PEPPOL INVOICING:
IS BIG BROTHER
WATCHING?

5

WAYS TO TELL
AI-BASED INTELLIGENT
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Differences Between Structured and Unstructured Data Protection

Remote Work and Its Lasting Impact on Record-Keeping & Compliance

Inside Microsoft365's new Adaptive Policy Scopes

Archiving Microsoft Channels Under Regulatory Compliance

Are you leaving document archiving to chance?

The Trends That Are Driving AI Innovation

TRIM/CM Managing Records "In-Place"

Alteryx acquires Australia's Hyper Anna

Alteryx, Inc. has acquired Hyper Anna, a leading cloud platform for generating artificial intelligence (AI)-driven automated insights from data. Based in Sydney, Hyper Anna enables anyone, regardless of technical background, to access AI-driven insights. The acquisition of Hyper Anna will allow Alteryx to automate the end-to-end analytic pipeline from data sources to AI-driven insights.

Hyper Anna's platform promises to provide faster, better insights that scale and overcome the issue presented by traditional business intelligence (BI) dashboards where the analytical output is predefined and unaware of the business users' contexts. Overcoming the common issue of "too many dashboards, not enough insights," the combined Alteryx and Hyper Anna platform will empower people and organisations to create and consume insights, accelerating breakthrough outcomes from their data.

"Over 7,000 customers love the Alteryx analytics automation platform because it helps them unlock new value from their data," said Natalie Nguyen, chief executive officer of Hyper Anna.

"By now working together with Alteryx, we can offer capabilities that are far greater than the sum of its parts - the Alteryx offering that customers know and love but with more insights, visualisations and reporting features that enable every team to create recurring impact.

"This is the kind of end-to-end partnership that will help customers take their business to the next level. The Alteryx vision aligns so genuinely with what we set out to do at Hyper Anna and I could not be more excited to see where we can go from here."

With the acquisition of Hyper Anna, Alteryx customers leveraging these platforms will be able to:

■ **Surface hidden signals:** highlight outliers or anomalies in data that would have gone unnoticed in traditional visualisation tools so users can focus on the key issues

■ **Quickly scale automated insights:** use AI-powered insights to determine key trends in the data, automating mundane tasks and allowing for more time on meaningful work

■ **Enable anyone with data storytelling:** derive impactful stories around the data, no matter the user's level of technical experience, to speed actions and decisions within the business

EncompaaS wins $A14M funding boost

Enterprise compliance SaaS provider EncompaaS has completed a $A14 million capital raise led by CVC Emerging Companies, Future Now Capital, and Marshall Investments. The SaaS entrant will now further develop and take its suite of cloud-based enterprise content management and compliance products to global markets.

EncompaaS is a rapidly emerging SaaS compliance platform that delivers intelligent, automated information governance across on-premises and cloud content repositories and cloud application services.

EncompasS CEO Jesse Todd said, "Organisations are under enormous pressure to meet complex regulatory requirements for managing content appropriately. Hybrid working environments driven by COVID are exacerbating this risk with more content being created in cloud collaboration tools than ever before.

"Understandably boards are increasingly concerned about their ability to demonstrate appropriate compliance to both regulators and their customers, and potentially putting their licence to operate at risk.

"Utilising AI & machine learning the EncompaaS platform takes a unique approach to identify, visualise and manage key compliance risks across the enterprise at scale. This allows executives and boards to demonstrably prove that they are responding rapidly and responsibly, while protecting their organisations.

"The need to manage vast amounts of content under increased regulatory pressure has created an excellent growth opportunity for EncompaaS. This investment round will underpin our scaleup strategy, increase our international sales presence and fund further product development," Jesse Todd said.

EncompaaS was recently awarded significant contracts from one of Australia's top five banks and a large NSW Government department, and has a strong global pipeline. The company has also established offices in the UK and US, recently adding a major European bank to its client list.

More Than Half of Digital Government Programs Are Failing to Scale: Gartner

Despite increased focus and investment, 55% of digital government programs are failing to scale, according to a survey from Gartner, Inc. Government CIOs can adopt practices from digitally advanced governments to successfully scale their own programs.

"Citizens expect results, they are not interested in effort," said Dean Lacheca, senior research director at Gartner.

"Digital government programs have accelerated during the pandemic and attracted more investment, yet many governments are still struggling to translate this into results at scale. Those that are yet to scale digital should build on the momentum unleashed by the disruption to progress their digital transformation."

In the survey of 166 government organisations in April-May 2021, 10% of respondents said they are at the early stages, experimenting, exploring, or deploying some citizen facing digital services.

Only 5% of respondents reported that they were at the top of the maturity scale, optimising the use of digital solutions that underpin all aspects of their organisation, and they are looking for new opportunities.

In the survey, 24% of government organisations were classified as digitally advanced, delivering against transformation-focused digital initiatives, as well as initiatives that could be considered optimisation of existing practices.

"These digitally advanced government organisations are realising more of the benefits, such as higher efficiency, cost reductions, greater workforce productivity, compliance and transparency," said Lacheca.
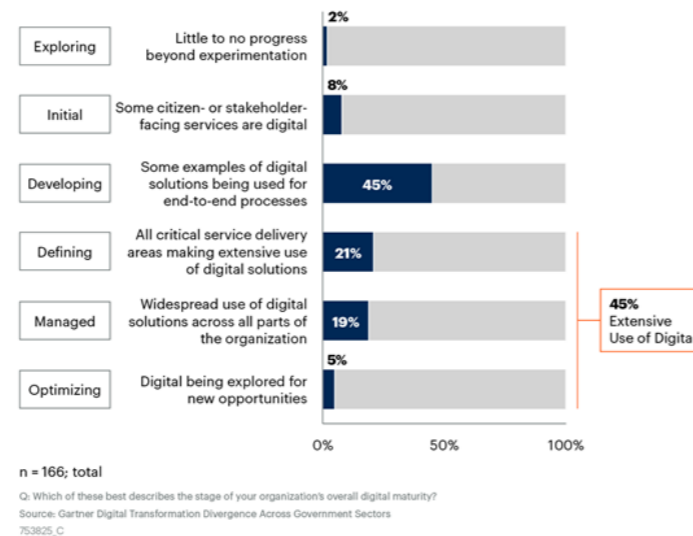

Exploring	Little to no progress beyond experimentation	2%
Initial	Some citizen- or stakeholder-facing services are digital	8%
Developing	Some examples of digital solutions being used for end-to-end processes	45%
Defining	All critical service delivery areas making extensive use of digital solutions	21%
Managed	Widespread use of digital solutions across all parts of the organization	19%
Optimizing	Digital being explored for new opportunities	5%

45% Extensive Use of Digital

n = 166; total

Q: Which of these best describes the stage of your organization's overall digital maturity?
Source: Gartner Digital Transformation Divergence Across Government Sectors
753825_C

Gartner

Figure 1: Global Digital Government Maturity Source: Gartner (October 2021)

"Even more important are outcomes associated with public purpose or mission, such as citizen experience and community safety."

Eighty-five percent of digitally advanced respondents have successfully scaled digital and are using it extensively across their organisations.

According to Gartner, some of the more digitally advanced governments have benefited from sustained, long-running digital government commitments.

Others have made faster progress by establishing a balanced digital government agenda that includes both transformational and optimisation initiatives.

ELO Taps Partners for Agile Strategy

ECM software provider ELO Digital Office has announced a change in its product release strategy that will see more frequent specialised updates.

The previous annual release cycle for the ELO ECM Suite will be replaced with two different release types: topic-oriented feature releases published throughout the year and long-term support (LTS) releases, which will be released every two years.

ELO plans to work closely with system vendors and IT consultants in the ELO Business Partner network with specialised technological knowledge to develop the topic-oriented feature releases.

"In this way, we've bundled a huge amount of expertise in a joint team, enabling us to offer numerous innovative releases in an agile development process," said ELO CTO Nils Mosbach.

"Plus, our partners are now closer to customers than ever, which benefits both sides, as their valuable feedback can be incorporated directly into our developments. And we can make the software even better for our customers!"

Some of the topics to be addressed initially by ELO in tandem with its partners include automation, ELO Business Solutions, integration, and the cloud (ELO is already testing and developing a new cloud technology stack.)

The next long-term support version of the ELO ECM Suite is set for release in Q2 2022.

Members of the ELO Business Partner Network in Australia and New Zealand include Konica Minolta (Australia), Next Office Tech, Toshiba (Australia), Grace Records Management, SAU Digital, Paytec Technology that Counts, PSQ and many more.

ELO Australia's Managing Director Rainer Krause commented: "Our new release strategy fosters the closer collaboration with customers and partners throughout the region. Engaging specialist partners provide better insights into the changing requirements in both areas: Business Process Improvements as well as developments in technologies. We can focus more on what is needed and can translate those needs into technology."

More information: www.elo.com

Intelligent Automation Benchmark Study

When virtually any business workflow can be automated, which do enterprise executives say are the most important and deliver the greatest value? That's the focus of an Intelligent Automation Benchmark Study just published by Kofax.

According to the global study, Australian organisations are focussed on the following high-value customer, operational and financial workflows:

- 85% - Accounts payable automation
- 83% - Invoice automation
- 82% - Transaction processing
- 82% - Document security management
- 81% - Other
- 81% - Claims processing
- 79% - Bank statement processing
- 75% - Onboarding
- 74% - Digital mailroom

"Australian organisations did an amazing job adjusting to the challenges of the past two years, but it's clear that this is just the beginning of their digital transformation, with many still using costly and inefficient manual processes," said Andy Mellor, Regional Vice President ANZ at Kofax.

"The good news is that unlike the rest of the world, they were less likely to have adopted partially manual processes, meaning their global counterparts' transformations are far from complete. So, with the right end-to-end intelligent automation platform, Australian organisations can leapfrog ahead and unlock business data that will give them a competitive edge."

Ricoh in RPA and OCR Alliance

ElectroNeek, an RPA vendor for Managed Service Providers (MSPs), has signed a partnership with Ricoh Australia to bring affordable robotic process automation (RPA) and optical character recognition (OCR) services to educational centres across Australia.

ElectroNeek will equip Ricoh with RPA tools such as Studio Pro, Bot Runner, and SaaS Orchestrator, to bring scalable and affordable digital transformation solutions such as RPA to organisations throughout all of Australia.

"The combination of our two teams - enterprise documentation software combined with scalable automation and expert technical leadership - will allow Ricoh to provide their customers with truly transformative digital solutions," said Sergey Yudovskiy, Co-founder & CEO, ElectroNeek Robotics Inc.

"Entering the Australian market is a big step for ElectroNeek. We're looking forward to taking on the challenge of this new region by providing our partners with industry-leading RPA tools and partner success strategies designed to enable Australian businesses to find success with next-gen digital initiatives."

ElectroNeek has in North America, India, Europe, and Latin America with more than 500 customers and partners worldwide.

https://electroneek.com/

The Changing Lawyer Virtual Summit

Litera, a global leader in legal technology solutions, has announced the 4th Changing Lawyer Virtual Summit will take place on November 10. This is the second year in which it will be held as a virtual conference.

"The Changing Lawyer Virtual Summit brings together the legal community to discuss how lawyers, law firms, and legal service providers are adapting to the changing environment," said Avaneesh Marwaha, CEO of Litera.

The Summit is free and open to everyone. Attendees need to register. Opening the Summit will be Seth Godin, best-selling author, founder of altMBA, blogger, and entrepreneur. Mark Schulman, speaker, author, and drummer for celebrities like P!nk, will close out the Summit with a bang!

The sessions, hosted by leading legal industry experts, lawyers, and CIOs, will be streamed live across the globe and will focus on key themes:

- How data is key to winning business and building strong relationships with clients
- Identifying exactly how technology can solve problems for lawyers
- The significant strides courts and litigators have made in technological advances

https://www.litera.com/

63% Expect Cyber-attack Within a Year

Nearly two-thirds of Australian organisations think a potential cyberattack on their organization is likely or very likely in the next 12 months, according to the 2021 Australian Cybersecurity Risk Report, a new report from Varonis Systems, Inc..

For the inaugural study, Varonis analysed 515 responses from C-level executives and senior managers in decision-making roles. Surveyed companies include small to large businesses across industries that include IT and telecom, financial services, government, manufacturing, professional services, education, and healthcare. Key findings from the 2021 Australian Cybersecurity Risk Report include:

- 82% of Australian organizations rated their ability to protect themselves from a cyberattack as good or very good.
- Almost two-thirds think a potential cyberattack is likely or very likely in the next 12 months.
- Organizations listed data loss or theft as the biggest cybersecurity concern (53%), followed closely by human error (40%) and insider threats (37%).
- Loss of brand reputation was rated the top overall concern by 29% of organizations, followed by loss of intellectual property (24%) and costs associated with a cybersecurity breach (18%).
- Nearly three-quarters (71%) of organizations store sensitive information in Microsoft 365.

According to the report, "The high value of sensitive data, combined with the lack of knowledge over where this data is located and who has access to it, makes organizations prize targets for threat actors."

Read the 2021 Australian Cybersecurity Risk Report.

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Perpetual and Griffith University win Micro Focus Realize 2021 awards

Clients of Information Management and Governance (IMG) specialist, iCognition, have received Micro Focus Software Realize Customer Awards at the Micro Focus Information Management and Governance Forum 2021. Perpetual Limited received the award for Financial Services Information Management Modernisation, and Griffith University received the award for Technology Excellence.

"We are extremely proud that our customers have been awarded these Micro Focus awards," said Joe Mammoliti, iCognition CEO.

"A huge congratulations to the teams at Perpetual Limited and Griffith University from all of us at iCognition. This is a just reward for the hard work and innovation you have applied to your business problems. We are honoured to be working with you and appreciate your confidence in us to deliver solutions to your business problems."

Perpetual Limited received the award for Financial Services Information Management Modernisation for successfully transitioning an aging TRIM system to a secure cloud. This aging TRIM system had multiple integrations and was reaching end of life.

Used across the enterprise, this system is considered critical as it manages vital records for clients, including trust and mortgage records.

Customers, such as large banks, entrust both digital and hardcopy records to Perpetual for safe keeping and the management of funding allocation.

Perpetual considered transitioning the system to SharePoint but realised it was not well suited to managing and securing such vital records to the standard they required.

They also realised that their organisation did not have the skills and experience required to manage and maintain the system.

They sought a partner who could upgrade their system, including working with the Perpetual outsourcers, Fujitsu, and SharePoint support partner Ensyst to upgrade the integrations, and transition them to a highly secure cloud environment and manage the system as a service.

iCognition was selected to undertake a 'lift, shift and upgrade' of the existing system to the iCognition Cloud, EDRMSaaS.

Security was a prime driver and iCognition's ability to offer an end-to-end ISO27001 certified service based on IRAP certified infrastructure managed that risk.

Griffith University

Griffith University received the award for Technology Excellence. The University was facing challenges with information sprawl coming from their Microsoft 365 applications – Teams, SharePoint, Exchange and OneDrive.

They gained control and governance of their information by implementing Office 365RMBOT, a Microsoft 365 to Content Manager microservice that harnesses the capabilities of the Microsoft Power Automate platform with Content Manager.

Griffith University started their Microsoft 365 integration journey by implementing robotic process automation for their SharePoint based contract management system called 'Converge Point'.

Within this solution, process automation has been put in place which monitors for any new and updated contracts the University receives, these are then automatically captured and updated into Content Manager based on intuitive, real-time business rule decision making.

This automated integration allows the University to ensure their recordkeeping compliance and long-time storage preservation for contract management, while providing users with the ability to interact with their native contract management interface.

"It has been a pleasure working with these clients, and we congratulate them. Their success is our success," said Mr Mammoliti. "We look forward to an ongoing partnership with the clients to deliver further value to them".

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

WINNER MICRO FOCUS INNOVATION AWARD 2021

NSW Crown Solicitors Office uplifts security with Content Manager in the cloud

The NSW Crown Solicitor's Office, through Micro Focus implementation partners Citadel and Microsearch, has recently completed its move to cloud with Content Manager Select, combining an innovative managed service solution with a content search and information retrieval solution using IDOL. This project is the latest in part of a large program of work to modernise the NSW Crown Solicitor's Office.

The NSW Crown Solicitor's Office undertakes core work NSW Government departments and agencies and also compete with private sector for other work.

It holds highly-sensitive, protected information that needs a strong level of security. It was looking for a cloud-based solution that would give it more control over the information being held on behalf of the NSW government agencies.

The main requirement was to achieve Information Security Registered Assessor Program (IRAP) certification. Additionally, Content Manager Select in the cloud was chosen because of its ISO 27001 certification as well as uses cases including Royal Commissions in Victoria.

In addition, the greater reliance on collaboration and working securely from any location highlighted by COVID-19 further reinforced the sensitive nature of the information being held and the need to have a secure, robust, and reliable cloud-based solution.

The CSO commenced a program of work in 2019 to digitally transform the organisation and retire a range of legacy systems and technology.

Speaking at the 2021 MicroFocus IM+G Forum, Sally Last, NSW Crown Solicitor's Office Information Services Manager, said "One challenge we faced was we were using Content Manager 9.1 which was leaving support. As CM has been embedded in our business for 16 years it was important we keep that stable for our users ongoing.

"Another challenge was the cost of our infrastructure. It was quite a significant operational expense each year and we had to rely on a lot of internal resources for managing that infrastructure and it became very complex sometimes. There was often stress about increasing storage which was a process that took up to 6 months so it became quite a challenge or my team

to predict how many records we would be ingesting over the course of the next 6 months and how do we adequately plan for that.

"The security landscape in NSW government has changed significantly and as a legal provider we have access to a lot of very sensitive information. Our users who work in those legal environments are saying to us we need to get paper out of safes and we need to be able to work digitally with all of our records and we needed a more secure environment to operate within.

"So, when we sat down with Citadel it was pleasing that Citadel really listened to our needs and our challenges. When I dropped the suggestion that we should maybe consider having an IRAP-assessed environment they really stepped up and listened to what we needed and partnered with us

"We realised a lot of value from the business outcomes of this project. There is a cost saving that is going to be delivered each financial year which is a good outcome for our agency and also the state of NSW. We now have a supportable platform with an experienced provider overseeing that for us and that stress of worrying about the storage has been completely eliminated. I don't have to be concerned at all.

"We are very close to receiving our certification to deliver an environment where our users will be able to store and access protected records and that's really important for my team to deliver to our office. It shows that we are listening to our users and that we are delivering benefit to improve the way that they work.

"It's just a great comfort knowing that Citadel is in the background monitoring and looking after our environment and they're always there to support us when needed. After 16 years of using Content Manager Micro Focus continues to deliver a system that is dynamic and changes the way the users need it to and will continue to evolve in the future."

The NSW Crown Solicitor's Office, in partnership with Microsearch, also integrated and deployed cloud-based enterprise IDOL software. IDOL is an enterprise search, knowledge discovery, and analytics platform that helps organisations search, analyse, and access all types of secure data.

Content Manager Select in the cloud uses IDOL for fast and deep document content search. IDOL is also the underlying platform for the InfoSource system relied on by solicitors for researching reference and legal content used to provide advice to clients.

Michael Antonios, program manager, NSW Crown Solicitor's Office, said, "The NSW Crown Solicitor's Office was pleased with the rapid roll out, which saw the project delivered within one week and under budget. With Content Manager Select in the cloud, the NSW Crown Solicitor's Office now has a more secure, faster, more flexible, and more cost-effective content management solution. All staff can now work remotely with confidence and can access Content Manager Select through an encrypted internet link that can be accessed from any device, anywhere."

Content Manager Select SaaS provides the NSW Crown Solicitor's Office with a solution that protects critical information and gives it the independence and control it was looking for. The solution can hold all sensitive information in a way that gives the NSW Crown Solicitor's Office full control and can be partitioned as required to ensure that only authorised agencies can access the information they need. The IRAP assessment is complete and there is an ongoing process to ensure compliance against the standard as well as the identification and management of threats accelerated and compounded by COVID-19.

Brandon Voight, regional director of sales, information management, Micro Focus, said, "With Content Manager Select in the cloud, the NSW Crown Solicitor's Office can be assured that sensitive information is protected. Securing information and having IRAP-protected solutions is critical for government organisations.

"Many government agencies are grappling with increased cyberthreats, and increased expectations around flexible work. The two most important assets for any organisation are its people and its data, and these are both becoming increasing separated.

"Content Manager Select in the cloud provides a modern and secure approach to capturing, finding, and managing information while meeting compliance obligations."

Solving the Teams CM challenge at WaterNSW

WaterNSW and the FYB team received the Micro Focus Outstanding Innovation Award 2021 at the Information Management & Governance Forum 2021 for the implementation of Teams2CM Collaborate. WaterNSW supply and seek to improve availability of water that is essential for water users and the communities throughout NSW. With more than 40 dams across the state, WaterNSW supply two-thirds of water used in NSW to regional towns, irrigators, Sydney Water Corporation and local water utilities.

WaterNSW needed a solution to capture information from Microsoft Teams to Content Manager, to meet compliance obligations. Once hearing about Teams2CM Collaborate and its ability to allow users to work from Microsoft Teams to access, update and collaborate on Content Manager information it was implemented for 1,192 Content Manager Users.

Jo Smith, Records Application Lead, WaterNSW, said "We had started implementing Teams and other Microsoft collaboration tools (SharePoint and OneDrive) within our business prior to COVID hitting, so we had begun to see a little bit of impact on the way users were operating. But when our whole organisation moved to working from home we all of a sudden got this high uptake especially of Microsoft Teams

"Straight away we had people using the Teams space to collaborate on documents. It has fundamentally changed the way Water NSW works and will continue to do so into the future.

"Before COVID hit we were already looking at options for how we could capture the documents stored in Teams. We were very conscious that people would start capturing documents in that space. As records managers we were already thinking about how we would transition those documents from Teams to our record-keeping system which is Content Manager.

"We have compliance obligations under the legislation so we didn't want things just sitting forever in the Teams space we wanted to use

Teams as a collaboration environment but have the documents transition to our EDRMS where they could be better controlled and managed," said Smith.

Some of the challenges included:

- Users storing documents in Microsoft Teams with no easy option to archive items from Teams to Content Manager

- Ability to update documents in Teams and sync changes so they were automatically available in Content Manager

- Users wanted to expose Content Manager documents into a Teams Channel

- Capacity to workflow documents from Teams environment and have those workflows and approvals captured in Content Manager seamlessly

FYB Teams2CM Collaborate has provided WaterNSW with the following key capabilities and features:

- Provided the first steps in their digital evolution for Content Manager by integrating and capturing information from Microsoft Teams

- Assisting with the capture and management of records to meet compliance obligations

- Utilise Microsoft Teams to communicate and collaborate supported by Teams2CM Collaborate to archive documents

- Using FYB Teams2CM Collaborate has provided WaterNSW with the ability to:

- Search across Teams and CM

- Reduced administration time

- Increased uptake for documents to be captured in Content Manager, meeting its compliance obligations

- Enabled expansion of collaboration technology options to work on documents supported by Teams2CM Collaborate sync and archive functions

- Apply and update CM workflows from Teams

Compliance is no Walk in the Park

An upgrade to a SharePoint 2019 intranet at City Parklands Services in Brisbane has delivered an enhanced external file sharing capability featuring Governance and Compliance from Micro Focus Content Manager.

City Parklands Services (CPS) is a wholly owned subsidiary company of Brisbane City Council. It manages the operational services, events, and marketing activity for South Bank Parklands, Roma Street Parkland, and Victoria Park, which receive 13 million visitors per year. It has 120 employees across 3 sites and 90 Content Manager users.

Heather Mitchell, Records Manager for City Parklands Services, presenting at Micro Focus IM&G Forum 2021, said, "We had a SharePoint 2010 intranet created in 2013 (when the company was formed) which was used as a communication site for policies, procedures, forms, templates, etc.

"It had become outdated, and people were complaining they could not find things.

"There were no clear rules for management or ownership of Intranet content. Also, CM records were exposed using tr5 links however outdated or invalid links were never removed, and staff not trained in CM found accessing the tr5 links challenging.

"The company was using a variety of potentially insecure file transfer platforms to send files to stakeholders."

The team decided on an upgrade to SharePoint Online to redesign their intranet. Content management experts WyldLynx recommended an integration with Content Manager to easily share content and create a secure portal for external shareholders.

WyldLynx consultants managed the server-side integration and provided team training and support, while Heather built the refreshed intranet in SharePoint Online, ready to accept Content Manager content.

"We tested the concept by exposing content from our training dataset to the new intranet," comments Heather.

"When that worked, WyldLynx connected the integration to our production dataset, and I started exposing the necessary Content Manager documents."

Successful Content Manager Test with Board Members and CEO

The native integration between SharePoint and Content Manager enables CPS to manage SharePoint content and expose Content Manager content according to established business rules. This process is transparent to the user and all managed content is easily discoverable from SharePoint and Content Manager.

"We found an easy and secure method of exposing Content Manager content onto our new Intranet, while allowing external stakeholders relevant access," says Heather.

Board members were given early access to the new solution and were pleased to discover their board packs in just one click, rather than having to download and copy confidential documents via unsecure filesharing links.

Meanwhile, CPS welcomed a new CEO, who came from abroad. Because of COVID-19 restrictions he had to adhere to a 14-day quarantine period when he arrived in Sydney.

The CEO was without a corporate laptop or network access, but Heather prepared a secure document library containing a selection of critical company documents for his review.

"Our CEO was delighted. These documents are too sensitive to just send by email and Content Manager made it extremely easy for him to be productive as soon as he arrived in Australia," comments Heather.

Possible Move to the Cloud

As Heather and the team are discovering additional opportunities with Content Manager, new use cases continue to emerge. Most of CPS's external stakeholders, such as Brisbane City Council or State Government staff, are a member of a Microsoft tenancy. This means that additional document libraries can be shared, keeping them secure and confined to specific content relevant to the stakeholder.

Private companies too can benefit from this. CPS maintain public swimming pools in their parks and constantly monitor water quality.

There is an opportunity to allow pool companies direct access to a library with water test results so that they can monitor these real-time and take corrective action quickly.

Currently, when an incident occurs in any of the parks, the responding team completes a Google form which is escalated to the relevant parties via email.

Heather is exploring the use of SharePoint in combination with Microsoft Power Automate to have these details automatically logged in Content Manager, with the relevant stakeholders being notified by email of the incident.

This same process will be adapted to assist HR in onboarding new team members too.

Content Manager is currently an on-premises implementation for CPS, but the team is looking into a cloud version, as Heather explains: "Running a hybrid environment with SharePoint cloud-based and Content Manager on-premises has worked fine for us. However, we moved to remote working during the COVID-19 pandemic and need to access Content Manager via VPN.

With a cloud instance of Content Manager, we wouldn't need the VPN connection which can sometimes be unreliable. Definitely something for us to consider."

Heather concludes: "WyldLynx provided great support in the integration effort between Share Point and Content Manager and we have found the Micro Focus user community really helpful too. When quizzing our board members, they report a productivity improvement of 50 per- cent and I know we also have realized annual operational cost savings as we don't need to fund filesharing platforms anymore. We are ex- cited about the potential we have for future use cases for Content Manager."

All of the sessions at Micro Focus IM&G Forum 2021, including the presentation from Heather Mitchell, Records Manager for City Parklands Services, are available to View On-Demand

WyldLynx brings Voltage File Analysis Suite to Australian market
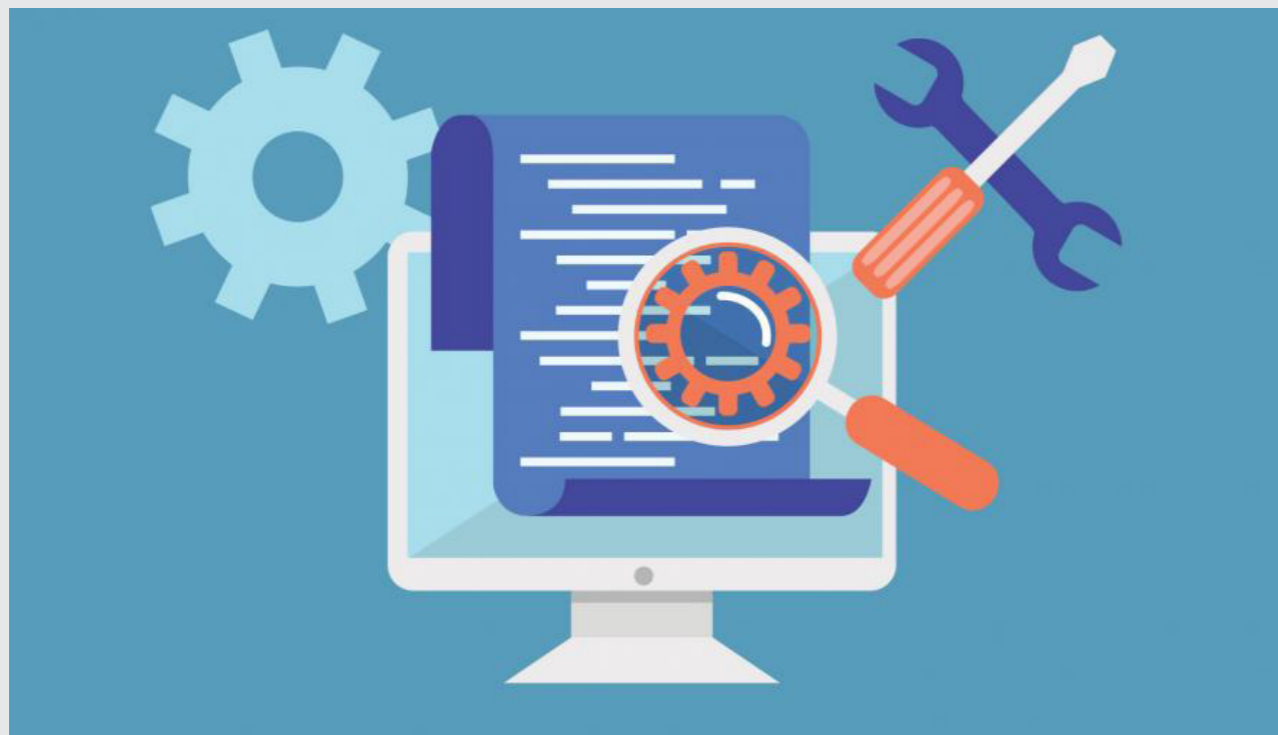
Micro Focus has announced that it has partnered with WyldLynx to deliver its 100 per cent cloud-based Voltage File Analysis Suite (FAS) solution for data discovery, access, and management in the region.

Carl Duncan, general manager, WyldLynx, said, "Wyldlynx has worked with Micro Focus for many years and is delighted to bring this latest revolution in data management to its Australian clients. By creating data transparency and security, Wyldlynx customers can mitigate risk and realise cost savings.

"WyldLynx's clients appreciate that FAS is hosted in the Micro Focus AWS datacentre in Sydney. This means their data remains in Australia, adhering to strict data sovereignty requirements. Within just a couple of days, Wyldlynx can help customers set the right data parameters and get them up and running. FAS starts scanning and categorising the data straight away with automated follow-up actions based on an agreed rule set."

In today's operating environment, most organisations hold large amounts of unstructured data in various forms and in multiple repositories and business systems including file-shares, SharePoint, and emails. Some data is sensitive or confidential, some of it should be deleted or archived, and some, like credit card details and personally identifiable information (PII), should be better protected.

As the importance of data privacy and data sovereignty increases, there is a growing need for organisations to understand what type of data they store and where, so that they can make informed decisions about data classification and managing the data lifecycle.

Brandon Voight, regional director of sales, information management, Micro Focus, said, "This partnership is driven by customer demand and data sovereignty requirements in the region. It means organisations across Asia Pacific can now use FAS to comply with sophisticated data privacy regulations and understand what data is held where, so they can manage and protect sensitive data.

"When clients come to Micro Focus in response to a data breach, often we discover that the information exposed should have been deleted already anyway. With FAS, this is no longer a problem."

FAS is a file analysis and data discovery solution designed to reduce risk, cost, and complexity. It lets users discover, analyse, review, and control unstructured data that resides on-premises or in the cloud. As a Software-as-a-Service (SaaS) solution, it requires no underlying hardware infrastructure, maintenance, or support. Detailed data analytics provides visibility into all organisational data from a centralised location so organisations can address complex data privacy requirements.

FAS leverages out-of-the-box artificial intelligence (AI)-driven rule sets to describe sensitive data entities that need to be identified and protected. FAS integration with Micro Focus Content Manager delivers added value for existing and new customers looking to drive enterprise data preservation and disposition use cases.
https://wyldlynx.com.au/Contact

TRIM/CM evolves to Manage Records "In-Place"

IDM asked Micro Focus Regional Director Brandon Voigt to expand on the new cloud File Analysis Suite (FAS) offering in the region and what it means for Enterprise Content Management.

IDM: Is this an exclusive relationship with WyldLynx or are other local Micro Focus partners also able to offer FAS to their clients? Is Micro Focus also selling FAS direct or only via WyldLynx?

BV: Our File Analysis Suite (FAS) offering is not unique to Wyldlynx, it can be purchased directly from Micro Focus, or from any of our partners, but Wyldlynx have a proud history of pioneering software solutions in our market.

For example, they are well known for their many successful SharePoint integrations with Content Manager over the years, and also for their many successful ControlPoint implementations. In many ways, their recent success with FAS is just a continuation of their commitment to understanding and deploying new and emerging technologies for the benefit of their customers.

IDM: Many organisations are looking at solutions to manage records in place rather than rely on users categorising and manually filing email or documents in an EDRMS. Does FAS offer the ability to analyse and apply remediation actions to files in realtime without the need for moving or copying the data from its source?

BV: We already provide realtime in place management for Office 365 and SharePoint using our Content Manager SharePoint integration. With this approach, records managed by the SharePoint integration already have the option of being left in SharePoint.

Our File Analysis Suite (FAS) identifies records based on business rules and auto-classification, this considers content analysis – using such details as key words, metadata, and security classifications, such as those relating to personally identifiable information (PII).

If the content is identified as a record it will be moved into Content Manager where it will be managed as a record, with a retention schedule, and all the other compliance and governance features users would expect from the leading electronic document and records management system (EDRMS) for government users.

We are expanding the existing integration with O365, I mentioned earlier, by developing the capability in FAS to extend in place management to a much larger number of repositories, thus being a market differentiator.

It will also allow users to choose to manage in place after discovery. With this approach, rather than moving the record, only a record stub will be moved into Content Manager.

IDM: How does the new File Analysis Suite (FAS) differ from the existing Micro Focus ControlPoint product?

BV: There are some similarities with the Control Point product from Micro Focus but this is a SaaS solution built for scale, that removes the challenge of managing storage and computing power. With many organisations now crossing over into managing Petabytes of unstructured data this has become a major consideration.

"Content Manager/ TRIM was initially developed to manage paper records in the pre-Internet era. The introduction of AI/ML capabilities with FAS is another example of how we continue to develop the product to stay relevant and why we have maintained our strong customer base." - Brandon Voigt, Micro Focus

FAS was initially developed as a file analysis and data discovery tool that could not only remove ROT (Redundant, Obsolete, and Trivial Data) but was integrated with SharePoint and O365.

Now FAS is able to access a much broader range of enterprise systems, and connect to multiple repositories on-premise or in the cloud.

IDM: How is Micros Focus responding to the evolving market for Enterprise Content Management?

BV: Content Manager/ TRIM was initially developed to manage paper records in the pre-Internet era. The introduction of AI/ML capabilities with FAS is another example of how we continue to develop the product to stay relevant and why we have maintained our strong customer base.

We recognise that many of our customers are working in a 'poly-repository' environment and want the ability to manage records in place.

They want enterprise-wide data discovery that can automatically take action when it discovers information that should be in the EDRMS, or encrypted or deleted. Customers also want to discover and analyse the mountain of data they hold in a dashboard that allows them to drill down into it.

For example, what data is not being managed in a way that is compliant with their data privacy rules?

FAS currently can discover records based on classifications and automatically capture them into Content Manager. One of the great features of FAS, is that from a data discovery standpoint, we don't need to collect data from any source to analyse and interrogate it – whether that is for privacy, compliance or data clean up.

From there we can take protective actions against that depending on the use case including declaration as a record, apply file-level encryption, preserve data with legal hold or defensibly delete the data from the source.

Are you leaving document archiving to chance?

By Dietrich von Seggern, callas software GmbH

Companies and public institutions benefit from PDF/A because documents can be archived permanently with this standard. While the format was originally used as a replacement for scanned paper or TIFFs in archives, it is now used primarily for digitally created documents.

The format has become widely accepted and numerous software products already offer an export function to PDF/A, such as Microsoft or Libre Office. The PDF/A documents generated in this way are of good quality and meet the requirements of the standard. Nevertheless, companies should not leave the generation of PDF/A to their staff for several reasons, but should prefer a centralised solution.

One argument in favour of this is the fact that not all employees are aware of the "Export to PDF/A" function or it cannot be ensured that they will use it. Setting the option can easily be forgotten when there are numerous documents to be converted.

In addition, the PDF/A option is not available in all creation programs. In such cases, the most direct route is often via a printer driver - with serious consequences. First of all, it is only a PDF and not a PDF/A file. Even a subsequent conversion to PDF/A cannot repair the damage.

An office printer does not need to reproduce more than all the objects visible on the page. However, digitally created files often have additional information that should be preserved during archiving. This includes metadata, such as the author's name and tagging structures that map content characteristics such as headings or reading order.

This metadata facilitates targeted searching and identification of documents, enables their automated processing, and simplifies their association with other documents or processes. For example, they can be used to automatically index documents when they are transferred to an enterprise content management (ECM) system.

Automate the process

Based on these arguments, it is advisable to centrally automate the conversion of Office files to PDF/A and thus ensure that "clean" files are created without any loss of information. This should be done server-based, especially if the document volume is high.

There are various options for central, automatic processing. The simplest variant is based on hot folders. A hot folder has an associated profile and several output folders. All files received in a ho tfolder are automatically fetched and processed with the selected profile according to their specifications without manual intervention and then stored in the respective target folders.

Modern conversion solutions have extensive functions which, for example, repair invalid PDF files or embed

incomplete fonts or subsequently integrate missing fonts and correct inconsistent metadata. Appropriate reporting provides the user with information about files that caused problems during conversion, for example if a file is password-protected.

More elegant and direct automation options are available through integration with broader workflows via scripting or programming. The same range of functions is available for the conversion itself.

Another argument in favour of centralized conversion is that quality assurance can then also be performed centrally. Specifically, this involves validation, i.e. checking whether the PDF/A files that are supposedly created actually comply with the specifications of the ISO standard.
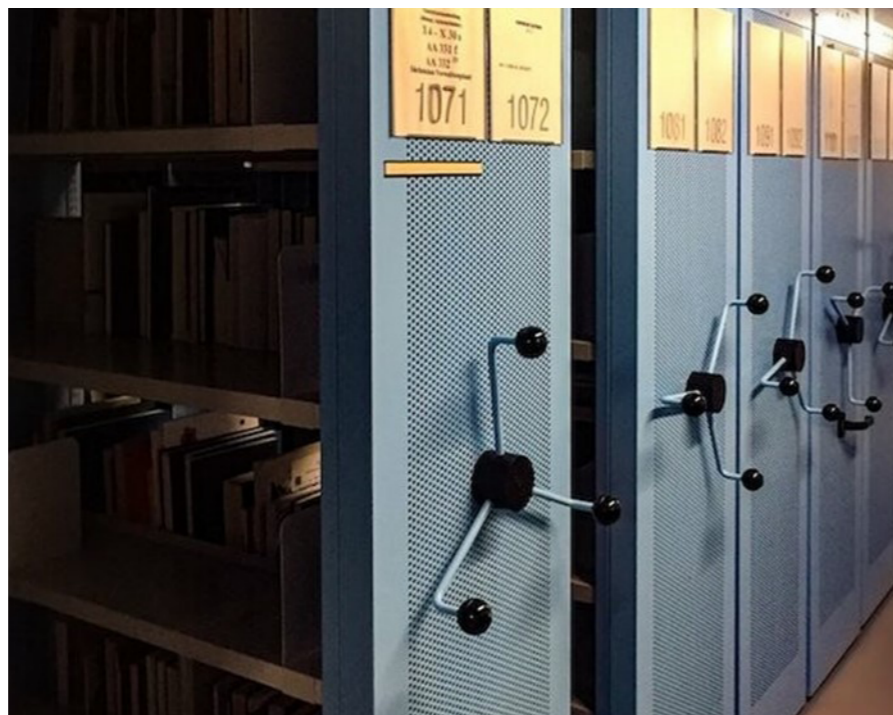
In the more reliable conversion tools, validation runs automatically after each processing operation. It is therefore advisable to use tools that are compatible with the veraPDF test corpus.

Conversion and validation in one go

In principle, it is advisable to keep all documents in one format, and PDF is the first choice here as the lowest common denominator for digitally generated or paper-based documents. In order to relieve employees of the burden of conversion and at the same time ensure that all PDF/A files are of a consistently high quality, decision-makers should rely on server-based solutions that include both conversion and validation and also provide features that automate the processes surrounding the processing of PDFs.

Originally published HERE

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US government slammed for slow e-Form rollout

US Federal government agencies have missed multiple deadlines to transition from paper to web-based forms, and a new report has found only a tiny percentage of US government forms are compliant with a law meant to spur digitisation.

The report by the US Information Technology and Innovation Foundation, a technology policy think tank, found that many government forms are not fully compliant with the 21st Century Integrated Digital Experience Act (IDEA), a law passed in 2018 that required agencies to transition from paper forms to accessible, mobile-friendly, web-based forms within two years.

"The statutory deadlines written into 21st Century IDEA have now passed, yet agencies have made disappointingly little progress toward making their forms available in an accessible digital format for both desktop and mobile users, as the law requires," the report notes.

"Indeed, out of a random sample of 1,348 government forms, the Information Technology and Innovation Foundation (ITIF) found that fewer than 2 percent were fully compliant with 21st Century IDEA. While 78 percent were partially compliant, this shows all agencies have more work ahead to fulfill their obligations under the law."

ITIF checked the 15 US executive agencies' forms to assess their compliance with 21st Century IDEA's web-based forms requirement. It located these forms using usa.gov/forms, which compiles links to federal government agencies' forms. ITIF examined all forms

associated with each executive agency, as well as forms associated with sub-agencies and bureaus of each agency, to determine whether they were included on each main agency's usa.gov forms page. It then randomly selected and assessed 100 forms from each agency; and for agencies that had fewer than 100 forms, assessed the total number of forms.

"Our assessment found that only 2 percent of government forms in our sample are fully compliant as an online form. We also found that 78 percent are partially compliant as a fillable PDF. We did not count forms available as Word documents, Excel files, or non-fillable PDFs as fully or partially compliant since Internet users are not able to easily complete forms in these formats on a web browser.

ITIF also notes that the persistence of fax machines in government is a by-product of the federal government's slowness to modernise and replace paper-based forms.

"Every year, many federal agencies pay government contractors to provide fax services, when this information could almost always be sent just as easily via email. Today, it is possible to securely sign and send documents digitally, and the only reason to hang on to outdated technology such as fax machines is a reluctance to shift to these new technologies that are both more convenient and more cost-effective,"

It wants the US Office of Management and Budget (OMB) to issue a directive requiring federal agencies to discontinue their use of fax machines and fully commit to digital means of sharing information.

Microsoft365 adds Adaptive Policy Scopes

By Kunal Kankariya, Infotechion

If you follow the latest announcements from the Microsoft Information Governance product team, then you must have already heard about a new feature in the Microsoft Information governance and retention management solutions space. It's called Adaptive Policy Scopes.

We have been a part of the preview program and have been testing this amazing feature. Adaptive policy scopes allow you to automate scoping of the locations of your label policies and retention policies based on certain criteria.

For example, one of the ways we have already started using it is to publish a specific retention label via an adaptive retention label policy to all sites that are of the type "Project".

Now, how would one go about tagging sites with this metadata? We were already using site property bags (indexed) for this purpose. We need to map these property bag attributes to RefinableStrings so that search is able to pick them up.

Earlier, each time a site was provisioned we would have to write custom scripts to add such sites to the retention label policy already in place for such sites.

With adaptive scopes, we no longer have to do that. We could just base our policy on a "SharePoint Site" adaptive scope and define the query such that any site with a custom property bag key "WorkSpace Type" that has the value "Project" would automatically get included in this policy (see Fig 1. at right).

This is just one example of how you could use adaptive scopes. Adaptive scopes can be used at various levels - SharePoint Sites, Users and even Microsoft 365 Groups.

In essence, scopes allow you to specify target locations dynamically by using certain properties or attributes associated with that scope. Once you have defined your scopes, you can use them in both, Retention Label Policies and Retention Policies. Do take a look at Fig 2. at right to understand what your policy configuration would look like for the example described above.

Another example - Let's say we want to target a retention policy on all Teams that start with the name "External", we would create an adaptive scope of type "Microsoft 365 Group" and use the "Display Name" property in the query such that its able to identify these teams and then create an adaptive retention policy to include all such teams.

The table at right, lists the details of the kind of scopes you can create, the locations that you can target with those scopes and also the properties or attributes that you can use to refine or filter the locations that are a part of the scope.

Another advantage of using scopes would be to overcome policy limits that only allow limited number of sites/locations to be targeted per policy. With adaptive scopes, these limits are no longer an issue as the inclusion of locations is dynamic.

One can also view the exact targets of the scope by viewing the scope details after the scope has been created. This would then bring up all the locations which fall under the ambit of that scope (See Fig 3.).

The licensing model for most of the solutions under Information Governance and Protection follow a pattern where anything that can be done manually is available with the M365 E3 license whereas any sort of automation would require either the add-on licenses or the E5 license. Adaptive scopes follow this pattern and would require an E5 license.

Trial Microsoft 365 Compliance with Infotechion

We provide a self-service approach to validation of the key information governance use cases integrated with Microsoft 365 compliance, in a test environment hosted in Microsoft 365, and pre-configured by Infotechion experts.

Key Highlights:

- Configured proof-of-concept tenant with the test data for 40 days

- The required Microsoft E5 licenses for the trial period

- Establish a business case for change based on evidence

Our approach is highly effective and is proven to be 10x faster and cost-efficient than traditional approaches to test Microsoft 365 compliance features. Find out how we can help, by registering on https://www.infotechtion.com/poc

Originally published HERE

Kunal Kankariya

Principal Solutions Architect
Infotechion www.infotechtion.com

Scopes	Target Locations	Properties
SharePoint Sites	SharePoint Sites OneDrive Accounts	Site URL Site Name RefinableStrings
Users	Exchange Email OneDrive Accounts Teams Chats* Teams Private Channel messages* Yammer user messages*	First Name Last Name Display Name Job Title Department Office Street Address City State or Province Postal Code Country or region Email Addresses Alias Custom Exchange Attributes (1-15)
Microsoft 365 Groups	Microsoft 365 Groups Teams Channel Messages* Yammer Community Messages*	Name Display Name Description Email Address Alias Custom Exchange Attributes(1-15)

Only applicable for retention policies
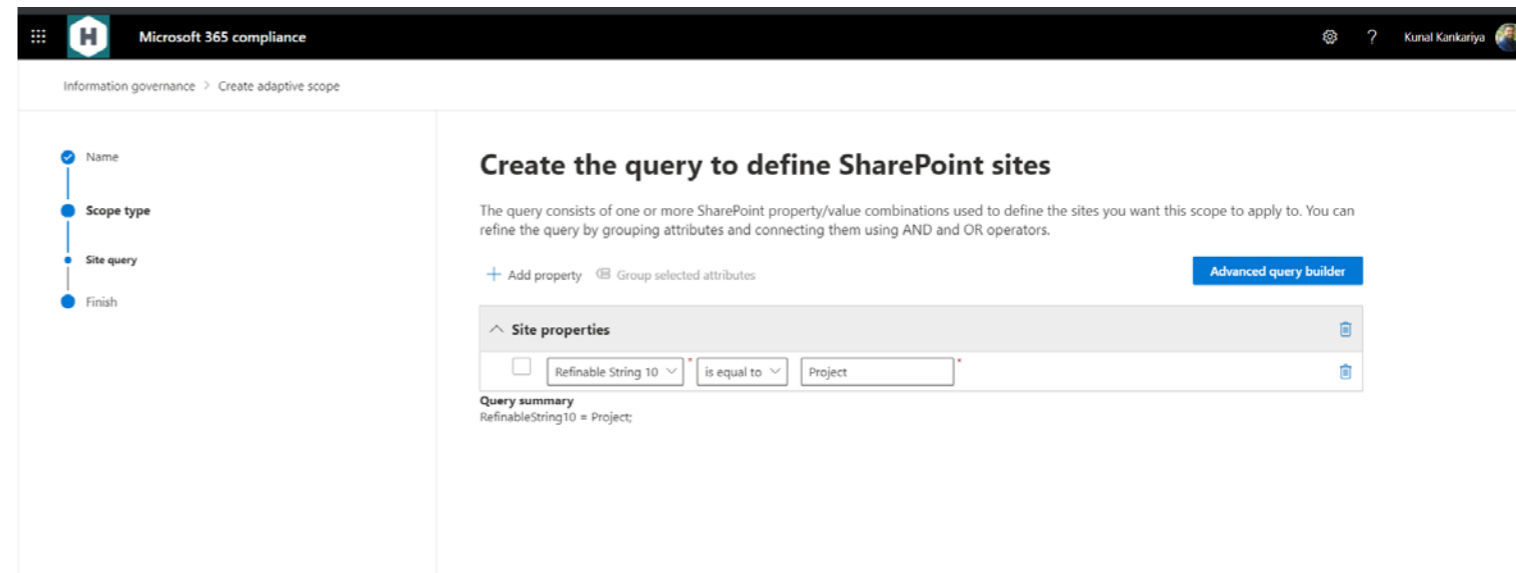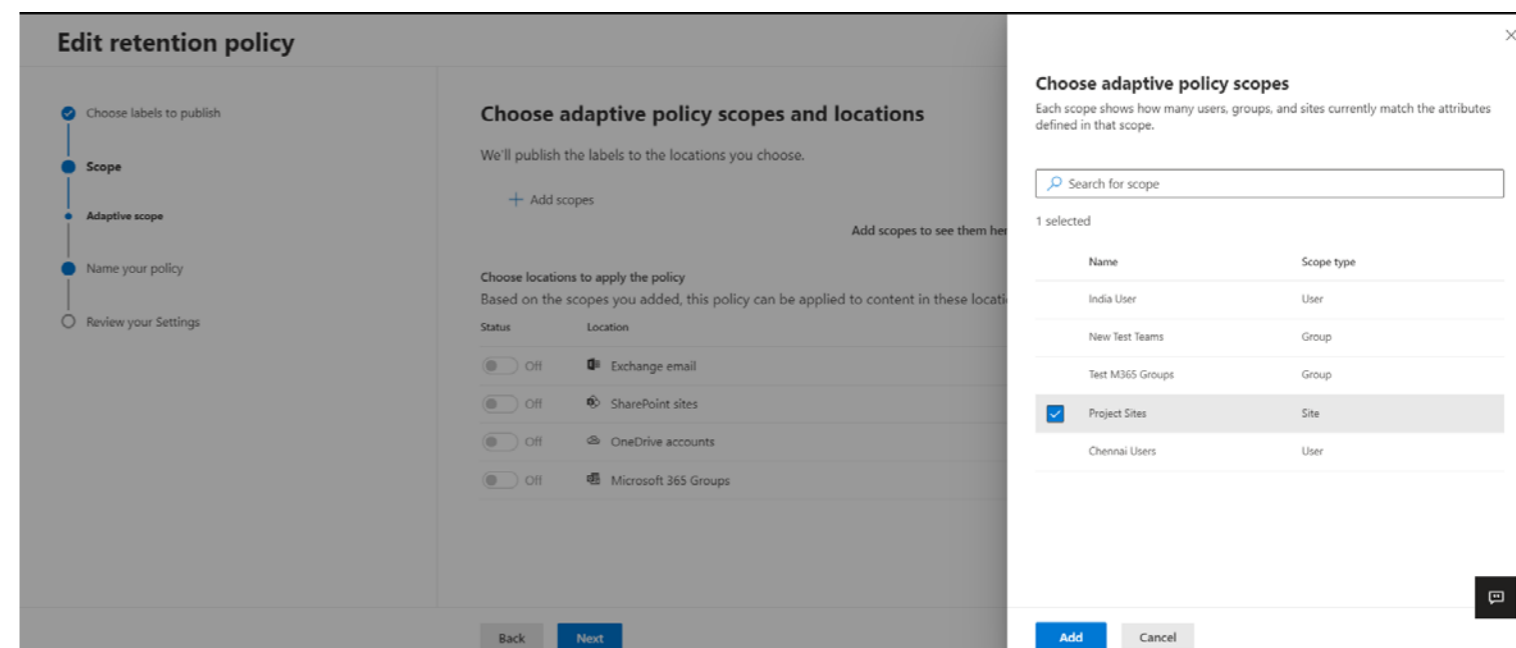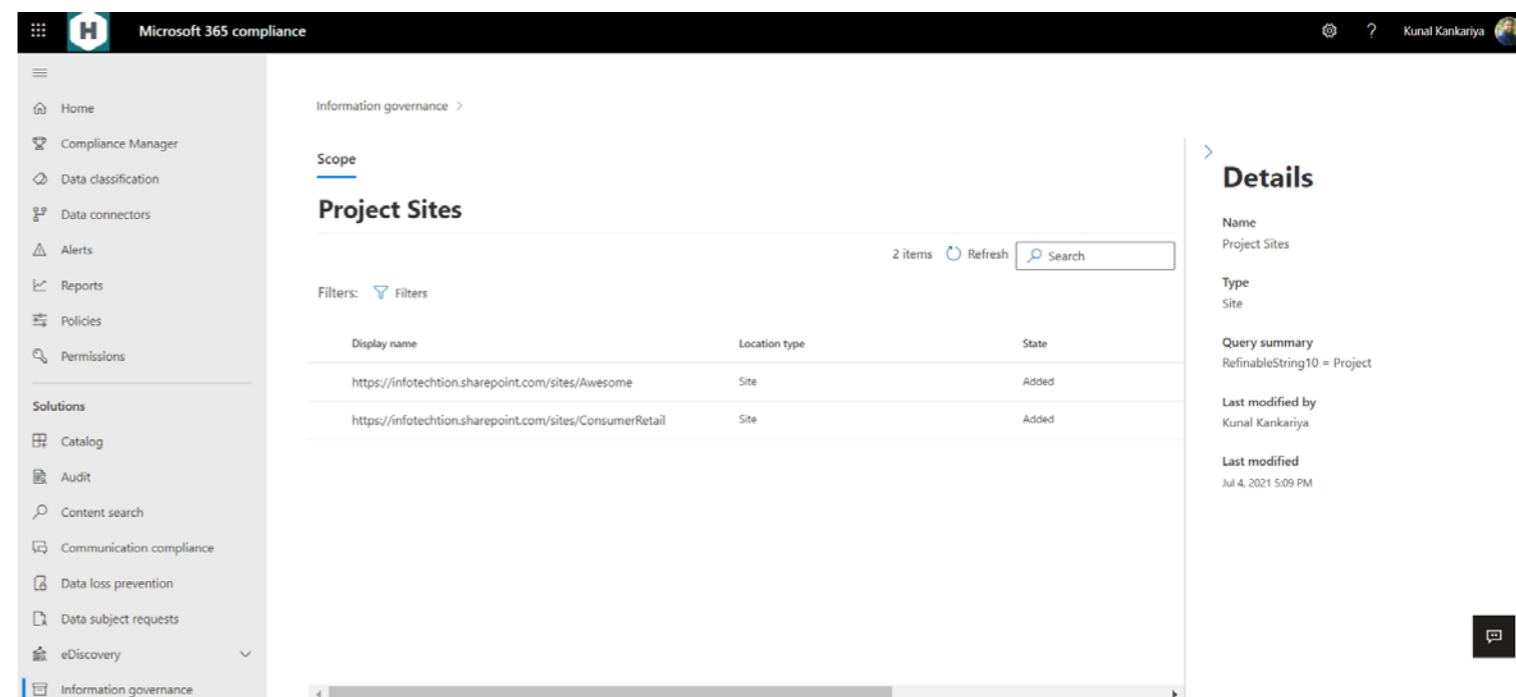
🔒Infotechtio

Fig 1.

Fig 2.

Fig 3.

Cenitex Victoria adds EncompaaS to enhance Microsoft 365 compliance

Victorian government shared services provider Cenitex will offer the EncompaaS cloud platform to help unlock the value of the State's government Microsoft 365 investments. This will be achieved through records management automation and other initiatives, while complying with Public Records Office Victoria (PROV) record-keeping requirements.

Cenitex's initiative comes at a crucial time for Victorian government departments and agencies. As digital transformation ramps up these departments are looking to move to an information management environment in which flexibility, collaboration and productivity are paramount.

While Microsoft 365 offers enhanced end user capability, challenges of discovering and governing content across new cloud platforms as well as on-premises systems remain.

Utilising visual data discovery and AI metadata enrichment, EncompaaS reduces risks associated with ungoverned content in SharePoint, Teams, File Shares and other ECM systems.

Further business value is unlocked by automating records tasks and freeing staff to engage in activities that deliver against strategic objectives.

The EncompaaS cloud service will be provisioned by Cenitex within the Victorian government's VicCloud Safe environment.

Hosted on Microsoft Azure, EncompaaS integrates with both Microsoft 365 and on-premises data repositories such as Micro Focus Content Manager, SAP and file shares.

While departments and agencies are looking for automated solutions that free up staff from compliance tasks like having to classify information as a record, the ability to preserve and extend existing electronic records management solutions is important given the millions of records they still manage.

EncompaaS offers a low change transition to full or hybrid manage-in-place content management approaches, according to Andrew Paull, Southern Region Sales Manager for Informotion, partner for EncompaaS.

"In the transition to manage-in-place, the key to success is your ability to leverage and augment existing systems while implementing new cloud capability that moves you effortlessly to your desired future state.

"Some departments will prefer evolutionary change while others a more immediate transition. EncompaaS can support both," said Paull.

"A typical EncompaaS implementation, including initial deployment, analysis, configuration and staff training, takes around six to eight weeks," he said.

"At that stage, organisations gain visibility of their content, and can make informed decisions about what to do with it."

A solution's ability to discover and visually display all of an organisation's content – not just M365 data – is critical to understanding both compliance risks and the opportunities to unlock further value from it, according to EncompaaS CEO Jesse Todd.

"With EncompaaS, compliance is just the beginning. Our goal is to help organisations discover, understand and enrich their content so they can inform decisions and strategy in real time, and meet their broader obligations more easily, not just records management." - EncompaaS CEO Jesse Todd.

"Without visualisation it is difficult to understand where sensitive or valuable information is located, how it is being used and where you are exposed to risk, or what opportunities exist to automate business processes."

The key to success is combining risk reduction with productivity benefits.

"Our strategy helps agencies to discover and prioritise the most critical governance challenges first, and then progressively move on to other priorities.

"Some of these goals may be to rapidly adopt Teams, retire file shares, relocate critical information to more secure and active work areas, automatically govern content in place, or implement process automation," said Todd.

Departments that would like to know more about the Cenitex EncompaaS offering are encouraged to reach out to Andrew Paull via Andrew.Paull@informotion.com.au

For more information, visit https://encompaas.cloud/

Remote Work and Its Lasting Impact on Record-Keeping & Compliance

By Demos Gougoulas, EzeScan

The COVID crisis appears to be turning the corner, but many will remain working from home for the foreseeable future. Getting users to be records-compliant is difficult enough at the best of times, but working remotely adds even more challenges with maintaining daily records of transactions including new documents, file notes, record of phone conversation and phone meetings.

Many remote workers are being asked to use their own devices without access to corporate network, software or to EDRMS. Transferring work files has become an issue, and many are returning to sharing files with colleagues through email, Dropbox and even physical USB drives.

Government agencies are grappling with the records management challenges of the remote work era and for them, capturing email records is critical.

This can be a challenge when system integrations in the workplace are not always possible on home devices and there is no email capture client software available.

The record-keeping obligation isn't going away. Now, while there may be a technology dream that records will be automatically captured without anybody having to do anything, this isn't coming to fruition any time soon. The problem for many organisations is that record-keeping outside of the records area is not high on the priority list and people generally name their documents ill-conceived names and file them where they can't be found.

At EzeScan we have not attempted to create a silver bullet, rather we have developed technology that aligns with people and their business processes.

We like to refer to it as business process digitisation, where records are captured as a function of the business process and not as a function of compliance.

We believe the people working directly with documents are in the best position to identify the value of the information to the business.

If we can take away the stress about worrying over what to call or where to save the captured information, this will not only simplify their lives considerably but ensure the desired business outcomes are achieved

This is not the same as using AI to determine the value of information. AI makes sense where you've got millions of legacy documents, low value information assets in places where no human is ever going to be able to review them all.

When considering high value information assets in a realtime business process workflow, there are few information managers that would delegate the overall handling of the information to AI.

The risk of records not being classified or registered in the right place is secondary to information not being appropriately actioned

Many EzeScan customers have been addressing the remote work era by firstly looking at their digital mailroom and specifically addressing:

- Non-compliant digitisation
- No audit trail
- Forgotten or lost email
- Delays in decision making and actioning
- No visibility to the rest of the business
- Reliant on user to classify, action, share or file
- Difficult to initiate workflow
- Filing/EDRMS, wrong name wrong location
- Compromised customer service
- Lack of governance and regulatory compliance
- Increased risk to the organisation

Correspondence and incoming documents are scanned and distributed to remote users via a Web application.

Users can review their documents on any device, sitting at the computer, on the couch with a tablet or on the go with their smartphone (or at a park bench!).

In the background, we ensure that their mail is named correctly in the correct taxonomy and filed where it needs to be. Most importantly, EzeScan initiates the correct business workflow that's required for that information.

Wherever they are, by actioning that digital mail as part of the business process, EzeScan will automatically name it and file in the EDRMS.

Our customers are taking a number of different approaches to managing records for remote workers. Some are simply asking users to place files in a windows directory on the work server after which EzeScan polls the file/metadata and uploads them into the Document Management System.

Many are relying on a workflow that employs remote workers to index, validate and authorise documents after they have been digitised to the EzeScan remote indexing WebApp.

After this workflow is completed, EzeScan than automatically uploads the documents into the back-end EDRMS. Others are using EzeScan's remote indexing assistant WebApp to automatically index and upload their own documents, images, emails, etc, generated during the course of their working day.

EzeScan then applies the corporate records business rules to give uniformity to documents and upload them to the EDRMS.

Others are using EzeScan's file upload assistant WebApp to provide bulk file transfer directly to the EDRMS.

Record-keeping can be difficult enough for staff under normal conditions but working remotely has made it even more so.

Our solutions help people focus on their work and allow them to action and upload their records seamlessly, regardless of where they're working.

Demos Gougoulas (ARIM)

Director of Sales and Marketing
EzeScan ezescan.com.au

5 Ways To Tell AI-based IDP Systems Apart from Traditional Ones

by Amit Jnagal, Infrrd

The **IDP** market is going through an interesting phase – a lot of new players have entered the market and all of them make similar claims about their AI and use of Machine Learning Technologies. We have worked with customers who were led to believe that they are using an AI platform for IDP but found out very late in the process that the product used very minimal machine learning. Just enough to give them a check in the box that they are using ML but hardly enough to make a difference for the customers.

Our prospects often ask, how can they tell an AI/ML-first product from a traditional, regular expression-based, templatized solution. It is not that hard, we have put together a list of simple tests for you to find this out. Let's dig in…'

1. New Document Journey

Most IDP systems come with some ready structures for extracting data from a fixed set of documents - Invoices, Tax Forms, etc.

Borrowing the ML nomenclature, everyone calls them 'model' irrespective of being backed by an ML model or a logic-based code.

A true AI-based document understanding engine can train itself to understand any new document type. So if you try to configure a new document type that the system has not seen before you can get one of the two responses from the vendor - "give me your data and let me come back after a couple of weeks" or "here is our system, go ahead and train it yourself".

The former is usually an indication of a non-ML-based system and the latter - a true, AI-based engine.

2. Accuracy Improvement Over Time

The fundamental theory that all ML systems are based on is that their accuracy improves as more data is processed with them.

While most traditional systems give you the following accuracy curve:
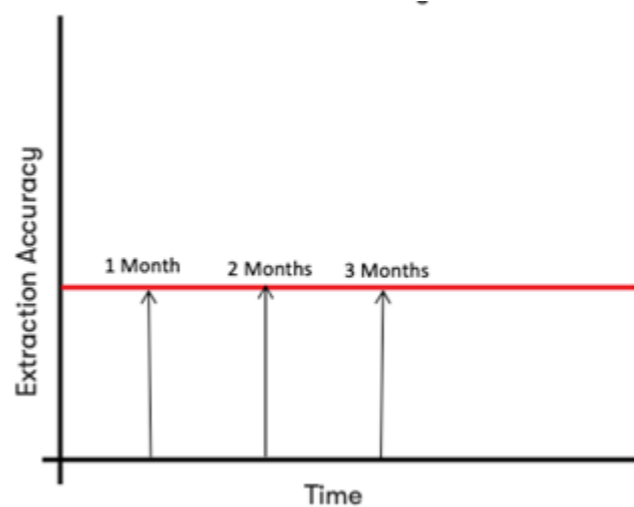
A machine learning-based system is supposed to yield the following accuracy curve:
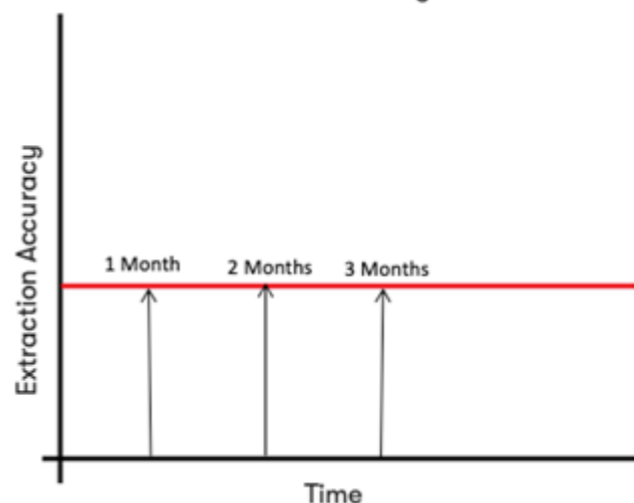
Now, it is not practical for every customer to invest 3 months in figuring out whether a platform uses ML for data extraction or not. But you can run smaller experiments with a much more limited data set.

Pick the information that is difficult to extract; something that you usually get 10%-20% accurately. Do an incremental training running and observe this number move. It is much easier to make the accuracy needle move from 20% to 30% rather than moving it from 80% to 85%. But this will give you the validation of the IDP engine is being backed by Machine Learning or not.

3. ML is Data Hungry

Fundamentally, all Machine Learning algorithms need a large set of data to learn from before they can start making predictions. One reliable signal for detecting ML potency is the need for training data. Most AI-based training engines will require you to provide training data at the beginning of the IDP implementation. If you need to provide little or no data to start with, chances are that no learning models are used by the system.

4. Handling Variations

There is one thing that a logic-based IDP system cannot handle - complex variations. If you have a document that does not have a fixed format and comes in a lot of variations, then a heuristics-based system will not be able to do a good job.

This is a good test to validate the machine learning foundation of the system. Take it for a spin with a document that has varying layouts and vocabulary then the difference in accuracy is definitely noticeable.

5. Employee Base

Finally, if you do not want to invest time in checking any of this, here is a quick check. Go to LinkedIn and search for Machine Learning. Filter it down to People and set the current companies to the name of the company that you are evaluating.
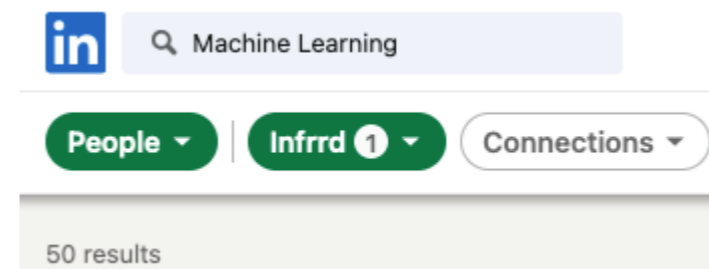
The number of Machine Learning people will give you a good idea of how much machine learning has gone into the platform that this company has built.

Machine learning-based IDP systems solve a lot of challenges that traditional solutions have not been able to solve. From handling variations, the complexity of tables, computer-vision-based pre-processing, and sorting of documents to automated ongoing improvements.

Your return on investment from an IDP system that is built from the ground up based on Machine Learning can be 10X more than traditional systems over 3 to 5 years.

I hope this write-up gave you some pointers on how to choose carefully - all the best with your IDP platform selection.

Amit Jnagal

CEO

Infrrd www.infrrd.ai

Nuix acquires Natural Language Processing company

Nuix has entered into an agreement to acquire all the shares in Topos Labs, Inc. (Topos) a developer of Natural Language Processing (NLP) software that helps computer systems better understand text and spoken words at speed and scale.

Topos is a software company headquartered in Boston. Its artificial intelligence (AI) driven NLP platform is designed to reduce the workload on data reviewers and analysts by surfacing relevant or risky content faster. Its mission is to provide customers with risk-oriented content intelligence for pro- active risk management and regulatory compliance.

Topos's early-stage platform is already able to automate accurate analysis and classification of complex content in documents, electronic communications, and social media. NLP models can be defined directly by business users through the no-code user interface, reducing the time required to identify risk in an organisation's data. Topos is then also able to present the risk assessment of confidential, sensitive, and regulated content in user-friendly dashboards.

Nuix plans to optimise the technology to benefit its Investigations, eDiscovery and GRC (Governance, Risk and Compliance) solutions, by enhancing the unstructured data processing power of the Nuix Engine.

Nuix Engineering Founder and Chief Scientist David Sitsky said "The acquisition of Topos is an exciting evolution in Nuix's journey. Integrating the Nuix engine's ability to process vast quantities of unstructured data with the next generation NLP capabilities of Topos will be game-changing for Nuix's product portfolio."

Upon financial close which is expected in September 2021, the Topos team, including members of Topos senior management, will be joining Nuix. Closing is subject to the satisfaction or waiver of customary closing conditions.

Nuix CEO Rod Vawdrey said "Topos will strengthen Nuix's product offering by helping customers get to relevant data even faster. The potential for user-friendly dashboards and for users to easily customise the software to their specific needs also reflects Nuix's focus on empowering our customers to search through unstructured data at speed and scale. We look forward to Christopher Stephenson [Topos CEO] and his talented team joining Nuix."

The initial cost of the acquisition is US$5 million on financial close, with the potential for a further US$20 million comprised of US$18.5 million cash payable to the seller of the shares in Topos, and up to US$1.5 million in performance rights payable over 30 months.

Call to Halt Critical Infrastructure Bill

Organisations from across the globe representing a cross-section of the technology industry urged the Australian Government not to fast-track concerning provisions of the Security Legislation Amendment (Critical Infrastructure) Bill 2020 that would allow the government to take control of critical infrastructure assets and require security incidents to be notified within a 12-hour period.

They claim that if implemented, these authorities would negatively affect national security, business, and trade.

In a letter to Australian Parliament Home Affairs Minister Karen Andrews, the Information Technology Industry Council (ITI), Cyber Coalition, and the Australian Information Industry Association (AIIA) wrote: "Our members share the Australian Government's commitment to protecting Australians and Australia's critical infrastructure against cyber threats [....] However, these two provisions would not accomplish that goal, would have significant unintended consequences that would decrease security in practice, and would set dangerous global precedents."

The associations strongly recommended that, should the lawmakers move forward with the government assistance provision, they ensure that such assistance powers are subject to a statutorily-prescribed mechanism for judicial review and oversight. Without such a process in place it could undermine the values that Australia promotes internationally and set an undesirable precedent for other governments facing similar national security challenges.

The associations also recommended that the mandatory cyber incident reporting timeline be extended from "within 12 hours" to "at least 72 hours" or "without undue delay to help ensure companies can devote limited resources to focusing on truly critical incidents and provide useful, appropriately contextualized information to the government."

Read the full letter here.

Unstructured Data Growth Bites Budgets

As companies store more unstructured data, companies find that it's taking an ever-bigger cut of the IT budget. That is forcing some firms widen the search for solutions that can help them better manage it, according to a new survey from Data Analysis form Komprise.

For the *2021 Unstructured Data Management Report,* Komprise survey more than 300 IT leaders at companies in the US and the UK to gauge the state of their unstructured data management strategies.

The majority of organizations surveyed are managing more than 1PB of data and spending more than 30% of IT budgets on data storage and protection – a cost overhead that's showing no signs of slowing down.

Yet this unstructured data – application data, user documents, video and images, research files — represents untapped insights for future business value. IT leaders realize that migrating data to the cloud can help cut costs and enable data monetization.

The survey finds that they need analytics to help devise a cloud data management strategy for better planning, cost savings and support for cloud-based data lake and AI projects.

Highlights of the survey:

- Unstructured Data is Growing as are its Costs

- 65.5% of organizations spend more than 30% of their IT budgets on data storage and management.

- Most (62.5%) will spend more on storage in 2021 versus 2020.

- 50% of enterprises have data stored in a mix of on-premises and cloud-based storage.

- Top priorities for cloud data management include: migrating data to the cloud (56%) cutting storage and data costs (46%) and governance and security of data in the cloud (41%).

IT Leaders want Visibility First Before Investing in More Storage

- Investing in analytics tools was the highest priority (45%) over buying more cloud or on-premises storage or modernizing backups.

- One-third of enterprises acknowledge that over 50% of data is cold while 20% don't know, suggesting a need to right-place data through its lifecycle.

- Unstructured Data Management Goals & Challenges: Visibility, Cost Management and Data Lakes

- 44.9% wish to avoid rising costs.

Download the full report here.

Pingar knowledge graph partnership

NZ developer of Natural Language Processing (NLP) and text analytics technology, Pingar, has announced a partnership with Graphologi's knowledge graph solutions. Pingar drives the auto- classification of large volumes of unstructured data for the purpose of document management, record keeping and compliance, search, insights and intelligent information management.

Graphifi provides tooling and expertise for creating knowledge graphs. Its two products - Graphologi, for taxonomy and ontology management, along with EasyGraph, a knowledge graph delivery platform - offer enterprise class capabilities for managing and setting up knowledge graphs easily and affordably.

Pagar states this partnership will allow it to develop more holistic solutions where auto-classification is a requirement.

"The combination of Pingar's world-leading technology, combined with Graphologi's knowledge graph solutions, will allow companies to benefit from getting the most value from their information assets," it said in a statement.

For Graphifi: https://graphifi.com/contact

For Pingar: https://www.pingar.com/

Archiving Microsoft Channels Under Regulatory Compliance

By Brett Knudson, Micro Focus

If you throw 10 nickels in a bucket with 10 average employees, (representative of the sample of all employees) you're likely to hit an employee that uses Microsoft Teams for daily tasks almost 7 out of the 10 times.

In other words, the use of Microsoft Teams across businesses worldwide has dramatically increased in the past year. However, more use of a social collaboration tool like Microsoft Teams means more data being created daily. With more data being created, compliant archival of said data is paramount.

More collaborating = more communicating. More communicating = more stuff to archive. More stuff to archive = more pressure on regulatory compliance standards.

Businesses using Teams are likely to be using other social collaboration channels as well. For example, organizations rarely send all information or communicate via one channel. Rather, they are likely to use other sources like email, social media, or instant messaging platforms. All these various forms of communication present a challenge to the business to remain compliant.

It may seem like you are fighting an uphill battle, but with the proper compliance archiving solution, you can gain the most value from Microsoft Teams, remain in regulatory compliance, and allow your data to work for you.

So, how does archiving help in remaining in regulatory compliance when using Teams?

Increased Teams Value

Microsoft Teams undoubtedly gives its users some major benefits and has changed the business landscape. Those using Teams are likely familiar with its native archiving capabilities already and may be grudgingly asking if this functionality is sufficient.

It's not.

Teams generates a wide variety of content types, but its archiving capabilities do not extend to all of them. When content types are ignored by the archive, the door is opened to employees to communicate inappropriately. Additionally, ignored content types are consequently not available for search and eDiscovery, missing the point of archiving in the first place.

Examples of content types ignored by Teams' native archiving and eDiscovery capabilities:

- Recordings of meetings and calls
- Edits to messages in Teams chat and channels
- Code samples
- Message reactions
- Content in Microsoft planner
- Drawing, annotations, and text when using Microsoft Whiteboard
- Quoted content
- Screen sharing content
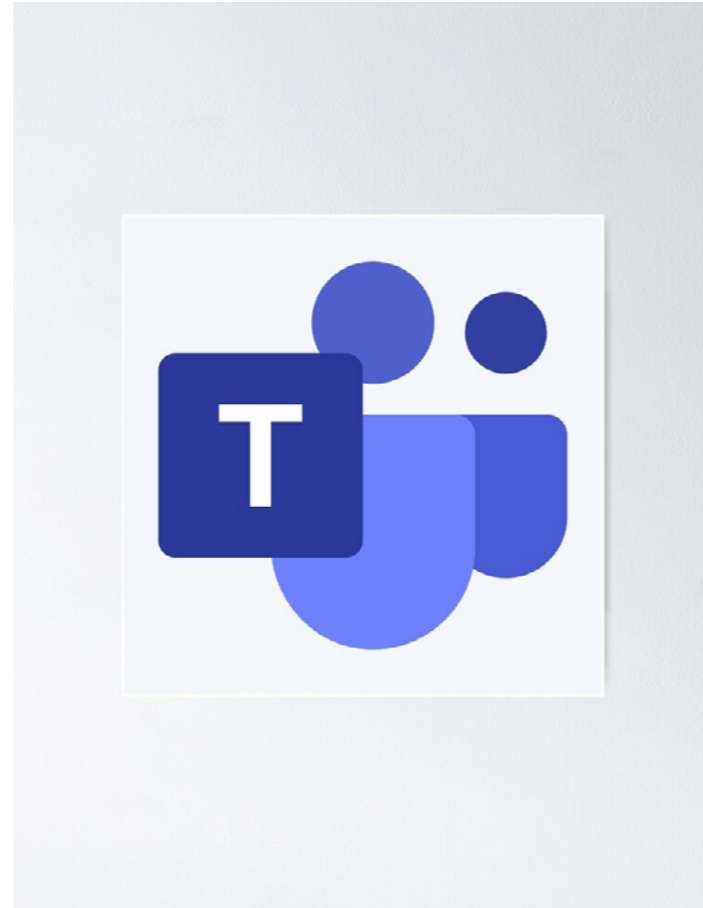
When content types are ignored, space is created for compliance issues. Employees begin communicating via channels not included in Teams' native archiving functions. When this happens, you can't search it, analyse it, or fix it. Goodbye compliance.

Bringing in a third-party compliance archiving solution can remedy the issues presented when using Teams native archiving. This allows employees to communicate how they will.

Additionally, when every content type is archived, your organization can see the full value from Teams. Using a third-party compliance archive bolsters Teams and allows your business to use it the way it was intended.

Increased Teams Functionality

The native archiving capabilities of Teams can capture many, but not all, content types. A third-party archiving solution can provide advanced customizable workflows and defence against litigation.

A third-party archiving solution captures all the content Teams can do itself. In addition to this, it will also capture reactions to messages, versions of edited messages, animations, images, files, audio, video, notes, and capture from SharePoint links when they were shared, among others not supported by Teams. This opens the gate for Teams and allows your organization to do more with the same platform.

Understanding business communication from a compliance archive with analysis capabilities can help change and tweak current business practices.

It can shed light on inefficiencies your team is experiencing in real time, whether known or unknown, that can be fixed to become more efficient.

When you have a separate platform analysing the communication being sent through Teams, you can better understand how people are actually using it.

This is extremely beneficial in optimizing workflows, granting permissions to certain users, and getting the most out of your investment in social collaboration.

Teams Premium (Voice and Video)

Organizations today need to manage voice records for regulatory compliance or internal policy reasons in the same way they handle traditional records (email, IM, SM, etc.) as there are obligations under Dodd-Frank, SEC Rule 17a-4, and Europe MiFID II requiring voice communications be captured, archived, supervised, and available for timely production.

A compliance archive can help provide extensive voice capabilities beginning with the ability to archive, index, search, and playback phone calls and voice recordings from multiple recording vendors within a single system.

If your organization communicates via voice on a digital platform, (does any company not?) then you need the ability to archive recordings in native format, voice speech-to-text transcription to facilitate review, and playback with slice, splice, and stich capabilities.

Analytic enrichment can also provide deeper insight into the conversational context, speaker identification, translation, voice availability for trade reconstruction, and trading turret integration.

A third-party archiving solution can help you automate the capture of full-resolution images, videos, and other file attachments regardless of the device or network used to transmit them.

Teams Managed Service

If you have ever implemented a software at a company before, your hands are likely sweating just thinking about implementing and running another.

Therefore, a third-party compliance archive that offers a managed service could be valuable to you. You don't have to be the expert in everything if you let a managed services team help. Take advantage of enterprise-class operational support, 24x7x365 automated operations, proactive technical support, and consultative expertise. This allows you to monitor both physical and logical operations in real time.

When you have a managed services team assisting with your archive, it balances strategic and tactical customer satisfaction objectives and results. Having another established company with industry experts with your best interest in mind can alleviate the worries of regulatory compliance and routine platform maintenance, enabling you to focus on the things that matter most.

While Microsoft Teams offers native archiving capabilities of much of its content, it ignores other content types, exposing your organization to risk.

You have many different types of content, all needing to be archived to ensure regulatory compliance. Enlisting a third-party compliance archive solution can help your organization search across multiple platforms and content repositories without the need to migrate the data first to a central repository.

Search once and find exactly what you need.

Originally published HERE

Brett Knudson
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Harvard Researchers Use Dyes to Store Data – holds promise for long-term data storage

In the digital age, every byte of data needs to go somewhere, and preferably stay there a long time. That last part is a major problem when it comes to data storage, which typically last less than 20 years. A group of Harvard chemists is trying to solve the issue with an innovation that resembles tiny drops of ink.

In a new paper in ACS Central Science, researchers from the George Whitesides lab describe a novel storage approach that uses mixtures of seven commercially available fluorescent dyes to save data files. The dyes are dropped by an inkjet printer and read with a microscope that can detect the different wavelengths of light each dye emits. The researchers then decode the binary message in the molecules back to documents, books, photos, videos, or anything else that can be digitally stored.

Theoretically, the data can be saved for a very long time — thousands of years or more. The long timeline of molecular data-storage options is superior to that of current media devices for data storage, such as flash drives, Blu-rays, magnetic memory strips, and computer drives, which can store information for 40 years at most, have strict size limits, and are susceptible to water damage and hacking.

Another shortcoming with traditional storage processes is that they gobble up energy. Even the cloud has a storage limit, requires huge and expensive physical servers, and is, of course, susceptible to being breached.

"This method could provide access to archival data storage at a low cost," said Amit A. Nagarkar, co-lead author of the paper, who conducted the research as a postdoctoral fellow in the Whitesides lab. "[It] provides access to long-term data storage using existing commercial technologies — inkjet printing and fluorescence microscopy."

The dye method could be particularly helpful with information whose storage is regulated — financial and legal records, for example — and in cases in which long-term storage is crucial, as with satellite data. The dyes live outside the hackable internet, are relatively cheap to produce, and can't be read without a special microscope. The technique uses no energy once the data is recorded.

Amit Nagarkar helped develop a data-storage system that uses fluorescent dyes.

The dye molecules are dropped onto an epoxy surface to which they chemically bond, locking information in place. To translate the bits of information in the different dyes, the researchers used the American Standard Code for Information Interchange. Every number, letter, and pixel in the data they want to store is represented by a group of ones and zeros, depending on whether a particular dye is absent or present. The fluorescent microscope they use detects the presence or absence of the dye molecules. Knowing which dyes are there, they can decode the binary message. The researchers report that the information can be read with 99.6 percent accuracy, and in a 7.2-by-7.2 millimeter surface they were able to write 1,407,542 bytes of digital information with the dyes.

Harvard has licensed the technology to a new digital data storage company cofounded by Nagarkar, Whitesides, the Woodford L. and Ann A. Flowers University Professor, and former postdocs Michael Fink and Alexei Ten, to develop the methods into a commercial product. Still in its early stages, the company is pursuing opportunities for partnerships with data storage providers.
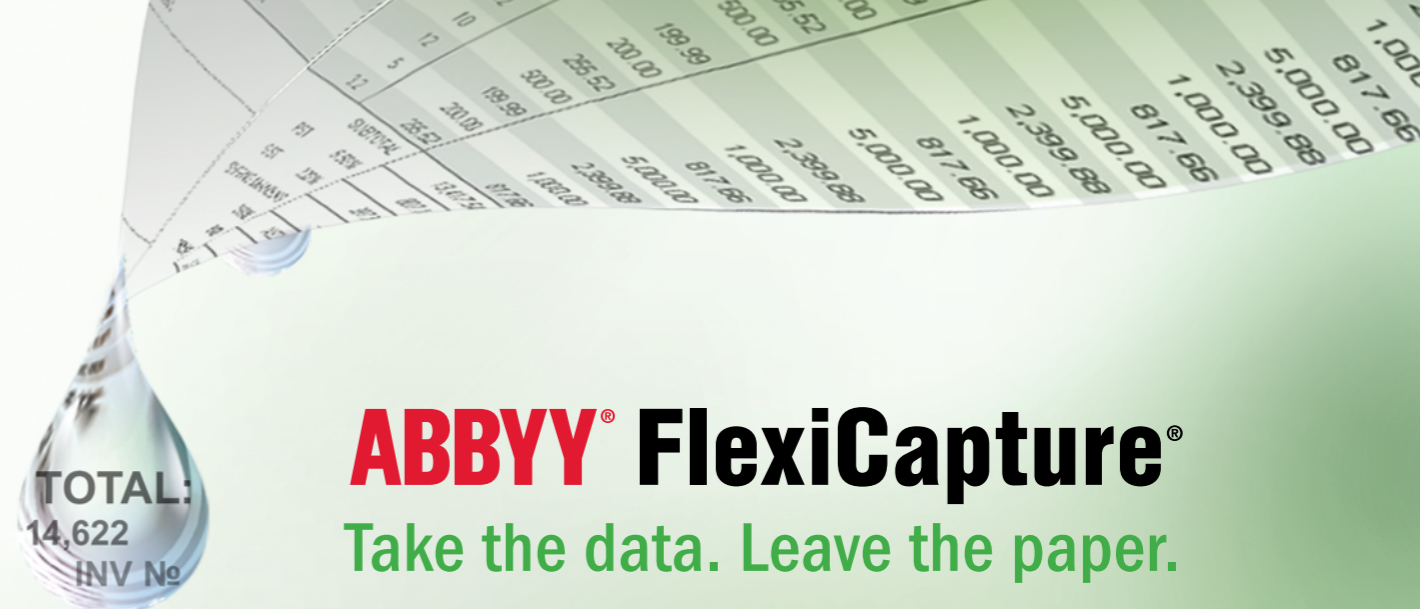
The recent paper builds on earlier work by the Whitesides lab in which researchers used peptides to store digital information.

For years, scientists have been exploring the use of different molecules and even synthetic DNA to store information, including GIFs, text, and music, only to be thwarted by factors like cost and the slow read and write speeds of those technologies.

The dye method offers an enticing alternative because of its speed and cost. The system writes information at an average rate of 128 bits per second and reads it at a rate of 469. That is believed to be the fastest reported read speed of any molecular information storage method.

As a demonstration, the researchers stored a seminal paper by Michael Faraday, along with a JPEG image of the 19th-century English physicist and chemist. They chose Faraday because of his foundational work on electromagnetism and chemistry, which paved the way for electricity to become useful as a practical technology and ultimately led to the modern age of information, said Samuel Root, a postdoctoral fellow in the Whitesides lab and co-author of the current paper.

The researchers believe data-storage methods like the dye innovation will become increasingly important in the 21st century. "In the future, we will need to store large amounts of data as our society transitions to a digital society," said Nagarkar.

How does Peppol e-invoicing work?

By Jussi Karjalainen, Valtatech

E-invoicing is not a new concept. Electronic invoices have been around for a while, in several different formats, standards, and names. All claiming to connect buyers and suppliers digitally and more efficiently.

The issue was that many e-invoicing systems were expensive and time consuming to set up. This meant that it was only something large businesses, who typically had a big volume of orders or invoices to process, considered implementing.

The lack of a consistent and single format and framework for e-invoicing also kept it from being widely adopted by many smaller businesses.

The turning point for e-invoicing has been the adoption of a globally recognised standard for sending e-invoices and e-orders, known as Peppol (Pan-European Public Procurement Online).

The Peppol standard enables anyone who is part of its global network to send e-invoices and e-orders easily and safely to each other.

The standard also enables a simple and accessible way for businesses to be onboarded onto the network, which has driven adoption across the world. There are already 200,000+ businesses across 34 (and counting) markets on the Peppol network. Recently Australia, New Zealand, and Singapore have all adopted the standard as the basis for their latest national and regional e-invoice mandates.

How does Peppol e-invoicing work?

■ **Step 1.** The supplier generates an invoice in their accounts receivable system and sends it electronically to their Certified Peppol Access Point.

■ **Step 2.** The sender's Peppol Access Point validates the invoice to make sure that it can be sent via the Peppol network. They check if the supplier is legitimate and that the receiver can receive the invoice. The sender's Access Point finds the buyer's Access Point and sends it over electronically.

■ **Step 3.** The buyer's Access Point receives the validated invoice and processes it directly into the buyer's accounts payable system. This is typically done via an integration between the buyer's system and the Access Point provider.

■ **Step 4.** The supplier's invoice is automatically entered into the buyer's system. There is no need for either party to do any manual data entry or checks. The whole process takes a matter of minutes. It is highly secure and very easy to use.

How much does Peppol e-invoicing cost and what should you look for in an Access Point?

As adoption of Peppol e-invoicing continues to grow in Australia and APAC, more and more businesses are starting to investigate how they can get started.

One of the first questions that comes up in many of the conversations I'm having is how much Peppol e-invoicing costs?

There is not a simple answer, but the ATO recently approximated the cost of processing an invoice in three ways, comparing the cost of processing a paper, PDF

and e-invoice. The differences are clear:

■ Paper invoices - approximately $A30 per invoice

■ PDF Invoices - approximately $A27 per invoice

■ E-invoice - less than $A10 per invoice

Multiplying these figures by the number of invoices you send and receive on a daily, weekly, or monthly basis (i.e. your invoice volume over a given period) gives you an idea of the total cost for each type of system and the savings you could be making by adopting Peppol e-invoicing.

However, as there are several different Certified Peppol Access Point providers across Australia and New Zealand, the costs involved with each provider varies. But there are usually two main costs to consider, and businesses should make sure their providers' pricing structure reflects its ability to scale, as the number of transactions, e-invoices, or e-orders they send or receive grows over time:
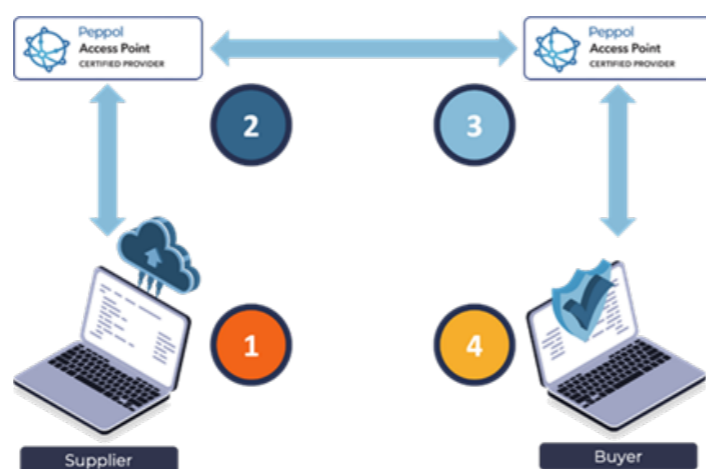
How Peppol e-invoices are sent and received.

■ **An implementation fee** – this covers the initial setup of your Access point and integration into your finance systems. That could cover an integration from your accounts payable platform into your access point, an integration from your accounts receivable platform into your access point, or both.

■ **Monthly subscription fee** – Once your finance systems are connected to your access point there is usually a monthly Peppol subscription fee. This covers the costs involved in sending and receiving business documents (e.g., e-invoices, e-orders) via the Peppol Network.

Remember to make sure that any subscription or monthly fee is volume-based, so that you are only paying for what you use. With greater discounts available for greater volumes, the average cost per business document sent or received should go down as your volumes increase.

Jussi Karjalainen

Founder and Managing Partner

Valtatech www.valtatech.com

Peppol e-invoicing: Is Big Brother watching?

By Kris Elliott

As the adoption of Peppol e-invoicing continues to accelerate across Australia and NZ, there are some organisations that remain hesitant about exchanging procurement documents via the Peppol network.

Peppol is being advocated on both sides of the Tasman as the best way to transact with government agencies and there are various mandates around government adoption, however there is some scepticism about the integrity of the invoice information and who might have access to it.

The result is a perception that Peppol e-invoicing is a government-only solution or that somehow it's a ruse for the government to access financial records. Let me say in clear and unequivocal language: This perception is wrong. It's no secret that originally the middle two Ps in the acronym "Peppol" stood for "Public Procurement". After all, Peppol was conceived as a framework to enable businesses to communicate electronic procurement documents with European Government Agencies. The idea was that standardising the way in which procurement information was exchanged would encourage growth, stability, and economic integration in Europe.

Given its origin story of enabling B2G transactions, perhaps we shouldn't be surprised that many still see Peppol e-invoicing as a government-only solution. Many Access Point providers will be familiar with the feedback of 'We don't have any government customers so it's not really relevant to us'.

Of course, Peppol grew and continues to grow well beyond the borders of Europe and its use as a B2B framework is also now well established. But as Peppol evolved, so too has the feedback inspired by its B2G roots. The anti-government hesitation has morphed into 'I don't want the government to see all my transactions'.

The initial concern about relevancy has become a new concern around privacy. Put simply, there are some that view the enthusiasm with which government promotes Peppol e-invoicing as being fuelled by a desire to have greater visibility of tax-related transactions.

I cannot state more plainly that this is simply untrue.

As an Accredited Access Point provider for the Peppol network, I can confirm that the ATO & MBIE have zero visibility of the content of the transactions that go across the Peppol network.

They can't see any reporting of GST, WET, or LCT. ATO & MBIE, as the Peppol Authorities for Australia and NZ, can't actually see any invoice content. They are reliant on the Access Point providers reporting aggregated data on the total number of entities and transactions each month.

While the compilation of this data is needed in order to see high-level adoption trends, the government can't actually see granular information.

At the risk of belabouring my point and in the hope of putting an end to this rumour once and for all, I reached out to a couple of people with an interest in Peppol e-invoicing to ask for their opinion on whether or not Peppol e-invoicing was a government-only solution and whether ATO or MBIE could see any of the Peppol transaction data.

When I put this to Stu Ross, Manager Operations & Promotions – e-invoicing at New Zealand's Ministry of Business, Innovation & Employment (MBIE), he was happy to confirm:

"MBIE is implementing e-invoicing because it improves accuracy and security, reduces process time and speeds up payments. MBIE can't see any of the details of the transactions that happen across the Peppol network."

Mark Stockwell, Acting Assistant Commissioner, Australian Taxation Office (ATO) was happy to add: "The ATO has no visibly of Peppol e-Invoice transactions in Australia. We have no policy or infrastructure to support us to do this.

"Government agencies are adopting Peppol e-invoicing to create efficiencies for their own processes so that they can make payments to their suppliers faster. Businesses of all sizes can benefit from the efficiencies that e-invoicing provides them"

The push to adopt Peppol e-invoicing is all about promoting savings, security and efficiencies to businesses of all sizes and across all industries.

It is not just for government (B2G) transactions.

It's about reducing payment times to stimulate the flow of money within the economy. It's about streamlining processes through standardisation to promote interoperability.

It's about freeing up time from admin tasks and enabling automation solutions so that businesses can focus on what they do best. It's about trying to make it that little bit easier to do business with your domestic and international trading partners.

Kris Elliott

Sales Manager - Asia Pacific

Storecove www.storecove.com

Storage Wars: Antarctic Edition

The winner of a tender to perform appraisal on more 5000 standard archive boxes of records held at The Australian Antarctic Division (AAD) Head Office in Kingston, Tasmania will open each box with an equal dose of excitement and trepidation, as the AAD has no idea of the number of files contained within these boxes, or the number of pages.

The records which date from 1940s onwards are filling up a considerable amount of shelf space but as the tender documents set out, "These records have not been reliably appraised, and therefore cannot be disposed of until appraisal has been completed."

Appraisal will be needed to determine which records must be retained for National Archives of Australia (NAA).

While each box has an assigned number in the agency's EDRMS (Electronic Document and Records Management System), the AAD is "unable to provide a breakdown of how many boxes may or may not have files labelled and barcoded within."

In order to clear the shelves, an outside contractor will be required to truck all of the 5000 boxes to its own facility and manually examine and classify each document. The AAD has specifically ruled out the use of digitisation to scan, analyse and provide the ability for automated classification.

Research conducted through the Australian Antarctic Program helps protect the unique environment and biological systems of Antarctica and the Southern Ocean. All Australian Antarctic expeditioners are trained and equipped at the Division before heading south to Antarctica or sub-Antarctic Macquarie Island.

There are 300 full time staff at the Division undertaking operational, medical, science, policy and support functions.

The project is expected to be completed in June 2022.

A small sample of the AAD's document archive.

New CEO for DTA

Christopher Fechner has been appointed as the new Chief Executive Officer of Australia's Digital Transformation Agency (DTA). The term is for a period of five years. Mr Fechner is currently the Queensland Government's Chief Customer and Digital Officer and was previously the Chief Digital and Product Officer at Service New South Wales.

Minister for Employment, Workforce, Skills, Small and Family Business, Stuart Robert, said Mr Fechner's appointment comes at a time when the DTA has a key role to play in delivering the Government's ambitious digital transformation agenda.

'Mr Fechner will bring proven and strong leadership to the DTA, as it plays its key role in our ambitious push to become one of the top three digital governments in the world by 2025,' Minister Robert said.

'A key part of delivering on this ambition is delivering simple, secure and trusted digital services, making it easy for people and businesses to deal with government. Mr Fechner's experience in senior digital roles within the Queensland and New South Wales governments will serve the DTA well in driving this key government priority.

'I also thank the Acting CEO, Mr Peter Alexander, for his strong and effective leadership of the DTA in recent months. Once again, I place on record my gratitude for the contribution of former CEO Mr Randall Brugeaud.'

Springbrook acquires MAGIQ Software

US vendor Springbrook Software which sells financial, HR, billing and other software to government in the US, has acquired the New Zealand firm MAGIQ Software. The two companies mostly occupy the same market space - enterprise resource planning. MAGIQ has about 550 customers in Australia, New Zealand and the US, compared with Springbrook's 1,100.

MAGIQ Software provides an integrated cloud based public sector platform based around a suite of finance modules, including accounting, banking, billing, procurement, payroll, human resources, reporting and analytics, budgeting and planning, property and regulatory management and document management, service requests and civic engagement. These modules are supported by mobile applications to serve the needs of a remote workforce.

Springbrook has been providing a full suite of secure, cloud-based solutions including finance, payroll, utility billing, human resources, and online payments to local government agencies for over 30 years. Springbrook's Cirrus is a new cloud platform with a full complement of state-of-the-art features, including Tableau, the world's most highly rated reporting and analytics software.

"Both Springbrook and MAGIQ Software put customer service and product innovation first. This acquisition represents the execution of our strategy to deliver the most comprehensive suite of fully integrated cloud-based solutions for local government agencies.

"The MAGIQ Cloud platform complements our own new Cirrus financial cloud platform with new advanced capital budgeting/planning/reporting and document management capabilities," says Robert Bonavito, CEO of Springbrook Software.

Differences Between Structured and Unstructured Data Protection

By Scott Lucas, Concentric AI

Because I am both a cheapskate and own some screwdrivers, I've repaired my share of major appliances. Not long ago, in the midst of a more-urgent-than-usual repair, I needed a part.

Abandoning Amazon in favour of more immediate satisfaction from a local appliance parts shop, I made my way to a strip-mall storefront not far from my house.

If unstructured data could be photographed, it would look like that shop: parts for every type of appliance parts haphazardly piled across shelves extending deep into the back recesses of the building, and not a part number label or barcode reader in sight.

The old hand at the counter asked what I needed, disappeared into the back for a minute or two, and emerged with a shiny new match for the broken part I held in my hand. If only unstructured data discovery was that easy. For IT teams grappling with privacy mandates, data discovery is a real problem – for both unstructured and structured data.

Regulations such as the General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA) outline expectations for handling personally identifiable information (PII).

Compliance and data protection are the goals, but the tactics you'll use for millions of end-user files versus the millions of records in your databases are quite different.

Step 1: You Can't Protect It, If You Can't Find It

PII protection starts with PII discovery. For databases, discovery might be a one-time task to locate PII across an organisation's collection of structured data. For unstructured data, discovery is an ongoing process. Either way, discovery is a step that can't be skipped.

It's easy to understand why it's hard to find PII in unstructured data. A typical organization manages more than 10 million files containing everything from marketing information to customer contracts to company picnic invitations. Discovering PII in unstructured files remains one of the toughest data security challenges out there.

It's harder to understand why structured data discovery can be tough. Structured data should provide an easy map to PII, but database designs often predate modern privacy regulations and, as a result, few databases were designed with privacy in mind.

Sensitive information is often scattered across different databases, in different tables and in different fields. Sometimes PII is duplicated across tables or databases. Finding it all can be tougher than you might think.

In both cases, automated PII discovery can help IT professionals make sure they've found the PII data they need to protect. In the unstructured data world, rules and end-user classification programs have long been used in an attempt to identify PII – but they haven't been effective or manageable. Recent artificial intelligence innovations show promise in automating the data-discovery task for both types of data.

Step 2: Once You've Found Private Data, You Have to Assess It

Understanding what's at risk starts with a clear and complete assessment of who can access PII. Again, the differences are stark when assessing risk in structured and unstructured data. Here are some things to keep in mind when evaluating the "who and how" of PII access in a structured database.

Large-scale databases supporting web applications – such as those supporting ecommerce operations – typically connect those applications to data using a handful of service accounts. Tracing who has access isn't usually a problem. Increasingly, API connections to databases extend access, sometimes outside the organisation itself. It goes without saying that these connections need careful oversight.

PII can "escape" from the structured to the unstructured world when users create reports containing data from a database. This is an often-overlooked avenue of data exposure. Assessing unstructured data for risk is far more difficult. Fortunately, if you've successfully discovered which documents contain PII, risk assessment is more manageable. Once you know where PII is, you'll want to look for the following indicators of risk:

- Inappropriate sharing with external or personal emails
- Link sharing, especially unprotected or non-expiring links
- Files stored outside of designated locations
- Unclassified files that may slip by data loss prevention services

This can be a daunting task. Again, recent innovations in AI can lend a huge helping hand to your team as they establish access control for your end user's files.

Step 3: Once You've Assessed Private Data, It's Time to Protect it

As with the tasks of discovery and assessment, tactics for protecting structured and unstructured data are quite different. Here's some advice for structured data risk mitigation:

- Refactor your database to eliminate duplication, clarify data structure and make PII discovery easier for whoever has to do the job once you're gone.
- Tokenise and/or encrypt sensitive fields to add an extra layer of security on top of your access control best practices.
- Delete what you don't need. A major PII spill of unneeded years-old data is, to be blunt, an unforced error. Don't be that guy.
- Explore emerging technologies for API security and granular database access control. Most service accounts currently have very broad access and poor API design or implementation can be a weak link. See what you can do to tighten things up.

And on the unstructured side of things, there are emerging tactics to consider as well:

- Strive for least-privileges access control at the file level for all business-critical data. Folder-level security isn't good enough.
- Continuously monitor the situation. Users create thousands of new files each year and a one-time audit is not going to cut it.
- Look for ways to enlist your entire security stack in the PII risk management effort. For example, you can now autonomously assess risk and automatically tag files as sensitive. Those tags help data loss prevention solutions do a faster, more accurate job.
- Be careful about how you communicate the situation. Flooding your end users with security bulletins will create alert fatigue and defeat the purpose. You need high fidelity, actionable information.

Wrapping Up: Meeting Compliance Mandates

Compliance is a complex topic, and this article just scratches the surface of what you'll need for your particular data and regulatory environment. Having a clear understanding of how to discover, assess and protect structured and unstructured data, and their differences, gives you the foundation you need for an effective and manageable program to protect the PII you manage.

Scott Lucas
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[Case Study] How DLA Piper Automated Collaboration Safeguards in Microsoft 365

By Kevin Joy, AvePoint

After the COVID-19 pandemic forced a sudden closure of in-person workplaces, DLA Piper worked quickly to get thousands of employees set up to work remotely.

"Firm leadership wanted to get Microsoft Teams released quickly, but we didn't want a Teams release turning into the 'wild, wild west,'" Omar Ibrahim, senior manager for applications and engineering at DLA Piper, said about the collaboration platform. "So, we asked: 'OK, what guardrails can we get in place?'"

This strategy went beyond the need for better user experience and basic security. Legal documents are highly sensitive and subject to privacy and backup regulations, so it was critical for the firm to ensure only approved eyes can access, edit, and share certain data - whether in Microsoft 365 Groups, Teams, SharePoint Online or Yammer - and protect against data loss.

Additionally, the organization needed a way to set up M365 workspaces with custom permissions and recertification parameters based on the nature and content of a project. These had been issues long before COVID. DLA Piper had no solution to gain quick insight into information management lifecycles or to target inactive workspaces. Provisioning and closing duties required time and energy, making the process more cumbersome for IT and fostering a culture of sprawl.

"When I came in, it was all manual, and there was no recertification," said Ibrahim. "I was looking for a governance tool that can manage identity plus all the things we call 'collaboration' and to really have a lockstep hold on it."

A deployment of AvePoint Cloud Governance in June 2020 helped DLA Piper quickly gain effective control over its M365 environment to support safe, simple collaboration between 2,735 U.S.-based co-workers.

Cloud Governance empowers users with self-service IT resources for provisioning, moving, or restructuring M365 content, as well as lifecycle and permissions management. Using the SaaS platform, administrators may apply policies to govern how collaborative workspaces are requested, created, and approved - and to ensure ongoing compliance with established policies. Now, when a DLA Piper team member wants to create a workspace, the task no longer takes hours. Nor is it manual: Cloud Governance allows the automated self-service process to begin immediately.

"Cloud Governance has brought us agility," said Ibrahim, adding that DLA Piper teams can create specialised workflows to trigger the proper level of protection.

AvePoint's MyHub tool - an all-in-one platform for IT administrators to manage and create M365 workspaces - provides a birds-eye view of the action, as well as an added layer of customizable control.

For example, "when a user requests a team via MyHub, they are prompted to designate it a client-facing or an administrative site," Ibrahim said, noting that distinct security, governance, and approval policies created by DLA Piper's information security and information governance departments are integrated into the framework.

"AvePoint gives us the capability to customize for different site types, which is a powerful tool. That's a big plus compared to M365 tools used out-of-the-box.

"There's all this great stuff they say you can do, but somebody has to program it all," Ibrahim said. With AvePoint solutions, "we configured the backend, we enable it in Teams, and it's just there for our employees to use. You want to make sure the people in those workspaces are supposed to be in those workspaces, Microsoft governance tools are great, but they only go to 90%. We need the extra 10%. That's what AvePoint provides us."

MyHub also has helped DLA Piper reduce sprawl and shutter old workspaces by sending automated renewal confirmations to project owners every 90 days to confirm whether a site is still needed.

After all, "at the end of the day, we're not going to get an unprompted report back from an owner, 'Hey, this project is over with and you can delete the workspace,'" Ibrahim said, noting that inaction can have greater consequences. "If data is not purged or certain information is not archived within an inappropriate time, that opens up a risk bucket."

The new process has paid off and brought order and efficiency to data management. "I can tell you right away that we're roughly at 400 sites now," Ibrahim said. "We used to be at 2,000 or 3,000 sites."

The Bottom Line

AvePoint Cloud Governance has allowed DLA Piper to continue operations remotely, to deploy strong data protection safeguards, and to save time and money.

"There was a lot of manual stuff that occurred before, and a lot of overhead," Ibrahim said. "The biggest success we've had is that we have removed it from the business. I don't mean that as a negative; it's actually a positive. IT now can go do other things for the organisation without worrying about governance controls."

Going forward, the capacities and safeguards gained through AvePoint will help DLA Piper offer external sharing in M365 to support secure, effective collaboration with clients.

"I'm a big proponent of getting the structure first and the building blocks that allow us to say, 'Hey, we can turn this on now' with confidence," Ibrahim said.

DLA Piper is a global law firm with lawyers located in more than 40 countries throughout the Americas, Europe, the Middle East, Africa, and Asia Pacific.

The firm, which has 31 offices in the United States, handles legal needs for more than half of the Fortune 250. It also represents nearly half of the FTSE 350 or their subsidiaries. DLA Piper also advises governments and public sector bodies.

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08/21

Transforming Customer Support using Semantic AI and Structured Content

By Arpita Maity, RWS

With an ever-growing diversity of digital channels, it should be easier than ever for your customers to interact with you. But as you try to support more digital touchpoints, is it affecting the quality of the experience you're delivering?

Customer self-service, for example, is often a great way to support customers—but only if they can reliably locate the information they need in realtime. This is what makes it such an attractive use case for the principles of knowledge management and, in particular, for the latest developments in Semantic AI, working together with structured content.

Through this approach, not only will customers be able to find what they need, but you can also support smart virtual assistant applications, and transform the ability of your customer support agents to serve customers more efficiently with the right information.

So what should you have in place to transform customer support in this way?

Rich Taxonomies and Metadata for Findability

It starts with the foundation of good knowledge management: a metadata frame- work and associated taxonomy. Without this, customers or support agents seeking information will experience the problems you'd expect, including:

■ Failure to locate the relevant content through navigation

■ Lack of context in voluminous search results

■ A fragmented experience looking for con- tent in different silos

■ Return of duplicated content—or potentially similar but different versions of content—creating confusion

When developing a customer support taxonomy, you start with a base taxonomy, but critically you want to go on to enrich it with ontology development: Your base taxonomy for content relating to an offering, for example, might include classifications such as country, audience, language, content type and subject, type of offering and its operating system.

But it's through ontology development (or taxonomy enrichment) that you add the context that feeds Semantic AI applications, enabling the right content to be reliably found, and making human con- versations "understandable" to machines.

This will include capturing synonyms for concepts, relating concepts to one another, and further describing concepts and their attributes.

Best Practices for Taxonomy Management

It's the taxonomy management system - using both your base taxonomy and ontology development - that allows information flow between legacy content management systems, next-generation component content management systems, digital asset management systems, business intelligence systems, and any other system feeding into your customer support use cases.

These use cases could include enterprise search, customer and agent knowledge portals, and virtual assistants.

Ideally you want a taxonomy management tool that does all of the following:

■ Stores data as RDF-compliant triples in line with the World Wide Web Consortium (W3C) standard

■ Allows for specific data management rules and user permissions for each concept domain

■ Supports knowledge graphs to represent the relationships within and between your concept domains

■ Allows concept domains to be extended over time for new support scenarios – such as integrating partner vocabularies within your support portal, or including social media and its taxonomy - or to expand knowledge management to company domains outside of customer support, such as finance or marketing

Intelligent Content: Using a CCMS

A component content management system (CCMS) differs from an ECM system or a CMS by structuring content into small modules, often called "topics," for consumption across different use cases.

Authoring, managing and delivering content from a CCMS allows for much more agile management and reuse of content, which is why we say that when you combine this approach with metadata, taxonomy and ontology, you create 'intelligent content.'

With intelligent content you can dynamically deliver accurate, relevant, and specific content to portals, mobile devices, tools, and systems across your organization to help customer support agents, service technicians and channel partners solve customer problems efficiently.

By doing so you can transform the information-finding experience in at least four ways:

■ Website navigation and curated content by topic

■ External SEO through sitemap control for topic landing pages

■ Internal search—natural language search and browsing by topic

■ Content delivery—the right topic-based content in the right place at the right time

For customer support, in particular, applications such as self-service conversational UIs or voice assistants come to life and are considerably more helpful when they are based on Semantic AI and are fed with quality intelligent content.

These applications can use your content structures to find and connect relevant and related content across silos and deliver a smoother, more reliable support experience.

Before and After Scenario: CCMS With Semantic AI

Before: A field agent has encountered an error message. To identify the repair, they must first look up the error message in a PDF document that contains 300+ error messages, then refer to a separate document containing all the repair procedures to find the correct one.

Referencing two different documents is time-consuming and subject to error, especially with the agent using a mobile device.

After: If, instead, we use CCMS with Semantic AI, the agent will simply access the error message on any device along with a link to the repair procedure - a fundamentally transformed experience.

Multiply this kind of transformation across your customer support functions, and you can improve:

■ Diagnosis before dispatch of field technicians to troubleshoot problems

■ Chatbot success

■ Translation costs for support documents

■ Automation for timely content delivery

■ Content accessibility across devices

■ First-time resolution rates

Enterprises need intelligent customer support solutions to be competitive.

These include applications with built-in Semantic AI that use intelligent content - well-structured and classified; maintained and delivered through a CCMS - to help customer support agents and customers find what they need to make smart decisions.

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Gartner Identifies The Trends That Are Driving AI Innovation

The latest Gartner Hype Cycle for Artificial Intelligence (AI) shows a large number of AI technologies are set to reach mainstream adoption within 2–5 years, including edge AI, computer vision, AI cloud services, composite AI and machine learning. However, Gartner research also found that only half of AI projects make it from pilot into production, and those that do take an average of nine months to do so.

"AI innovation is happening at a rapid pace, with an above-average number of technologies on the Hype Cycle reaching mainstream adoption within two to five years," said Shubhangi Vashisth, senior principal research analyst at Gartner.

"Innovations including edge AI, computer vision, decision intelligence and machine learning are all poised to have a transformational impact on the market in coming years."

The AI market remains in an evolutionary state, with a high percentage of AI innovations appearing on the upward-sloping Innovation Trigger (see Figure 1).

This indicates a market trend of end users seeking specific technology capabilities that are often beyond the capabilities of current AI tools.

Here are the trends that are driving AI innovation, according to Gartner:

Responsible AI

"Increased trust, transparency, fairness and auditability of AI technologies continues to be of growing importance to a wide range of stakeholders," said Svetlana Sicular, research vice president at Gartner.

"Responsible AI helps achieve fairness, even though biases are baked into the data; gain trust, although transparency and explainability methods are evolving; and ensure regulatory compliance, while grappling with AI's probabilistic nature."

In fact, Gartner expects that by 2023, all personnel hired for AI development and training work will have to demonstrate expertise in responsible AI.

Small and Wide Data

Data forms the foundation of successful AI initiatives. Small and wide data approaches enable more robust analytics and AI, reduce organizations' dependency on big data, and deliver richer, more complete situational awareness.

According to Gartner, by 2025, 70% of organizations will be compelled to shift their focus from big to small and wide data, providing more context for analytics and making AI less data hungry.

"Small data is about the application of analytical techniques that require less data but still offer useful insights, while wide data enables the analysis and synergy of a variety of data sources," said Sicular.

"Together, these approaches enable more robust analytics and help attain a more 360-degree view of business problems."

Operationalization of AI Platforms

The urgency and criticality of leveraging AI for business transformation is driving the need for operationalization of AI platforms. This means moving AI projects from concept to production, so that AI solutions can be relied upon to solve enterprise-wide problems.

"Gartner research has found that only half of AI projects make it from pilot into production, and those that do take an average of nine months to do so," said Sicular.
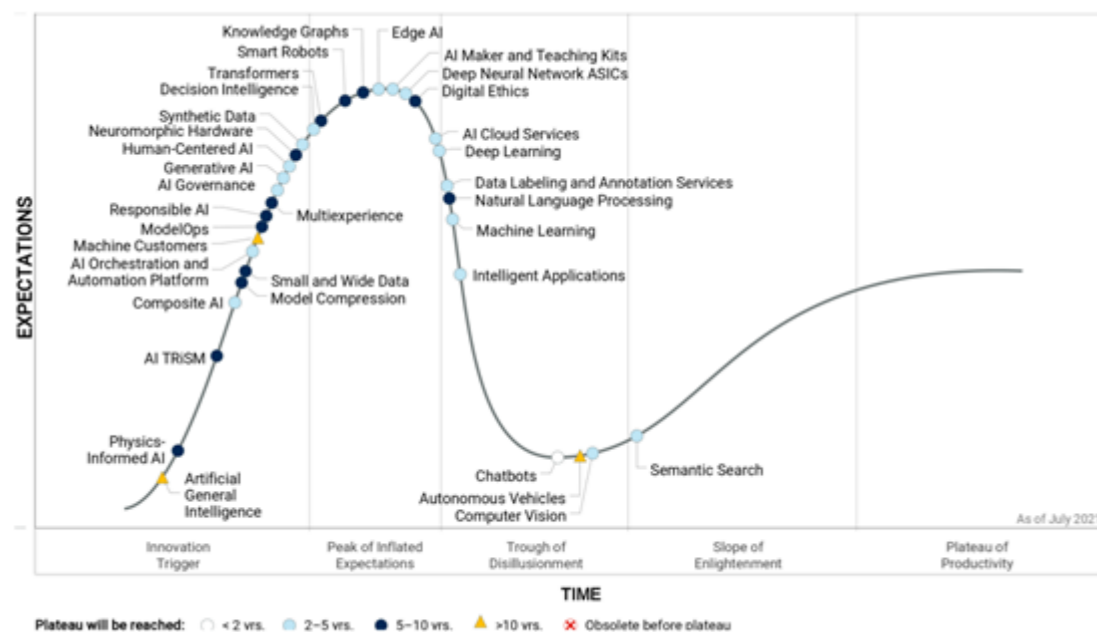
Figure 1: Hype Cycle for Artificial Intelligence, 2021. Source: Gartner (September 2021)

COLLECTIONS AND CASH ALLOCATION

EMPOWER YOUR AR TEAM & REDUCE PAST-DUES

When it comes to collecting payments from customers, efficiency is key. That's where Esker comes in. By automating what can be automated in the AR process via our AI-driven solution, your team is free to focus on the activities that really matter to the business — customer relationship building and optimising cashflow.

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Improve Visibility
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Free Up Staff
Empower your AR team to focus on strategic customers or reporting.

Improve CX
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WHY ALLOCATE CASH WITH ESKER?

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- Increase productivity for AR teams
- Enhance visibility on cash likely to be received in near future and your total receivables
- Speed up deductions and/or dispute identification

A UNIQUE USER EXPERIENCE

Simplify your cash application process with all payment information visible from one interface:

- Extracted information from payment files
- Check and/or remittance image
- Invoices and highlighted suggestions for matching invoices with payment or remittance
- Help messages and resulting explanations
- Dedicated adjustment entries section
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Distributed File Systems and Object Storage: Understanding the Differences

By Aron Brand, CTERA Networks

With enterprises set to triple the amount of unstructured data they have stored in the next four years, according to Gartner, enterprises are looking for efficient ways to manage and analyse that data. This trend has spiked a massive shift toward distributed file systems and object storage that enable enterprises to scale linearly (scale-out) in a cost-effective manner to address their performance and capacity needs.

While the two technologies are both essential for managing unstructured data, each is a discrete technology with a distinct set of attributes. This post outlines some of the basic differences between object storage and distributed file system storage for enterprises currently evaluating next generation data storage and management options. In this article, we'll dive a bit deeper into a comparison of two flavours of distributed file systems – Clustered Distributed Filesystem (DFS) and Federated Distributed Filesystem (Federated DFS).

What is a Distributed File System?

Gartner defines distributed file systems as follows:

"Distributed file system storage uses a single parallel file system to cluster multiple storage nodes together, presenting a single namespace and storage pool to provide high bandwidth for multiple hosts in parallel. Data is distributed over multiple nodes in the cluster to handle availability and data protection in a self-healing manner, and cluster both capacity and throughput in a linear manner." Like distributed file systems, object storage also distributes data over multiple nodes in order to provide self-healing and linear scaling in capacity and throughput.

But this is where the similarities end.

■ From a technical standpoint, object storage differs from file systems in three main areas:

■ In a file system, files are arranged in a hierarchy of folders, while object storage systems are more like a "key value store," where objects are arranged in flat buckets.

■ File systems are designed to allow for random writes anywhere in the file. Object storage systems only allow atomic replacement of entire objects.

■ Object Storage systems provide eventual consistency, while distributed file systems can support strong consistency or eventual consistency (depending on the vendor). More about that later.

Here's a side-by-side comparison:

Distributed File System	Object Storage
Files in Hierarchical Directories	Objects in Flat Buckets
POSIX File Operations	REST API
Random writes anywhere in file	Atomically replace full objects
Strong or Eventual Consistency	Eventual Consistency

Putting Theory into Practice

As noted, object storage and distributed file systems are well suited for storing large amounts of unstructured data. Object storage exposes a REST API, and therefore is limited to applications that are specially designed to support this type of storage. In contrast, distributed file systems expose a traditional filesystem API, which means they are suitable for any application, including legacy applications which were designed to work over a hierarchical filesystem.

Distributed file systems offer a richer and more general purpose (but more complex) interface to applications, which enables them to perform specific operations which are not suitable for object storage. Examples of these capabilities include acting as the backend for a database, or handling workloads that are heavy on random reads/writes.

Object storage, on the other hand, is more suitable for acting as a repository or archive of massive volumes of large files and comes at a significantly lower price per gigabyte than a distributed filesystem.

There are three fundamental differences between distributed file systems and object storage:

■ Arrangement – Files are arranged in a hierarchy of folders, while object storage arranges objects in flat buckets.

■ Update semantics – File systems allow for random writes anywhere in the file, while object storage only allows atomic replacement of entire objects.

■ Consistency model – Object storage supports eventual consistency, while distributed file systems can support strong or eventual consistency (per vendor).

The CAP Theorem and Distributed File Systems

Not all distributed file systems are created equal – and the reason for this is firmly rooted in computer science theory. The CAP Theorem states that a distributed data store can have no more than two out of the following three properties:

■ Consistency: Every read receives the most recent write or an error

■ Availability: Every request receives a (non-error) response – without the guarantee that it contains the most recent write

■ Partition tolerance: The system continues to operate despite an arbitrary number of messages being dropped (or delayed) by the network between nodes

As such, it follows that there are two flavours of distributed file systems on the market today:

Clustered Distributed File System

Consisting of a strongly coupled cluster of nodes, Clustered Distributed Filesystems (DFS) are geared towards strict data consistency and are especially suitable for high scale computing use cases (e.g., big data analytics) at the enterprise core. Clustered DFS focuses on the Consistency and Availability properties of the CAP theorem. Strong consistency guarantees do not come without a price – they create fundamental limitations on system operation and performance, particularly when the nodes are separated by high latency or unreliable links. Examples of Clustered DFS include products like Dell EMC Isilon and IBM Spectrum Scale.

Examples of Federated DFS include the CTERA Global File System as well as the venerable Andrew File System and Coda developed by Carnegie Mellon in the 1980s.

Federated Distributed File System

Federated Distributed Filesystems are focused on making data available over long distances with partition tolerance. As such, Federated DFS is well-suited for weakly coupled edge-to-cloud use cases such as unstructured data storage and management for remote offices. Federated DFS focuses on the Availability and Partition tolerance properties of the CAP theorem and trades away the strict consistency guarantee.

In a Federated DFS, read and write operations on an open file are directed to a locally cached copy. When a modified file is closed, the changed portions are copied back from the edge to a central file service. In this process, update conflicts may occur and should be automatically resolved. It could be argued that Federated DFS combines the semantics of a filesystem with the eventual-consistency model of object storage. The following comparison table sums it all up:

Clustered DFS	Federated DFS
Strongly consistent	Partition tolerant, eventually consistent
Deployed in the core	Deployed at edge and core
Strongly coupled nodes	Weakly coupled edge nodes
Ideal for high performance computing (HPC); databases; analytics	Ideal for archiving; backup; media libraries; mobile data access; content distribution to edge locations; content ingestion from edge to cloud; ROBO storage; hybrid cloud storage

Clustered DFS and Federated DFS both have their places in the enterprise. To maximize benefits from a distributed file system, enterprises need to understand the differences between the two flavours and choose the option that best meets their application needs.

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The Data Capture Dambusters

Mark Wharton looks at how firms in the transport and logistics industry can apply data capture solutions to streamline information sharing in the supply chain.
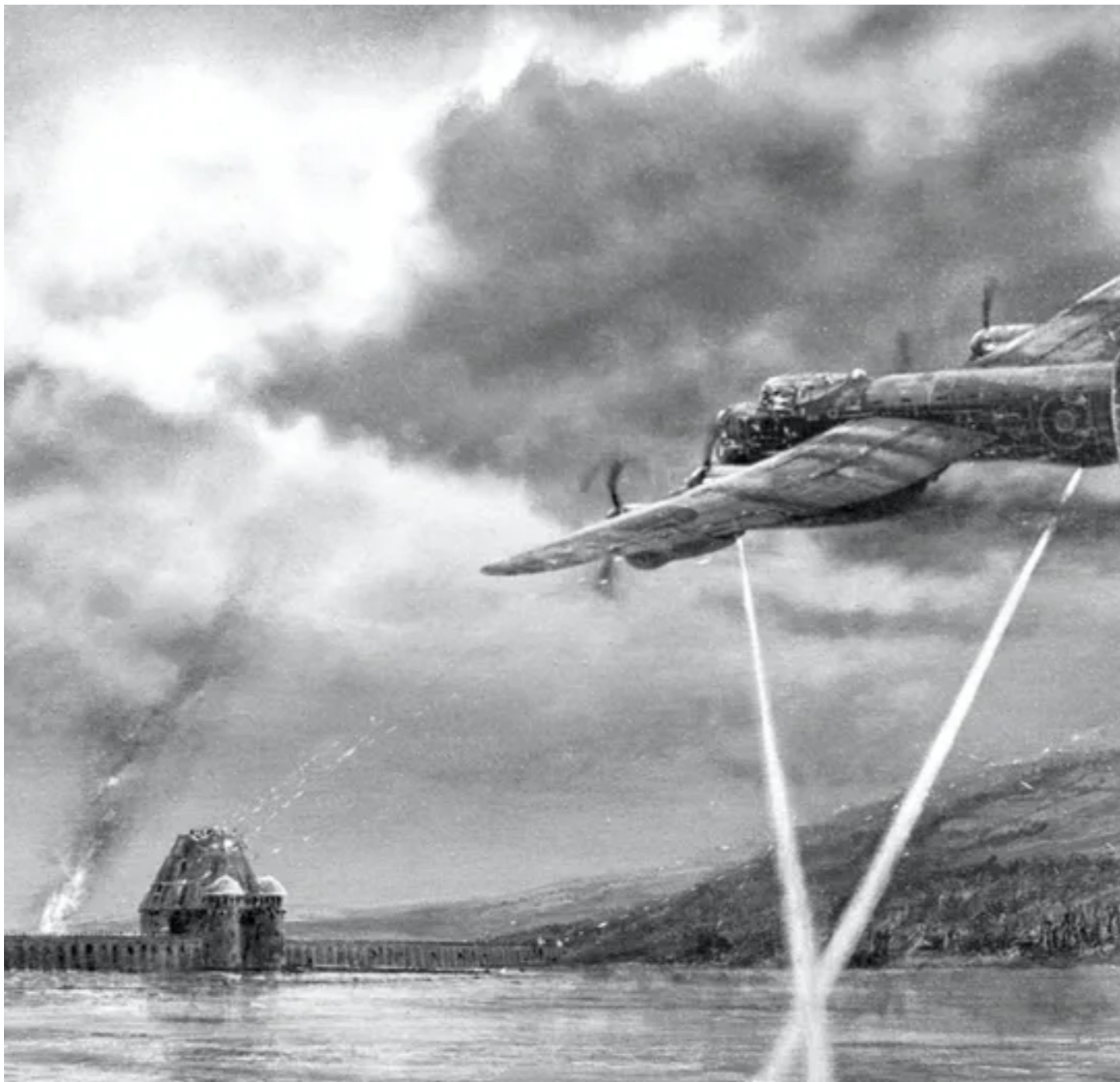
It ranks as one of the Second World War's most famous raids; a heroic RAF bombing by 133 aircrew that has passed into British wartime legend. 617 Squadron's attack in 1943 on the great German dams of the Möhne, Sorpe and Eder – officially called Operation Chastise – aimed to cripple the industrial heartland of the Ruhr, end the war faster and bring the Allies back into the fight against the Nazis.

Through the use of engineer Barnes Wallis' brilliant yet almost fantastical 'bouncing bomb', it solved the intractable problem of how to get the explosive close enough to destroy the dams at a time when high level precision bombing was a technical impossibility.

The challenge of addressing seemingly intractable problems is also something the transport and logistics industry currently faces as customer demands have increased greatly.

Individuals and businesses expect to receive goods faster, more flexibly and – in the case of consumers – either for free or at a low delivery cost. Online retailing has exploded, with volumes burgeoning especially since the start of the coronavirus pandemic.

On top of this, manufacturing is also becoming more and more customised with products like industrial equipment, planes, cars and consumer goods now being manufactured to the specifications of the end-customer – good for consumers obviously but harder work for the logistics industry to deliver. This particularly effects logistics service providers like 3PLs and 4PLs, with 'digital fitness' – as PwC states in a report – becoming a must for them.

One only needs to browse the press for a second to see how dependent everyone is on supply chains. In the UK, the NHS struggled to get enough quantities of PPE at the start of Covid-19.

Automotive chip shortages are now holding up car manufacturing and bringing into question the much-vaunted benefits of Just in Time manufacturing designed to keep warehousing stocks low and costs down.

And the Ever Given debacle shows what happens when things go wrong; the megaship carrying 18,300 containers blocked the Suez Canal for a week holding up an estimated $US9.6 billion of goods per day.

It illustrates the complexity, importance and dependence we all have on the frictionless, reliable and transparent flow of goods.

Effective data capture and sharing is paramount to keep things on the move

Business process efficiency in the supply chain is therefore key to keeping things on track. Data capture and information sharing self-evidently plays a crucial and fundamental role in trade covering everyone from retailer, manufacturer, logistics provider to port operator and end-user buyer.

The paperwork involved with this is immense: order forms, packing lists, shipper's letter of instruction, certificates of origin, bills of lading, dock receipts, proof of delivery notices, proforma and commercial invoices, dangerous goods forms, passports and IDs for crew – the list goes on and on.

Managing this is complicated even more given the numerous different formats used by everyone in each step of the chain – everything from PDFs, Excel and Word documents, JPEGSs, emails, attachments, online forms and even faxes, of which surprisingly, billions are still sent every day.

Worryingly though, it is estimated that 80% of logistics firms still use paper forms and over half of the data contained is entered manually into IT systems.

Furthermore, analyst firm Gartner say that while 72% of organisations in the supply chain see technology as a source of competitive advantage, the majority – 53% – continue to manage supply chain technology vertically around functional silos and not horizontally and holistically across functional domains.

Working in a data silo is a recipe for major inefficiency and, in a world where 'digital fitness' is paramount, a huge failing. Simply put, the documentation and the data contained which goes along with all goods needs to flow as smoothly as the physical items themselves.

Avoiding data silos isn't as hard as you think

It's not all doom and gloom however. Scanning paper, automating data capture and improving integration is a practical and proven way to solve this. It makes information flow faster, enhances accuracy, boosts reliability so that the chance for goods to be held up at the point of origin or delivery because of paperwork issues is removed.

A variety of powerful tried and tested capture applications are available. Modern solutions – both on-premise, mobile or cloud native SaaS systems – can handle information from practically any source once digitised or cater for information 'born' electronic. In the jargon, this covers everything from structured, semi-structured and unstructured data.

Capture applications automatically 'read' key fields in documents like customer name, address, account number, order number, quantity along with QR and barcodes and even normal handwriting.

Data is ingested, classified and metadata intelligently extracted using machine learning and advanced tools like Artificial Intelligence to then workflow this information to any number of ERP, CRM, BPM, ECM or corporate systems.

These capture applications can 'learn' based on content handled and historical tagging to make this a super-fast, accurate and reliable process, eliminating the need for human intervention.

Other technologies such as Robotic Process Automation [RPA] can be applied to the capture process to automate mundane, repetitive and error prone tasks involved with manual data entry. RPA also aids the integration of legacy business systems – and getting data into them – without the need for complex APIs to be written.

The benefits of automated data capture are clear

Automating the data capture process is a sure-fire way to gain efficiencies and return on investment:

- •It enables more accurate communication between transport and logistics operators and their customers;

- There's less room for mistakes when capturing, ingesting and populating line of business systems as you remove the 'human' component. If you manually key in data, not only does this take time and is subject to errors, but because of the staff overhead, it's often badly done resulting in partners in the supply chain not getting the information they actually need.

- There's no need to employ staff to carry out dull data entry jobs, with existing employees able to be redeployed to focus on more useful and productive work;

- New SaaS cloud-native capture systems enable firms in the supply chain to be agile and scale up and down as demand and volumes dictate – say during the busy Christmas period – without enduring substantial capital expenditure or complex IT implementation challenges;

- It's greener and more eco-friendly as excess paper is removed from the sales cycle and delivery process;

- Digitising and managing content in all its forms facilitates downstream processes much better like analytics to aid better decision making in the future.

The pressure to be efficient in the transport and logistics industry is high. Cutting edge technology here is evolving fast, too: robotics and warehouse automation, 3D printing, drones, human exoskeletons to boost strength and ensure safety, autonomous vehicles and so on.

But the low hanging fruit of scanning, automating and streamlining business processes and the documentation associated with the supply chain should not be forgotten especially as the pressure to be efficient, lean and effective is on to maximise margins and ultimately profit.

Get it right, and like 617 Squadron 78 years ago, it means today's transport and logistics firms can hopefully keep bouncing and bouncing to success in these ever-changing times.

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Capture Market Proves Resilient

In 2020, the Capture Software market grew 5% to reach $US5.1 billion in worldwide revenue, according to Infosource's 2020-2021 State of the Global Information Capture Market report. This was despite a worldwide economic slowdown caused by the COVID-19 pandemic.

Capture proved an integral piece of Digital Transformation initiatives which were pushed forward to facilitate an increase in remote interactions.

Market demand was also driven by the continued growth of the Robotic Process Automation (RPA) space, where vendors accelerated their expansion into the input of unstructured information.

Since its 2019 acquisition of HSA, Infosource has carried on the annual reporting done by the analyst firm on the Capture software market. Infosource defines Capture as software used to ingest primarily unstructured information and make it usable in business processes.

In recent years, as Capture software has moved further into the front office and closer to the point-of-entry for business input, Case Management has taken over as the primary use case. This includes applications like onboarding, claims processing, and contract management.

Increased intelligence being infused into Capture through AI and Machine Learning technology has improved its automation capabilities and enabled Capture to address more diverse input sets.

The Capture market is at an inflection point as the technology is increasingly being made available through cloud services, according to Infosource. This has opened the door for new entrants who are looking to displace established leaders with mature platforms.

Medical Coding By The Numbers

When Activity Based Funding (ABF) was introduced in 2015, all hospitals in Australia were paid on the number and mix of patients they treat. These activities, or episodes as they are called, are recorded using codes from the ICD-10-AM/ACHI and AR-DRG classifications developed in Australia from the World Health Organization (WHO) classifications.

This process requires the recording of all the disease and intervention (procedure) codes for the patient episode and grouping these codes to produce Diagnosis Related Groups (DRG) codes.

The granular accuracy needed in that reporting might not be obvious. For example, a patient admitted for a dog bite with a history of blood clots and diabetes requires very different treatment in hospital from a patient without blood clots or diabetes.

Accurately recording each episode is critical for the patient's medical record, statistical analysis, and it also impacts how much the hospital is paid.

The DRG dictates the value of the episode and is a big deal. It's also big business.

Globally, the provision of the software to support this coding and grouping is dominated by one US-based multinational provider. As in any market 'owned' by a single, dominant monopolist, prices are not kept in check by the norms of healthy competition. Functionality is not advanced in the absence of innovation.

And the monopolists fiercely protect their patch. They build firewalls around their monopolies and worry more about preventing competition than advancing outcomes. This is normal in any monopoly.

But the cracks are starting to appear in the global coding and grouping monopoly, and an Aussie battler is making big strides.

Australian company Eurofield Information Solutions has established a strong market position in the digital publication of the ICD-10-AM/ACHI Classifications - used for coding, education and reference purposes - and is now battling the monopolist and the entrenched systems that support that monopoly in the AR-DRG grouping space.

However, having superior products and significantly lower costs are usually not enough when dislodging a monopolist.

After strong gains in recent years in the New Zealand and Saudi markets, this Australian company has been building momentum back home with the NSW and Victorian Departments of Health, and now St Vincent's Public and St Vincent's Private Hospitals in Melbourne switching to TurboGrouper for their coding and grouping.

Hospital coding professionals and Health Information Managers insist on highly accurate coding and grouping first and efficiency second.

This is especially so for large diverse hospitals, and more recently for hospital-acquired complications (HACs), where more than payment risk is at stake. TurboGrouper is designed to deliver accuracy at speed.

Laura Royce St Vincent's Private Hospital Melbourne HIS Manager - put it very succinctly: "Our coders pride themselves on being accurate and efficient. We don't see those as trade-offs.

"TurboGrouper allows us to find the right codes quickly, and the HAC flag is crucial to our new HAC management workflow.

"Having used the sister product TurboCoder for years, we knew that we could rely on TurboGrouper for accuracy and speed, and we were not disappointed."

www.TurboGrouper.com.au

NICE CXone digitally transforming GWA's contact centres

GWA Group Limited (GWA), one of Australia's leading suppliers of building fittings and fixtures, has implemented NICE CXone as part of its digital transformation and technology overhaul to support its transition to a digital-first cloud contact centre platform.

GWA's contact centres were previously operating on a legacy telephony system, which was unstable and could not be adapted to flexible and remote working requirements. After transitioning from its on-premises solutions a year ago, accelerated by the impacts of

COVID-19 on operations, GWA sought a cloud-based platform that would integrate seamlessly with its other applications as part of an organisational transformation.

The company wanted a solution that provided increased flexibility and scalability for contact centre operations, while also supporting a remote workforce.

GWA chose CXone due to the breadth and depth of its functionality and cloud native features, including automated workforce management, quality management, and interaction analytics.

CXone is built and optimised for the cloud and can enhance the way businesses harness data for actionable growth and success, and therefore GWA is now scaling the platform across its operational regions, including Australia, New Zealand, and the UK.

2020 was a year marked by unprecedented upheaval for contact centre leaders, agents, and customers. Many contact centres enacted, for the first time, wide-scale work-from-home transition plans all while juggling rising needs and expectations of customers.

In fact, a NICE CXone study of contact centre leaders found that amid the COVID-19 pandemic, 62 per cent of respondents experienced an increase in digital interactions and 46 per cent saw an upturn in self-service channels – demonstrating that digital customer experience will be even more critical for customer success considering that 70 per cent of worldwide contact centres expect they will continue to have agents work from home after the outbreak.

Paul Jarman, CEO, NICE CXone, said, "It is clear, the pandemic accelerated the digital transformation of companies around the world.

"Contact centre transformation is key to this initiative as it is no longer simply a place to respond to customer issues – it now has more power to build customer relationships that last and drive larger business outcomes than ever before.

"We are pleased to be a part of GWA's digital transformation, and we look forward to helping them remain agile in today's increasingly remote digital world."

Since implementing CXone across its operations in Australia, GWA has experienced a number of benefits including the ability to:

■ measure and assess a full 360-degree review on every customer interaction

■ leverage functionalities like sentiment analysis to provide real-time feedback and guidance to agents

■ strip out complexity across processes

■ introduce greater flexibility and agility to adapt to industry change.

Alex Larson, general manager – technology and transformation, GWA, said, "With our NICE CXone implementation, every process across our operations is changing and it's quite an exciting time for GWA.

"CXone is helping us move the business to a place where we can react based on the here and now with realtime feedback and guidance on customer interactions, rather than looking back in three months' time and facing the inability to change. Most companies would only ever dream of what we're achieving this year."

EzeScan enhances Legal Practice Management

Staying competitive and profitable for lawyers means being able to retrieve and action critical information in a timely manner.

LEAP is a leading global secure document management system that helps law firms improve collaboration by allowing attorneys to easily create, store and share documents, correspondence, searches and forms in one intuitive location.

With intelligent capture capabilities, EzeScan delivers a fast method to capture and register both hard copy and digital born documents directly into LEAP. EzeScan helps streamline legal workflows and get matter documents to a legal team faster, by converting manual processes into highly automated digital workflows. EzeScan's LEAP Integration offers:

Effortless document capture and registration capabilities

High volume batch capture for large case files

Automated naming and filing of documents into LEAP

Ability to browse and upload to document folders and sub folders

Inbuilt lookup functionality with LEAP to easily apply matter and client metadata

Web browser interface for QA checking and validation, registration, workflow on any device, anytime, anywhere

Text searchable PDF/A compliant output

Transform your time-consuming manual business processes into highly automated digital workflows from the moment your information enters the business. With EzeScan's intelligent capture capabilities, documents are correctly named, distributed, filed and uploaded to the correct matter location in LEAP.

EzeScan provides scanning, image enhancement, data capture, validation, and upload automation. All designed to limit the amount of user intervention and help law firms ingest information faster.

EzeScan's Remote Indexing WebApp provides the ability to securely capture and action matter-related documents from any location. Capture documents from your MFD or upload digital born documents when they are out of the office, directly to matter files in LEAP.

EzeScan's web browser interface enables staff to QA, validate and register their documents from their computer or mobile device, anytime, anywhere. By simply capturing one piece of information (e.g. Matter ID), EzeScan can perform a database lookup to return the rest of the information required to register new documents.
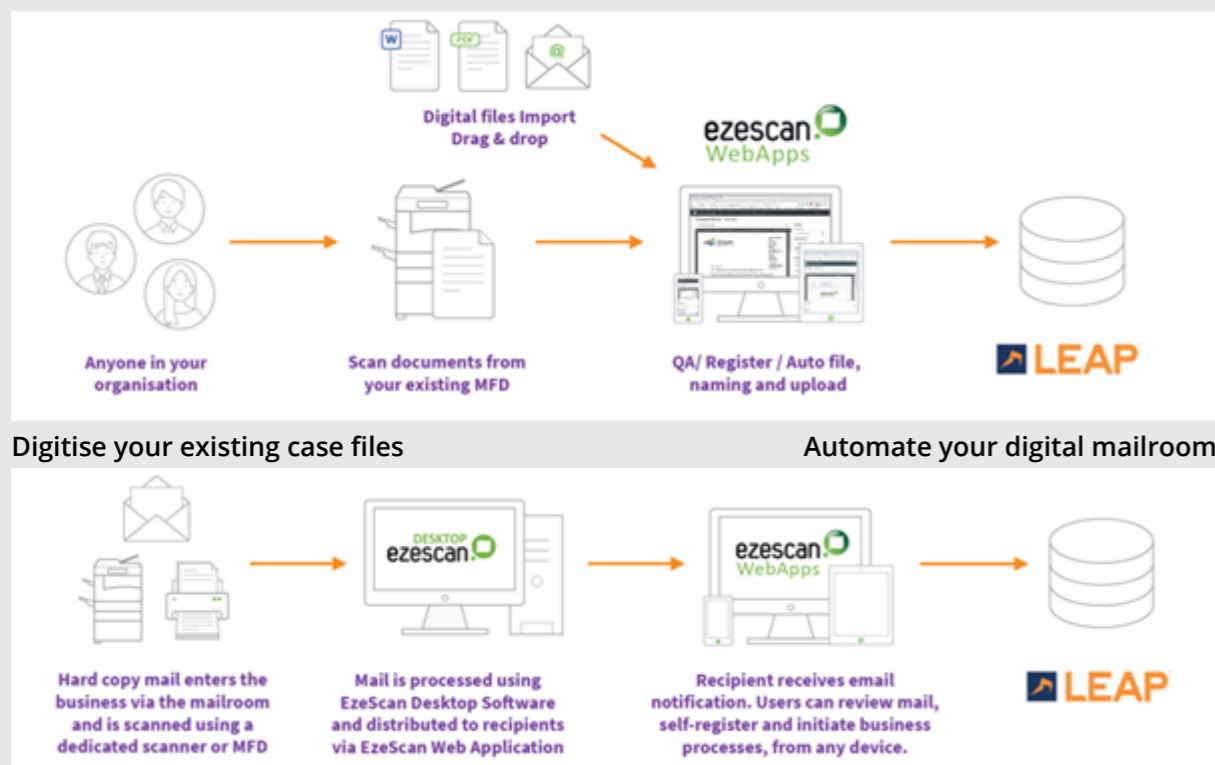
Effortlessly capture high volumes of existing case files with EzeScan's professional production batch scanning capabilities. EzeScan supports many popular production scanners brands and models.

By digitising existing hardcopy matter files that have been sitting on shelves for years a legal team can effortlessly search and utilise information previously locked in hardcopy documents.

EzeScan's Digital Mailroom solution eliminate the delays inherent with physical mail distribution and get information to the correct people faster. Capture and distribute incoming correspondence instantly to users via the web browser interface and facilitate an agile working environment to ensure legal teams have quick, easy, compliant, and secure access to information wherever they are working.

By letting EzeScan focus on the repetitive administrative tasks and your legal professionals can focus on providing your clients with the best legal advice possible.

For more information on EzeScan's Intelligent Capture for LEAP, visit https://www.ezescan.com.au/solutions/ezescan-integrations/leap

Digitise your existing case files

Anyone in your organisation → Scan documents from your existing MFD → QA/ Register / Auto file, naming and upload → LEAP

Automate your digital mailroom

Hard copy mail enters the business via the mailroom and is scanned using a dedicated scanner or MFD → Mail is processed using EzeScan Desktop Software and distributed to recipients via EzeScan Web Application → Recipient receives email notification. Users can review mail, self-register and initiate business processes, from any device. → LEAP

Putting the Power of PDF Into iPaaS

By iText

Integration Platform-as-a-Service (iPaaS) is rapidly becoming a fundamental component of enterprise technology stacks. And it makes total sense. IT organizations worldwide are dealing with an increasing number of software systems.

Whether they are installed within the corporate network, in a cloud service provider's infrastructure, or offered by a third-party SaaS provider, business groups want to use more software. And that creates a lot of fragmentation and complexity, especially when those systems need to be connected together or data needs to be shared between them.

That's where iPaaS comes in. These platforms, such as MuleSoft Anypoint Exchange, provide a way for IT resources and developers to easily create integrations between systems using out-of-the-box connectors provided through the iPaaS platform. And that can significantly improve the fragmentation. But to make an iPaaS implementation really successful, there are a few things that enterprise developers need to keep in mind.

It's All About the Ecosystem

Selecting an iPaaS platform has as much to do with the features as the ecosystem. Without a healthy catalogue of systems to choose from, the platform is practically useless.

Remember that the goal of an iPaaS platform is to make connecting disparate systems easier and simpler.

Before there was iPaaS, companies had to create their own middleware solutions which took valuable engineering resources to both develop and maintain. With iPaaS, developers and IT resources can simply select systems to include in their workflow.

A developer simply selects "the systems" and drops them onto a visual editor. After specifying some configuration settings, it's ready to go. Imagine, then, if the iPaaS solution doesn't have that ecosystem?

Consider a simple example: a company wants to create a process which kicks off when an order is completed. The process interacts with a number of back-end and cloud systems until finally producing a receipt which is emailed to the customer, a receipt which needs to be generated as a PDF. But if there is no PDF generation available through the iPaaS system, the developer must figure out a work-around.

Look For What You Know

Although an iPaaS platform needs a robust ecosystem to really make it valuable as a way to connect systems easily, that ecosystem also needs to include components which are familiar to the developer.

Even though most iPaaS platforms have a visual designer, the components themselves still might require some development work, especially to interface with systems that have been customized.

There is still work involved. Going back to the receipt and PDF example, if the PDF-generation component available in the iPaaS ecosystem is something the developer isn't familiar with, it can be a lot of up-front work to understand the component and how it needs to be customized to fit specific use cases.

Best-of-Breed Components

The last thing companies should look for when considering their iPaaS solution is the reputation of the ecosystem components.

When comparing one iPaaS platform against another, it's easy to choose one based entirely on the breadth of its ecosystem. But if the components in the ecosystem are completely foreign to developers, if they represent smaller and less well-known technology companies or products, there can be issues down the road such as support. Lesser-known components might not only have fewer support engineers, but their developer community may be much less mature as well.

Returning to the PDF receipt example again, the developer who has to build that process would much rather have a PDF technology in the ecosystem with which they are familiar, rather than a new provider. Familiarity and experience with technologies in the iPaaS ecosystem can significantly speed up development as well as reduce operationalization challenges and support headaches.

iText: A Proven PDF Technology For Your iPaaS Platform

As a leading trusted solution in PDF document generation, iText is actively engaging with iPaaS vendors to include the iText SDK/API and its template-based engine iText DITO within leading iPaaS ecosystems.

When companies that have a lot of internal processes which rely on programmatic PDF generation are looking to select an iPaaS platform, the availability of iText as a system within the platform will significantly reduce developer time and stress by ensuring they can leverage existing knowledge and expertise with the PDF aspects of their software. iText 7 is the latest version of the PDF library. Millions of users are creating document workflows and applications with the iText SDK - whether open source or in a closed source environment. Thanks to its dual licensing model, developers can try iText 7 at their own pace and convenience.

iText DITO is an industry-leading solution for generating PDF documents as part of software workflows. Rather than an application, it is a suite of functions encapsulated in SDKs developers can use to provide PDF capabilities within their software.

Choose Your iPaaS Platform Wisely

With the growing fragmentation within IT systems, iPaaS platforms are becoming a critical technology layer within the enterprise stack. That's because, more than ever, businesses need a simple way to create software processes without the heavy lifting of bespoke solutions like custom middleware.

It's a waste of engineering and operational resources when, in today's fast-paced digital business world, time is everything.

iText is making sure that enterprises which wish to transfer standalone, complex software processes involving PDF generation into an iPaaS platform don't have to settle on inferior technologies. Their developers can use what they are most comfortable with: an industry-leading PDF generation technology that many software engineers already use today.

https://itextpdf.com/en

ABBYY Makes Time for Blue Prism RPA

Blue Prism is adding Process Intelligence Powered by ABBYY Timeline within its robotic process automation (RPA) platform, to allow users to quickly uncover the best automation opportunities from data scattered across the organisation.

ABBYY Timeline will generate process definition documents (PDDs), optimizing the discovery and design of automations.

Blue Prism Process Intelligence combines desktop user interaction data with process details mined from system event data and creates detailed models of each process for analysis, optimization, monitoring and predictive analytics.

The parallel integration with Blue Prism Capture facilitates the delivery of automations from Process Intelligence straight into the design studio.

Blue Prism Process Intelligence is included within Blue Prism's all-inclusive license for customers with paid support. Additional upgrade packages are also available for purchase.

This integration bridges a critical gap of process mining to process automation by ingesting processes and tasks, automating the creation of digital workers, and then tracking ROI results and monitoring for process compliance.

Learn more about Blue Prism Process Intelligence Powered by ABBYY Timeline.

Insurance Industry AI Automation

Kanverse has announced the global launch of the Fluorite release of its patent-pending AI-powered Intelligent Document Processing Product for Enterprises.

Kanverse IDP combines multiple AI technologies with Optical Character Recognition (OCR) and Automation to provide an end-to-end product that digitizes enterprise document processing from ingestion, classification, extraction, validation to filing.

The entire process is powered by Natural Language Processing (NLP), Fuzzy Logic, and advanced Machine Learning (ML) algorithms to make business processes more efficient, optimize cost, eliminate human error, and mitigate risk.

The Fluorite release promises to revolutionise Insurance Forms Processing (ACORD & Supplemental Forms) with:

■ Multi-channel ingestion of Insurance forms

■ Automated AI-powered classification

■ Data extraction with up to 99.5% accuracy using AI

■ Automated validation of extracted data against business rules

■ In-App collaboration in the context of insurance

documents and

■ Automated filing of validated records in insurance software systems

Fluorite release also introduces new and powerful capabilities to its existing AP Invoice Automation product to make Invoice Processing – a safe & frictionless experience for Enterprises

■ AP Fraud alerting based on Invoice amount spikes.

■ All new Error Analytics dashboard to detect invoicing errors and alerts.

■ New powerful UI to perform 2-way or 3-way invoice and PO matching

■ Up to 99.5% accuracy across document categories

www.kanverse.ai

Mobile phone data acquisition

MSAB has announced an updated mobile forensics solution for digital data recovery, XRY, which comes with added support for more devices, Apple facial recognition decoding, support for iOS 15 and Android 12 Beta, plus many more improvements.

The MSAB mobile forensic extraction solution, XRY, now enables law enforcement agencies to show that they are taking all reasonable technological steps to mitigate the risks associated with personal data intrusion acquired via mobile phone extraction.

This has been enabled by only allowing them to target their extractions to recover data from specified selected apps to ensure the rights to privacy for victim and witness phones.

The key differentiator here is that the only data ever seen by law enforcement can be defined by the settings.

If a user only wants data from a certain app for a certain time, it can easily be done with XRY.

It is very important to make sure witnesses want to share data, this to minimize the intrusion and uphold data privacy regulations.

"The need to understand the legal grounds for recovering digital evidence from mobile phones while maintaining the fundamental rights to privacy is increasingly important to our industry.

"For example, recent headlines from the UK discussing the need for better data extraction technology to reduce the time that victims are without their phones – with an aim to have devices returned by police within 24 hours", says Mike Dickinson, Chief Business Development Officer of MSAB.

In addition, new guidance for the police will ensure any request for information is necessary and proportionate to the investigation, as victims often cite handing over their personal data as a reason why they may not pursue their case.

For more information visit HERE.

A Homegrown Solution to Maintaining Compliance for Vocational Training

With a major increase in online learning over the past 18 months, an Australian technology company has developed a solution to assist training organisations continue to meet their stringent assessment and compliance requirements.

A recent research report by the National Centre for Vocational Education Research (NCVER) has found that despite COVID-19 restrictions, the number of subjects delivered online has increased by 24 per cent between 2019 and 2020 and there were an additional 159,600 enrolments in online-only government-funded stand-alone subjects last year.

Queensland-based Cloud Assess has streamlined the record management obligations of the $A9 billion Vocational Educational and Training sector through turning cumbersome paper-based processes into a faster digital system that saves huge amounts of time and resources, and in turn helps the effectiveness of online delivery.

Managing Director, Rob Bright, said the need for training delivered digitally has increased exponentially as face-to-face is sometimes not an option, however keeping track of staff, trainee or student records hasn't evolved.

"There are many industries that are required to meet high levels of standards and competencies through their training, however many records are still paper based," Mr Bright said.

"This process is convoluted and takes huge amounts of time printing, processing, scanning, and storing, and even losing important documents which are integral to maintaining compliance.

"We've developed an online solution that transforms the traditional ways to conduct assessment so training organisations can achieve enrolment through to completion of students all in the one platform and with any device."

An example of where Cloud Assess has allowed an industry to keep ahead of its training requirements is providing the Pharmacy Guild of Australia with the ability to roll out timely and efficient vaccination training to all their members.

"Where there was an urgent need to up-skill hundreds of pharmacy staff across the nation on information about the COVID vaccinations and how to administer them correctly, which was of utmost importance, we had the digital solution they needed to do this successfully on a large scale," Mr Bright said.

"Our software and systems not only provide the training information and assessment tools, but it also allows business heads to keep tabs on their compliance obligations and store this information without limitations.

"If there were an audit or any safety concerns that

Cloud Assess Managing Director, Rob Bright (l) and Technical Director Andrew Baker.

came to light, records are there to support the company's legislative compliance."

According to the NCVER survey results, over 75 per cent of Registered Training Organisations have transitioned at least some of their training and assessment online and these sorts of transitions can be managed efficiently by companies like Cloud Assess.

Mr Bright said the evolution from paper-based to online assessment has a huge impact on the productivity of their clients with one training organisation automating over 300,000 tasks in less than a year and another client saving 30 tonnes of waste comprising of nearly 6 million sheets of paper.

"By digitising the assessment process the rate at which assessments can be deployed and completed is phenomenal, with four assessments completed per second every day and ultimately, Cloud Assess is providing compliance peace of mind," Mr Bright said.

"Our Cloud Assess systems have saved organisations time, lowered their costs, and enabled growth for many businesses – no matter the current state of affairs."

Founded in 2013, the Cloud Assess concept was identified after one of the founders worked as a consultant for a major mining business.

Training systems were designed to support day to day validation of competency, but they did not have a system that could work with a massive team of individuals who worked shifts across 24 hours a day, 7 days a week, making scheduling and record retrieval virtually impossible.

Conducting assessment via iPads was identified as the solution, and thus stemmed the business idea to fill the gap in the market for other industries.

For more information visit www.cloudassess.com.au.

Alteryx and UiPath Legacy Solution

Analytics firm Alteryx and RPA giant UiPath have announced a partnership to ease the process of digital transformation by unlocking the value from enterprise data. As organizations modernise their infrastructure, data can remain trapped in legacy systems and other sources that lack the necessary APIs for access. Alteryx and UiPath combined to accelerate the delivery of unemployment benefits to Florida residents early in the Covid-19 pandemic.

The pandemic caused a sharp influx of unemployment applications in Florida (from 2,000 a month to 2,000,000), and their unemployment system was unable to scale in response to the requests for support.

That led to a system that was inaccessible to those desperately seeking assistance, and the information that was collected could not be analysed for eligibility, adjudication decisions could not be processed in a timely manner, and manual processes could not ensure adequate protection from instances of fraud.

This led to delays in the distribution of unemployment relief, creating additional economic pressure on individuals and families, as well as pressure on state leaders to swiftly correct these concerns. In a matter of days, a task force of state technology and data leaders worked to supplement their existing system with critical automation to handle the extreme influx of applications. Using a combination of Google Forms for data intake, analytics automation through Alteryx, and RPA through UiPath, the agency was able to restore access to a critical array of services for those seeking unemployment relief.

By implementing a Google Forms-based process, the team was able to fix the problem associated with the input of application information. Once the data was collected, the Alteryx Analytic Process Automation (APA) Platform was utilized to process and analyse this data and create an integrated dataset with other sources to automate the process of identification (fuzzy matching), the determination of eligibility, and the management of funding distribution.

Additional workflows were automated, including the use of Alteryx to feed RPA processes (UiPath), to handle the adjudication of claims. The core system was still limited to 150,000 concurrent sessions, meaning that on average, 400,000 users needed to have their input (data collection) handled through Google-based processes.

Through an integrated process that included both APA and RPA, analytics automation was applied through 72 decision tree algorithms to handle backdated claims and provide unemployment relief automatically and retroactive to the date of filing instead of when the application was eventually processed.

https://www.alteryx.com/partners/alteryx-alliance/uipath

Anvil automates complex Workflows

Anvil, a paperwork automation platform, has launched Workflows, a no-code tool that helps companies remove the complexity and frustration from paperwork and endless PDFs.

Anvil's Workflows transform PDFs (or sets of PDFs) into digital webforms that streamline digital data collection, select the appropriate documents to complete, prepare those documents, request signatures, and finally share the completed, signed PDFs and data wherever they need to go - all from a single, secure link.

Anvil Workflows automate all parts of document process management, from requesting data to document preparation to e-signatures and data integrations that eliminate data-entry. The tool employs a powerful logic engine to ensure that interlinked forms are filled out properly and repetitive entries of the same information on multiple documents are eliminated.

Anvil also integrates with Zapier to make sharing data to your other business applications a breeze. Users can automatically save signed documents to shared drives, sync data into their CRMs, or notify employees of a new submission.

If more power and flexibility is needed, a robust API is available for developers to have fine-tuned control over the workflow and integration. Many technology companies give their employees with subject matter expertise the ability to create workflows and then integrate the workflows directly into their product.

Absurdities like needing to fill in one's address on a mortgage document on a property for which a bank has already agreed to make a loan are just the tip of the iceberg when it comes to unnecessary frustrations with paperwork.

Industries from insurance to healthcare are constantly faced with a complicated array of forms, each of which is often connected to other forms in tangled relationships. Anvil Workflows allow businesses to automate this complexity and give operations teams the flexibility and power to customize PDF-based processes so that they scale for the long term.

https://www.useanvil.com/

KnowledgeIQ adds Salesforce integration

Knosys has launched a new integration with Salesforce for its knowledge management solution, KnowledgeIQ.

Knosys' Managing Director, John Thompson, said, "KnowledgeIQ gives agents access to organization-wide knowledge from within their Salesforce interface making it easier and faster to address customer issues."

With this integration, organizations will get to experience:

- Proactive agent assistance
- Predictive Search
- Realtime alerts of changes
- Collaboration with Governance
- Higher agent confidence
- Contextual knowledge and agents' fingertips
- Establish a single source of truth

https://www.knoiq.co/

Assess your RPA Maturity Level

Automation Anywhere has introduced a new RPA Maturity Assessment tool, along with expanded training and other resources, to simplify how automation teams, business leaders, and citizen developers adopt, deploy, and scale intelligent automation.

The new maturity assessment tool provides a customized report that identifies opportunities to scale intelligent automation more quickly and effectively. It also evaluates program maturity and provides recommendations to improve RPA programs by uncovering and eliminating barriers to adoption.

The free tool assesses program maturity in four key areas: vision and strategy, process and measurement, organization and people, and architecture and technology.

https://www.automationanywhere.com/rpa/rpa-maturity

Content Extraction from Physical Labels

Dynamsoft has updated its software development kit used to scan and extract content digitally from physical labels, like price and inventory tags to passports, to add automatic dictionary-based spelling correction and new image processing modes.

The SDK is suitable for application developers to expand data capture capabilities of printed labels and tags in industries like automotive, government, retail, warehousing, and other industries.

The new custom dictionary functionality allows users to correct misspelled words. A pre-defined dictionary can be integrated as a .txt file. Then a user scans with Dynamsoft Label Recognizer, which initiates the optical character recognition (OCR) engine. Provided custom code is then initiated to compare scanned words with dictionary words and any misspelled words are automatically corrected.

New image processing modes are also now available to enhance usage scenarios, like with machine-readable zone (MRZ) scans. These new modes can be enabled by developers as needed. They include textured area detection, a binarization, and a grayscale image processing mode.

A developer might enable some or all of these to pre-process an image depending on the application. For example, a passport's MRZ section at the bottom is textured and thus, Dynamsoft Label Recognizer's textured area detection can be enabled to further improve readability.

The new Dynamsoft Label Recognizer SDK is version 2.0. It also sees updates to improve overall scan readability and speed performance, including for MRZ applications.

Dynamsoft Label Recognizer works with content that includes text, numbers, alphanumeric, and common symbols. Version 2.0 is now available and can be purchased and downloaded from the Dynamsoft website. Pricing varies by licensing type. There are several Editions to cover development for C/C++, DotNet, Java, Android, and iOS.

Invoice Processing for Dynamics 365

Centsoft has announced invoice OCR processing and scanning for Microsoft Dynamics 365 Business Central.

The cloud-based platform captures invoice data from either emailed or paper invoices.

Centsoft has an automated workflow that allows finance administrators to see all incoming invoices in a central dashboard.

Approval workflows to project managers and other approvers in the organization send invoices to the person responsible for the purchase. They approve the invoice on a laptop, tablet, or smartphone.

"Customers appreciate the ability to get invoice data into the system quickly without manual data entry" said Lisa Berkstresser, North America Centsoft Product Manager, "and the approval workflow helps the finance department stay focused on getting payments made on time, as opposed to chasing approvers for signatures."

Centsoft has a searchable invoice archive that lets the user search for any data on the invoice, without being limited to specific data fields. The time-stamped audit trail in the invoice log can be used for both auditing purposes and investigations.

Centsoft seamlessly integrates with Microsoft Dynamics 365 Business Central. Ledgers are imported to Centsoft so that coding can be handled as usual.

When invoices are approved, they're automatically transferred to Dynamics.

The time to get companies setup and running on the system is relatively short. The Centsoft subscription fee includes training and a ticketed support system.

https://centsoftautomation.com/ap-automation-for-dynamics-365/

Esker Launches Esker Pay

Esker has announced the launch of Esker Pay, an extensive set of integrated payment capabilities and strategic Fintech partnerships to help businesses unlock cashflow.

Fully integrated with Esker's Procure-to-Pay and Order-to-Cash solution suites, Esker Pay helps businesses better manage cashflow by eliminating manual, complex, and inefficient processes for both accounts receivable (AR) and accounts payable (AP).

Esker Pay's end-to-end payment automation reinforces sturdy supply chains by providing early payment discounts and supply chain financing options, while also addressing fraud prevention, late fees and negatively impacted cashflow concerns.

"The axiom that 'cash is king' has only been reinforced over the last 18 months. When times are tough for many businesses, getting paid and paying suppliers on time can be a tall order," said Catherine Dupuy-Holdich, Product Manager at Esker. "With Esker Pay we offer the technologies and partnerships to facilitate and expedite payments."

Esker enables companies to achieve true positive-sum growth at a time when business success depends on it by facilitating an ecosystem where companies, customers and suppliers create value together - instead of at each other's expense.

For suppliers, prompt payment from customers results in secured cashflow. And for customers, paying suppliers and maintaining good relationships is key, as onboarding new ones can be costly and risky.

Esker Pay offers a range of payment capabilities, including:

- Domestic and international payments
- Supplier payment automation
- Supply chain financing (reverse factoring)
- Dynamic discounting
- Integrated payment methods (e.g., cards, direct debits, transfers, etc.)
- Factoring
- Early payment discounts
- Payment information verification

"And this is just the beginning," concluded Jean-Michel Bérard, CEO at Esker. "We will continue to enrich Esker Pay through technology developments and future partnerships to further optimize customer and supplier B2B payments, reduce risk exposure, and improve back-office efficiency."

Esker Pay is immediately available across the globe to all customers and prospects.

https://www.esker.com.au/

Fujifilm, Tiger add Storage Solution

FUJIFILM has announced a joint marketing alliance with Tiger Technology to provide a long-term, secure, and scalable storage management solution for the seamless movement of data from a primary storage tier to tape storage.

Integrating FUJIFILM's Object Archive software with Tiger Technology's Tiger Bridge software offers active archiving to tape while preserving the entire chain of custody. The resulting environment provides a complete archiving solution to simplify the management and archive of unstructured data, and its movement into low-cost, long-term storage. The Tiger Bridge solution monitors and manages selected areas of the local file system, then identifies data based on metadata attributes to move it to the FUJIFILM Object Archive platform. Aging content can be actively archived - meaning that aged files no longer reside on local disk space, yet remain fully visible and accessible to users and applications.

Once this content is archived, FUJIFILM Object Archive software provides a secure, long-term archival copy on tape, with a physical air-gap, while permitting continued access to the data. This provides immutable data copies that can help prevent a ransomware or cryptolock attack on a network.
"Successful long-term archiving is achieved when you have confidence in immediately accessing your data, even when today's technology fails you," says Lance Kelson, executive vice president at Tiger Technology.

"Using an open tape format is the essential first step, but one must still be wary of archiving software that encapsulates your content in a proprietary wrapper. The Tiger Bridge solution stores files in their native format when moving data to FUJIFILM Object Archive software, thereby preserving the chain of custody and avoiding vendor lock."
https://www.FUJIFILM.com.au/

https://www.tiger-technology.com/

Unstructured Data Analysis Platform

Indico Data has launched a new Unstructured Data Platform, which promises the ability to automate, analyse, and apply previously unreachable unstructured data into mission critical enterprise workflows.

Analysts estimate that up to 85% of data is unstructured across the enterprise - texts, CSV, video and audio files, PDF, contracts, emails, and more.

Indico's Unstructured Data Platform connects to critical software systems already installed, including RPA, CRM, ERP, analytics, and more, maximizing their value by transforming previously unreachable unstructured data into actionable business insights that power digital transformation initiatives.

"Extracting value from unstructured data is a significant business challenge, because traditional automation and analytics solutions cannot access it without thousands of hours of human time to code, structure, classify, and analyse," said Tom Wilde, CEO of Indico Data.

"In a time when digital transformation needs to happen at warp speed, our platform ensures customers can keep pace and capitalise on the value trapped in unstructured data –– and we help them do it in just a few days."

According to HFS Research, "There is a massive need and opportunity to champion applied AI within enterprises to help reduce the mind-numbing manual work that results from mountains of inaccessible unstructured data. Indico Data heralds the rise of practical, applied AI."

https://indicodata.ai/

Cloud AP Solution for Blackbaud

EzeScan's Blackbaud Financial Edge NXT accounts payable solution is now available as a SaaS offering in the EzeScan CLOUD. This means fast deployment with an affordable monthly subscription, without the software, hardware, or management headaches. You can now select the deployment option that suits your organisation.

The benefits include:

- Automatically capture and process invoices from multiple sources including email, E-Invoice or scanned hardcopy, directly to Blackbaud Financial Edge NXT.

- Apply multiple exception rules. e.g. Invalid supplier, invalid or no order number, duplicate invoice, bank details mismatch.

- Automatically apply distribution sets.

- Automatically attach PDF to invoice records in FE NXT.

- Submit invoices via webform with supporting documentation

- Reporting, including what was imported, processed and operator activity.

- Seamless Integration with Blackbaud Financial Edge NXT

EzeScan provides 'out of the box' native integration with Blackbaud Financial Edge NXT. With a highly configurable interface EzeScan provides rapid deployment measured in days not months, eliminating the need for expensive and time-consuming custom scripting or programming services.

EzeScan smart capture technology allows EzeScan to automatically detect values from any location on your invoices. These values can be validated against Blackbaud Financial Edge NXT to ensure data integrity is maintained and exceptions are flagged.

https://www.ezescan.com.au/

Secure Network Scanning Alliance

P3iD Technologies, Inc. has partnered with Kodak Alaris to provide enterprise clients with a secure and easy-to-use document scanning solution. The P3iD DoxaScan Intelligent Data Solution integrates with Kodak Alaris' cloud based INfuse Smart Connected Scanning Solution to provide enhanced security features including identity and access management, document encryption, blockchain technology and secure disk erase.

Security breaches have become a common occurrence in today's business world, with attacks affecting organizations of all sizes. The impact can be devastating to a company's reputation, operational efficiency and financial outlook. The cost of a data breach may include resuming operations, addressing the security gaps that caused the breach, legal liability, and regulatory fines.

The INfuse Smart Connected Scanning Solution offers network-connected document capture that sits at the front edge of a business process to help automate and streamline workflows for improved efficiency. Built with managed service and solution providers in mind, it's easy to integrate into existing network infrastructures and security policies, and requires no PCs, application software or staff training.

The P3iD DoxaScan Intelligent Data Solution complements the INfuse Solution with a full suite of security solutions and services. For enterprise authentication specifically, it utilizes Sealed Channel and SHyP (Smart Hybrid Protocol) to provide secure and flexible enterprise authentication without requiring extra inbound firewall port forwarding. This flexibility includes One-Time Code (OTC) plus self-service registration with Single-Sign-On (SSO) authentication to Active Directory and LDAP services in the cloud or on-premise.

The easy deployment process as an entirely cloud-hosted system reduces shipping and storage costs, where improved productivity provides a strong case for upgrading to the new INfuse/P3iD DoxaScan Solution. For any company that needs distributed document capture and cannot afford to compromise on security, the INfuse/P3iD DoxaScan solution offers a simple, affordable and secure solution to capture scanned images easily and effectively.

"As data breaches and cyberattacks continue to make headlines, enterprise organizations are increasingly focused on making security a requirement for every area of their business operations," said Kevin Neal, Chief Executive Officer, P3iD Technologies.

"This partnership affords organizations the peace of mind that their cloud-based solution is efficient for business process automation and also safe from a security standpoint."

For more information, visit AlarisWorld.com

Nintex Enhances Cloud Automation

Nintex Workflow Cloud has been updated with new security and authorisation features, enhanced governance, workflow tracking for business owners, intelligent forms integration, and more.

New features in Nintex Workflow Cloud include:

■ **My Nintex workflow tracking** – My Nintex provides process owners and workflow participants control and visibility over digital forms, tasks, and workflows in a single dashboard. With the new workflow tracking feature, business owners gain enhanced insights and visibility into in-process workflows enabling them to track the progress of outstanding approvals and decisions.

■ **Data source variables** - Dynamically surface data from external systems of record in Nintex Workflow Cloud forms to improve how and what information is available and displayed to end-users. Reduce form complexity and data errors further by easily connecting to external data sources.

■ **Nintex Gateway SQL Connector** – Nintex Gateway is an on-premises application enables Nintex Workflow Cloud to access on-premises resources such as RPA Central and Microsoft SharePoint on-premises. The October 2021 release of Nintex Workflow Cloud features additional support for Microsoft SQL Server via the new SQL Connector. The SQL Connector provides support for adding, viewing or updating data, querying a table or view, and executing a stored procedure from any on-premises SQL database.

■ **Intelligent PDF Form Converter** – Released in July 2021, this AI-based tool instantly converts static PDFs into interactive digital forms. With just a few clicks, paper-based PDF forms can be quickly digitised with Nintex Workflow Cloud. Support for fillable and non-fillable PDFs, as well as full customisation options via the Nintex Form Designer, are also included.

https://www.nintex.com/using-nintex/nintex-workflow-cloud/whats-new-oct-2021/

Mindee Comes Out of Stealth Mode

US Start-up Mindee, the creator of an API platform designed for developers to eliminate manual data entry, has emerged from stealth mode and announces today that it has raised $US14 million. Mindee helps developers automate workflows in their applications by standardising the document processing layer.

The funding will be used to expand presence in the US and European markets to further develop both the underlying machine learning engine and platform features.

Mindee's API helps companies avoid manual data entry and can be used in expense management, accounts payable automation, procurement, accounting, insurance, user and employee onboarding, loan applications, underwriting, and more.

Mindee offers developers a document parsing API that can be deployed with two lines of code and production ready within hours. The API features state-of-the-art deep learning algorithms. The API can be trialled free of charge (no credit card required) and used for any type of document.

"Document processing is the bottleneck for most modern workflows. Instantly parsing documents with better than human accuracy is the challenge for the decade to come on our way to digital transformation. Mindee combines state-of-the-art deep learning research with a unique developer centric approach to help software products tackle this challenge," said Jonathan Grandperrin, CEO, Mindee.

https://mindee.com/

ScaleHub earns 2021 Innovation Award

ScaleHub has been selected as one of Deep Analysis' Innovation Index Award Recipients for 2021.

Deep Analysis identified ScaleHub as an organisation offering a unique, effective, and exciting service in the 'Cognitive Capture' category of its award index.

Commenting on ScaleHub's inclusion as an award recipient, Alan Pelz-Sharpe, Founder & Principal Analyst, Deep Analysis said, "ScaleHub really wowed us with their solution this year. They manage to tackle a well-known problem in an innovative way - harnessing crowd micro-tasking and crowdsourcing to improve AI-based capture."

Based in the US, Deep Analysis is "an advisory firm that helps organizations understand and address the challenges of innovative and disruptive technologies in the enterprise software marketplace."

In 2020, Deep Analysis created the Innovation Index Awards to mark and celebrate technology organisations with innovative approaches in the information management market. Through these annual awards, Deep Analysis honours and highlights the recipient organizations that have stood out so far in the year.

According to the Innovation Index Report for 2021, Deep Analysis determines award recipients through a methodology that uses "four specific criteria for the index, and indeed in every assessment of a technology product or service." As they list out in their report, the product or service must show that it: Solves problems, Applies ingenuity, Adds value and Shows flexibility.

In the Innovation Index Report for 2021, Deep Analysis commented on ScaleHub's approach to cognitive capture, saying: "There is no question that ScaleHub checks the innovation box with a bold marker. The use of crowd platforms to augment AI-based cognitive capture makes a great deal of sense; although AI certainly improves the speed of capture processing and accuracy rates, it has its limitations."

Overhead Book Scanner for Libraries

ScannX has added entry-level scanner to its product family, the CZUR ET18 Pro Scanner by ScannX. This powerful overhead scanner combines hardware that is custom-integrated with the ScannX Book ScanCenter software to streamline book scanning to page turning.

The ScannX software automatically creates flat scans from curved books, digitally removes thumbs positioned to hold down pages, and enables glossy prints to be scanned without glare or reflection.

The CZUR ET18 Pro Scanner by ScannX:

■ Delivers ultra-fast scans in 2.5 seconds, with no pre-scan required

■ Features a unique overhead hardware design to capture face-up books up to 17" x 11" in size

■ Uses advanced page-flattening algorithms to transform pixels from a 3D, curved book surface to a completely flat undistorted image

■ Removes user's thumbs from the finished output automatically with ThumbErase technology

■ Creates blotch-free scans of glossy documents through GlareFree side lighting

■ Enables users to control the scanner using a touch screen, a hand button, or a foot pedal

■ Integrates ABBYY FineReader technology for unmatched OCR accuracy, with automatic conversion to searchable PDF, Word, MP3, JPEG, TIFF, and PNG file formats

■ Works seamlessly with coin, bill, and credit card devices for cost recovery, with add-on options for faxing and digital translations

■ Provides accessibility tools for the visually impaired

ScannX systems include IoT technology and cloud-based support that make it simple to scan, store, and send digitized content as searchable PDF documents to Dropbox, Google Drive, email, smartphones, and tablets, as well as to local USB drives or printers.

For larger installations, ScannX Cloud Services aggregates usage data across multiple locations, providing performance metrics and benchmarking. Software updates can automatically be pushed and installed, removing unnecessary technical burdens from library management while ensuring maximum availability. The CZUR ET18 Pro Scanner by ScannX is available immediately with pricing starting at $US2,995.

http://www.scannx.com

Intelligince in Contracting

A Brisbane-based developer of blockchain-based technology for to the construction and facilities management industries, has announced that its smart contracts platform is ready to go into beta with selected partners.

"Talks with industry and government bodies have been overwhelmingly positive, and the development process has reached a point where we are excited to launch the Servgard platform." says W. Luke Spiller, Servgard co-founder and CEO.

Servgard acts as a complete ecosystem for owners, regulators and contractors to verify outcomes and manage payments in a decentralised and transparent way. This is made possible through blockchain technology utilising the Servgard token (SVG). The result is greater probity, timeliness and cost saving. So how does Servgard work? The ecosystem is a suite of apps for phone and desktop which utilise smart contracts for automatic verification of compliance and milestones. Payments are facilitated through the use of the SVG in escrow wallets.

But payments are not the only type of "smart contract" enabled by the system, which can be set up to verify a broad range of project steps and outcomes along the entire life cycle.

"The transparency of having contracts on the blockchain results in better outcomes for everyone." continues Spiller.

"Regulators are enthusiastic about the potential, and as someone with a background in the trades, I'm keen that the Servgard system results in fair and timely payments and fewer disputes."

Servgard was founded in Brisbane in 2020 by a team led by W. Luke Spiller, infrastructure project management veteran and lecturer at James Cook University. Its mission its to bring transparency and cost savings to the construction industry worldwide, through the use of smart blockchain technology.

While the beta platform is not yet available to the public, interested parties are invited to visit servgard. io, read the Whitepaper, and consider applying for the SVG Whitelist.

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