visual planning and coordinating task assignments. Planner content is not captured for eDiscovery.	Planner is a Microsoft-native app in Microsoft 365, but its content is invisible for compliance and internal monitoring purposes.
Drawing, annotations, and text shared using Microsoft Whiteboard	Microsoft Whiteboard can be used to share drawings, annotations, and text during meetings. None of this content is included in the video recording for the meeting, nor is it available for eDiscovery.	Malicious, suspicious, unauthorized, and unacceptable content can be shared using Microsoft Whiteboard. It is invisible for compliance and internal monitoring purposes.
Quoted content	Content that someone quotes in a chat or channel message is captured for eDiscovery, but not the fact that it was quoted rather than being an original contribution.	Misattribution of quoted content.
Content surfaced through tabs in Teams	Third-party apps can be surfaced in tabs in Microsoft Teams. Such content is generally ignored by the compliance capabilities in Microsoft Teams, and relies instead on the compliance capabilities offered by the third-party vendor.	Without strong archiving and compliance controls for third-party apps, employees could merely switch interaction to accessible apps that do not create compliance records.
Content shared via screen sharing or webcam interactions	Employees can use screen sharing to display desktops, applications, and cloud services, along with highly sensitive or privileged documents. Webcams can be used to show documents, physical whiteboards, etc.	Searches of visual content cannot detect sensitive information that is shared through screen sharing or a webcam. eDiscovery searches looking for such data would be incomplete.



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Microsoft Teams Governance vs Management: What's the Difference?



As a hub of collaboration, Microsoft Teams is home to critical organizational data that must be managed properly at all times. In order to utilize Microsoft Teams in a way that helps bolster your business, the implementation should always adhere to your organization's goals and policies—which brings up the concept of Teams governance.

But before you determine how to conduct [proper management of your Teams and Groups](#), do you know what true Microsoft Teams governance is? In this blog post, we'll tackle exactly what it involves and how it relates to Teams management.

Microsoft Teams Governance

Put simply, governance is setting policies to ensure that you are being compliant with the rules and regulations of your organization. It's establishing what your boundaries are in terms of the processes you expect your users to complete and laying steps for people to follow.

Microsoft Teams governance determines:

1. Group and Team Creation, Naming, Classification, and Guest Access

Who can create Teams? Who's allowed to invite people into those Teams? Are the channels in your Teams public or [private](#)? Do you allow external users to collaborate with internal users?

Setting these ensures that your Teams environment is not only secure from inappropriate access, but also establishes clear user expectations from using the platform.

2. Microsoft Teams Lifecycle Management

Determining when Teams are created and when they should be deleted is equally crucial to avoiding sprawl. Planning Teams' lifecycle management in advance helps prevent data loss from unplanned or accidental content deletion.

3. Security and Compliance

Retention policies, compliance content search, auditing and reporting, and other security and compliance capabilities are also supported by Microsoft Teams and Microsoft 365 admin, which can be configured to help you comply with your requirements.

Microsoft Teams Management

On the other side of the aisle, Microsoft Teams management is about ensuring that the policies you set in place are being upheld and followed by taking specific actions to guide your users to do the right thing.

Instead of creating policies with regards to the creation, lifecycle, and security of Teams, managing Teams is concerned with monitoring and adjusting the general settings within Teams. This involves:

- Chats and messages
- Calls
- Email integrations
- Cloud storage
- Access reviews
- Apps

Delegating other admin roles

Most of these can be found in the Teams admin center once you have the right access as an administrator.

Microsoft Teams Governance vs. Management

As you may have noticed, Microsoft Teams governance mostly involves planning for the bigger picture, while Microsoft Teams management is concerned with organizing the smaller details.

Think of it this way: imagine you are creating an organization. As you plan, you're going to think about what your organization is all about, what it is for, what the name is going to be, and who your members should be comprised of—that's governance.

Now that you've established your organization, you want someone else to run it and handle the day-to-day tasks, such as running campaigns, recruiting members, organizing programs—that's management.

Both concepts are often interchanged because the roles they serve often overlap and the goal they want to accomplish is the same—to get the best out of Microsoft Teams while staying compliant. That means setting the right governance settings that have restrictive control all while providing user freedom and still driving productivity.

Originally published at <https://www.avepoint.com/blog/microsoft-teams/microsoft-teams-governance-vs-management/>

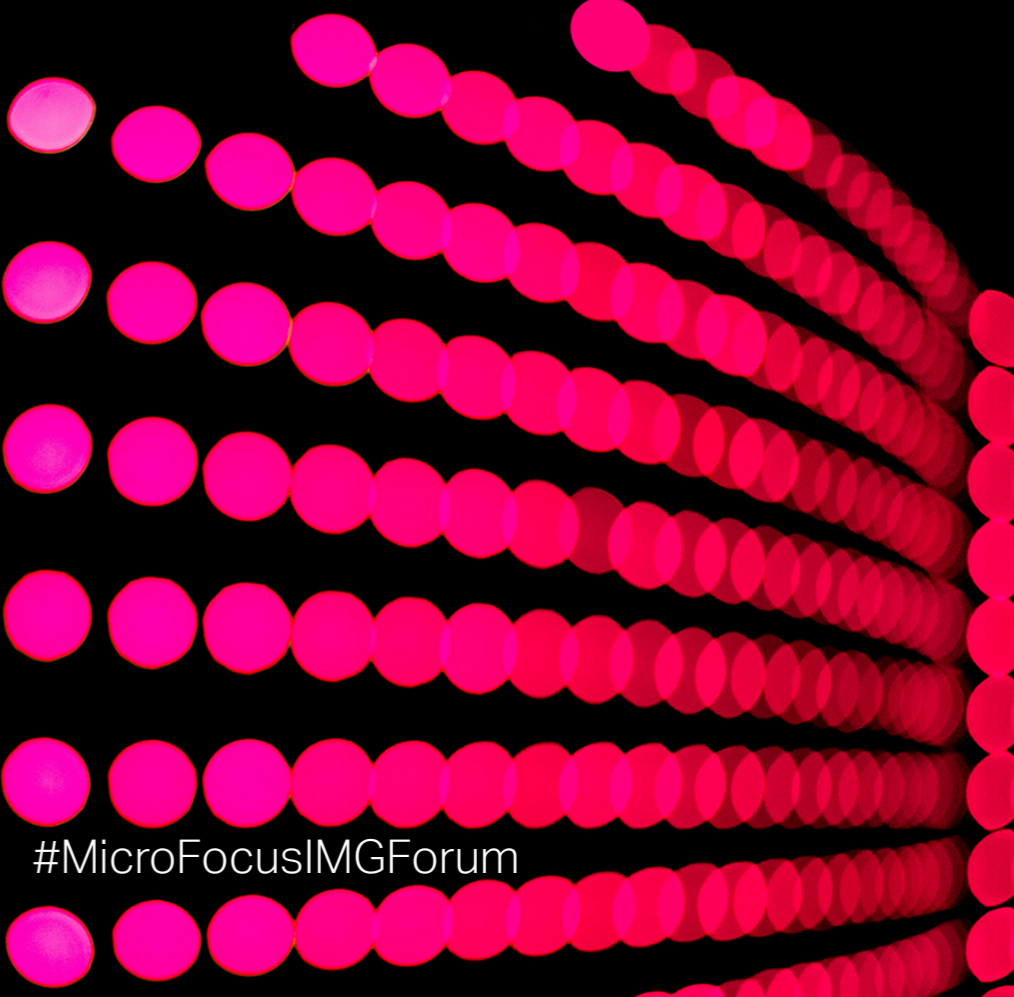


Modernising Data Management for The Next Normal

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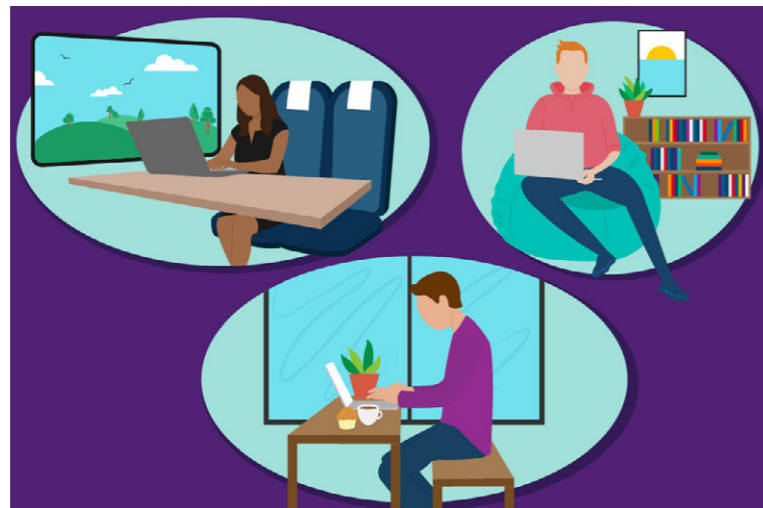
A Work Anywhere Workplace is What Employees Actually Want

As organisations around the world make plans for their people to return to the workplace, the latest research report from Accenture finds that 83% of people say a hybrid work model is optimal - where individuals have the ability to work remotely between 25% and 75% of the time.

The research report encompassing 9,326 workers in 11 countries titled, "[The Future of Work: Productive Anywhere](#)," found that 40% of individuals feel they can be productive and healthy anywhere — either fully remote or onsite or a combination of the two — as the hybrid workplace emerges.

Further, 85% of people who say they can be productive and healthy anywhere also say they plan to stay with their company for a long time.

However, finding a hybrid model that works for all generations may be a challenge: three in four Gen Zers (74%) want more opportunities to collaborate with colleagues face-to-face, a higher percentage than Gen Xers (66%) and Baby Boomers (68%).



"There's a pattern emerging in the post-pandemic workforce — the 'productive, anywhere' worker," said Christie Smith, Accenture.

"This new workforce segment consists of individuals who remain productive — whether on-site or at home — and who have the strongest personal and organisational resources.

As responsible leaders, we need to pivot the future of work dialogue to be not just about location, but to also address what drives the productivity, health and resilience of our people."

The report uncovered that what separates those workers who are productive anywhere (40%) from those who are disconnected and frustrated (8%), is not stress, but whether they have the right resources on an individual and organisational level to help them be productive anywhere.

These resources range from job autonomy and positive mental health to supportive leadership and a digitally mature organisation.

Further, organisations that enable a resilient workforce to be more productive and healthier anywhere are also

reaping financial benefits: 63% of high revenue growth companies have already enabled productivity anywhere workforce models, where employees have the option of working remotely or on-site.

While the vast majority (69%) of negative or no-growth companies are still focused on where people are going to physically work, favouring all on-site or remote rather than enabling hybrid.

"People who have the option to work in a hybrid model are better able to manage mental health challenges, have stronger work relationships and plan to stay with their companies a long time," added Accenture's Yaarit Silverstone.

"Many conversations on the future of work revolve around location, but leaders need to instead ask how to unlock people's potential anywhere."

As responsible leaders consider the various options available to their workforces, they must move beyond a focus on physical location to shape a future of work that provides their people with the resources they need to be productive anywhere. Accenture recommends that

organizations consider these specific actions:

- Accelerate Modern HR – The world around us has changed, and HR policies and practices must evolve. Develop a strategy that ensures workers are Net Better Off — across six workplace dimensions including relational, physical, emotional and mental — as they transition to new workspaces, teams and roles.

- Design work around people – Organisations must acknowledge and respond to the needs of all types of workers. Organisations that support psychological and physical safety will foster trust.

- Build digital fluency – [Digitally fluent](#) organizations have higher revenue growth and are more likely to be considered great places to work. Focus on designing tailored skilling and learning paths that serve the needs of all workforce segments.

- Lead with humanity – Responsible leaders create environments in which the Modern Board, CEO and entire C-suite work together — no matter where they are.

To find out more about the report, visit <https://www.accenture.com/us-en/insights/consulting/future-work>.



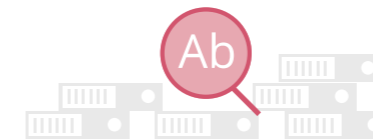
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Capture data from any documents, from structured forms and surveys to unstructured text-heavy papers.



Mobile Capture

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



Document Archiving

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



Accounts Payable Automation

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



Mailroom Automation

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



Document Classification

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



Forms Processing

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

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

ELO's new ECM Suite – What's New, What's Better

By Rainer Krause, Managing Director, ELO Australia

There are a host of reasons to get excited about the latest release of the ELO Enterprise Content Management (ECM) suite, which offers a completely new user interface, additional business solutions and preconfigured workflows, that can rapidly introduce cost-effective automation to your organisation.

Certified for use at federal, state and local government entities in Australia, ELO has also undertaken significant changes to the core of the product and added new enterprise search options with the addition of Elastic Search.

ELO has always offered inbuilt workflows, but the new preconfigured solutions outlined below can be quickly configured in a matter of days and cover over 90% of your typical workflows with no additional coding required.

Integration with other business systems is made even simpler. In 16 years in Australia, we have not found a system, we could not integrate ELO ECM with, even a DOS-based ERP system!

The ELO ECM Suite opens up an entire world of digital business processes. You can extend the software at any time with numerous apps, modules, and interfaces that integrate seamlessly with your systems.

Teamwork and Collaboration has become critical in the COVID era, and ELO offers native integration with Microsoft Office and Teams, something other ECM

vendors provide as a paid add-on.

ELO also continues to steer away from concurrent licensing, so it doesn't matter, how many devices you are logged in on or whether you have a thick or thin client, it's all one license.

So now, let's dive into some of the significant new offerings in ELO's new ECM Suite.

Brand New User Interface

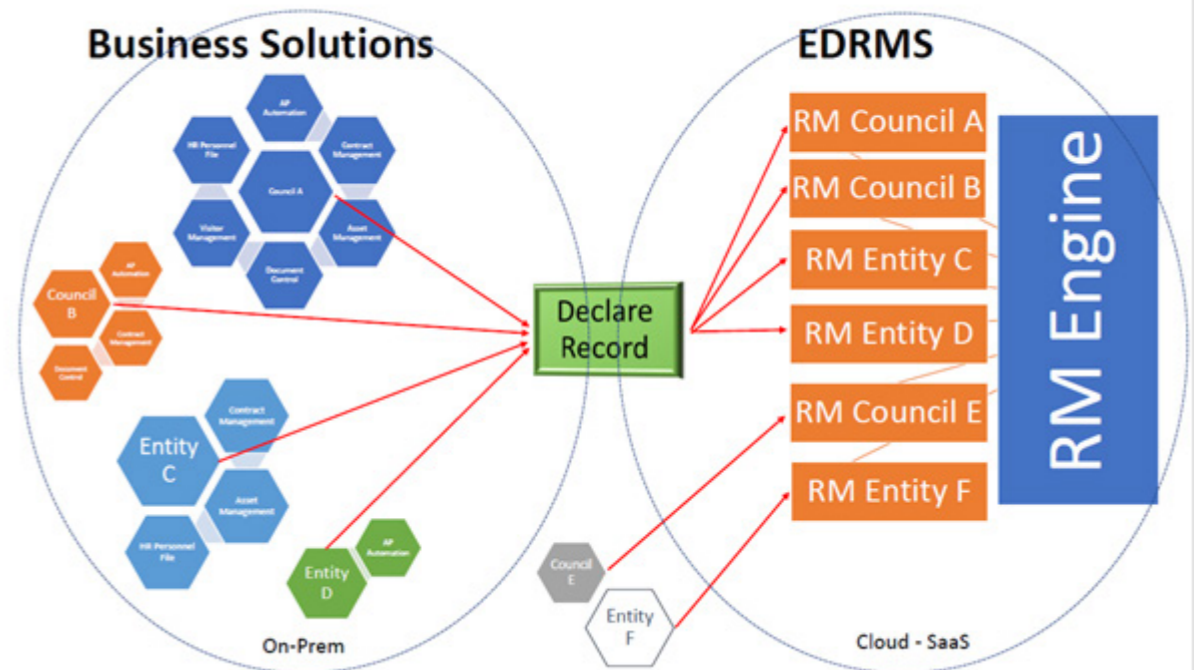
Business Solution Frameworks

Based on best practice approaches, ELO has significantly improved its Business Solution modules, not only in terms of functionality but also deployment time frames.

Previously available Business Solutions that have undergone improvements include:

■ **Invoice Management:** ELO has introduced 5 levels of Accounts Payable solutions. From semi-automatic to fully, self-learning automations, ELO now has a solution for every business of every size.

■ **HR Personnel File:** This allows companies to store all relevant HR documents in a secure and GDPR compliant repository. A new browser also embeds a staff access form and approval workflows, that allows staff members to notify the HR department of changes, certificate submissions as well other enquiries. Even incident workflows can be easily incorporated into HR Personnel File.



ELO is one of very few vendors that offer document management (DM) and records management (RM) within the same package. All functions (DM or RM) can be deployed on-prem, in the cloud or as a hybrid solution. The "declare record" functionality can even talk between systems as a Service.

■ **Geo Tag:** The geospatial ELO module Geo Tag allows users to upload images and documents based on geo data. The module has been extended to include other geospatial applications in addition to Google Maps. Incident and asset management processes can now be linked to locations, showing heat maps and with the ability to automatically start auditable workflows.

New Business Solution modules introduced with the latest release of ELO ECM Suite include:

■ **Knowledge Management:** Allows internal and external staff to collaborate and / or create an information source through articles, posts and commentaries.

■ **Visitor Management:** Especially in these times, a fully functional, auditable and easy to use visitor management system is essential to staying compliant. Fully embedded into the ELO ECM Suite, the visitor management solution allows staff to invite internal or external people to the office. Reception is alerted to the impending arrival; visitors can sign in with sign pads and a notification is sent to the meeting members. Visitor Management can be set up to be fully compliant with COVID19 regulations.

■ **eLearning:** The exciting all-new ELO eLearning module allows companies to set up complete training programs for internal and external resources. It combines a learning platform with a session management tool. Training courses can be analysed and scores can be applied ensuring that your staff are comprehensively certified.

Additional featured highlights of the new ELO ECM Suite include:

■ **Smart Input:** Now available to all users free of charge. ELO Smart Input is an intelligent wizard for adding metadata to documents. The tool intelligently recognises document types and extracts all relevant text information, eliminating the need for manual data input! The tool can also be used as a mobile application with the ELO web client. While other vendors still charge for extracting content intelligently, ELO provides this functionality out of the box.

■ **ELO Teamroom:** Instead of using multiple software packages for storage, workflow, eSignatures and collaboration, ELO has incorporated all of this into one system. The new Teamroom allows internal and external participants to work together on projects, irrespective of their location. With calendar functions, meeting management and task management, Teamroom allows ELO to provide a single tool to improve business processes while staying compliant.

■ **ELO Integration Client:** It is typically challenging to integrate with 3rd party applications. Customisation is often required and at times specific software development so that two systems can talk to each other. The completely new ELO Integration Client allows for fast "configuration-based" integration into essentially any 3rd party system. ELO Australia has begun rolling this out with SAP Business One, Salesforce and Microsoft Navision/Dynamics NAV/Business Central. This is a ground-breaking new technology, made possible due to ELO's open architecture.

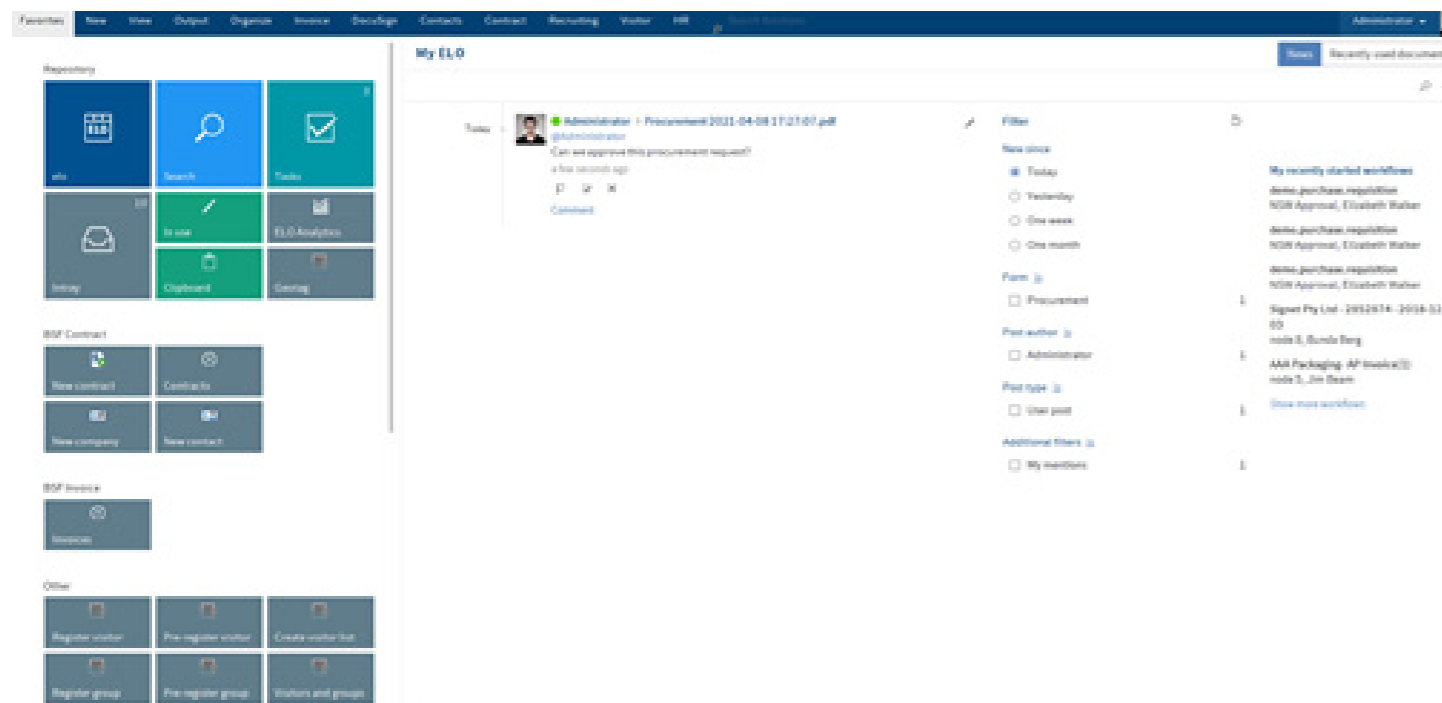
Not new but still interesting

ELO has always been at the forefront of new developments and technologies in the ECM space.

■ **Analytics and Dashboard:** ELO's customisable Analytics tool is free of charge and allows realtime insights into invoice processing, contract management and much more. The improved dashboards can now be managed by each user, individually and not just from an administration perspective.

■ **SAP S/4HANA integrations:** Being SAP certified, ELO globally has seen a major shift towards its own solution. Especially when it comes to replacing legacy systems or "expensive system" ELO has been very successful. Pricing and simplified licensing models allow Australian Tier One companies to review their current arrangements and future directions.

For further information contact ELO Digital Office AU/NZ: Phone: +61 2 9460 0406, Email: info@elodigital.com.au



Familiar to users of the Windows ribbon menu, the brand new ELO functional interface offers a clean UI, from log on to the various working areas. Users can quickly acquaint themselves with the system and define Favorites for most frequently used functions. Many users would not need to "ever" switch from one function ribbon to another simply by using the Favorites tab.



5 Benefits of Creating a Digital Mailroom

By FileBound Solutions

Where's the best place within your organization to kick off a digital transition? The ideal place is right at the point of document reception for most organisations – the mailroom. A digital mailroom uses document scanning and workflow technology to digitize the secure delivery of mail, resulting in a highly beneficial impact across the entire organization.

Here are five benefits to taking your mailroom processes into the digital era:

Faster, more reliable access

In a world where a large percentage of your staff is working while on the road or [from the home office](#), a digital mailroom strategy provides reliable and timely access to the items they need to get work done faster. No more waiting on snail mail delivery or couriers to get

items to remote employees.

Streamlining mail distribution also enhances mailroom staff's ability to get items out the door more quickly and with less hassle. The secure receipt of time-sensitive mail is now just part of the package, and mailroom staff can deliver it promptly to the right person or team with less effort.

Improved security

When mail is manually dealt with by staff, there is always the risk of human error or compromised data. With digital mailroom processes, you're capturing content right as it arrives, then simultaneously organising, archiving, and providing access to content for approved staff from one central location.

Another benefit of digital mailroom processes is improved security by providing authenticated, streamlined routing of documents containing sensitive customer and company data. Comprehensive digital mailroom processes ensure your organization aligns with any data privacy or compliance standards. A digital

mailroom provides a secure, transparent audit trail for the entire document lifecycle.

No more "grab and go" mailboxes where sensitive or confidential content can be misplaced or stolen, no more misrouting of documents or communications, and no more tedious "yellow folder" deliveries — the benefits here are huge.

Getting a handle on business continuity

Many organisations struggled to address their employees' needs as they adjusted to remote work conditions. Reliable access to systems and critical documentation was bottlenecked and then services slowed, which meant customers experienced a lag in service. In our "new normal" business reality, this result is no longer acceptable. You have to ensure you can get the job done, whatever the circumstances.

Taking mailroom processes digital allows for critical documentation and communications to land right in the hands of the staff members who need it, from their home desktop or even their mobile device. Providing your staff with reliable, seamless access to materials and work processes from wherever they are is critical to keep business moving. A digital mailroom makes that goal a reality.

Reduced operational costs

Streamlined processes mean less budget required toward hiring mailroom staff, as they're able to get more done with the resources they've got — like existing scanners and MFPs. Because only a scanner or MFP is needed to upload mail securely, existing hardware can take on this work.

Digitising the mailroom also introduces the many benefits

of going as paperless as possible, eliminating additional costs for paper, printing, ink, storage, couriers, delivery costs, and more. Not only are you able to funnel those funds back into more fruitful endeavours, but you can also sleep a little more soundly knowing that your organization is reducing your carbon footprint at the same time. Not too shabby.

Better customer service

This one should go without saying. After all, isn't offering your customers more responsive, empowering experiences with your organization the driving force behind what you do? We're right at the jumping-off point of the age of the customer, and they're more connected and vocal than ever before.

Automating digital processes creates a reality where data is critical, which means that a business that can access that data faster can engage with customers more efficiently. A digital mailroom ensures faster response times and a more accurate understanding of content for customer queries. Employees no longer need to spend so much time searching for content and can instead spend time meeting the needs of their customers.

Let's wrap it up

In the end, the benefits of digitizing mailroom processes boil down to empowering employees to focus more time directly on improving products and providing excellent customer service, rather than being bottlenecked by tedious and frustrating paper processes.

Ready to chat with an expert? [Contact us](#) to learn more and view a brief product demonstration. We're eager to share our digital mailroom strategies with you.

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Why In Place Information Management Is Not A Complete Solution

By Bill Tolson, Archive360

Every year, companies face the inevitable prospect of adding additional terabytes of new storage resources to their numerous, overloaded, and expensive enterprise storage repositories to keep up with the constantly growing storage requirements.

These storage repositories include application-specific repositories, on-premises email archives, department share drives, individual employee "home" drives, SAN/NAS devices, employee cloud accounts, SharePoint systems, to name just a few.

To help control the costs of the constantly expanding enterprise storage resources, companies previously installed stand-alone archives for each application to manage both structured and unstructured inactive data to ease data storage and management costs. Additionally, the archives ensured aging data was readily available for eDiscovery and regulatory information requests, analytics processes, and employee reference.

In the last several years, some information management solution vendors have begun promoting the idea of in-place or federated information management. This concept (as opposed to a centralized/consolidated strategy) is intended to fully manage your different file types from one main management application dashboard across multiple application repositories as well as numerous enterprise storage locations.

The overall goal is to simplify information management by providing in-place management capabilities that enable users to search for content using one search interface, no matter where it is stored in the enterprise, while providing centralized retention/disposition capabilities. In other words, in-place information management allows employees and applications to store files in their original repositories while providing an overall management structure.

Active versus inactive files and storage costs

In-place information management makes sense for active files with a high probability of being used/referenced/shared regularly. But does it make sense for inactive or rarely accessed data?

The answer is almost always no.

Why? Application-specific enterprise repositories, on-premises email archives, department share drives, individual employee "home" drives, SAN/NAS devices, and SharePoint storage repositories are usually configured using tier 1 or 2 storage – the most expensive enterprise storage resources.

As I mentioned previously, an in-place information management approach for active data can be an effective tool. However, a strict delineation strategy should be created to automatically consolidate inactive data into a central repository employing tier 3 or 4 storage resources for ongoing management - including retention/disposition, security/privacy, employee access, regulatory compliance, eDiscovery, and analytics to take advantage of a much lower overall cost.

Managed files can quickly become inactive while still governed by a time-based retention policy. Most files, especially those retained for regulatory purposes, become inactive as soon as they are stored. As the probability of those files ever being viewed again drops below 1 percent (figure 2), the cost justification of keeping inactive files on expensive storage becomes difficult.

In-place information management perpetuates higher eDiscovery costs

One obvious issue with in-place information management is that it does not address duplicate files stored in the various repositories, i.e., the same files stored in SharePoint, department file shares, home drives, employee clouds (OneDrive), etc. This practice ends up consuming more expensive enterprise storage.

However, the limitations of in-place information

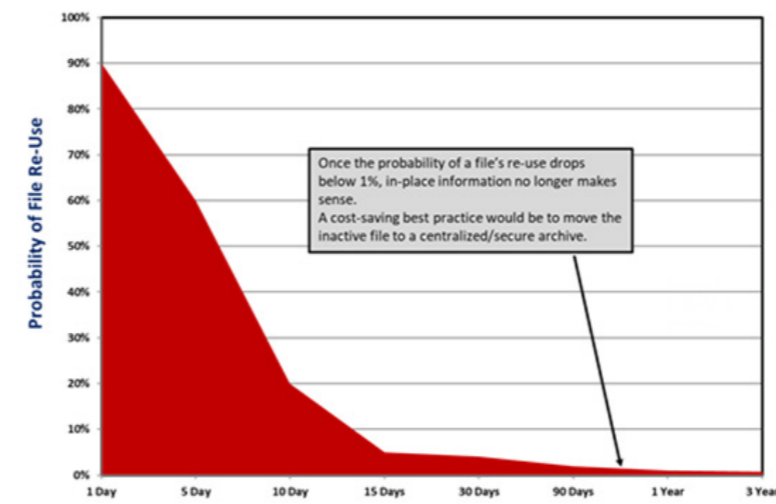


Figure 2: Most content rapidly becomes inactive. Once it reaches a very low probability of re-use, it makes much more sense to move the file to a lower-cost centralized archive.

management go far beyond potential storage savings: duplicate files will drive up the cost of eDiscovery and regulatory response.

During the discovery phase of litigation, the responding party must search for and review all potentially relevant data to determine if it should be turned over to the requesting side.

Performing a discovery search of 5, 10, or more data repositories, even from a central dashboard, would turn up a large number of duplicate emails, work documents, regulated records, etc. All collected duplicate files would need to be reviewed by legally trained or contract review lawyers, driving up the cost of eDiscovery. The same holds for organizations responding to regulatory information requests.

Data security limitations of in-place information management

An important consideration for employing an in-place information management solution is that of data security. An in-place information management solution depends on the already existing enterprise (network) security resources already in place, i.e., firewalls, etc.

However, with the exploding and quickly evolving cyber and ransomware environment and the emerging privacy

laws, an additional layer of data security should also be considered.

For example, targeted access controls, real-time auditing, sensitive data encryption, secure multiparty computation, and field-level encryption should be employed to reduce the risk of sensitive data theft through phishing, internal theft, and 2-stage extortionware. These new threats highlight the need for additional data security to protect your organization's sensitive data and not run afoul of the strict privacy regulations.

In the new ransomware environment, which now includes cyber-extortion - encrypting all sensitive and regulated records is considered a best practice. Cyber-extortion ransomware attacks now involve searching for and copying personal information and other sensitive data to the hacker's own servers.

They are later used to extort the victim organization into paying the ransom or, the sensitive data will be released to the dark web, which would trigger huge fines (usually much higher than the requested ransom) from the GDPR, CCPA/CPRA, and numerous other privacy laws around the world.

In-place data security relies on infrastructure security

Something to keep in mind; to date, in-place information management systems do not offer advanced data encryption needed to secure each file while also making it available for full search, ongoing management, and analytics.

In-place versus centralized archiving

In-place information management has its merits, as long as data that becomes inactive is automatically moved to a lower cost, centralized, and secure archiving platform. Otherwise, the budgetary, legal and security risks outweigh any potential benefits.

It comes down to one simple truth: fewer copies of inactive files in fewer places results in lower storage costs, higher levels of information security and privacy, faster and less costly eDiscovery. Plus, the ability to run analytics on a more comprehensive (both structured and unstructured) and analytically viable data set.

Bill Tolson is the Vice President of Global Compliance for Archive360. Managed and Professional Services provider [Insentra](#) distributes Archive360's Archive2Azure platform exclusively across A/NZ.



Figure 1: Federated Information Management manages files via policies from a centralized dashboard. This allows centralized search of all connected repositories.

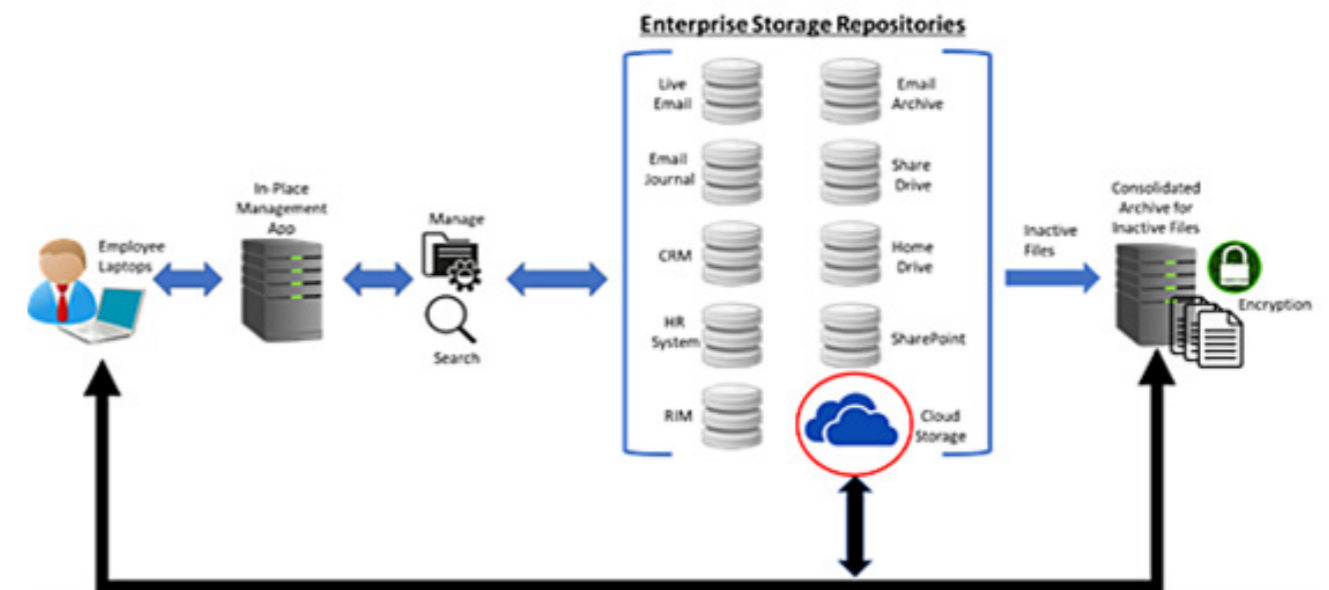


Figure 3: Moving inactive data to a centralized repository reduces storage cost while also providing higher data security.

Gartner Identifies Top 10 Government Technology Trends for 2021

Research and advisory firm Gartner has published a list of the top 10 government technology trends for 2021 that have the potential to accelerate digital innovation and optimise or transform public services.

Gartner's top 10 strategic technology trends for government this year arise from the challenges wrought from the pandemic and the need for flexible operating models that support significant disruptions.

"The COVID-19 pandemic has spurred the acceleration of digital innovation across the government sector around the world, presenting government leaders with new opportunities to use data and technologies to build trust, agility and resilience in public institutions," said [Rick Howard](#), research vice president at Gartner.

"While pandemic-related challenges will continue for some time, technology trends have emerged that address critical challenges in areas such as security, cost containment and citizen experience."

Gartner's list of strategic technology trends is directly linked to public administration and policy issues that government leaders must address. Government CIOs can use this list to identify technology trends that best address their post-pandemic recovery priorities and establish the rationale, timing and priority of technology investments.



1 Accelerated Legacy Modernisation

Governments have experienced the limitations and risks posed by decades-old legacy infrastructure and core systems. To be better equipped to deal with the next disruption, government CIOs are accelerating the move to modern, modular architectures. While the need for legacy modernisation is not new to government CIOs, the challenges related to the pandemic have only served to heighten the awareness of the resulting risks and the need for it.

Gartner predicts that by 2025, over 50% of government agencies will have modernised critical core legacy applications to improve resilience and agility.

2 Adaptive Security

An adaptive security approach treats risk, trust and security as a continuous and adaptive process that anticipates and mitigates constantly evolving cyber threats. This approach features components for prediction, prevention, detection and response. It forgoes traditional notions of perimeter, assuming there is no boundary for safe and unsafe, a necessary conceptual shift given the migration to cloud services.

Gartner predicts that 75% of government CIOs will be directly responsible for security outside of IT by 2025, to include operational and mission-critical technology environments.

3 Anything as a Service (XaaS)

XaaS is a cloud-only sourcing strategy that embraces acquiring the full range of business and IT services on a subscription basis. Pandemic response and the critical need for digital service delivery have exacerbated pressures to modernise legacy applications and infrastructure. XaaS offers an alternative to legacy infrastructure modernisation, provides scalability and

reduces time to deliver digital services.

Gartner predicts that 95% of new IT investments made by government agencies will be made as a service solution by 2025.

4 Case Management as a Service (CMaaS)

Case work is the predominant workstyle of government, with the entire legacy-heavy portfolio of monolithic case management point solutions found in many departments. CMaaS is a new way to build institutional agility by applying [composable business principles and practices](#), to replace legacy case management systems with modular products that can be rapidly assembled, disassembled and recomposed in response to changing business needs.

Gartner predicts that by 2024, government organisations with a composable case management application architecture will implement new features at least 80% faster than those without.

5 Citizen Digital Identity

Digital identity is the ability to prove an individual's identity via any government digital channel that is available to citizens, which is critical for inclusion and access to government services. Digital identity ecosystems are quickly evolving and leading governments to assume new roles and responsibilities. The topic is high on political agendas, so government CIOs must link digital identity to salient use cases.

Gartner predicts that a true global, portable, decentralised identity standard will emerge in the market by 2024, to address business, personal, social and societal, and identity-invisible use cases.

6 Composable Government Enterprise

The composable government enterprise is any government organisation that adopts composable design principles. This enables them to extend the reuse of capabilities and continuously adapt to changing regulatory, legislative and public expectations. CIOs are embracing composable government to overcome existing, siloed approaches to managing services, systems and data that limit the ability of governments to adapt to the rapidly evolving needs of the emerging digital society.

Gartner predicts that 50% of technology companies that provide products and services to the government will offer packaged business capabilities to support [composable applications](#) by 2023.

7 Data Sharing as a Program

Data sharing is often ad hoc in government, driven by high-profile use cases such as child protection incidents or [gender violence](#) that cannot easily be generalised. Data sharing as a program moves it into being a scalable service, with multiple reusable capabilities, supporting the drive toward more composable approaches in government service delivery.

Gartner predicts by 2023, 50% of government organisations will establish formal accountability structures for data sharing, including standards for data structure, quality and timeliness.

8 Hyperconnected Public Services

Hyperconnected public services is the whole-of-government use of multiple technologies, tools or platforms to automate as many business and IT processes as possible. Government CIOs can use hyperautomation

principles and practices to develop hyperconnected, highly automated end-to-end business processes and public services that require minimal human intervention.

Gartner predicts that by 2024, 75% of governments will have at least three enterprise-wide hyperautomation initiatives launched or underway.

9 Multichannel Citizen Engagement

Citizen direct participation with governments reached new heights in 2020 as communities dealt with the pandemic, wildfires, hurricanes and other events. Multichannel citizen engagement is a seamless, bidirectional engagement with constituents across organisational boundaries, while delivering a personalised experience using the preferred and most effective channels to reach them.

Gartner predicts that over 30% of governments will use engagement metrics to track quantity and quality of citizen participation in policy and budget decisions by 2024.

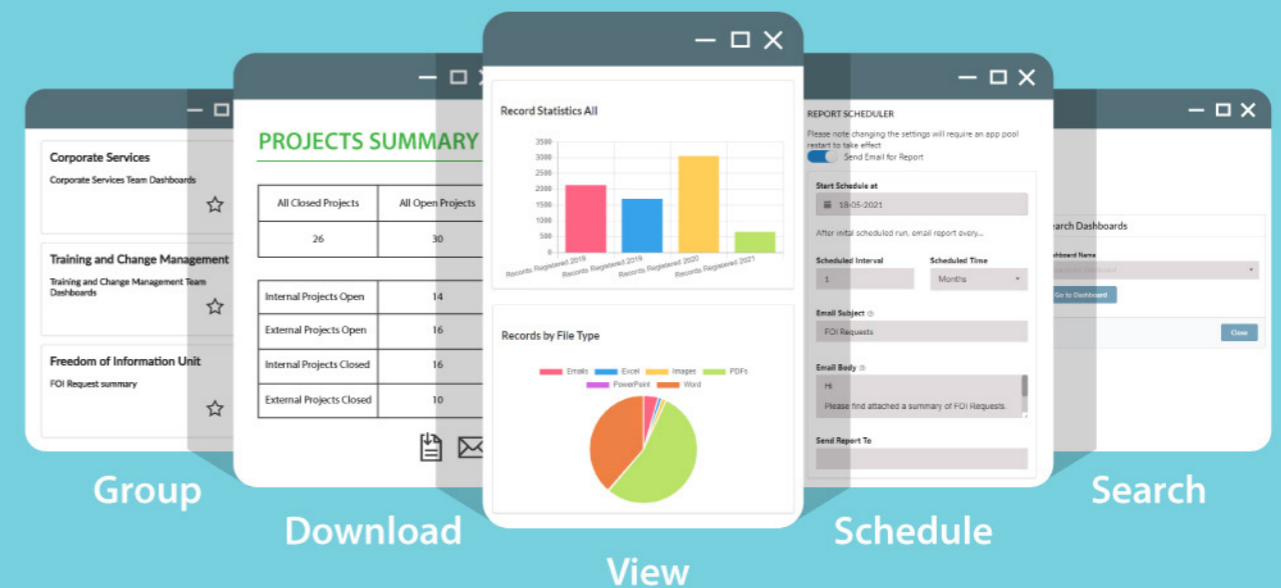
10 Operationalised Analytics

Operationalised analytics is the strategic and systematic adoption of data-driven technologies, such as artificial intelligence (AI), machine learning and advanced analytics, at each stage of government activity to improve the efficiency, effectiveness and consistency of decision making.

Decision makers can make better context-based operational decisions in real-time to improve the quality of the citizen experience.

Gartner predicts that by 2024, 60% of government AI and data analytics investments aim to directly impact real-time operational decisions and outcomes.

When it comes to data, it's all about viewing it in a way that makes sense to you



Assists with the creation and maintenance of statistical dashboards for Micro Focus' Content Manager to help track and measure your key performance indicators.

NSW mandatory Data Breach Notification

NSW is set to become the first Australian state or territory to introduce a mandatory notification of data breach scheme. Attorney General Mark Speakman and Minister for Digital and Minister for Customer Service Victor Dominello have released releasing for public consultation a draft of the Privacy and Personal Information Protection Amendment Bill 2021 which creates the scheme.

Mr Speakman said the Mandatory Data Breach Notification Scheme would ensure NSW public sector agencies notify the Privacy Commissioner and affected individuals when a data breach involving personal information is likely to result in serious harm.

"The protection of people's privacy is crucial to public confidence in NSW Government services. I encourage anyone with an interest in this area to make a submission," Mr Speakman said.

"If passed, this Bill will introduce a scheme that will ensure greater openness and accountability in relation to the handling of personal information held by NSW public sector agencies."

The Information and Privacy Commissioner NSW will play a role in the implementation and administration of this scheme. The proposed NSW MNDB scheme is based on the Commonwealth Government's Notifiable Data Breaches scheme, which was introduced in early 2018.

OPEX launches APAC Web resources

OPEX Corporation, a leading provider of mail and document automation (DMA) solutions worldwide, is expanding its resources with the launch of digitiseyourdocuments.com.au.

Serving customers in Australia, New Zealand, Japan, India, and Hong Kong, OPEX has operated in the Asia Pacific region for more than 20 years. The company provides innovative DMA solutions to service bureaus (BPOs), law firms, banks, medical and health organisations, and various forms processing and archival agencies, including the National Archives of Australia.

The new dedicated Web site is designed to help better meet the needs of customers and resellers in the Asia Pacific region who can benefit from document imaging and automated mail technology that saves time and money while increasing security of their digital records.

"We are creating localised content and resources that demonstrate just how our next-generation solutions can help business," said Kurt Stoneking, Director, OPEX Asia Pacific (APAC).

"There is a vast network of organisations that resell and service our scanning technology in the region. We are eliminating informational barriers for our end users with collateral materials and web content to directly provide them the information they need to make educated decisions and to find the right solutions."

OPEX's document imaging platforms greatly reduce document preparation pre-scanning. OPEX solutions such as the Falcon Scanner Series easily process different thicknesses of paper, handle fragile or

damaged documents without pre-sorting, and scan X-rays and three-dimensional objects saving time and money. The technology ensures safe and secure document transformation that makes sense, guarding against costly data breaches.

Visit digitiseyourdocuments.com.au or contact DMA.APAC@opex.com for more about OPEX technology solutions in the APAC region.

ATCO Australia pivots to the Cloud

Australian energy company ATCO Australia, responsible for developing, building, owning and operating energy infrastructure assets, has moved its information management solutions to the OpenText Cloud.

Operating in a highly regulated industry, ATCO uses OpenText Extended ECM Platform to manage, secure and govern their information assets, from legal and operational documents to contracts and work orders. Recently, the company shifted their information management system from on-premises to the OpenText Content Cloud to gain efficiency.

"With OpenText Cloud Managed Services, we no longer have to maintain infrastructure or worry about upgrades and patches," said Chris Marshall, General Manager IT at ATCO Australia.

"We use the cloud service to access and govern documents in our information management system, which OpenText looks after for us. By moving to the cloud, access speeds are much faster—almost twice as fast. Additionally, we are now using the latest features and functionality with integration into leading business applications like Microsoft 365."

Additionally, remote access to documentation and external sharing was essential to keep ATCO's operations running smoothly during the pandemic. With the Extended ECM mobile app, employees have access to information stored in OpenText Extended ECM from anywhere, on almost any device. OpenText Core Share enables field workers to access and share up-to-date information, including safety procedures.

PwC New Zealand and Alteryx alliance

PwC New Zealand and global analytic process automation company Alteryx have announced an alliance to help New Zealand customers accelerate digital transformation. The New Zealand alliance is an expansion of the Global Elite Partnership between Alteryx and the PwC network including the US and other territories.

PwC will advise clients in establishing strategy and governance around their automation program, building automation solutions on the Alteryx APA Platform, business-focused training, and enabling process assessment and data design.

PwC Partner David Lamb says he's seeing increasing demand from businesses wanting to help their employees adapt to the digital age and enable citizen-led transformation outcomes.

"We're combining our own digital and people transformation experience with Alteryx's data science, analytics and intuitive process automation platform.

Government asked to respect citizens' rights to consent to data sharing

The Financial Rights Legal Centre is calling on the Australian Government to respect the rights of joint bank account holders to control their own data.

It wants the government to rescind its proposal to automatically opt Australians in to data sharing under the Consumer Data Right and Open Banking regimes.

These are the key recommendations of a joint submission to the Australian Treasury led by Financial Rights. Financial Rights Chief Executive Officer Karen Cox said the government's proposed "opt out regime" for Open Banking data sharing for joint account holders fundamentally undermines the right to affirmative consent.

"Australians want a safe and secure data environment that puts their privacy ahead of the increasingly rapacious desires of industry," Ms Cox said.

"Treasury's proposal undermines the privacy rights of citizens and subverts the Open Banking regime's own requirements to provide Australians with the ability to voluntarily and expressly consent to the sharing of their data with other parties."

The Treasury proposal means joint account holders will be automatically opted in to sharing their personal

financial data if one account holder chooses to engage with Open Banking.

Australians will only be able to prevent such sharing if they engage and turn it off prior to the sharing or stop the process after it has occurred.

"This proposal contradicts basic privacy principles already set out in the Consumer Data Right," Ms Cox said.

"It runs counter to the Australian Competition and Consumer Commission's recommendations to strengthen consent requirements and puts the business interests of the FinTech sector ahead of the need to protect consumers' privacy and security.

"It also poses significant risks to vulnerable people facing financial, elder or domestic abuse."

Ms Cox said the proposal would undermine consumer trust in the CDR before it even gets going.

"Consumers – be they joint account holder or not – should be free to decide how much or how little of their information they wish to share in exchange for the use of Open Banking services."

The submission can be found here: <https://financialrights.org.au/submission/>

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How Putting Risk First in Cybersecurity is Driving IRM Adoption

By Kyndall Elliott, CyberSaint

Risk management has developed significantly from when it was first introduced. In the 16th and 17th centuries, notions of risk management evolved into something more akin to how we see it in the cybersecurity landscape today. The amount of risk for voyages would be weighed and calculated, and at the end of the day, someone would decide whether the complex risk environment was worth the possibility of losing the entire shipment or if the risk was acceptable enough to take the gamble on the product being shipped.

An integrated risk management (IRM) framework [paves the way for business success](#). Gartner [defines IRM](#) as “practices and processes supported by a risk-aware culture and enabling technologies that improve decision making and performance through an integrated view of how well an organization manages its unique set of risks.” A key distinction in Gartner’s definition of IRM is the integration with enterprise risk management (ERM) relating to strategic risks impacting operational and IT risk management objectives. IRM excludes the broader management of risks beyond operational technology and IT.

CISO’s are ultimately responsible for data protection and information security, and in this new remote world, their job is more challenging than ever. Integrated risk management combines modern risk solutions with more familiar ones, making it ideal for modern enterprises.

IRM is more effective at managing risk long-term and effectively securing sensitive information, but those with legacy systems are sometimes hesitant to make such a significant change. However, even augmenting current systems (instead of ripping and replacing completely) with IRM capabilities can make an enormous difference. It gives organizations options to leverage tools and techniques to grow and expand into newer, more thorough ways of managing risk without overhauling a system completely, which can also be very expensive, especially for those companies hit hard by COVID-19.

According to Gartner, although interest in cybersecurity risk management has grown, only 37% of board respondents feel confident or very confident that their company is adequately secured against a cyberattack, compared to 42% in 2017. A slightly higher percentage (49%) are confident or very confident in the ability of management to address cyber risk. But more than one-fifth of directors (22%) expressed dissatisfaction with the quality of cyber-risk information provided to the board by management.

Why is risk first important?

2020 has proven that a new mindset is required to address cyber risk. Security needs to be framed not only around digital risk but financial and operational risk as well. Corporate risk continuously pressuring security teams. At this point, immature organizations are not only endangering sensitive information but client trust as well when they approach risk from a compliance-only perspective. With financial losses also on the table from poor risk management, not addressing control gaps is riskier than ever.

Quantifying risk is a relatively new practice. While the need for concrete cyber risk quantification has emerged, the landscape of risk assessment frameworks to quantify risk are still fragmented. Cyber risk quantification is often viewed as an impractical process that is ambitious but, overall, relatively futile given the novelty of the concept. The return on security investment (ROSI) is challenging to measure, and the results are challenging to condense into a business-friendly context.

This approach has pushed CISO’s to favour a qualitative approach to risk evaluation. As demand for digital transformation grows, CISOs are under more pressure than ever before to effectively communicate risk to a broad audience, including C-suite executives and company employees.

Management has developed separately from cybersecurity teams in a lot of organizations. This limits cybersecurity professional’s options to develop solutions ideal for the whole company. The first step to getting the organization on the same page is to frame [cybersecurity practices in a business context](#). Especially initially, security leaders must tell a story to illustrate how to build a security culture that orbits around business objectives instead of nebulous controls that are mandated by specific sectors of a government or regulatory body.

IT GRC legacy systems don’t offer modern enterprises enough [insight into realtime risk](#). Most solutions are modular, impeding communication between data because the information is too siloed. We often talk about “glass-box” vs. black-box in cybersecurity when discussing the theory of transparent risk quantification vs. shielded risk quantification.

The fact of the matter is that black-box solutions rely on proprietary methodologies and unvetted practices to deliver sources of risks, “glass-box” solutions empower security leaders to employ industry-leading, gold-standard methodologies and frameworks that can be easily explained to both technical and business-side stakeholders.

How to evolve into taking to a risk first approach

Risk is such a nuanced creature that it’s impossible to definitively say, “this is the best way to approach it”. It’s easy to look at specific industries as well and see how low their risk tolerance is and equate it to never taking risk at all—which can handicap a business’s growth and disregards the facets of proactive risk management. There should be a distinction between low-risk appetite and low-risk tolerance.

It can be difficult for businesses and individuals to look at risk in a healthy manner that isn’t associated with failure. CISOs can be fearful of losing their positions after a breach. Security teams can be fearful of losing reputations or income if a vulnerability is exploited. It’s safer and easier to fall into risk aversion entirely, instead of taking advantage of intelligent risk-taking with calculated precision that leaves room for growth and protects you as much as possible at the same time.

When framing the discussion around a risk first approach, it is important to veer away from technical terms that don’t tell a story of what you’re trying to accomplish with a risk first approach. [Some questions to consider](#) when you’re crafting a narrative are, “why do we need to change now? What are our competitors doing that outperforms us?”

The concept of “shared risk-taking” also helps an organization create a cohesive set of risk first practices. In this approach, it’s not just the CISO deciding on the risk appetite of the company. Instead, the c-suite and the whole security team work in tandem to influence company culture as a whole and create an environment conducive to team strategy instead of siloed teams that rarely communicate inter-department.

The goal is to get the company on board with a proactive risk management strategy instead of just focusing on compliance. Communication about policy and procedure is vital too. The C-suite and board must be on the same level as the CISO to effectively manage threats. Without that, the lack of transparency will create friction between different sectors of the organization, including the CISO and C-suite. Everyone must come to an understanding of the importance of increasing the company’s maturity scale. In fact, Gartner predicts that [through 2024, more than 75% of prosecuted compliance violations will result from failure to coordinate compliance policies and implementation with security and risk managers](#).

Conclusion

In a recent study conducted by Gartner, a correlation was found between shared risk-taking and innovation effectiveness: those who shared risks managed to increase innovation effectiveness three times more than those who went through training on risk-taking skills.

IRM is a relatively recent development in cybersecurity. Its predecessor, GRC, was created in the late ‘80s to manage digital risk, financial risk, operational risk, and more. However, as the world turns toward digital solutions, security leaders managing compliance and risk across digital spaces are consistently playing catch up with their dated systems. [GRC is no longer enough](#) to securely manage the modern risk profiles, and threats organizations are facing.

To learn more about how risk first cybersecurity is driving IRM adoption, check out our [webinar](#). To see how CyberStrong can augment your current IT GRC stack, [contact us](#).

Originally published at <https://www.cybersaint.io/blog/integrated-risk-management-techniques-and-strategies-for-managing-corporate-risk>

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Who needs Knowledge?

By Stin Mattu

One thing that is common for every human being on the planet is that none of us were born with a celestial gift of knowing everything. From the very moment we are born, our learning journey starts, even if we don't realise it.

Some things, like our basic human functions are a subconscious evolutionary process while other elements we are taught through experience. Our growth depends on how & where we find the right knowledge.

That leads me on to the title of this article, who needs knowledge?

The question doesn't require a complex theoretical answer because the answer is quite simple. If you're short on time, you can scroll to the bottom of the page to find the answer which is probably in your head right now. However, I love writing so if I may ask for a few moments of your time to share my thoughts, we can go on a journey that puts this into perspective through a vocational lens.

For the purpose of this blog, let's think about our organisations as a human body, to live we need a healthy environment. The environment is the market we operate in, the conditions have to be right for life to exist, it provides us oxygen as a basic need followed by the food & drink that we need to grow, let's think of that as revenue.

Now that we have the basic need of living sorted, we can explore the internal organs that ensure we live a healthy life. Firstly, let's call the heart the leadership team, constantly pumping blood around the body supplying the right mix of oxygen & nutrients (or revenue & feedback in the real world). To help regulate the oxygen & nutrients, the heart relies on the lungs (Customer Experience teams) & stomach (Accounts & Revenue teams).

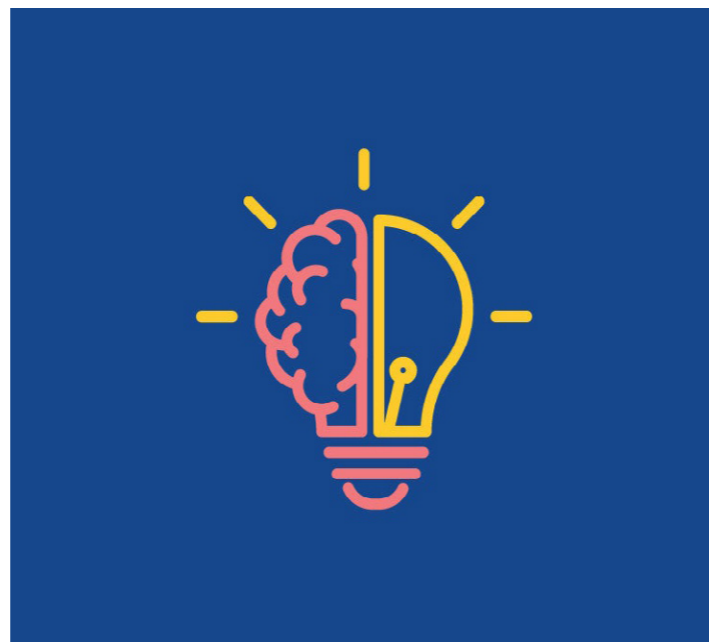
Sometimes we may not be living in the healthiest way & things can go wrong, to correct that we have our internal cleansing functions, the liver & kidneys help us take out the toxicity, take your pick which one is the Support team & which one looks after Complaints.

Our sensory organs are akin to Research & Development, hearing/seeing the challenges they face as well as constantly looking for changes in the environment with the vocal cords & mouth playing the part of Communications & Advertising. All of these play their part in helping the body (organisation) successfully navigate through any challenges to aide growth.

The limbs, muscles & bones are what could be seen as the tools & workforce that help the body carry out what needs to be done, the strength of the body relies on their functioning.

I hope you're still with me because here comes the crux of this thought process.

Individually, each part of the body does amazing work to keep it functioning, but what does each & every one of them rely on to send the right signals not only to keep working but also to receive warnings, advise on changes that each area needs to function correctly. That's right, the brain which stores all the knowledge &



can be relied on by each & every part of the body.

Now I know all my fellow Knowledge Management colleagues are probably thinking 'Yes!!!, we always knew we were the brains behind the operation', you are the custodians of a very important component in your organisation & as such with great power comes great responsibility. To maintain a healthy existence, Knowledge Management teams need to ensure that relevant knowledge is delivered at the point when it is needed most, giving the Right Answer to the right person at the right time (pun intended). The neurons that deliver the signals travel in both directions, to get the best results we must remember that Knowledge Management is a journey that we all go on together & collaboration is key, #TeamworkMakesTheDreamWork after all.

This is why I am an advocate for enterprise Knowledge Management, no matter what area you work in, you will always need knowledge. Providing a tool & a strategy that helps create, use, share & improve knowledge across an organisation is the most efficient improvement you can make to your business. It will not only help speed up the way people can understand & complete complex processes/tasks but also drive collaboration that ultimately leads to position where there is no knowledge drain as experienced people move on to new opportunities. I would say it's a no brainer but that would make what you have read contradictory to what it is.

Food for thought, if we are saying that sustenance is akin to revenue & key to the health of an organisation, then consider how your business is set up & what the benefits would be to become more agile with the use of connected knowledge management across each area. The age old saying 'Health is Wealth' fits nicely here in respect to ongoing business success.

So in answer to the question, who needs knowledge?

We all do...

Stin Mittu is Senior Knowledge Consultant at Upland Software, developer of the FileBound document management system. For further information contact [FileBound Solutions](#).

High performance data management is critical: MIT Report

A new report by MIT Technology Review Insights explores how decision-makers from leading organizations excel by deploying advanced cloud-based technologies, including analytics and machine learning capabilities.

The report, "Building a high-performance data and AI organization," is produced in association with data and AI company Databricks and is based on a survey of 351 global senior data officers as well as in-depth interviews with data and analytics leaders at organizations including Total, The Estée Lauder Companies, McDonald's, L'Oréal, CVS Health, and Northwestern Mutual.

The findings are as follows:

■ Just 13% of organizations excel at delivering on their data strategy. This select group of "high-achievers" deliver measurable business results across the enterprise. They are succeeding thanks to their attention to the foundations of sound data management and architecture, which enable them to "democratize" data and derive value from machine learning.

■ Technology-enabled collaboration is creating a working data culture. The chief data officers interviewed for the study ascribe great importance to democratizing analytics and machine learning capabilities. Pushing these to the edge with advanced data technologies will help end-users to make more informed business decisions - the hallmarks of a strong data culture.

■ Machine learning's business impact is limited by difficulties managing its end-to-end lifecycle. Scaling machine learning use cases is exceedingly complex for

many organizations. The most significant challenge, according to 55% of respondents, is the lack of a central place to store and discover machine learning models.

■ Enterprises seek cloud-native platforms that support data management, analytics, and machine learning. Organizations' top data priorities over the next two years fall into three areas, all supported by wider adoption of cloud platforms: improving data management, enhancing data analytics and machine learning, and expanding the use of all types of enterprise data, including streaming and unstructured data.

■ If respondents could build a new data architecture for their business, the most critical advantage over the existing architecture would be a greater embrace of open-source standards and open data formats.

"Managing data is highly complex and can be a real challenge for organizations. But creating the right architecture is the first step in a huge business transformation," says Francesca Fanshawe, editor of the report.

"The past year has been an accelerant of change as data-driven organizations look to adapt, innovate, and future proof their technology and architecture investments," says Chris D'Agostino, global principal technologist at Databricks.

"Now more than ever, enterprises need a modern data analytics strategy that is open, flexible, and empowers everyone across the organization to make faster, more informed decisions with a unified view of all their data—whether that's using machine learning and AI algorithms or straightforward SQL and business intelligence reporting."

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Do You Need a Chief Data Officer?

Many organizations lack a chief data officer (CDO), but CDOs generate exceptional value in driving digital transformation and building a data-driven culture.

Less than half of large companies have a chief data officer (CDO), according to the 2021 Gartner CEO and Senior Business Executive Survey. Does your organization need one?

“Even organizations that have a chief data officer often task them primarily to gather, store and secure data,” says Andrew White, Distinguished VP Analyst, Gartner.

“But if you want a data-driven culture where data and analytics drive how you excel at decision making, you need a CDO.”

Data and analytics are critical to digital business aspirations because decision making lies at the heart of how you and your customers/citizens work out how to engage and delight each other. CDOs who lead or are heavily involved in digital transformation initiatives are exceptional at generating value.

The Gartner 2021 CDO Survey (the sixth such survey) shows that for organisations undertaking digital initiatives, CDOs often lead or are heavily involved in those efforts. Only 2% aren't involved at all. That finding is common across small, midsize, large and global organisations.

Where senior D&A leaders are leading or heavily involved, the organization is more likely to outperform on innovation and more likely to be highly effective in producing business value.

3 more scenarios for which you need a CDO

More broadly, data and analytics are essential for a modern enterprise to reengineer its decision-making capability, and an accountable executive is required

to make D&A happen. If your organisation is in one of the following three situations, for example, you need a senior D&A leader.

- Your data is mismanaged, you don't know what assets you have, or your governance and accountability are uneven. The CDO has executive accountability for enterprise data and analytics assets, and for being intentional about measuring, managing and monetizing their value internally and externally.

- You want to create a data-driven culture and make D&A part of everything you do. High performers in the 2021 Gartner CDO Survey promote data sharing, prioritise stakeholder engagement and promote a data-driven decision style with data literacy programs.

- Marketing analytics are important to you. Marketing analytics teams reporting into the CDO are more likely to assert that they significantly outperform their peers in terms of revenue and profit, compared to those reporting into the CMO or another marketing leader.

CDOs drive enterprise data literacy

The ability to “speak data” is increasingly important to enterprise success. The CDO is key to building foundational D&A competencies and data literacy within the organization, which in turn generates these key business benefits:

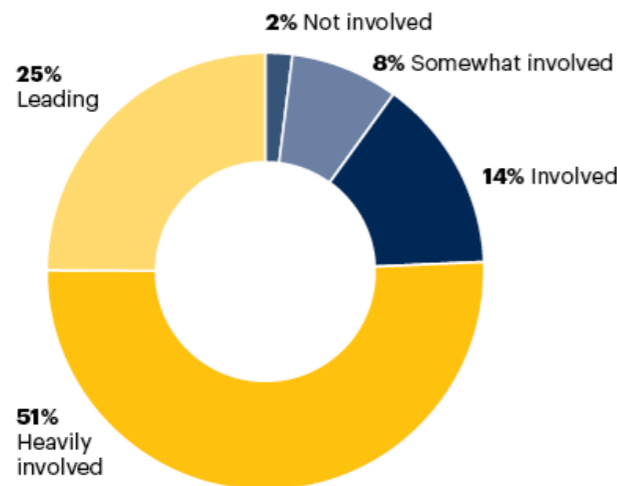
- Business leaders understand the value of advanced analytics in driving desired business outcomes.

- In becoming fluent and articulate in data, business leaders are better positioned to explain to the board how D&A manifests in their organisation's use cases.

- Data becomes an integral component of discussions and decisions about business opportunities and threats, resulting in more connected, contextual and continuous decisions — which, in turn, are more apt to drive competitive advantage.

D&A Leaders Have a Leadership Role in Digital Transformation Initiatives

At organizations with a digital transformation initiative underway, D&A leaders are often heavily involved or leading those initiatives.



gartner.com

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Gartner

APAC Public Sector CDOs Unclear on Responsibilities: Study

Asia-Pacific (APAC) public sector organisations have yet to develop a clear understanding of the importance of data and the emerging role of the chief data officer (CDO) to the organisation, according to a report by Qlik and Omdia.

The report found that nearly one in two APAC CDOs (47%) felt their roles lacked clarity in job definition, job execution, or both.

The report also found that 75% of CDOs regretted not having invested more in data-driven initiatives before the pandemic hit, which potentially will impact their ability to use technology to develop better citizen services like public health.

The “Emergence of the Public Sector Chief Data Officer in APAC” report, prepared by research and consultancy firm Omdia and commissioned by Qlik, analyses the state of the public sector CDO community in APAC as governments continue to adjust to a landscape disrupted by the pandemic and digital transformation.

The report surveyed 103 senior public sector data executives across Australia and New Zealand, India, and Singapore and reveals the concerns, challenges and priorities of these CDOs.

CDOs call for more leadership support

APAC CDOs still face an uphill battle in convincing their organizations of the value of data. To date, less than half (44%) of APAC organizations rely on data insights when making mission-critical decisions.

Almost two thirds (62%) of public sector organizations have yet to set up a data governance body, despite proof that such a body can build management support and broader awareness of the value of data in decision-making. 62% of CDOs felt leadership support is crucial in helping them perform in their role.

Top resourcing priorities: analytics technology and data literacy

Besides organizational support, CDOs cited analytics and business intelligence technology as the top resourcing priority (73%) to enable data use within their organizations.

CDOs voiced technical and strategic concerns for implementing data technology, such as integrating data, finding the right technology partner, and upskilling public sector workers.

The study found data science (50%) and data policy (49%) as the most sought-after skills among public sector organizations. Besides skills, the CDOs surveyed also expressed the needs for establishing a corporate culture of using data to support decisions (71%) and a more data literate workforce (68%).

As public sector organizations in APAC reposition themselves beyond COVID-19 in the next twelve months, data initiatives will become more strategic and outcome-focused. Key priorities include improving data quality (51%), introducing new technologies (49%), and achieving a data strategy with a one-year action plan (42%).

“Public sector CDOs in APAC need to help their organizations understand the value of data and create a data-literate culture which enables employees to act on it,” added Geoff Thomas, Senior Vice President, Asia Pacific at Qlik.

“CDOs don't have to go on this journey on their own. There's a multitude of resources from the community to help public sector agencies, executives, and staff get started, including those offered by The Data Literacy Project.

At the same time, technology partners can consult on the most effective data strategy to inform decision-making. APAC public sector CDOs have a real chance to apply the lessons learnt during COVID-19 to rethink how to serve citizens in new ways using data as the foundation for innovation.”

APAC public sector CDOs lag US counterparts

The public sector CDO is an emerging role within APAC organizations. Though these executives have a wealth of prior experience in the broader government sector, they are relatively new to the CDO function, with 57% of CDOs having less than two years of experience in that role.

While APAC public sector organizations have yet to establish the CDO function to seize data as a business opportunity, another study commissioned by Qlik found that US public sector organisations are more advanced in developing strategies to establish a framework and standards for cross-agency data sharing, improving the efficiency of data collection, and secure sharing of protected data. 71% of US public sector organizations see data governance as a priority (vs 36% in APAC).

Kevin Noonan, Emeritus Chief Analyst at Omdia, said, “The COVID-19 crisis has been a watershed for CDOs in APAC, prompting governments in Asia to more efficiently use data insights to create better citizen services around public health, welfare and taxation.

“There is a pressing need to reassess the public sector organisation's technology investment to enable a suitable strategy to meet the new normal's emerging agility and innovation requirements.

“However, technology is only one piece of the puzzle. Leaders must also better define and enable the CDO role to realize data-driven decision-making.”



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Esker is a global leader in cloud-based document process automation solutions. Esker's solutions are compatible with all geographic, regulatory and technology environments, helping over 11,000 companies around the world improve efficiency, visibility, and cost-savings associated with the processing and exchange of information. Founded in 1985, Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France and U.S. headquarters in Madison, Wisconsin and AUS/NZ headquarters in Sydney, Australia since 1997. Esker's solutions span the order-to-cash and purchase-to-pay cycles — allowing organisations to automate virtually any business process:

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



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UpFlow is a channel-first provider of Document Capture, RPA, Document Management, Workflow, Electronic Forms and Integration software products and services. UpFlow distributes and resells products such as PSICapture, Flow and FileBound.

- FileBound is a full functioned document and workflow management platform. It can be cloud or locally deployed.
- 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.
- UpFlow's mid-market Robotic Process Automation solution provides attended or unattended Bots for the automaton of enterprise work.
- Flow is a fully featured Integration Platform that can connect an exhaustive list line-of-business systems with each other.



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OPEX is a recognised global technology leader in document imaging, high-speed mailroom automation and material handling. Since 1973, OPEX systems have provided performance enhancing workflow solutions and cost-effective results to thousands of organisations worldwide. OPEX systems are designed for a wide variety of industries including financial services, insurance, healthcare, government, retail, non-profits, utilities, telecommunication, service bureaus, educational institutions, and 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.



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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.



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



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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.



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

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



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ELO Digital is a truly global ECM company with Australian expertise! Servicing more than 1,000,000 users in over 40 countries, ELO has become the natural choice in ECM. With more than 30,000 live projects the ELO product suite provides process enhancements, stability and compliance. The Australian based subsidiary engages with Certified Business Partners to deliver 1st class solutions for Records Management, Document Management, Accounts Payable processing, Workflow Management, Mobile access and much more. ELO provides consultancy, development and support services from its offices in Australia – we are local and global. ELO's solutions can be deployed onsite, in the cloud or as a hybrid solution either as a CAPEX or OPEX such as subscriptions, SaaS. ELO is fully scalable from as little as 5 users to large enterprises in excess of 10,000 users. ELO is a Federal, State and Local Government supplier compliant with Australian standards as well as GDPR and FDA requirements.



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FileBound Solutions offers cloud-native, work automation and document management solutions that can be used to underpin any organisation's digital transformation program. These solutions are based around the FileBound software platform and are able to be deployed in organisations of all sizes. The solutions can include capture, document management, workflow, electronic forms, analytics, mobile access (IOS and Android), advanced business system integration capabilities and much more. Solutions from FileBound Solutions deliver organisational efficiencies, drive out manual paper-based processes to decrease costs, increase productivity and support compliance with internal and external mandates. FileBound Solutions customers have the flexibility to create a variety of solutions from complex AP automations to simple document archival and retrieval processes.



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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.

APPS & APPLIANCES

No Code Workflow for SharePoint

airSlate, a developer of no-code workflow automation solutions, has announced integration with Microsoft SharePoint to allow any individual - whether technical or non-technical - to automate custom workflows directly from their SharePoint accounts.

"2020 was a landmark year for digital transformation," said Borya Shakhnovich, CEO and co-founder, airSlate. "As we look toward 2021 and beyond with remote-first and hybrid-remote workforces on the rise, we are seeing growing demand from teams for seamless, effortless cross-platform integrations. We are excited to continue to deliver on that with our latest Microsoft integration for airSlate with SharePoint."

Using a single drag-and-drop interface with hundreds of no-code bots, users can create an infinite array of custom workflows, from simple to complex, that take only hours to go live.

With the new integration, SharePoint users will be able to:

- Generate actionable documents pre-filled with SharePoint list data;
- Set conditional routing of documents between CRM contacts, internal and external recipients;
- Create new records based on data entered into a document's fillable fields;
- Update existing records based on data entered into a document's fillable fields;
- Save documents to SharePoint list attachments or external storages; and
- Send batches of documents with a single click of a button.

airSlate for SharePoint is available on the Microsoft Appsource [here](#). Other existing airSlate integrations for Microsoft include, [Microsoft Dynamics 365](#), [Microsoft PowerAutomate](#), and Microsoft Teams.

Alkymi extracts Data in Realtime

Alkymi, developer of Alkymi Data Inbox, has announced the launch of Alkymi Patterns, a tool that gives business users a simple way to identify and extract data in realtime to automate business processes running on email and documents.

In enterprises worldwide, the potential business value in unstructured email and document data is immense, but the process for unlocking it is broken. Efficiently capturing this business data - for example when onboarding a new customer - requires significant operational resources and time with the ever-present possibility of data loss and inadvertent human mistakes.

This results in increasingly taxing workloads on employees as business grows, and a lack of agility, speed and accuracy that puts companies at risk of losing business to more efficient competitors.

"Alkymi brings computer vision and machine learning-powered automation into daily workflows, eliminating manual data entry by analysts and supercharging processes so that users can make more intelligent decisions, faster, and at lower cost," said Harald Collet, co-founder and CEO of Alkymi.

"Adopting Alkymi Patterns allows organizations to introduce automation and human augmentation even more broadly across their workforces."

Now, with Alkymi Patterns, business users - without the need for data science or other technical support - can extract specific data from tables and text to create their own automation jobs and eliminate repetitive email and document processing.

Once a data pattern is created, it can automate an infinite number of individual data extraction jobs, such as those required in banking, asset management, and insurance operations, to save huge amounts of time, money and resources while improving customer service and turn-around times.

First, business users leverage Patterns to define the data they want to extract using simple search terms in as little as one minute to eliminate manual work by 98%. These individual data fields will be assigned to a schema that can be used to automate the extraction of specific data points on an ongoing basis, processing nearly all of the unstructured data in a specific workflow.

- Flexible mapping and formatting commands helps users to organise information according to their own business logic and objectives;
- Data lineage is always preserved and 100% traceable back to the source;
- Powered by computer vision, machine learning and a deep understanding of tabular data structures, Patterns is able to determine the context and location of the data points buried inside rows, columns, charts and text;
- Any type of data can be extracted in any document format, layout, or naming convention - over 27 enterprise file formats are currently supported;
- Extracted data appears instantly in the Alkymi user interface, email inbox or application of choice, ready for human-in-the-loop review, processing and export.
- Once business users set up their documents, email or other text, Patterns will locate, extract, and output the exact data needed. In this way, users can eliminate operational bottlenecks and simplify processes with their own customized and automated workflows;
- Set up automation jobs and eliminate friction from the front to the back office; and
- Integrate with any downstream system with Alkymi APIs.

<https://www.alkymi.io/patterns>

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Archive360 adds RM in the Cloud

Archive360 has updated its archiving and information management platform with a Records Management feature to cut the cost and risk of retiring legacy applications and reducing the technical debt of content management systems and back-office applications.

Archive360 Records Management is custom-designed for an environment in which many organisations need help ensuring the long-term preservation of voluminous records that originated in, and still reside in, solutions set to be decommissioned.

For example, it imports each company's pre-existing taxonomy, making it possible to support specific classification needs, as well as retention and disposition policies. It also offers advanced functionality for event-based retention, schedule overrides for legal holds and litigation support.

It provides entitlement-based search and access with ongoing defensible disposition, including full pre-disposition reports and disposition-approval workflows.

The new release also delivers considerable advances in scalability. Archive360's latest release can scale to onboard anywhere from 1 Terabyte of data per day to more than 1.5 Petabytes per month, even as it respects complex requirements for infrastructure and information security, data privacy, data sovereignty, and other regulatory obligations.

The company ingests 50 Terabytes of data a day from one conglomerate, manages more than six billion objects at another, and processes 33 million objects a day for a government agency.

Archive360 Security Gateway gives users full control of their infrastructure and information security with a Zero Trust architecture - organisations move to the cloud on their own terms, with freedoms the company says no SaaS provider can match.

This includes the ability to incorporate each organisation's specific security protocols for both infrastructure security and information security. Archive360 users retain full ownership and management of their encryption keys - a major advantage over SaaS arrangements.

<http://www.archive360.com>

Automate.io Launches Team Workflow

Automate.io - an iPaaS and workflow automation platform - has announced the launch of new features to help teams unlock the full potential of collaborative workflow automation.

Just like email and instant messaging, automation tools are fast becoming a crucial part of every organization's stack. The 2021 workflow automation [report by Salesforce](#) highlights that 95%

of IT and engineering leaders say their organizations are prioritizing workflow automation.

While organizations realize that automation tools are becoming indispensable, one challenge is that these tools are highly tech-intensive to be adopted by most business users.

"Most businesses aren't able to take advantage of workflow automation as the current platforms are too complex for non-technical users. Automate.io bridges that gap and brings the power of cloud app integration to business users. With these new features, we're enabling more people in organizations to use our platform to automate repetitive processes, both within and across teams," said Ashok Gudibandla, CEO of Automate.io.

Regardless of the company size or industry, effective collaboration is the key to workforce efficiency and business productivity. Organizations using shared workflow automation in Automate.io will benefit in three ways:

Bring the power of automation to everyone - this allows everyone in the organization to save time by automating their mundane daily tasks.

Imbibe the culture of automation - build a team culture that promotes productivity through automation and take your team's efficiency to the next level.

Process efficiency - improve the overall efficiency of teams that'll collectively impact the bottom line of organizations.

Organizations using the Team Account feature in Automate.io can get started with Shared Folders immediately. Otherwise, any team can [sign up for an account](#) and get started in a few minutes.

<https://automate.io/>

Box adds new set of Security Features

Box, Inc. has announced more advanced security features to prevent accidental data leaks and protect content in the cloud. These include enhanced auto-classification functionality that extends to existing content and new exception handling capabilities for Smart Access controls within Box Shield. Box also rolled out a set of security improvements to its core product including identity and permission management updates.

Box Shield helps reduce risk and proactively identifies potential insider threats or compromised accounts. New features and enhancements include deepening auto-classification features to prevent accidental data leakage.

Businesses already use Box Shield to help prevent accidental data leaks through a system of manual and automated security classifications for files, folders, and classification-based access policies.

Powered by advanced machine learning, auto-classification in Box Shield now extends to existing content in Box. With these enhancements, Shield

auto-classification extends to active content as users upload, edit, move, copy, share, or add new collaborators.

A deepened integration with Microsoft Information Protection (MIP), which imports Microsoft's classification labels and enforces classification-based, inline security controls within Box. Announced in March, the integration enables customers across the two platforms to ensure that only authorized users get access to confidential data and that sensitive information is not shared unintentionally.

Box Shield has also created more granular classification modification permissions, which gives security and IT admins the ability to choose who can modify the way content is classified.

Box Shield allows IT admins to define Smart Access policies to restrict access to documents that may contain sensitive or proprietary information. Policies can be created to limit access to internal users only, prevent downloads and public shared links, and more.

With the new Box Shield Smart Access policy exception support, end users can override sharing restrictions with approved and IT-sanctioned business justifications. All exceptions are logged for auditing purposes.

Additionally, Box strengthened its core security functionality with deepened SSO support to reduce friction for IT admins and power critical business processes.

Camunda drives Process Automation

Open source process automation provider Camunda has unveiled new productivity boosting features in its latest Camunda Platform release, enabling development teams to deliver critical process automation projects faster. Developers can better harness the power of reusability to help other team members, such as low-code developers and RPA engineers, deliver automated processes faster.

Pro-code developers can supply the rest of the organization with reusable process components that serve as building blocks for process automation projects.

According to Gartner, "Business executives are demanding a path to digital operational excellence. Gartner's CEO Survey ranked outdated work processes as the No. 1 workforce issue. The net result is a tremendous, pent-up demand to democratize process automation and data integration."

To keep pace with digital transformation initiatives, development teams look to involve low-code developers where possible, allowing professional software developers to focus on critical and complex tasks.

Custom components, such as those that connect

with back-end systems and other endpoints as part of a process, may now be readily replicated into templates, facilitating reuse among pro-code and low-code developers alike, dramatically reducing time-to-implementation for process automation projects.

"We focus our innovation on empowering development teams, and today's release expands on our commitment to helping organizations design, build, and manage processes end to end," said Camunda CTO Daniel Meyer.

"Providing professional developers with the best and most productive experience is critical for enterprise scale processes and applications. At the same time, in large enterprises there is a wide range of processes that need automation and process designers with different backgrounds and skill sets. This release helps further expand the talent pool for process automation initiatives including low-code developers and RPA engineers."

Camunda Platform is a complete process automation tech stack with powerful execution engines for BPMN workflows and DMN decisions paired with essential applications for modelling, operations and analytics.

New features that are part of the latest release include:

- A catalogue of reusable process components that work across technologies. Software developers can provide other team members such as low-code developers with ready-made components that implement company- or domain-specific functionality.

- RPA modernization with point-and-click orchestration across RPA tools. The latest release adds support for out-of-the-box orchestration of Automation Anywhere bots. This, along with the already available UiPath bot integration, provides a highly efficient path to incorporate siloed RPA bots into fully automated, end-to-end enterprise processes.

- Enhanced process analytics and dashboards for end-to-end process analytics. Process owners and other stakeholders can analyse their processes easier and more comprehensively using a refreshed report builder with multi-metrics reporting.

- Further enhancements for organizations using Camunda Platform on a large scale. Template versioning, deep BPMN-error support, as well as improved team collaboration for DMN will particularly benefit large-scale process automation projects.

To better reflect Camunda's focus on end-to-end process automation and orchestration, this release also rebrands the previously known product name "Camunda BPM" as "Camunda Platform."

Camunda Platform 7.15 is distributed as a free, open source Community Edition as well as a commercial Enterprise Edition. Open source downloads and a free trial of the Enterprise Edition are available at www.camunda.com/download.

Teams Automation assistant

Crow Canyon Software has announced the release of NITRO Bot 2.0 for Microsoft Teams. The NITRO Bot is more than a Q&A or FAQ bot. It powers business process automation by its tight integration with Crow Canyon's NITRO Studio Forms and Workflow platform.

Requests, approvals, assignments, searches, status reports, escalations, and more can all be done through the Bot.

The Bot operates like a virtual employee, reliably performing high-volume tasks and processes 24x7 basis, resulting in efficiency and quality improvements over existing, more human-centric solutions.

The NITRO Bot 2.0 can automate processes in areas such as:

- IT Support
- Asset Management
- Human Resources
- Purchasing
- Project Management
- Administration

Users can access services in any or all of these and other departments through the common Bot interface, all within Microsoft Teams.

Crow Canyon's Bot Analytic Services provide further benefit by identifying usage patterns and tracking metrics on the Bot. With this data in hand, bot administrators can improve the Bot performance, continually increasing its usefulness and value.

Crow Canyon uses Microsoft SharePoint, Office 365, and Teams to enable companies to deploy digital solutions that transform the way people work.

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

Data Compliance Suite for Salesforce

Tools to help Salesforce user protect data privacy and security, while unlocking the value in Salesforce data across clouds and on premises data centres, have been announced by Delphix.

"Companies depend on the data in Salesforce," said Jedidiah Yueh, Delphix CEO.

"But siloed data environments, privacy regulations, and lack of integrated data protection pose a significant governance and management challenge. We provide the only comprehensive solution to solve all three of these data challenges."

Companies face significant challenges in using Salesforce data:

Privacy regulations require data masking and data

de-identification in test and sandbox environments. GDPR violations for EU citizen data can cost a company up to 4% in revenues, and CCPA violations for California citizen data can cost \$US2.5M for every 1,000 records breached.

Data that resides within Salesforce often needs to be made available to application development and analytics environments scattered across public and private clouds and on-premises environments.

"We know that Salesforce data is at the core of enterprise customer relationships. That customer data, however, contains massive amounts of personally identifiable information, leading to high risk. We're excited to be a part of the Salesforce partner ecosystem and bring our market-leading compliance offerings to their customers, enabling fast and compliant use of data," said Jason Grauel, Delphix VP Product Management.

Delphix's solution enables enterprises to:

- Eliminate compliance risk for CRM data in user acceptance test (UAT) environments.
- Automate masking and de-identification of personal or sensitive information within CRM datasets - without destroying referential integrity and data consistency.
- Automate data synchronization and provisioning across the multi-cloud.
- Replicate and provision Salesforce data into integration testing and UAT environments - in private data centres or public clouds.
- Accelerate integration testing cycles, analytics, and AI/ML projects.
- Automate data provisioning into environments with fresh, compliant CRM data in minutes, not weeks or months.
- Avoid high infrastructure costs.
- Archive data in Delphix to reduce costs.
- Efficiently store data with industry-leading data deduplication.
- Schedule or run full and incremental backups on demand.

<https://www.delphix.com/solutions/salesforce>

Document Scan SDK adds Imaging Security

Dynamsoft has updated its document capture software development kit with a new algorithm to improve security for images being used under its hood. It has also added support for 64-bit ARM and MIPS based devices, which enables document scanning and editing from more device platforms.

The new encryption algorithm is for locally cached images, upgrading that security from 64-bit Blowfish to AES-256-GCM encryption. So, for images being stored on a client computer, when the images are scanned, they are temporarily cached in memory.

Here, they are encrypted to prevent malicious

Datalogics adds PDF/A validation

By Kevin McNeill, Datalogics

PDF/A has become an important digital document format as governments and regulatory agencies strive to ensure that the documents they create, accept, and retain will remain usable. The addition of the VeraPDF capabilities to Datalogics PDF Checker version 2.1 will allow users to check for PDF/A compliance and conformance levels while processing documents in their digital workflows.

PDF files are widely viewed and printed on a variety of devices, operating systems, and viewers. When we need to retain documents for years or even decades, we can't assume that unembedded fonts will forever be available in future PDF viewers. These fonts need to be embedded into the document if we want it to correctly render in the future.

We also can't assume that documents will be rendered to an sRGB device. If that's the intent, that's fine, but then we need to embed a colour profile for the output intent so that a non-sRGB device can also faithfully render it.

Creating PDF/A documents ensures that these issues don't arise in the future. While governmental adoption of PDF/A in Europe has been faster than it has in the US, [Rule 29.7 of The Supreme Court of United States](#) now requires that all documents submitted through its electronic filing system be PDF/A compliant. I think we can expect additional government agencies and industries to require

PDF Checker will now detect and report on document metadata such as PDF "Version" and PDF "Producer". This will allow PDF consumers to automate their workflows based on additional information from and about the files they receive.

For example, we may know that files we receive from a particular supplier, or that are created with a specific PDF "Producer" are problematic.

A custom workflow could be easily defined with PDF Checker to detect all inbound PDF files that have metadata for that specific PDF "Producer", and flag those files for rejection, further processing, or optimization.

PDF Checker now also reports on the presence of Tagging and Acroform content in PDF files and can verify whether all text in a PDF file is mappable to Unicode. Text that cannot be mapped to Unicode may appear as expected when viewed or printed but cannot be extracted properly.

PDF Checker is a free tool that is designed to identify and report on common problematic conditions within PDF files and can be used to automate digital workflows based on file content and compliance requirements.

If there is a check that would help automate your digital document workflow, let us know so that we can add it to a future release!

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

software from scanning the memory and retrieving such image data. The new security upgrade further improves against breaches for this process.

The addition of support for 64-bit ARM and MIPS computing devices lets Dynamic Web TWAIN be used across even more devices. Particularly, it has been tested for support of embedded devices such as NVIDIA Jetson Nano and Raspberry Pi.

Integrating with Dynamsoft's other imaging SDKs, Dynamic Web TWAIN lets programmers create applications to run on small computers for scenarios like image classification or object detection. This opens up more adoption opportunities for the SDK by developers that must support additional devices.

A new licensing option was also added, which is by browser client. This allows licensed access to a same-origin application, or one protocol, host, and port. So, once such a browser client uses Dynamic Web TWAIN, the browser client adopts the license seat until the end of the licensing term. Or, if inactivity persists for 90 consecutive days during a license term, the seat can be released for a new one.

This expands on current annual or lifetime licensing options available by server or domain. Custom licensing options are also offered for large volume deployments.

Dynamic Web TWAIN provides cross-browser and

cross-platform document scanning support for web applications. Developers need only write a handful of lines of JavaScript code to enable document scanning, uploading, editing, and processing.

This turns otherwise months of work to just days. The SDK works across Android, iOS, Linux, macOS or Windows devices. Users can scan documents from TWAIN, SANE and ICA-compatible scanners using a variety of browsers: Chrome, Firefox, Edge, Internet Explorer (IE), or Safari.

Users can also edit captured documents and save the images in various file formats such as JPEG, TIFF, PDF, and more. These files can be transferred and stored across varying protocols, local or remote file systems, databases, and document repositories.

In addition, there are several add-ons available. A barcode scanner SDK provides enterprise-grade support for the most common 1D and 2D barcode symbols. An optical character recognition (OCR) library enables extracting text trapped within images for editing.

There is a PDF rasteriser that lets users conveniently view and convert PDF files into common image file formats. Finally, there is an add-on for webcam capture, whereby images can be captured from video streams.

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

Egnyte Security across Microsoft 365

Cloud security and compliance specialist Egnyte has announced new integrations with Microsoft aimed at helping mid-sized organizations prevent data loss, address a growing number of regional privacy regulations, and simplify the overall management of content, with minimal administrative overhead.

Egnyte launched a series of integrations with [Microsoft Teams in 2020](#). The new announcements cover the other most popular aspects of Microsoft 365, specifically:

- Exchange Online/Outlook: automatically identify and classify sensitive content in Microsoft Exchange Online emails and attachments to help prevent improper disclosure or accidental data loss.

- SharePoint and OneDrive: classify and find regulated and sensitive content sprawled across different SharePoint and OneDrive libraries through a “single pane of glass.”

- Word, Excel, PowerPoint: business users can now access and co-edit files using the respective Microsoft desktop apps while their IT and security teams govern the data through Egnyte, creating a “best of both worlds” experience.

In addition to these announcements pertaining to Microsoft 365, Egnyte is also announcing general availability of a new Public Cloud Connector to synchronize selected files between Egnyte and Microsoft Azure object storage.

Previously in closed beta, this connector is being used in live deployments to support virtual desktop infrastructure (VDI) environments, cloud data processing, cloud archiving, and more.

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

AI-driven Automation

Esker has announced its partnership with Hexaware Technologies, a global IT consulting and digital solutions provider with offices in Sydney and Melbourne, to offer Esker’s automation solution suite for Procure-to-Pay (P2P) and Order-to-Cash (O2C) processes.

“A lot of our customers are experiencing rapid growth and are seeking accelerated automation to help them navigate the challenges of maintaining effective operations in a largely remote business environment, spurred by the pandemic,” said Sushil Nimkar, AVP of Business Transformation and Digital Automation at Hexaware Technologies.

“We are dedicated to bringing continuous value to our customers and keep them engaged in the long-term, and Esker will play a significant role in helping us deliver on that promise.”

Hexaware will serve as an implementation and reseller partner for Esker’s Order-to-Cash and Procure-to-Pay solution suite.

<https://www.hexaware.com>

Universal Document Viewer Free Trial

A free software trial of DocBridge Document Viewer is now available, a Web-based solution for displaying digital documents of any format. With this cloud-enabled application, documents of any size can be displayed and their presentation can be adjusted (e.g. rotate, zoom, simultaneous opening of several documents).

Metadata (e.g., from AFP) or print control data (e.g., trays, duplex) is also displayed. There are no restrictions regarding file size (number of pages) and number of users.

DocBridge Document Viewer is primarily aimed at companies who are looking for a multi-format view solution for high or frequently changing throughput of different documents which they can easily integrate directly into existing applications and workflows. The application can be scaled as required depending on the existing document volume and number of users.

The Viewer only needs to be installed once on a central company server. Users access the high-performance application directly from their workstation via a browser. The time-consuming and cost-intensive maintenance of a desktop application is therefore no longer necessary and confidential files do not have to be copied or downloaded by employees to their local computer to view them.

A special feature of DocBridge Document Viewer is its architecture: the Compart solution has a comprehensive JavaScript API which allows easy integration into existing web applications and therefore can be quickly and easily integrated into existing IT infrastructures.

It is precisely this high level of integration capability in all conceivable systems which is a major advantage of the software. It enables, for example, the clerk in an insurance company or commercial register to view and edit all documents directly on the screen - regardless of the format of the document, the specialist application the user is working with and without the installation of software or a browser plug-in.

Even for companies which increasingly receive documents via web portals or make them available to their customers, DocBridge Document Viewer is a worthwhile alternative to conventional viewer offers due to its architecture, performance and wide range of file formats.

The advantages of the Compart solution also include simple administration and maintenance: all changes and functional enhancements (for example in the course of release changes) are imported once and are automatically available to all users after implementation.

There is therefore no need for updates at the individual workstations (clients).

<https://www.compart.com/en/docbridge-document-viewer-software-trial>

Gimmel acquires Sherpa Software

Gimmel LLC, a provider of information governance software solutions, has announced a merger with Sherpa Software, adding its full data governance and eDiscovery capabilities to the Gimmel Discover product suite.

Sherpa adds the following capabilities to Gimmel’s information governance platform:

- Locate and produce data from a variety of sources for regulatory compliance, litigation, or investigations.

- Pinpoint content that may put your company at risk of violating CCPA, GDPR, or other regulatory requirements.

- Discover sensitive information across the enterprise to ensure proper management of data.

- Locate relevant information for litigation or internal investigations, perform first-pass review, and alert custodians to their litigation hold responsibility.

<http://www.gimmel.com/gimmel-discover>

Globus announces Support for OneDrive

Globus, a research data management service, has announced general availability of Globus for Microsoft OneDrive, which lets users connect OneDrive to their existing storage ecosystem and enables a unified interface for data transfer and sharing across diverse storage systems.

Research institutions and commercial companies alike are using a mix of cloud systems to extend and complement their on-premise storage. OneDrive is being widely deployed at leading research universities, many of which already use Globus for moving and securely sharing data.

By providing users with a familiar interface, Globus for OneDrive greatly simplifies the often tedious and time-consuming process of moving data to the cloud and making it available to both internal collaborators and external partners.

The Globus platform is used by thousands of researchers worldwide for efficient, secure, and reliable research data management. All that is required is a standard Internet connection to initiate data sharing or transfers from anywhere to anywhere using a web browser.

Users can easily share their data with any existing identity or email address, or with groups of users, without adding new accounts on the system where the shared data is stored.

Globus for Microsoft OneDrive can be installed and configured in minutes, and subscribers can easily integrate OneDrive into their own workflows and applications using REST APIs

<https://www.globus.org/>

Cloud-based PDF Processing

Datalogics has announced the release of Datalogics Cloud, a suite of cloud-based PDF processing products, which includes a free app on Zapier and a robust API on Amazon Web Services.

The company previously offered its PDF processing products through command-line applications and Software Development Kits.

The expansion to the cloud provides Datalogics users with the same enterprise-grade document management processing capabilities to create, edit and convert PDFs.

The Datalogics Cloud suite includes two offerings: Datalogics PDF Utility, a free app on Zapier and Datalogics PDF Utility API, a pay-as-you-go option for spinning up your own EC2 server that powers a RESTful API via Amazon Web Services (AWS).

Datalogics specialises in offering enterprise PDF and digital document management technologies to facilitate efficient workflows and address user needs across a wide range of industries.

<https://www.datalogics.com/products/cloud/>

Automated tagging for digital twins

Idox, a developer of specialist information management solutions to engineering companies in complex process industries, including oil and gas, power generation and utilities, has enhanced its cloud document management solution, [FusionLive](#) with automatic tag extraction capability.

For the first time, users can automatically extract and generate asset data to populate digital twins and link them to all related engineering documentation.

This is essential for engineering firms to share trusted data with asset owners upon project handover but has typically been undertaken manually at considerable delay and cost.

Idox sees particular value for engineering, procurement and construction (EPC) companies working on large, capital-intensive projects, such as in the offshore and onshore energy industries, where safety, risk and regulatory compliance are especially dependent on accurate information handover.

The technology is an integration of Idox’s industry leading engineering information management platform, FusionLive, and its proprietary tag extraction and management technology.

The tag extraction process scrapes hundreds of tags from documents within seconds and automatically validates them against a master tag register before the data is loaded into the digital twin.

<https://www.idoxgroup.com/fusionlive/>

Enhance Data Loss Prevention in O365

Protecting customer data from loss and leakage has become a top priority for enterprises over the past decade. Recent HelpSystems [research with CISOs](#) in global financial service organizations found that almost one-third believe data breaches have the potential to cause the most damage over the next 12 months.

Furthermore, data visibility was cited as the number one cybersecurity weakness, closely followed by an inability to meet regulatory challenges. This has led to the rise of [Data Loss Prevention \(DLP\) solutions](#) that help organizations safeguard their customers' critical data, both inside and outside the company. DLP can be either network or endpoint-based and plays an important role in keeping data secure.

This is especially so when it comes to Data Loss Prevention in Office 365, also known as O365. Office 365 is deployed in organizations all over the world, a widely used and enjoyed tool for workplace collaboration. It has different levels of protection against certain threats and even comes with its own O365 DLP solution if customers select the right package.

But given the need for regulatory compliance and the [ever-growing threat landscape](#), Office 365 DLP does not offer the same levels of protection as other DLP solutions and many users seek to add additional layers to keep their data secure. What's the best approach for Data Loss Prevention in Office 365?

What to Look for in O365 DLP

Anyone that's serious about O365 DLP has the same overarching objective – to keep data fully secure and protected when using Office 365. This includes the prevention of data leaks and ensuring that any sensitive information found in emails, documents, images, and other files does not fall into the wrong hands, whether by accident or design.

But the needs run a little deeper than that. Many DLP solutions work on a 'stop and block' basis. This creates blockages in the natural flow of communications and makes collaboration that bit harder, with people waiting for files and documents to be "released" before they reach their inbox and being uncertain whether recipients have received mails they have sent.

Content inspection and the removal of sensitive data needs to take place but not at the expense of effective collaboration. Furthermore, any O365 DLP strategy will be more successful if policies are easy to create, monitor, and deploy. This helps keep costs under control and makes implementation much quicker, critical factors for most organizations.

Finally, Office 365 DLP needs comprehensive tracking and reporting. Addressing regulatory compliance is vital for any organization wishing to avoid onerous fines and the stigma of being cited as not taking sufficient care over customer data. Reporting functionality must also be customizable to specific requirements.

The Limitations of Office 365 DLP

Office 365 has its own Data Loss Prevention capability, but it is not as effective as it needs to be. For example, one of the biggest growing threats to an organization is malicious content found within images, PDFs and embedded deep within Word and Excel files. O365 DLP provides only very limited protection against this threat and leaves an organization vulnerable to data loss. Even with sandboxing to analyse attachments, protection against ransomware is limited.

The in-built policy definition, management, and controls in Office 365 Data Loss Prevention are simply not granular enough to provide comprehensive DLP protection either. They need to be much more easily defined and replicated so users can reduce time on this activity. Also, for any organization investigating potential data breaches, the reporting in O365 Data Loss Prevention provides nowhere enough detail to be of value.

Using Clearswift to Enhance O365 DLP

This lack of business critical DLP functionality in O365 means that many organizations seek additional layers of protection. The [Clearswift DLP solution](#) is a seamless fit, offering industry-leading protection that does not restrict the collaboration elements of Office 365.

Most important is the [Adaptive Redaction](#) technology within the Clearswift DLP. This automatically detects and removes sensitive data such as [PII or PCI](#) data from emails and documents transferred to and from the cloud. The solution then reconstructs the files, allowing them to continue immediately onto their intended recipient, meaning there is no disruption to communication. Clearswift's [Optical Character Recognition \(OCR\)](#) functionality even extracts text from image-based files, a highly valued DLP feature that is unavailable elsewhere.

DLP policies are highly flexible and granular, and can easily extend to scanned documents and images, while the Clearswift DLP also protects data from phishing or ransomware attacks via its unique [Structural Sanitization](#) feature. Here, files are fully "cleansed" of any active malicious content including embedded macros and scripts, that would trigger when a document is opened, offering greater protection against ransomware.

How it Works – Clearswift and Office 365

There's no doubt that Office 365 is a hugely useful collaboration tool that many could not work without. But organizations using it need to ensure that it keeps their data fully protected.

Deploying Clearswift DLP in conjunction with Office 365 provides the best of both worlds – complete data protection without compromising on internal or external collaboration.

To see how Clearswift security products can be used alongside Office 365, you can request a full demo at <https://www.clearswift.com/live-demo/>

iText Joins MuleSoft Partner Program

PDF solutions developer iText Software has joined the MuleSoft Technology Partner Program and has contributed to the partner ecosystem by releasing a MuleSoft Certified Connector for iText DITO.

The Certified Connector for iText DITO enables organisations to quickly and easily connect with the iText DITO API to generate PDFs using data from any system - no matter where it resides - and is available in [Anypoint Exchange](#) for all Anypoint Platform users to access.

iText DITO is a data-driven, template-based PDF generator that simplifies the process of creating and maintaining PDFs for a diverse customer base, including many of the Fortune 500 as well as small businesses and government agencies. It offers an intuitive visual template designer ([iText DITO Editor](#)), a powerful REST API for processing and production ([iText DITO API](#)), and an integrated workspace to handle user, template, and resource management ([iText DITO Manager](#)).

The iText DITO Editor is instrumental in developing data-driven PDF templates, letting users operate like a developer without having to think like one. What would otherwise take two weeks to do in code using other PDF libraries can now be accomplished in under an hour.

"This collaboration will make it easier than ever for the enterprise community to integrate iText DITO with the other systems on MuleSoft," said Gary Fry, CEO, iText. "We look forward to expanding our shared client base to help companies streamline and make more efficient the process of document generation."

"Industries are facing new demands that push them to accelerate the pace of digital transformation," said Brian Miller, senior vice president of business development, MuleSoft, "The [Connectivity Benchmark Report](#) shows that integration challenges are slowing down critical digital initiatives for 85% of IT organizations. This partnership allows our mutual customers to create a composable enterprise by securely unlocking and integrating their data and apps to deliver new levels of speed, agility and efficiency."

The MuleSoft Technology Partner Program includes leading enterprise software companies across both functional applications, such as CRM, enterprise resource planning (ERP), marketing automation, and HCM, as well as across industries, including financial services, healthcare, retail and media and telecom. Using MuleSoft's Anypoint Platform, technology partners help customers achieve greater speed, agility, and efficiency by creating reusable building blocks, including connectors, APIs, and templates, that can accelerate the pace of innovation.

Anypoint Platform customers can learn more about the MuleSoft Certified Connector for iText DITO by visiting: <https://anypoint.mulesoft.com/exchange/works.integration/itext-dito-api>.

pdfOptimizer adds smart compression

iText Software has launched a new product for the iText 7 PDF library: pdfOptimizer. This optimization tool makes smart compression choices that save users memory space and increase speed. For companies with document-heavy workflows, archiving and processing can be time and resource-intensive. However, choosing what to omit should be carefully considered for the future-proofing of data.

PDF is the most used file-format for documents on the web and over the last year its use has grown even further, partially due to the strong rise in digitalization boosted by the COVID-19 pandemic.

pdfOptimizer lets developers implement methods that optimize PDFs for size and speed, i.e., compressing them in an intelligent way. Rather than simply converting high-quality images into lower-quality ones using heavy JPEG compression, pdfOptimizer offers various ways to optimize PDFs.

You can preserve image quality while achieving the smallest possible file size, convert image types into different file types, resize images, and convert the colour space of images from CMYK to RGB. You can also check if the file or image size increased after it is processed, to ensure intelligent use of optimization. Other options include ensuring the efficient use of fonts by removing duplicate fonts or using font-subsetting.

"Font-subsetting, removing the unused characters of a font, is a prime example of how you can drastically decrease your file-size without losing any visual fidelity at all. With pdfOptimizer's smart optimization methods, there simply isn't a reason to not optimize your PDFs" said Raf Hens, CTO of iText.

In essence pdfOptimizer focuses on the effortless and lossless aspects of optimization, so it becomes a no-brainer to apply in every situation.

"Take the example of digitally signing documents. Digital signing is one of the most used solutions in our open-source iText Core library. If you do this for hundreds or even thousands of documents, efficiency is key. So, with an optimized PDF, you save valuable time. But the same goes for any post-processing step iText or other applications offer," said Hens.

pdfOptimizer fits in with iText's existing product range, either applied as a pre- or post-processing step for PDFs. It is available as an add-on for the iText 7 Core library and comes included in the iText 7 Suite free trial, available from [iText's website](#). Learn how to intelligently compress high volumes of PDFs with pdfOptimizer in this online Webinar via the [on-demand stream](#). As well as an introduction to the new product, it will offer information on how lossless compression in PDFs works, quantify potential savings by optimization and provide use-cases of how to use optimization in the document workflow.

TCG Builds a Bridge between Business & IT

With its newest product release, DocProStar 2021, TCG Process has brought BPMN, or Business Process Model and Notation, to the expanding intelligent automation and document processing market.

Transforming business processes requires both business and technical teams to work together towards a common goal. Yet each team may describe process changes using different terminology and thus find it hard to truly understand the other. Only a rare few manage to traverse the divide.

How do organisations make it easy for business process owners and analysts to understand the technical steps being taken by the IT teams in automating processes?

TCG thinks it can help. BPMN is a standard for business process modelling that provides a graphical notation for specifying business processes in a process diagram. The objective of BPMN is to support business process management, for both technical users and business users, by providing a notation that is intuitive to business users, yet able to represent complex process semantics.

BPMN has been designed to provide a standard notation readily understandable by all business stakeholders, typically including business analysts, technical developers, and business managers. BPMN can therefore be used to support the generally desirable aim of all stakeholders on a

project adopting a common language to describe processes, helping to avoid communication gaps that can arise between business process design and implementation.

In addition to delivering BPMN to assist collaboration by business users, the new release of DocProStar 2021 includes 90+ new features and process activities touching all 3 pillars of the platform: Capture, Understand and Automate.

Improvements for technical users included scanning functionality integrated into verification interfaces, improved mobile capture options, dynamic forms bot to reduce the set-up of capture from online forms from hours to seconds, native integration to Microsoft's Power Automate, along with automatic process testing tools to accelerate deployment. On top of the new functionality announced, TCG also introduced several user interface enhancements to make the platform more intuitive to new users.

These improvements mean companies can build and adapt processes at record speed to support operational demands, improve the customer experience and ensure compliance at every step.

Arnold von Buren, Founder and CEO of TCG, is a veteran of the industry and "remembers when simple imaging applications were considered cutting edge technology." He adds, "we are by no means finished yet; we have many exciting ideas on how TCG Process can improve business process automation for its customers."

Arnold says TCG will continue to improve core IDP capabilities in capture, classification and extraction by deploying advanced technologies and will invest heavily in automation and orchestration capabilities to accelerate application design/implementation and improve decision management and extensibility options.

"Since launching TCG in Australia last year, we have been working closely with system integrator and BPO partners in the banking, insurance and government markets," said Frank Volckmar, Managing Director of TCG Australia.

"While feedback on DocProStar's modern architecture, performance and capabilities has been overwhelming positive, each new release enables us to deliver value to customers and partners, smarter and faster. Fast and accurate automation of complex and/or high-volume data ingestion processes is an absolute requisite for any organisation aiming to compete in this digital world, and TCG and our partners are here to support their transformation."

TCG Process is an international organization helping companies to bring structure, control and automation to mission-critical processes with its enterprise process automation platform, DocProStar. The platform digitizes and automates complex processes across Banking, Finance, Insurance, Healthcare, Public Administration and their business process outsourcers or shared services organizations. TCG Process markets solutions direct-to-customer and via partners, on 5 continents.

<https://www.tcgprocess.com/en-en/contact/tcg-australia/>

Kanverse.ai intros Cognitive Automation

Kanverse.ai, a cognitive automation company, has announced the launch of Datolite, its patent-pending AI-powered Intelligent Document Processing Product for Enterprise. Kanverse IDP is built on Kanverse Cognitive Automation platform. It combines AI with Optical Character Recognition (OCR), Business rule framework and Automation to provide an end-to-end product that digitizes document processing for enterprises from ingestion, classification, extraction, validation to filing.

The entire process is powered by Computer vision, Natural Language Processing (NLP), Fuzzy Logic, and machine learning (ML) algorithms to make business processes more efficient and seamless, optimize cost, minimize human error and to mitigate risk.

With Kanverse Datolite Release comes:

- Multi-tenant SaaS product with organization hierarchy and role-based access control.
- Ingestion through Email alias, SharePoint, FTP folders, Portals through REST API.
- Highly accurate extraction with up to 99.5% accuracy achieved through combination of AI technologies with OCR.
- Support for documents in multiple languages.
- Executive Dashboard. Access business critical KPIs through a new intuitive dashboard that supports dynamic data visualization.
- Advanced business rule framework for capturing and codifying tribal knowledge and validating data before they enter systems of records. A library of out of box rules is included.
- In-built full-fledged workflow engine to orchestrate interactions with multiple systems for validating the data.
- Out of box connectors for Oracle EBS and Oracle Fusion.

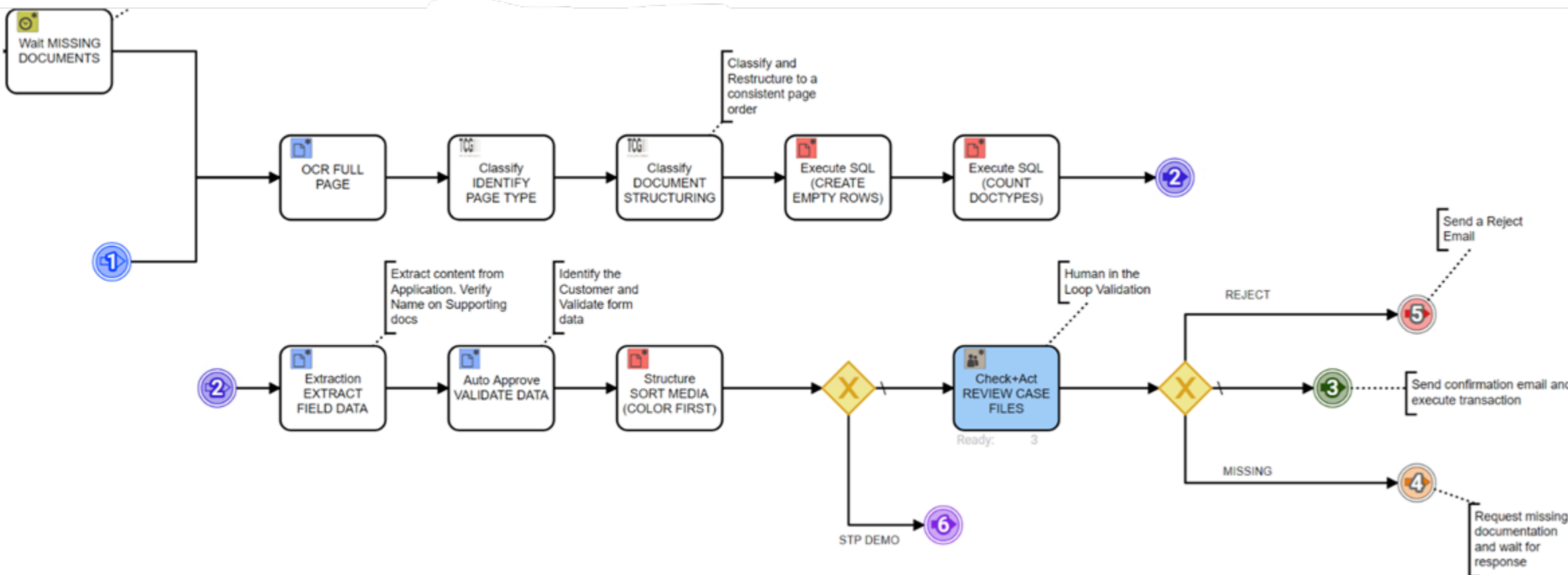
www.kanverse.ai

Kofax ControlSuite adds Cloud Integration

A wide array of new capabilities for Kofax ControlSuite for capture and print management includes new cloud integrations, analytics dashboards and new unified clients.

Kofax ControlSuite upgrades include:

- Cloud integrations and digitally connected workflows streamline integration with Microsoft's latest authentication protocols for Office 365, the latest versions of cloud-based knowledge management systems such as SharePoint 2019 and iManage Work 10 Cloud, supporting organisations' mobility requirements for office and distributed workforces by enabling virtual document sharing and collaboration. These also improve the OneDrive



TCG DocProStar 2021 now offers the ability to model and automate processes using standardised Business Process Model and Notation (BPMN).

for Business user experience and support the latest PDF standards.

- Powerful analytics dashboards allow users to visualise scan, copy and print activity - enabling them to view usage patterns, understand and predict capacity issues, ensure print compliance and security policy adherence, and better allocate costs based on user and device activities.

- New Kofax Unified Clients deliver a consistent, consolidated, intuitive user interface. Customers can scan, capture, print and access workflows directly on the device panel across an extended multi-function device fleet, regardless of manufacturer.

Kofax ControlSuite also offers an easy on-ramp to Microsoft's cloud-based Universal Print capabilities. This modern print infrastructure helps transform print and capture workflows across the organization, enabling increased agility and efficiency while securing sensitive information.

Kyndi natural language search

US firm Kyndi has launched a new intelligent search product based on its proprietary cloud AI platform. The Cognitive Search Platform is designed to understand the true intent of a business user inquiry against documents, emails, manuals, or other forms of textual data to return contextually relevant answers.

Promising time and cost-savings for companies accustomed to needing long and expensive machine learning cycles to train models on business-specific language, the Kyndi platform can easily interpret industry-specific terminology, acronyms and synonyms without any data training or AI skills. "

A neuro-symbolic technique to process language coupled with advanced AI algorithms enables Kyndi cognitive search to understanding the true intent of an end-user question. The search experience is powered by automatic support of language variations, for example, common synonyms or semantically equivalent words, acronym resolution, and even support for misspelled queries.

Unlike black-box AI search solutions, Kyndi's cognitive search platform provides detailed explainability of its results by providing end users with the exact sentence, page, and document-level location details to deliver trust in the results found.

The Kyndi platform aims to eliminate the bottlenecks caused by scarce AI expertise and lack of labelled training data, two primary constraints of enterprise AI adoption.

The company says it also ensures that institutional company knowledge can be seamlessly integrated within the search experience. A suite of API services, robust developer portal, and quick start guides will enable development teams to quickly integrate Kyndi's cognitive search into any enterprise application.

<https://kyndi.com/>

Kodak Alaris Energy Efficient Scanners

As part of its ongoing commitment to be environmentally responsible, Kodak Alaris has added twelve document scanners to the Electronic Product Environmental Assessment Tool (EPEAT), a global registry for greener electronics. EPEAT has verified that the Kodak S2085f Scanner and Kodak S3000, S2000 and E1000 Series Scanners meet ENERGY STAR guidelines for energy efficiency and the reduction of hazardous substances and waste products, earning the EPEAT Gold ecolabel, which is the highest level of certification possible.

Kodak Alaris says it has more Gold-registered scanners than any other manufacturer. Managed by the Green Electronics Council (GEC), EPEAT is a resource for purchasers, manufacturers, resellers and others wanting to find or promote environmentally preferable products. Public and private entities in more than 42 countries use EPEAT as a uniform purchasing specification.

To be added to the [EPEAT Registry](#), products must meet a stringent set of environmental performance criteria. In addition to these baseline criteria, which qualify a product for the Bronze ecolabel, there are also a set of optional criteria, which determine if a product is rated Silver or Gold. Products that meet all of the baseline/required criteria plus 50% of the optional criteria qualify for Silver rating. Products that are compliant with 75% of the optional criteria qualify for the Gold ecolabel. The following scanners from Kodak Alaris are now listed in the EPEAT Gold Registry: Kodak S2085f, S3060, S3100, S3100f and S3120; Kodak S2040, S2050, S2060w, S2070, and S2080w; and Kodak E1025 and E1035 Scanners.

EPEAT registration signifies that electronic equipment is manufactured in accordance with the ISO 14000 standard; that products are compliant with [Restriction of Hazardous Substances](#) (RoHS) requirements; that products are designed to be recyclable; and that products are Energy Star rated.

The recently launched [Kodak S3000 Series Scanners](#) were designed with these basic requirements in mind, as well as the more difficult criteria, such as:

- A total of 5% of the product's plastic is sourced from post-consumer recycled content.
- Product packaging is comprised of 90% (by weight) recyclable materials.
- A Product Life Cycle Assessments is registered in a National Database.
- Public disclosure of supply chain toxics is available.

"In total, we have 33 products listed on the [EPEAT Registry](#)," said John Blake, Kodak Alaris. "All of our scanners are rated at least Silver and exceed EPEAT's requirements for environmental performance, and now twelve of our scanners are rated Gold. This achievement is a clear demonstration of [Kodak Alaris' commitment to a sustainable](#) future, and to providing customers with high quality, environmentally-friendly products."

5 Ways EzeScan can help iManage Users



With native iManage integration, EzeScan has been providing advanced batch scanning solutions to iManage users for many years, enables documents to be seamlessly captured and registered into iManage, all without the need for additional scripting or customized coding.

iManage Work is an industry leading document and email management application, empowering professionals to manage information more productively and securely. iManage Work enables leading corporations, law firms, and professional services firms to respond to business demands in a more agile and productive way.

Here's five ways EzeScan helps iManage Work Users...

1. Automate your repetitive tasks

Spend more time practicing law and less time on repetitive admin tasks. EzeScan's workflow process automation solutions can help automate repetitive tasks so you can focus on the work that's most important, providing your clients with the best legal advice possible

2. Capture you case documents on the fly

EzeScan's Remote Indexing Assistant is a capture solution for both hardcopy documents or electronic files that allows documents to be quality checked, indexed and pushed automatically into iManage from a web browser on any device. Multiple workflows for mailroom processes, archiving, contract workflows or invoicing can be easily configured for use by multiple users.

3. Capture your documents direct from your MFP

EzeScan's new capture app is now available for Ricoh MFPs using Smart Panel (Version 2.0 or higher) and EzeScan Remote Indexing WebApp. With the minimum of keystrokes Ricoh customers can now effortlessly scan and register documents directly into their corporate systems including iManage and automatically initiate intelligent business processes. EzeScan's intelligent capture solution for MFPs

also provides a direct integration via the PaperCut MF solution on the MFP for a user to initiate the capture of business documents.

4. Easily generate Barcode coversheets

Avoid manual data entry by using EzeScan's barcode coversheet generator. Simply right click a destination within iManage. Scan the document with the cover page to go directly to the iManage location with optional additional and inherited metadata. Batch scan documents using the cover page as a separator page which allows the document to be split and saved directly into any iManage location. Additional metadata such as the document name and class can be applied when creating the cover page, as well as inheriting metadata from the iManage parent folder. EzeScan's Barcode Generator has the ability to both read and write barcodes, making the workflow process for users much easier and more automated when uploading documents into iManage.

5. Digitise your incoming mail

EzeScan's digital mailroom solution allows iManage users to distribute their information instantly to their law firms content systems and most importantly to users, helping to facilitate agile working and ensuring that employees have quick, easy, compliant and secure access to information, wherever they are working.

With advanced power indexing features, EzeScan delivers the fastest, most cost-effective method available to capture and register both your hard copy and electronic documents directly into iManage.

Reduce the amount of time physically handling and processing your documents across your organisation for both high volume mailroom capture and decentralised workgroup capture.

With EzeScan software solutions you can transform and automate your manual business processes into highly intelligent digital workflows.

For more information visit our [website](#) or contact our sales team at sales@ezescan.com.au

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www.epson.com.au/scanners



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