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FEBRUARY-MARCH 2022

TEAMS
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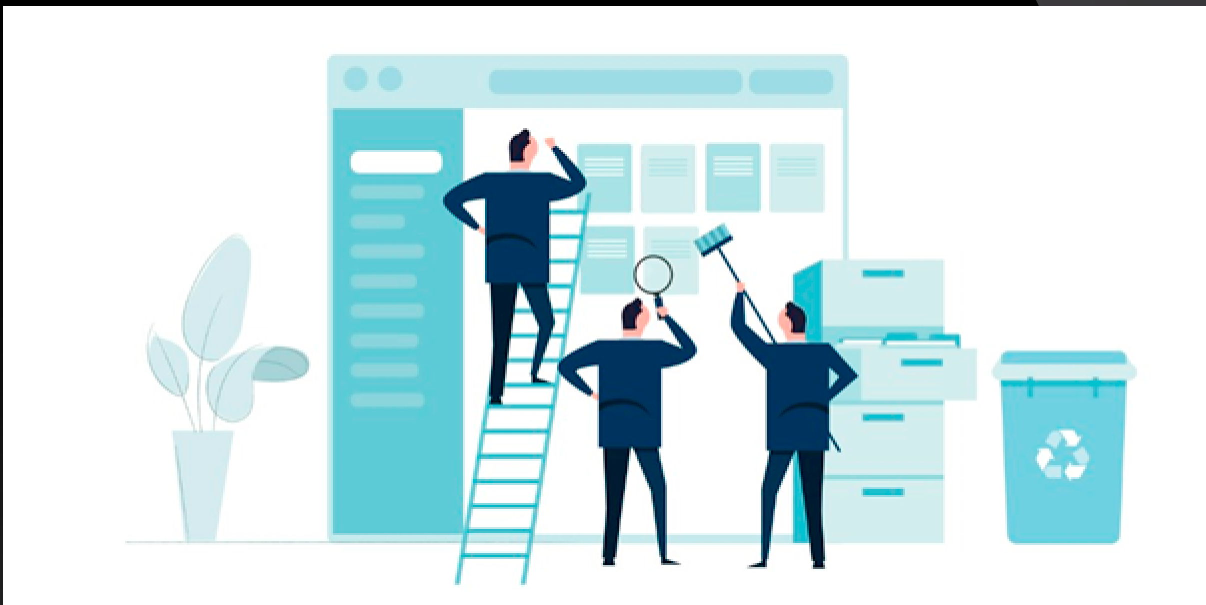

How to Raise the Records Management Profile of Your Organisation

Why Tape Backup Is Experiencing a Renaissance in the Digital Era

Data scientists reveal roadblocks to digital transformation

Why PDF matters to Information Governance

Are you leaving document archiving to chance?

Cookie crushes Facebook in Federal Court

Cloud computing spend in Australia to reach US$14.1B in 2025: GlobalData

The total addressable market size for cloud computing in Australia, in terms of enterprise spending opportunity, is poised to reach US$14.1B in 2025, supported by large-scale digital transformation initiatives taken up by businesses to counter pandemic-related operational issues, forecasts GlobalData, a leading data and analytics company.

Saurabh Daga, Technology Analyst at GlobalData, comments: "Much like the rest of the world, Australian businesses witnessed COVID-19 pandemic-fuelled rapid transformations, which included en masse adoption of remote work, automation of key business processes, and dependence on digital channels for customer interactions.

"Cloud-based platforms and services continue to be a key element of this ongoing transformation, thus driving the enterprise spending on cloud in the country to grow at 12.5% over the forecast period."

Australia has witnessed cloud adoption in both private sector and public sector, with many of the government agencies including municipal & city councils as well as federal government agencies migrating their legacy applications to cloud.

In August 2021, Atos was awarded a three-year contract by Australia's Digital Transformation Agency Cloud Marketplace to provide cloud services to Australia's federal government agencies. Most recently, Australia's criminal intelligence agency awarded an A$180m (US$129m) contract to upgrade its fingerprint system, which will see it being migrated to protected cloud platform.

Among cloud computing product/service segments, public cloud services, including software-as-a-service (SaaS), platform-as-a-service (PaaS) and Infrastructure-as-a-service (IaaS), account for more than 50% of the total addressable market over the forecast period, with SaaS being the largest category overall.

Daga adds: "PaaS will be the fastest growing product/service segment over the forecast period. A key factor driving rapid growth in this segment is high enterprise preference for cloud-native application development platforms given their inherent cost advantage and better application management capabilities."

Hypercloud companies like Microsoft, Amazon Web Services (AWS) and Google have already established their cloud regions within Australia and are competing fiercely to dominate the market.

While Google launched its second cloud region in Melbourne in 2021, Microsoft is currently planning a new cloud region in Sydney, which will be its fourth in the country. Recently, Microsoft in partnership with IT services provider Infosys had also entered into a multi-year strategic agreement with Ausgrid, an Australian utility provider, to modernize Ausgrid's legacy applications and IT infrastructure through cloud management platform and managed services.

Daga concludes: "While the large (1,001-4,999 employees) & very large (5,000+ employees) enterprise segment will jointly account for largest share of the total cloud computing spending in Australia through the forecast period, the combined spending from micro (1-50 employees), small (51-250 employees) and medium (251-1,000 employees) enterprises will increase at a marginally faster CAGR of 12.5% over the forecast period.

"Various Australian government digitization initiatives such as Digital Business Plan, and Digital Business-to-Business (B2B) Partnerships Initiative will be the key growth driver for spending on cloud services & platforms by the SMEs in Australia."

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Kapish welcomes strategy to protect sensitive government data

Kapish has welcomed the release of the Australian Government's first official data strategy. Developed in consultation with private, research and not for profit sectors, the Australian Data Strategy was released on December 14, 2021.

The Government has stated that first priority of the strategy's Action Plan is ensuring robust security settings for Australian Government data, especially as part of the transition to the cloud.

Kapish recently recorded the dual achievements of ISO 27001 certification and PROTECTED level assessment by Information Security Registered Assessor Program (IRAP). Kapish earned the stringent certification and assessment for Citadel IX, its secure cloud EDRMS and managed service for public sector and regulated enterprises.

The platform and managed service are already protecting more than 50,000 users at key organisations including the CSIRO, NSW Crown Solicitor's Office, Brisbane City Council and Victoria University, as well as multiple Royal Commissions.

The new Australian Data Strategy highlights cyber and information security as a mission-critical priority for Australia's Federal Government. Cyber intrusions on government systems, critical infrastructure and other information networks are a real threat to Australia's national interests, heightened by ransomware attacks being on the rise during the COVID-19 pandemic.

Citadel Group CEO Mark McConnell said that although cloud-based technology has introduced exciting new ways of collaborating, that benefit comes with a myriad of challenges for privacy and security, particularly for sensitive government data.

"Both the ISO 27001 certification and IRAP assessment are testament to the hard work and commitment of Kapish and the Citadel Group to bringing unparalleled security to our clients," explains Mark.

"To achieve the recognition, we addressed 119 processes for ISO and 850 processes for IRAP assessment. It's a process that is incredibly complex and requires significant effort, but the rewards for our clients are worth it."

"Citadel's history has always been about managing and securing complex data for our customers – from long running contracts managing the Enterprise Information environment in Defence, through our diversification into Pathology and Oncology Information with Citadel Health and our work on Citadel IX.

"There can be a tendency to view secure cloud solutions through the prism of current operations – customers may have already invested in Infrastructure, Resources and Perpetual Licenses. However, this leads to a continued cycle of overinvestment in inflexible infrastructure and technology.

"Citadel IX has proven repeatedly that there are 20-50% Total Cost of Ownership savings for our customers. The Citadel IX secure cloud environment can be deployed in less than a day and we have had customers live on our platform within two weeks of contract signature.

"We have traditionally seen organisations operate a "build and run themselves" approach, which customers think provides them flexibility, but ends up being more costly, less secure and ultimately less flexible. Most customers have developed a series of data silos and have trouble accessing, integrating, and ultimately securing their data.

"COVID has driven a world where we all need to access our data and information anywhere in an increasingly threatening security environment.

"Customers typically have an environment where they have a combination of legacy (on premise) solutions, custom developed applications and new and emerging cloud services. This transition leads to further fragmenting of Government Data and increasing the opportunity for cyber-attacks. The National Freight Data Hub (announced as part of the Australian Data Strategy) is a fantastic initiative and needs to be delivered securely to provide wide access to valuable data, whilst protecting that data."

The targeting of Western governments by state-sponsored hackers has emerged as a major issue in recent years, and will only grow worse McConnell believes.

"The threats to Western governments will only continue to increase, as the value and utility of data increases. The IRAP PROTECTED Cloud Security provided by Citadel IX is a Defence in Depth model that not only prevents and deters known threats but is a continuous process of identifying what the new threats are and feeds into a continuous learning loop to allow us to improve our security over time."

Cookie crushes Facebook in Federal Court Ruling

A ruling on the status of Cookies as a "record" by the Federal Court will be critical in allowing the company, now known as Meta, to be the subject of a lawsuit from the Office of the Australian Information Commissioner (OAIC).

The OAIC is suing US-based Facebook Inc and Facebook Ireland over the alleged breaching of 311,000 Australian user's privacy. About 53 Australian Facebook users are said to have disclosed personal information to a third-party app This Is Your Digital Life between March 2014 and May 2015.

The app developers then gained access to more than 300,000 Facebook friends of those users, and shared their personal information with Cambrdige Analytica which used it for political profiling purposes.

This week Facebook lost an appeal after the Federal Court rejected its argument that it does not conduct business in Australia or store Australian information.

The judges described Facebook's explanation of how its tech works as "divorced from reality".

They noted that to prosecute its case the Commissioner was obliged to show that there was a prima facie case that:

(1) there was an act of collection by Facebook Inc;

(2) which took place in Australia; and

(3) the personal information so collected was intended for inclusion in a record

Facebook argued that the effect of cookies was "no different to a person sending a letter from overseas to Australia, with the effect that upon its receipt, the reader did something which had an economic impact."

Justices James Allsop, Nye Perram, and David Yates concluded "The business is not about the simple sale of goods whether tangible or intangible. It is about extracting value from information about people."

They also rejected the notion that cookies "which makes Facebook work" were fixed at the location from which they were installed.

"An act may occur in more than one place, may be continuous, complex and multilateral, and not just physically instantaneous in one place," Justice Allsop said.

Justice Perram noted, "... the question of whether an overseas entity that installs cookies on a device in Australia is thereby carrying on business in Australia is likely to turn on the nature of the business it carries on and the nature of the cookie. For example, a cookie which remembers a user's login details so that they do not have to re-enter them each time a site is visited may stand in a somewhat different position to a cookie which tracks a user's interest in chocolate biscuits so that the user's newsfeed is peppered with advertisements for Tim Tams.

"... there is a prima facie case that in the conduct of its business of providing data processing services to Facebook Ireland, Facebook Inc installs cookies on devices in Australia and this is an activity which occurs in Australia."

The initial judgment concluded that Facebook Inc had used cookies to store the personal information on the devices of Australian users and had therefore held the personal information in those devices. Facebook Inc submitted that it could not be in possession or control of those devices.

In rejecting the appeal, the primary judge noted, "The definition of 'holds' ... requires that Facebook Inc should be in possession or control of a 'record' which contains personal information.

"... Facebook Inc. (on behalf of Facebook Ireland) targeted advertisements at the users whose personal information was provided to This Is Your Digital Life. It was not submitted that such an inference could not be drawn. Hence, it may also be inferred that Facebook Inc used cookies in that endeavour and collected personal information from those users. It is that personal information which is the subject of the Commissioner's case under APP 11. There is no question, therefore, that the information collected included the personal information the subject of the Commissioner's allegations."

Justice Perram also noted that "... trying to locate who is actually running the Facebook platform from the answers given by Facebook Inc and Facebook Ireland has much in common with Where's Wally."

Facebook Inc was ordered to pay the Australian Information Commissioner's legal costs stemming from the appeal. Commissioner Angelene Falk said in a statement that she welcomed the decision and looked forward to the hearing of substantive matters.

https://www.judgments.fedcourt.gov.au/judgments/Judgments/fca/full/2022/2022fcafc0009

What's in store for the world of Intelligent Automation in 2022?

By Andy Mellor

With lockdowns and COVID-19 outbreaks continuing for much of 2021, organisations throughout Australia have had to navigate a variety of obstacles. It's safe to say hybrid workplaces are here to stay, creating new challenges for managing productivity and workflows. Meanwhile, companies are gearing up for 'The Great Resignation' whilst also struggling with attracting and retaining staff. Then throw into the mix supply chain issues that don't appear to be easing anytime soon. Ensuring revenue growth and hitting performance targets has become a challenging task, and businesses need to look to upcoming tech trends, so they're primed for success in 2022 and beyond.

Firstly, companies need to lean on tech tools, such as intelligent automation (IA), to be prepared for what lies ahead in the new year. IA platforms powered by artificial intelligence can help a business in a variety of ways – including increasing revenue. We've taken a deep dive into the top 10 ways IA, AI and data insights will guide Australian organisations in 2022:

■ **Automation Drives Organisational Convergence.** As automation technology has converged, so too will business functions. IA platforms can merge different business functions under one device. This means those tasks can be headed by a single person to improve overall business productivity. IA technology is at the point where low-code devices have caught up with the marketing hype, and many technologies, in general, have become ubiquitous.

■ **AI Becomes Mainstream.** Through the power of embedded artificial intelligence, organisations will achieve next-level automation. The beauty of AI-powered process automation means it can make pragmatic decisions that have historically needed a worker. With those tasks now automated, employees can move beyond transactional decisions and focus on high-value work. Through integration, companies will be able to focus on how technology solves business problems instead of on the technology itself. The built-in nature of AI—and its ability to get better and faster the more data it sees—accelerates how fast an organisation can achieve results.

■ **Automation Takes Away Jobs?** The myth of automation replacing human workers will soon be dispelled. Employment opportunities are everywhere, and at the same time, technology is being used more than ever. Instead of taking over a job entirely, automation is increasing job satisfaction and improving the overall experience for workers. Automation can handle mundane work - creating upward mobility opportunities for people to perform higher-value work for higher compensation. Companies will focus on how they can use the technology to create a more supportive, collaborative and productive work environment. This will lead to greater retention at a time when seemingly everyone is evaluating their career options.

■ **Everything Is the Next Big Thing.** Annual predictions tend to proclaim a particular technology as "the next big thing." Next year will be different as there's no obvious standout. The majority of organisations will already be using a broad range of automation technologies packaged within one central platform. However, we're expecting low-code intelligent automation to be in high demand. Success will require more than just automating processes to make them better; it's about transforming them into smarter workflows.

■ **Taming Unstructured Data Is the New Competitive Advantage.** Like the past few years, organisations will continue to be bombarded by unstructured data. While data is known to be an asset, unstructured data is often forgotten. However, it can provide valuable business insights if dealt with correctly. Each company's data is unique, and the ability to harness information to provide actionable insights no one else can copy.

■ **Cloud Will Open New Possibilities for Print and Productivity Needs.** Businesses need to implement frictionless digital touchpoints instead of brick-and-mortar experiences to ensure seamless workflows. Universal print will become even more prevalent, and more organisations will shift much of their printing needs away from individual devices and onto cloud-based servers. Workers will no longer be tied to laptops or big, on-premises devices to facilitate printing. Instead, through cloud capabilities built into intelligent document processing solutions, workers will have flexibility.

■ **Integrated Supply Chains Call for Tech Investment.** Supply chain issues are extensive around the world due to COVID-19. In order to adapt, organisations will need to lean on technology to ensure seamless operations. Technology will provide businesses with insights into all areas of the company – highlighting potential bottlenecks and improving workflows.

■ **Increased Data Protection.** Consumers will be able to take control of their own data. They'll be able to share what they want and will have greater visibility into what they are sharing. An example of this can be seen through Apple – they've allowed their customers to control their data's destiny. This control will provide comfort to consumers and compel them to share some instead of none, allowing organisations to provide personalised services whilst being compliant.

■ **Blockchain.** The most noteworthy use of blockchain technology is cryptocurrency and Bitcoin. 2021 saw the explosion of nonfungible tokens (NFTs). However, the acceleration of distributed ledgers and blockchains is upon us for things more than cryptocurrency and pixelated monkey GIFs - like the secure sharing of medical information and intellectual property rights.

■ **Rise of Mixed Reality.** Mixed reality technologies will continue to become smaller and more affordable, providing greater collaboration in a hybrid work environment.

Businesses around Australia are looking to 2022 for a fresh start. It's important Australian businesses are ready for the new year with modern technology to combat any unpredicted obstacles on the horizon.

Andy Mellor, is ANZ Regional VP at Kofax.

Libraries Tasmania Selects Preservica

Preservica, a provider of Active Digital Preservation software, has partnered with Libraries Tasmania in a multi-year contract to accept, preserve, and store digital government and non-government records as archives.

The ability to efficiently or effectively manage the 150TB of digital collections manually has become difficult, placing Libraries Tasmania at risk of not meeting required standards to ensure the ongoing preservation and accessibility of its digital cultural collections.

Preservica worked with local partner Document Management Tasmania (DMTAS) on the formal tender and procurement process. The digital preservation service will be hosted on AWS Asia Pacific (Sydney) region.

The Tasmanian Archives holds hundreds of thousands of items of significant historical and cultural value, in various formats, that are actively degrading. These contain content unique and integral to Tasmanian history and must adhere to industry standards and compliance requirements to support business processes for the secure capture, storage, management, identification, access, delivery and long-term preservation of its digital collections.

"Our commitment is to preserve the continuing memory of Tasmania as the lead provider of history, research, and information services," said Allegra Huxtable, Manager Government Archives & Preservation at Libraries Tasmania, Department of Education.

"We are thrilled to partner with Preservica to preserve archives and heritage items to fulfill our legislated role as the keeper of Tasmania's memory, and generate opportunities for lifelong learning, and cultural inspiration available to anyone around the world."

The digital preservation system will form part of the State Library and Tasmanian Archives infrastructure that will support the receipt of transfers from Tasmanian State Government Agencies and non-government organizations' of digital records in all forms, including digitized versions of hardcopy records as well as unstructured and structured born-digital records.

This also includes published digital assets acquired through legal deposit or purchase (where these items are not suitable for inclusion on the National E-Deposit System).
Public access to the Tasmanian Archives collections includes government records, private records, and cultural heritage items in a large number of formats including hard copy documentary items, physical items and their digital surrogates (digitized versions), audio recordings (including analogue and born-digital), Film and Video (including analogue and born-digital), maps, newspapers, and photographs.

Online access to digital materials has become increasingly important for many Australian government, academic, cultural and commercial organizations. Libraries Tasmania is part of a growing community of institutions using Preservica in the region including The National Archives of Australia (NAA), The National Library of Australia (NLA), the State Library of South Australia (SLSA), Moore College and many other government, cultural, and academic institutions.

"We are delighted that Libraries Tasmania is part of a growing number of customers in our user community in Australia," said Mike Quinn, CEO Preservica.

"Preservica's preservation system is a key part of the total environment needed to provide their digital collections with the best chance of long-term survival."

www.preservica.com

DESE adopts Qlik data analytics

The Department of Education, Skills and Employment (DESE) is tasked with a broad undertaking as its work impacts the lives of every Australian citizen. Its work begins when Australian children first enter kindergarten and carries on right through secondary schooling. It even delivers the skills, vocational training and higher education that maximise employment opportunities and strengthen the national economy.

In fulfilling its goals, DESE accumulates huge amounts of data. The data bombards DESE from multiple sources, including early childhood care providers, schools, universities, registered training organisations and employment services providers. Understanding this data is essential, particularly with the risks and restrictions created by the Covid 19 pandemic so that Australia can deliver world-class education, skills and training and employment support infrastructure.

"Data is central to how the department functions," says David Pattie, DESE's First Assistant Secretary, Analysis and Data Division.

"We use it every day to influence government policy, inform operational decisions and support program management. Accurate data allows us to make informed decisions that support all Australians and to communicate with our stakeholders more effectively."

Like others in the Australian public sector, DESE has embarked on digital transformation. This includes moving workloads to the cloud and switching to an as-a-service commercial model. In doing so, DESE needed to future-proof its approach to data analytics with a scalable SaaS platform.

In mid-2021, a new licensing model was created that covered both Qlik Cloud and Client Managed (CM), designed to assist DESE in its move to the cloud.

'Preserving the continuity of the Qlik engagement was a priority', says Pattie. Hence, using the Active Intelligence platform allowed the department to take its time and pick the best deployment route depending on the data requirements, app by app.

"The better the design of the platform, the more digestible and more intuitive that data is in closing the gap between raw data and actionable insights. That is how Qlik is helping us satisfy the immense and necessary appetite our audiences have for our data." The remodelling licensing agreement with Qlik's data analytics platform is a clear indicator of a smooth, measured move to the cloud.

"The Qlik platform means we've been able to present contemporary data and eliminated up to a 12-month time lag. We understand today's reality," says Pattie. "Our focus is to get the best information as quickly as possible and in a digestible form."

A striking example is how DESE used Qlik's analytics platform to assemble data and integrate with real-time intelligence at the start of the Covid-19 pandemic:

DESE runs some of the largest programs in the nation, in terms of the number of Australians who are impacted. For instance, almost one million Australians are supported by employment services.

Performance and Data Development assistant secretary Louise O'Rance says: "In the past, before we had a good data visualisation platform linked to our data warehouse, we would produce vast quantities of reports that included spreadsheets and Word documents which were distributed manually. The process took a lot of analyst time preparing the data, and it would often be out of date by the time it reached the end-user."

The ability to drill down into the Qlik dashboards was highlighted at the start of the outbreak. DESE saw a large inflow of people into employment services who were out of work, many for the first time.

"In a matter of days there were hundreds of thousands of people in small communities needing our assistance. We were able to use the mapping capability combined with data about demographics to understand about people's previous employment experience to develop local community solutions," says O'Rance.

DESE was able to develop an app and share it with state governments. The app enabled states to see the number of people requesting help from local employment services each day. Local government was then able to offer wraparound support to people experiencing personal or financial crises.

Hyland cleans up with Aussie Distributor

A household name in Australia for sales and distribution of commercial and retail domestic products has moved five departments across to Hyland's OnBase content services platform.

The company employs more than 8,000 staff across the country, with a significant number of retail outlets in all states. With a diverse portfolio of products spanning several markets, the organisation had relied upon an older Enterprise Content Management (ECM) solution for many years which handled the high volume of invoicing and associated paperwork required by the Accounts Payable (AP) team.

Solutions for better management of documentation were required by the HR team as well as payroll and the company's pricing department. Hyland's OnBase content services platform was deployed successfully in the organisation's HR and payroll departments some years ago and had become a trusted tool for the organisation. OnBase had led to better delivery, workflow management and general visibility of documents and files.

Moving forward several years, the company began looking specifically at the AP department, and established a need for better, more process-driven business practices. These process inefficiencies were coupled with the relatively high cost of running the department. Current systems were not sufficiently scalable to support the organisation's success and relied too much upon the experience and knowledge of staff, rather than on codified business rules. This lack of process transparency led to potential business continuity concerns, as well as making transactions unnecessarily complex for customers, suppliers and other departments.

Hyland responded to a request from the company to explore an expansion of services, and demonstrated how the OnBase platform would help create better visibility, support current and future processes, and also help establish collaborative workflows.

The new solution would need to help process more than 1 million invoices per year, as well as a plethora of documentation required for procurement and logistics processes. Hyland's OnBase platform was selected as the best solution for the AP department in a competitive pitch. This was due to the success of the proof-of-concept, longstanding positive results for OnBase content services solutions across other departments at the organisation, and the high levels of service and availability demonstrated in the past. The organisation also purchased licences for Brainware, which would work in conjunction with the OnBase platform and the existing ERP.

Hyland's OnBase solution has now been deployed to the Accounts Payable department at the organisation. Invoices are sent and received via email, and OnBase integrates directly to the company's ERP. The integration includes a series of processes that are strategically placed to match an individual invoice number with data from the ERP system. The company can then approve a payment through OnBase, and payment is automatically scheduled for that specific number.

First LTO-9 Tapes Arrive in Australia

Stutch Data has taken delivery of the first pallet of FUJIFILM LTO-9 tapes in Australia. LTO-9 is the latest generation of LTO tape technology released with a native capacity of 18TB and up to 45TB compressed.

According to Stutch Data GM, Richard Stutchbury, the future has never looked brighter for LTO tapes.

These tapes have 1.5 times the capacity and faster write and read speeds than its predecessor LTO-8 tapes.

Stutch Data's clients use LTO tapes to store cold, archive or little used data to save costs of keeping it on more expensive and less reliable mediums like spinning hard disk drives and flash storage.

Stutchbury added, "Other uses include cloud providers backup and archive, government and corporate backup, archive and tiered storage, security footage from permanently mounted cameras and body worn cameras as many police departments are returning to tape due to this large amount of 4k footage.

"LTO tapes are also used for recording film and TV footage, film special effects and editing and many medical applications.

"In fact, there are so many uses it is hard to keep up with the ways they are being used. Then there's the fact that the LTFS option allows users to drag and drop files straight onto tape which is another great benefit."

Talking of benefits, Stutchbury sees many when using LTO tape over other media such as SSD.

He continued, "Customer peace of mind is a big part of it, a little like insurance. IT budgets are constantly being squeezed to get the most efficient use of each dollar.

"There are security and regulatory record keeping requirements, data can be invaluable for future marketing and customer service system improvements and lastly tape is more environmentally friendly than hard disk, flash or cloud due to its low carbon footprint as it uses no power once it is written.

"It is a unique data storage medium providing an air-gapped isolation system which created it and therefore it can be the last line of protection against cyber-attacks like viruses and ransomware but also human error or a disgruntled staff member.

"LTO tapes are portable and can be taken offsite and stored in a secure location until required in the future."

Upland Software buys Objectif Lune

Upland Software, Inc. has acquired Objectif Lune, an enterprise software leader in document composition and business communication automation.

With the addition of Objectif Lune, Upland expands its global document workflow product library by adding the capability to modernize complex, paper-based documents for large-volume print production as well as automated delivery across web, email, and mobile platforms.

While the business world becomes increasingly digital, many global companies still need to produce paper documents, either because of customer demand or to meet regulatory requirements.

The challenge, however, for many companies is they need to find a way to compose, automate, and exchange documents based on content from their existing back-office systems to produce interactive business communications, while maintaining compliance and reducing production costs.

"Objectif Lune came from the idea that there had to be a better way to support paper-based business communications in the modern world while maintaining support for legacy business systems," said Didier Gombert, CEO and Co-Founder of Objectif Lune.

"Upland not only supports our mission but accelerates it due to the scale of their document workflow product library, experience delivering documents through the cloud, and the value being delivered through their partner channels."

Upland's document workflow products – which include AccuRoute, FileBound, InterFAX, and Upland Intelligent Capture – improve productivity and reduce costs by enabling digital transformation for any size business across industries such as healthcare, financial services, legal, government, and education.

https://www.objectiflune.com/en/

Newgen Acquires Data Science Firm

Newgen Software is acquiring India-based Number Theory, an AI/ML (artificial intelligence and machine learning) data science platform company.

This acquisition will further strengthen Newgen's low code digital transformation platform, NewgenONE, with AI/ML modelling and data analytics capabilities.

"Our customers are increasingly looking to leverage data for deeper insights and accelerated growth. Number Theory will bring domain expertise, along with a powerful engine to extract actionable insights in real time," said Virender Jeet, CEO, Newgen.

"AI/ML projects often get complex, expensive, and not rewarding. What we like about Number Theory's platform is that it is for every enterprise. It lets fusion teams build, deploy, and collaborate on the entire modelling lifecycle in low code and on cloud."

We are looking forward to helping our joint customers utilize their data in the enterprise with full potential using AI/ML technologies," said Rajan Nagina and Tarun Gulyani, co-founders of Number Theory.

How to Raise the Records Management Profile of Your Organisation

By Bruce Berends, AvePoint

Whilst presenting at a recent event, a member of the audience asked me how Records Managers can make themselves "sexier" in an organisation. While my immediate response of "Stop wearing cardigans!" was met with laughter, it did get me thinking, "How are Records Managers perceived in most organisations? And if that perception isn't what they'd like it to be, what can they do to change it?"

As someone who is reasonably new to the RM world, I decided to interview the person who asked the question so we could get to the bottom of this issue.

And that's how I ended up having a fantastic conversation with Anne Cornish MRIM, General Manager of RIMPA (The Records and Information Management Professionals Australasia) and a 35-year records and information management (RIM) veteran. Anne was so generous in sharing her experience and wisdom that I wanted to pass it along.

Bruce: How did you first get into Records Management?

Anne: My mother's rules were that I either went to school or I got a job. I applied for a job that came up at the local council where I lived, doing filing. I ended up staying in the same organization for 11 years. I've now been in the industry for over 40 years, which just shows that it worked out okay. When I first started in this industry, it was by default and not by choice, which is probably the case for a lot of people.

Bruce: I've heard some war stories from the field that in some organisations, RIMs are often feared, and people do anything in their power to avoid them. Has this been your experience, and have you witnessed it over your years as a RIM?

Anne: Definitely witnessed! Often, the rest of the organization don't care because we are so good at saying "No!" We say "no" to everything! Can we do this? No! You've got to do it this way, or that way, or you've got to do it the compliant way. It's not "sexy," and unlike RIMs, individuals don't care about compliance. I'm really being quite blunt, but the fact is that it's not their day-to-day business and they just don't care, because it's a RIM's job to worry about stuff like that.

As a RIM professional, we're asking you to do something that you probably don't want to; we're asking you to save your records in a different way than how you've been doing it for years and years. We wanted people to change in a way that wasn't normal for them (and it really bugs me).

In the 1990s, the big thing was to devolve records out to the organisation. Organisations were going a bit more digital, and there were electronic records and records management systems (not a full EDRMS). Suddenly, a big trend occurred that was essentially, "Let's devolve it out, let's make the users basically do their own records management." So, in a short period of time, what we essentially did was set ourselves backwards by years because we severely undervalued our skill set.

It allowed management to assume that everybody out there could be a records manager and that users knew how to classify, dispose, and do whatever a records manager could do. It was an absolute shemozzle! Naturally it had to be brought back in and RIMs started picking up the pieces.

A big clean-up took place and there was a bit of recognition that RIMs were needed—as we should have been all along! But we were part of that problem because we allowed it to happen in the first place.

Bruce: If we look at an organisation from the outside, finance issues usually require a finance specialist, like an accountant, and legal issues usually require a legal specialist, like a lawyer. Do you think organisations know who to lean on when they have a Records issue or query that may potentially span across these types of fields?

Anne: I don't believe they do—but this is not going to change unless we tell them! We need to stop being introverted and "basement dwellers" and get off our seats and let them know we are here and what we do. People don't know what they don't know, and we need to build the profile ourselves and not rely on legislation, government hierarchy's or our state records or commonwealth records/archive offices.

I do a lot of presentations on how to increase RIM profiles within organisations and one of the things I suggest is "change your name." Don't be the "Record Services Area" and don't be the "Records Team." Use words like "knowledge," "information," and "data" where it makes sense, but get rid of "records." What you do and what you're called are two different things. Call yourself "pink and purple polka dots" if it means you're going to get recognized!

Bruce: I have a few ideas, but I'm guessing you have some key tips on how RIM professionals can turn this perception around?

Anne: I have seven key areas that I think you need to address in order to turn your perception around as a RIM. They are:

- Know your organisation
- Collaborate
- Gain trust
- Educate
- Communicate
- Create value
- Deliver

Anne Cornish MRIM, General Manager of RIMPA

Bruce: Let's start with "Knowing your organisation." This is a big one that I speak about a lot when I'm talking about how RIMs and IT can work better together. I've defined it as "understanding your landscape" from a technical standpoint—understanding the solutions you have in place and how to best leverage them as a RIM. I feel that that definition may be too niche though. So, what advice would you give RIMs to get them to better "know their organisation?"

Anne: Get out and speak to the people you work with and ask them what they are experiencing when it comes to managing and retrieving their information. Explain what you can do for them. You'll be surprised how little they know about what us RIMs do.

In summary, here are my key tips for "getting to know your organisation:"

- Don't assume you know what your colleagues need
- Don't assume they know what you have to offer
- Understand the problems users face daily
- Find out whether Senior Management is on board with the RIM
- Understand what the RIM culture is
- Be creative and open to change
- Understand your organisation's demographics
- Identify the influencers

Bruce: RIMs may not have explored these questions, yet they need to get some answers, which leads into your second key tip: "Collaborate." I find that when I hear the word "collaboration" these days, it is mostly in relation to collaboration platforms like Microsoft Teams. I think the pandemic has definitely made organisation-wide collaboration harder from a face-to-face perspective. How can RIMs better collaborate in their organisations?

Anne: Don't implement rules or systems without talking to the business about how it will impact them. It's like when IT upgrades to a new system overnight, with very little training or notice. The next day your icons are gone, your favourites no longer exist, and your contacts don't automatically populate. The result is painful, as now you need to search for your contacts, re-locate your favourites, and work out where to save content.

Working with people on change and understanding their pain points and where they can be avoided goes a long way. The impact can be prepared for and then be more

(Continued over)

How to Raise the Records Management Profile of Your Organisation

(From previous page)

accepted by users.

Here are my key tips for collaborating with the business users in your organisation:

- Identify what the business wants and needs. Talk with key stakeholders to understand what they do.
- Approach these sessions like a consultant, with an attitude of "I know nothing, so tell me everything."
- Get yourself out of the office and into the mainstream. Visit depots, tea rooms, and social club events. Deliver hardcopy mail or information to people and take the opportunity to introduce yourself.
- Ask managers for a chat over coffee
- Invite yourself to meetings and committees, e.g. evaluation panels for new software, IT Change Group, (CAB) audit committee, etc.
- Make time to attend each business/team meeting, telling them what you do and asking them to share their RIM issues. Put RIM on the executive management meeting agenda.
- Meet with the influencers in your organisation, e.g. PAs/executive assistants, long-term employees, etc.

Bruce: Great points there, Anne! With people working remotely (or hybrid), it can definitely be difficult to get out and about in the workplace. Therefore, there must be a reliance on technology to conduct these meetings and interactions in a thoughtful and engaging manner. Online Teams events organised by the organisation, or even yourself, can be an awesome way to engage with people who you may not have otherwise interacted with. Prioritizing collaboration—in-person or virtually—will get your name out there in the organisation, but I think one of the key points is to gain peoples' trust. This will happen naturally as you get to know them more, but do you have any suggestions on how to speed up the process?

Anne: If there is going to be an impact or change, be honest. My motto is, "under-sell and over-deliver." People will start to come to you for their issues as they trust you will help and resolve their concerns.

I have a few additional tips for establishing trust in an organisation:

Every time you speak, you are being judged or assessed:

Do you know what you are talking about?

Are you approachable?

Can you be trusted?

Only tell truths, speak passionately about what you know, read your audience, and speak accordingly.

Use language that people understand – get rid of the jargon

Empathise with the issues (even if you think they are not valid)

Small fixes can be big wins

Always follow through with what you say you are going to do

Bruce: Agreed, and I find these points to be valid across IT and consulting, not just RIMs. Passion and commitment shine through in any interpersonal communications, so being an approachable yet trusted advisor can be imperative to the success of RIM in an organisation. Another key strategy to create rapport with colleagues is to help educate them. Think of the old adage, "Give a man a fish and feed him for a day, teach a man to fish and feed him for a lifetime." Coming from an IT background, I have relied heavily on the RIMs around me to educate and advise me on best practices—something I'm truly thankful for. In many organisations, educating colleagues can be a minefield to navigate. How can RIMs successfully navigate this minefield?

Anne: Records Managers tend to train once and then expect everyone forever to know what to do. With personnel changes happening regularly, ongoing education is imperative. Training should be concise and relevant. Don't try and show Finance how to use a system with HR examples. It will mean nothing to them, your credibility will be lost, and they will have turned off.

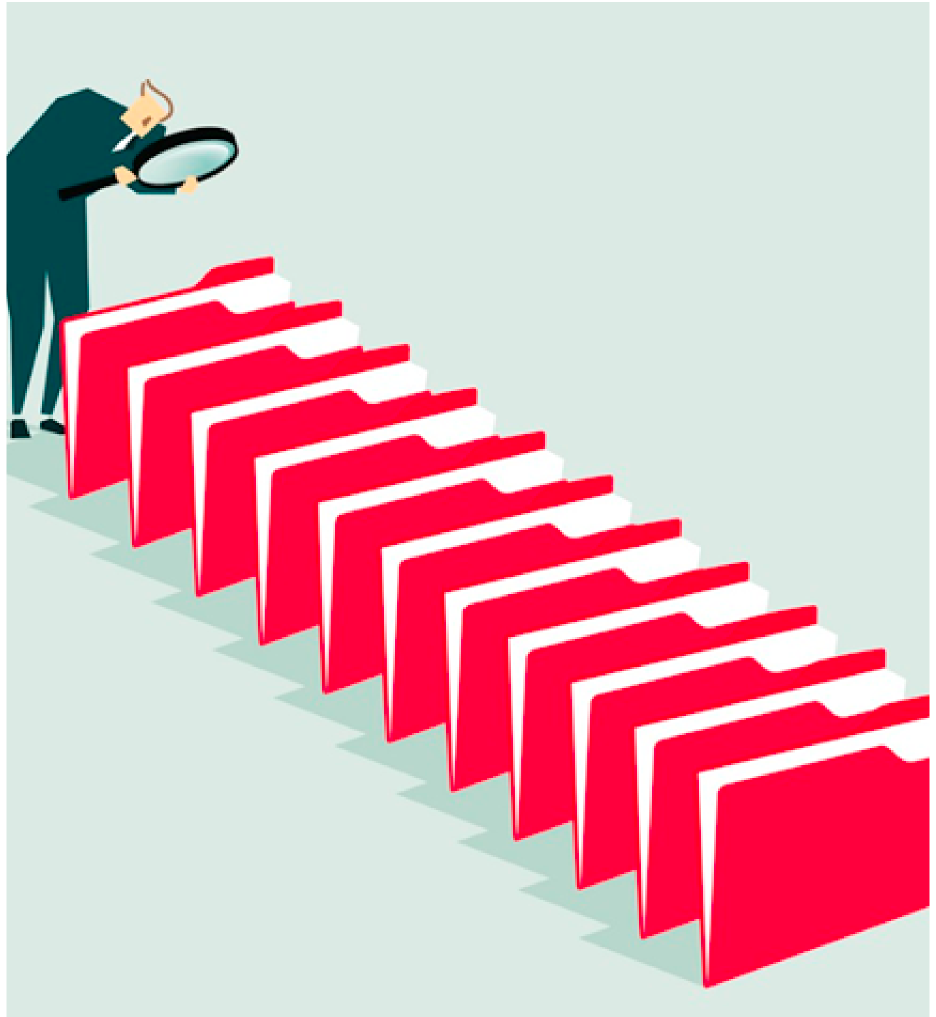
These are my tips for how RIMs can approach education in their organisation:

- Educate and inspire, don't "sell" or try to manipulate
- Try to refrain from using the following "salesy" phrases:
- "Non-compliance"
- "Increased productivity"
- "Becoming digital"
- Clearly explain and articulate the benefits for:
- An individual
- A business unit or team
- The organisation
- When conducting training sessions, keep the following in mind:
- Make it interactive and use storytelling techniques
- Keep it quick (two hours maximum)
- Make the information pertinent and punchy (Why train on how to archive if this is not their job?)
- Offer online training that is easily accessible and provides recap questions
- Provide one-on-one training for specific groups or managers
- Train at the desk if you can
- Offer the same session, many times, and on multiple dates

In the back of your mind, always remember whilst educating that you're not trying to make people in your organisation records managers; doing so would only repeat history and undervalue your skill set.

Bruce: Education is a continuous process, but it can sometimes lead to people thinking, "That's not that hard" or "I don't see why we need a RIM." In your experience, what has worked well and what hasn't when it comes to demonstrating value to an organisation?

Anne: You need to work hard to show the benefits of your services. Demonstrate improvements to the business process by providing services that meet the business need. For example, stop expecting staff to be document/record classifiers. For one, this your



skill set. For another, they just don't get it. Implement structures and processes that work for the business and leave the "records-y" stuff to those who know what to do. Set workspace structures that are aligned to how the business wants to work. The users don't care about functional classification—this is something that we as RIMs can map to the compliant classification scheme or file plan. Use systems that make the capture as transparent and seamless as possible. Search engines should be easy to use; users shouldn't need to know what a Boolean search is. Create value and be the team that everyone needs.

My additional tips for creating and demonstrating value are:

- Provide solutions and not problems
- Educate the organisation on the benefits of effective RIM
- Remain engaged with the business – this is not a one-off project
- Expand your contributions beyond your comfort zone. It may not be directly linked to RIM but has a connection.
- Help everyone and become invaluable
- Connect the RIM values and objectives to the organisational values and objectives
- Establish yourself as a trusted advisor

Bruce: Something I consistently preach to RIMs is your next key point, Communication! The importance of good communication with key stakeholders cannot be understated – it's the cornerstone of everything RIMs do! From an organisational perspective, I think that communication is all about active listening and gaining a comprehensive understanding of requirements, needs, goals, and strategic objectives. I'm keen to get your opinion on how you define communication and hear any tips you may have for RIMs to communicate better within their respective organisations.

Anne: Tell everyone what Records are doing, attend team meetings and bring them up to date, and get a seat at the management table twice a year. Advertise your services!

In summary, here are my key tips:

- Influence
- Listen
- Collaborate
- Provide solutions
- Select key messages
- Communicate your passion and enthusiasm
- Ask for input and feedback
- Be truthful
- Be consistent with your communications

Bruce: To sum it all up, we come down to possibly the most important of your key tips: Deliver. As someone who's been a consultant for most of my professional life, this one really rings true. To me, the most important thing is doing what you say you're going to do—though this is more of a life tip than an RIM-only tip! What about you?

Anne: You must do what you say you will. I can't tell you how many times I have gone into an organisation and been told that this was the third or fourth time that a records system has been tried and failed. You are already starting from behind with no trust and no buy-in. The organisation doesn't have time for another failure.

In summary, here are my key tips:

- Don't set expectations you cannot deliver on
- Under-promise and over-deliver
- Effective delivery gives you and your team credibility.

Closing Thoughts

It was enlightening talking to Anne about her experiences. Ultimately, despite RIMs usually coming into the industry in a variety of ways, they should be commended for the pace at which the industry is moving to meet the demands of a modern workplace.

I couldn't agree more with what Anne had to say about getting to know your organisation. Her strategies above can be challenging to execute within the current COVID workplace environment, so I think a key point here is to take advantage of the technology you have at hand to piece together how the organisation fits together.

There is also a running theme of "perception," and what you can do as an RIM to change that perception in an organisation. Unfortunately, for most people, perception is reality. If you fail to manage the organisation's perception of RIMs, then you are going to struggle to make any headway. Get yourself out there in the workplace (physical and/or virtual), speak the truth, do what you say you will, and don't act like a used car salesperson.

If you gain trust and give back to the organisation by way of education, there's a real chance you can grow your own profile - and the perception of RIM - favourably.

Micro Focus 2021 APJ Partner Awards

Micro Focus announced the winners of its APJ Partner Awards during its annual Asia Pacific and Japan (APJ) GTM Summit.

-Kapish Services Pty Ltd (a Citadel Group Company)

APJ Partner of the Year 2021, Business Innovation

iCognition Pty Limited

Partner of the Year 2021, Australia and New Zealand

J R Wong, vice president, channels, APJ, Micro Focus said, "We're thrilled to acknowledge our 2021 Partner Awards winners for their continued support and commitment to help businesses in the region accelerate their transformation."

Ryan Harris, general manager, enterprise solutions, The Citadel Group said, "This recognition is a true testament to a successful partnership between Micro Focus and Citadel. We're excited to continue our collaboration with Micro Focus at the technical, operational, and sales levels that brings Citadel's products to customers, providing them with the breadth and depth of solution portfolio that addresses many of their practical problems."

Joe Mammoliti, CEO, iCognition, said, "FY21 saw iCognition achieving excellent growth in sales of Micro Focus products, across our clients in public, financial, and education sectors. We're thrilled that we've also achieved Platinum Partner status with Micro Focus this year.

"We thank Micro Focus for awarding us this award and Platinum membership, which is not only acknowledgement of our premium level of Micro Focus sales and service but recognises 18 years of an excellent partnership."

Elastic 8.0 enhances Search & Security

Elastic, the company behind Elasticsearch, has announced the general availability of Elastic 8.0 with enhancements across the Elastic Search Platform and its Enterprise Search, Observability, and Security solutions. Updates include native vector search, native support for modern natural language processing models, increasingly simplified data onboarding, and a streamlined security experience.

Native support for natural language processing (NLP), now generally available, enables the use of custom or third-party PyTorch machine learning models directly in Elasticsearch. The addition of native NLP support with vector search enables users to perform inference within Elasticsearch, resulting in faster and more relevant search results.

In addition, customers can now leverage enhanced vector search capabilities, including the general availability of native support for approximate nearest neighbour (ANN) search, to quickly and efficiently perform queries on enormous data sets such as documents, images, audio files, and more.

Elastic native vector search extends technology commonly associated with searching for image and text content into the world of business data. For example, organizations can use vector search with NLP support to deliver faster, more relevant customer support information, improve customer shopping experiences with unique product alternatives, and enhance search accessibility by providing unique audio and visual search results.

Additionally, expanded security features across the Elastic Search Platform include new default security settings to secure data, network, and user information in self-managed clusters. Auto-generated tokens and certificates, streamline and simplify security to help users save time and effort.

A more simplified Elastic Cloud on AWS onboarding experience includes new integrations to speed data ingestion, including the new Elastic Serverless Forwarder. Designed as an AWS Lambda application and published in the AWS Serverless Application Repository, the Elastic Serverless Forwarder enables users to simplify their architectures and streamline data ingestion without the overhead of provisioning virtual machines or installing data shippers.

"Elastic 8.0 is the result of thousands of person-years of development and expands on the innovation that customers have come to expect. With a focus on the speed, scale, and relevance that our customers need to build the applications that power their business, keep mission-critical applications and infrastructure performing, and protect digital ecosystems from cyber threats," said Steve Kearns, Vice President Product Management, Elastic.

"Customers are choosing Elastic Cloud because it's the fastest and easiest way to get started with our Enterprise Search, Observability, and Security solutions. New capabilities such as native vector search and natural language processing make it easier than ever to build compelling and interactive applications."

For more information read the Elastic blog about what's new in Elastic 8.0.

Sypht merges with US solution provider

Locally developed OCR platform Sypht has announced a merger with US and European ECM solution provider enChoice.

The former BPAY subsidiary will initially integrate with the enChoice software division KwikTag, which primarily serves the Microsoft Dynamics mid-market customer base with intelligent accounts payable and payment automation solutions.

Sypht will provide AI and machine-learning data extraction capabilities.

"This is an extremely exciting day for Sypht and all of our customers around the globe as we announce our merger with enChoice, one of the world's leading technology and digital transformation companies," said Warren Billington, CEO of Sypht.

"The Sypht AI platform delivers real and measurable business value for our customers every day, and as we continue to innovate and grow, we identified an opportunity to work with the enChoice team, ultimately resulting in the merger we're announcing today that will enable us to deliver even stronger solutions to our customers and partners."

Both companies' solutions are SaaS based.

Treasury proposes Peppol e-invoicing mandate for Australian businesses

Australian business could be mandated to adopt Peppol e-invoicing as soon as 2023 under a government proposal issued just before Christmas. A Consultation Paper issued by the Treasury on December 15 includes a range of legislative options for the Peppol rollout, and comments are being invited up until 25 February 2022.

Consultation will explore whether a BER should be implemented in phases, starting with large businesses before expanding to medium and small businesses.

Large companies with a turnover of more than $A50 million would be brought into the scheme from mid-2023. It would apply to mid-sized businesses with a turnover of $A10 million to $A50 million from mid-2024, and small businesses with a turnover of less than $A10 million from mid-2025.

According to PwC, "There are many businesses in Australia currently turning over more than $A50 million - under the current proposal, these businesses will have 18 months to become Peppol e-invoicing compliant, which is not much time to plan and implement the technology and business process changes needed to comply with this measure. Projects should be initiated as soon as possible to ensure timing can be met."

Rather than referring to the proposal as a mandate, it is described as a "Business e-invoicing Right" (BER) by Minster for the Digital Economy, Senator Jane Hume.

A BER would mean businesses are legally obliged to adopt and send einvoices if one is requested by an einvoicingenabled trading partner. The BER scheme would only apply to business-to-business transactions and would not cover business-to-consumer transactions. The BER will effectively make it mandatory for all Australian businesses to be Peppol-enabled by July 2025. This will require acquisition of Peppol-capable financials software and connection and subscription to a Peppol Access Provider.

Australian Commonwealth agencies have been instructed to adopt Peppol eInvoicing by 1 July 2022. All of New Zealand's Central Government agencies are expected to be eInvoicing 'receive' capable by March 31, 2022.

Unofficial sources on the implementation of the e-invoicing mandate in New Zealand are indicating the end of 2022. According to the Treasury Consultation Paper:

- Adoption of eInvoicing by Australia's private sector is currently low, with only about 10,000 of the estimated 2.4 million businesses in Australia1 currently registered for Peppol eInvoicing

- It is estimated that Australian businesses exchange more than 1.2 billion invoices a year and around 90 per cent of invoice processing is still fully or partly manual.

Within the Commonwealth's legislative powers there are two main options to set the scope of who would be captured by the BER and its associated legal obligations, including which businesses can exercise the BER and which would be required to provide Peppol e-invoices when requested. These are:

- establishing the BER through a new Commonwealth regulatory framework

- establishing the BER under the Corporations Act 2001 (Corporations Act).

Both proposed options would leverage existing business identifiers for covered businesses, such as Australian Business Numbers (ABNs) and/or Australian Company Numbers (ACNs), to support identification of which businesses are covered by the BER.

While it operates the Australian Peppol Authority, the Australian Taxation Office (ATO) has been emphatic in insisting that it does not receive a copy of each Peppol e-invoice and is not able to view the contents of any e-invoices being transmitted between businesses.

However, the Treasury Peppol proposal has flagged changes to the laws governing the sharing of taxation data in Australia. The Government has proposed using tax data from previous years to determine whether a particular business is a small, medium-sized, or large business under the BER.

"At present there are no government systems that would allow a regulator to assess the aggregated turnover of all covered businesses without collecting new information from businesses," it states.

The Government is also seeking views on how best to enable greater interoperability between EDI networks and the Peppol framework, which could involve requiring that EDI networks used by businesses in Australia must be Peppol-compatible.

https://treasury.gov.au/sites/default/files/2021-12/c2021-185457.pdf

Busting the Top 5 Myths around Peppol

By Jussi Karjalainen, Valtatech

Despite Peppol's early success, businesses across the country remain confused about what Peppol eInvoicing is, whether it's right for them and the best way for them to get connected. Here is a breakdown of the top myths surrounding Peppol and my guidance on how to bust them.

Myth #1 - You need to upgrade your finance system to connect to Peppol

Whether or not you need to upgrade your finance systems to join the Peppol network is one of the most common myths out there, which is likely not helped by finance system technology providers contributing to the narrative that new upgrades are required to enable eInvoicing.

The over simplified truth is that you don't need to upgrade your finance system to access Peppol or to start eInvoicing, many Peppol Access Point providers offer integration services that can connect with your existing systems, this does make the initial implementation a bit pricier but is always far cheaper (and quicker) than upgrading your finance system. But what if you have an old, legacy on-premise finance system that has no integration capabilities? There are still a range of options available to businesses if they don't want to change their finance system, from Robotic Process Automation solutions to a service we offer where we can transform your e-mailed PDF invoices to Peppol invoices. Bottom line is there a range of options that doesn't have to start with a huge system upgrade.

Myth #2 – Its expensive to implement

This one is a little more subjective as it depends on what your comparison point is, if you are looking at the alternative being sending PDF invoices, then the cost can seem higher which you then need to offset against the benefits that you are driving for you and your suppliers. If your comparison point is custom built EDI integrations with suppliers individually, the implementation costs for Peppol can seem quite small.

The key thing, regardless of your comparison point, is the fact that buyers and suppliers only need to invest in integrating with a Peppol Access point once. A cost that can then be spread across every single supplier (or buyer) that you then transact with through the network. Businesses can then enjoy the ever-scalable return on investment that connecting via the Peppol network can deliver.

Myth #3 – Peppol is only for Government

When you consider the big incentives, through advanced payment terms, that State and Federal Governments have put in place to encourage Peppol adoption of their supplier base. Combined with the mandates that have been put in place for the same State and Federal government agencies to become Peppol enabled it's easy to see how a casual observer from a business that isn't a government supplier would dismiss Peppol as not being suitable or even applicable for them.

We had assumed the same thing early on, but we found that speaking with our current customer base about Peppol yielded some very interesting opportunities. Once we moved beyond the widely advertised benefits of eInvoicing such as:

- Reducing invoice processing costs for buyers

- Extra security and confidence for suppliers and buyers in sending and processing invoices

- Greater quality of invoice data being captured

We began to dig deeper into how Peppol could be utilised across the whole supply chain and create a truly scalable and cost-effective way to create a digitally connected supply chain environment with their suppliers. An environment where product catalogue data, purchase orders, order confirmations, advanced shipping notifications, delivery notifications, invoice data, invoice confirmations and payment notifications are exchanged directly between buyers and suppliers through the Peppol network.

A very exciting opportunity and sound investment for organisations who are used to paying through the nose for single-use, customised integrations only available for their top suppliers. Through a standardised framework in Peppol, businesses can finally integrate with their buyers and suppliers without huge investment.

Myth #4 – Peppol is only about invoicing

The starting point and focus around Peppol has been on the ability to send and receive eInvoices so it's easy to see where this myth comes from. The Peppol network has the capacity and capability to handle far more procure to pay and order to cash transactional data above and beyond just sending and receiving invoices as we mentioned above. One of the many challenges that this myth creates is the idea that the benefits are very one-sided towards the buyer. We've seen this impact a business's interest in Peppol as they believe that a lack of value on the supplier's side will impact adoption and therefore ROI.

As we outlined above, when you include the range of different data that can be transacted through Peppol the benefits shift dramatically to being more mutually beneficial. Most of your business's suppliers would love to not have to manually data enter your orders, whilst also having the confidence that their invoices have been successfully received and processed. Understanding these broader buyer and supplier side benefits changes the approach to driving adoption for your business.

Myth #5 – Peppol is only worthwhile once everyone is in the network

We hear this one regularly, it appears no one wants to be at a party where they don't know anyone. As we mentioned earlier there are already over 9,300 businesses and government agencies that are already Peppol enabled, so you are bound to have a few of your suppliers already on the network when you connect.

A number of businesses we have connected to the Peppol network have looked at this a different way, rather than seeing how many of their suppliers are already in the network, they have looked at their invoice volume and segmented it into their highest volume suppliers and looked to target them directly.

On average we find that your top 5 suppliers drive around 50% of your invoice volume, so working directly with those suppliers – who you already have a good relationship with – to become Peppol enabled is a far more valuable and achievable task. Especially when you consider the digitally connected supply chain opportunity we mentioned earlier.

Couple this with the fact that many small businesses are also getting into the network through their Peppol enabled accounting software such as Xero, MYOB and Quickbooks, then Peppol is also providing a viable way to drive automation in your long-tail suppliers as well.

Hopefully, I've helped bust a few myths around Peppol eInvoicing. Are there any other myths that I've missed? Feel free to contact me, I would love to hear from you - @ valtatech

Redundant Obsolete Trivial (ROT)
Déjà Vu All Over Again

By David Gould, Informotion

A few years ago, a lot of software industry folks (including myself) bet big-time that organizations would invest heavily in the Redundancy, Obsolete and Trivial (ROT) data management use case.

Simply, the ROT use case involved acquiring first-generation file analytics software to identify and eliminate duplicates, aged out content and non-relevant information from repositories across the enterprise. The benefit was the lower cost of operations and measurable hard dollar cost savings.

Savings were calculated per gigabyte and reflected not only actual reduced storage capacity but the operational, compliance and process costs of managing content on-premises.

The Enterprise Strategy Group, a Boston-based consulting firm with vast expertise in storage management, calculated that the average regulated enterprise was paying up to or exceeding costs of $US25 a gigabyte on-premises.

So, if you had terabytes or petabytes of redundant, obsolete or trivial data sitting out there in on-premises repositories, file shares and SharePoint, organizations are spending well in excess of millions of dollars to manage data. Eliminating a percentage of that volume saves money… Easy-peasy, right?

Well, the market had a very different idea. Almost universally, organizations said no to the value proposition. First, a lot of organizations were initially exploring moving content to the cloud. And, while it sounded easy, it turned out that moving applications and application data to the cloud was more difficult than thought.

Plus, other than cost savings, the ROT use case didn't present a business-compelling enough reason to invest in the required technology and services.

Most important, cost reduction seemed to compete with IT initiatives designed to grow revenue. As a result, the ROT use case sunk to a much lower rung on the priority ladder.

It also turned out that a pure ROT use case was highly complicated and, in many cases, unable to generate a stand-alone ROI that was worth the effort. As a result, most organizations balked. So, the ROT use case, as a stand-alone cost savings activity, died quietly and without enterprise remorse.

Fast forward to the present day, the ROT use case is coming back into vogue. Eliminating ROT is fundamental to meeting legal requirements from newly evolving global and local privacy legislation, the need to reduce discovery costs and the overt compliance risk that sensitive and high-value information present to the enterprise.

Increasing maturity in cyber security mitigation plans also seeks to reduce the surface area of threats to the business if there was a breach.

If you study the General Data Protection Requirement, the California Consumer Privacy Act and similar laws, you will see that there are fines for non-compliance. Those fines can be substantial.

However, the real business risk for non-compliance is the potential hit to corporate brand reputation and impact on market share. Essentially, all privacy laws include a similar mandate to delete data that is no longer relevant to an active business process.

If you are storing personal customer data for a customer who is no longer your customer, you are in violation of the law, unless, of course, you delete it, or retain it for a legally specified period. This means you not only have to find it, but you also have to determine, once discovered, how you must keep it. And you also need validated deletion processes governed by policy across the enterprise.

Previously, discovering relevant data for deletion and then determining what to keep has been very difficult and requires high levels of expertise and consultancy to create multi-level data management business processes.

However, with the advent of artificial intelligence and machine learning, there is a new focus on the O (obsolete) and T (trivial). There is also renewed focus on the more difficult to solve R (redundant) part of the equation. That's because the correct data version needs to be first discovered and then managed correctly.

Think of content that is broadcast across the enterprise – what is original and what is a copy – is sometimes very difficult to determine.

The bottom line is that organizations now must become very adept at discovering, analyzing, retaining and disposing ROT data from every corner of their business. It's not about saving money; it's about lowering risk to protect brand and business reputation and keep customers from leaving because they don't trust or have faith in your data privacy practices.

It's also about meeting the constructs of multi-jurisdictional privacy laws that have more variations than a complex Bach fugue. Your team also benefits by not having as much content to wade through when they are looking for answers.

The lesson learned is that sometimes a use case is not compelling enough unless it can be attached to a larger initiative that has more weight and relevance to an enterprise IT and business strategy. This is certainly the situation with ROT as its focus is now directly related to broader and more significant uses related to compliance, cost-saving, and risk reduction.

Feel free to continue the discussion by commenting below or reach out to me directly at David.gould@encompaas.cloud – I would love to hear your thoughts.

David Gould

Chief Customer Officer

EncompaaS https://encompaas.cloud/

New Research Shows Skills Gaps Are Impacting Privacy Programs: ISACA

New research from ISACA explores the latest trends in enterprise privacy – from privacy workforce and privacy by design to privacy challenges and the future of privacy.

The report, which examines responses from the global ISACA State of Privacy survey conducted in the third quarter of 2021, highlights the persistent understaffing that is impacting enterprise privacy teams.

Respondents indicate that both legal/compliance (46 percent of respondents) and technical privacy roles (55 percent of respondents) at enterprises are understaffed, and the issue has only worsened since last year. Forty-one percent also report that the biggest challenge in forming a privacy program is a lack of competent resources.

Jo Stewart-Rattray, Information Security Advisory Group, ISACA said as Australia seeks to amend and update its national privacy law following a discussion paper released in October 2021 seeking submissions, it is imperative that understaffing issues and skills gaps are addressed.

"Privacy professionals are critical in ensuring enterprises adhere to privacy laws and regulations and protect the personal data of customers and staff, particularly challenging in this era which has seen the explosion of e-commerce," said Stewart-Rattray.

"There is no doubt the spotlight will be on this important sector as Australian privacy legislation is assessed to more accurately reflect the realities of the digital economy."

In line with this, global survey respondents largely expect that privacy professionals will only become more in-demand, with 63 percent anticipating increased demand for legal/compliance roles and 72 percent expecting more demand for technical privacy roles.

In seeking professionals to fill these roles, respondents indicate they are looking for three key things: compliance/legal experience (62 percent), prior hands-on experience in a privacy role (56 percent) and technical experience (48 percent).

A university degree is not necessarily a prerequisite - 29 percent of respondents say that it is not an important factor when evaluating a candidate. However, respondents indicate that candidates do not always have the skills required for these roles, citing these common skills gaps:

- Experience with different technologies and/or applications (64 percent)
- Understanding the laws and regulations to which an enterprise is subject (50 percent)
- Experience with frameworks and/or controls (50 percent)
- Lack of technical experience (46 percent)

"People are an essential component of any privacy program, both the privacy professionals driving the work forward and employees across the enterprise who follow good data privacy practices," says Safia Kazi, ISACA Privacy Professional Practice Advisor.

"Enterprises need to sufficiently invest in their privacy programs and teams, not only to retain privacy staff and upskill talent to fill open roles, but to also prioritise privacy training efforts to ensure all employees are supporting privacy initiatives."

Despite issues with staffing and skills gaps, 41 percent of respondents report they are very confident or completely confident in the ability of their privacy team to ensure data privacy and achieve compliance with new privacy laws and regulations. One in 10 respondents' enterprises have experienced a material privacy breach in the last 12 months, consistent with last year's results.

When exploring the main types of privacy failures that enterprises experience, survey respondents point to these as the most common:

- Not building privacy by design in applications or services (63 percent)
- Lack of training (59 percent)
- Bad or nonexistent detection of personal information (47 percent)

When it comes to privacy training at enterprises, most (71 percent) respondents perceive privacy training to have a positive impact. However, the survey finds that many may approach it as a "check the box" exercise, with nearly 70 percent indicating that they evaluate the success of a privacy training program by looking at the number of employees who complete the training rather than measuring the efficacy of the training.

To further protect themselves, many enterprises implement additional privacy controls in addition to what they are legally required to do, including encryption (76 percent), identity and access management (74 percent) and data security (71 percent).

The survey report is also discussed in depth in the free online webinar, "The State of Privacy: 2022," at https://store.isaca.org/s/community-event?id=a334w000004cmroAAA. A complimentary copy of the Privacy in Practice 2022 survey report and additional privacy resources and articles can be accessed at www.isaca.org/dataprivacy.

Flight Management in the Drone Era

Airservices Australia has selected four companies to begin prototyping Australia's first Flight Information Management System (FIMS) which will support the safe and efficient integration of emerging airspace users, including drone operators and air taxis, into Australia's low-altitude airspace.

FIMS will form the basis of an enhanced air traffic system that will enable Airservices to share flight information between air traffic control, traditional aircraft, and new airspace users – ensuring crewed and uncrewed flights can operate safely together in Australian airspace.

Australia is one of the fastest growing markets for drones, adopting new technologies to deliver products, services, and aid to people and places faster. As our low-altitude airspace becomes more complex, development of Australia's first FIMS will ensure Airservices continues to ensure the safe and orderly flow of air traffic across our skies.

The four companies – ANRA Technologies, Altitude Angel, Frequentis Australasia and OneSky Systems – will participate in a competitive down-selection process to create a FIMS prototype tailored to the needs of Australia's aviation industry, with in-field trials expected later this year.

Airservices Chief Customer Experience & Strategy Officer Peter Curran said FIMS will be a central component of the Uncrewed Aircraft System Traffic Management (UTM) ecosystem, providing common situational awareness among everyone operating in Australian airspace.

"The expected growth of new airspaces users and new aircraft types – all with different automation, digitisation and intelligence systems – presents an exciting opportunity for Airservices to work collaboratively with industry to develop the FIMS and provide safe, efficient and equitable access to airspace for traditional as well as new airspace users," said Mr Curran.

"FIMS will facilitate the exchange of information between all stakeholders – air traffic control, traditional aircraft and drone operators – to enable the safest and most efficient use of mixed-traffic airspace."

For example, emergency services could request temporary priority access for emergency aircraft to conduct a rescue operation. FIMS would automatically share updated air operations information with all crewed and uncrewed air vehicles operating in shared airspace.

Simplifying Record-Keeping with a Decentralised Capture Solution

Before delving into the solution it's essential to understand what decentralised record capture really is. Decentralised records capture is the registration of records at the source, as information assets are generated or enter the business, by individuals or teams working with them during normal course of business. This is in contrast to centralised records capture, where the records are gathered (some time later) to be registered by records professionals.

By its very nature, decentralisation of capture has its issues, and almost always leads to inconsistency from one person/department to the next, making it extremely difficult to reuse, track, action and share content effectively across the organisation.

The core reason that most organisations introduce a digital capture process to their business is not just to improve record-keeping. They see many tangible benefits outside improved governance, compliance and risk mitigation. These may include high-speed information capture, faster distribution, better search, improved analytics and, most importantly, adding value to the business.

This thinking was behind Outback Imaging, the home of EzeScan, developing a range of Web Applications designed to take the hard work out of decentralised capture of both hard copy and digital born information.

Let's accept that everybody is comfortable with walking up to a photocopier, scanning a document and sending it via email. If this process can be tied to an organisation's business rules to allow for the scanned document to be digitally optimised, saved to the right place in a corporate EDRMS and initiate a business process, then you are on the way to information management nirvana.

There are plenty of solutions that allow documents to be scanned straight into an EDRMS but unfortunately if not done correctly this can end up as more of a hindrance than a help to an organisation's record-keeping.

For example, if a 20-page contract or report is scanned on a photocopier and only 18 pages go through because a couple of pages got stuck together, at some point it actually becomes really, really important to see the whole 20 pages.

That's when you suddenly realise why QA is important. And that's why dedicated document scanners have image enhancement and multi-feed detection, but most MFDs don't.

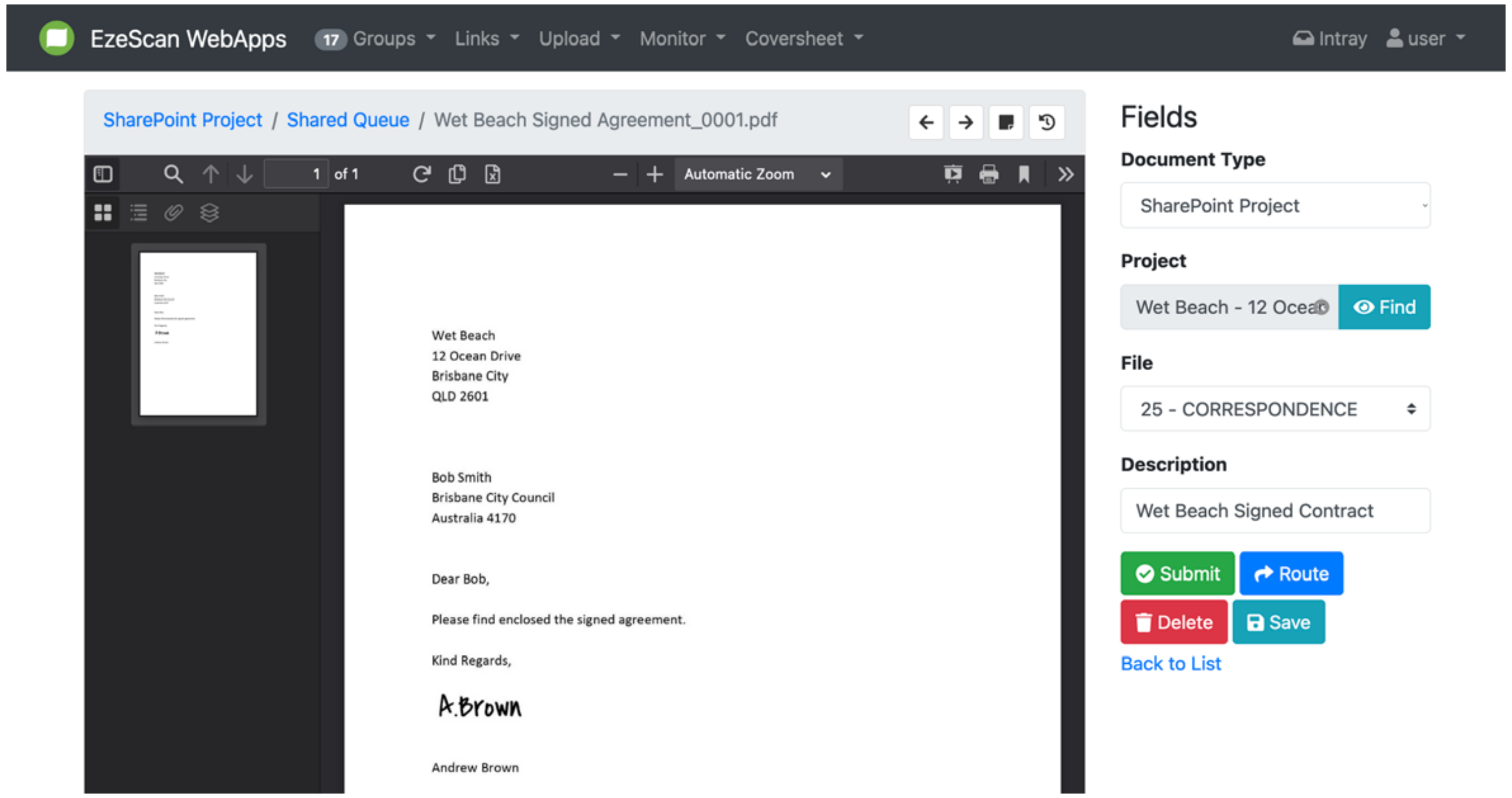
Aligning business rules

Information and Records Managers have for some time wanted to align the business rules associated with the capture of these documents so that metadata, naming conventions, file locations and workflows are automatically applied without the operator being aware of what is happening in the background.

Having documents captured at the source, by the very people that are intimately acquainted with the value of the information to the business, ultimately results in information not being overlooked, being actioned faster and allowing you to provide better customer service.

Additionally, if decentralised records capture complies with regulatory record-keeping obligations, the hard copy original document can be disposed of immediately.

This was the thinking behind the development of EzeScan Remote Indexing Assistant (RIA) Web App for Workgroup Capture. When a typical user walks up to an MFD and scans a document to their email, EzeScan intercepts the document and immediately converts it into a compliant searchable PDF/A document.



The EzeScan Remote Indexing Assistant (RIA) application provides a web folder/file based indexing interface that allows remote users to participate in the processing of documents generated by an EzeScan workflow. Simply scan your documents with EzeScan and send those documents to the EWA Web Server.

When new files are detected the EWA Server sends automated email notifications to the workflow users. They simply click on the secure URL link in the notification email, view the documents in their web browser, add/modify any metadata and then submit each document to the next stage of processing. The processed files with updated metadata can then be picked up by EzeScan Server or EzeScan PRO and automatically uploaded to a supported EDRM system.

It then sends an automated email notification to ask the user to QA the document and add or modify essential metadata via a simple Web form.

This can be simply accomplished on a smart phone, tablet or computer. EzeScan also grabs additional information based on an organisation's business rules, creates the file name and files the document in the correct location.

This also means it's not necessary to purchase an OCR kit for every MFD in the organisation. Once the user has completed the Web form the scanned document is submitted to the next stage of processing, which could include uploading to an EDRMS.

In this way administrators can control static data, naming conventions, filing locations or EDRMS metadata for ad hoc scanning.

Custom data fields

Additional custom fields can be configured for users to input values via the application's Web interface. EzeScan can also capture the serial number of the MFD where the document was scanned along with who scanned it and include this in the PDF/A metadata, which is becoming a necessary component of records compliance.

In addition to hard copy capture, users can register born digital information that they create or digital files that enter the business, including email, via a simple Web form, which is easily configured to allow users to input custom field-variable data.

In the background, EzeScan maintains naming conventions, filing locations or EDRMS metadata.

Many records managers maintain a set of business rules that exist in a document sitting somewhere on their hard drive. These rules dictate how files should be named, classified and where they should be saved as well as an applicable workflow.

Unfortunately, if your organisation has hundreds or thousands of users, they probably have no idea what the rules are or how to apply them.

By identifying the user and requiring them to complete a simple Web form, EzeScan can now look up those rules each time a document is processed and apply them automatically.

In many cases, this may just require entering something as simple as a Matter number, in the case of a Lawyer, and perhaps the document type, whether it's a Contract or a Client Brief.

In this case, EzeScan can look up the relevant rules to apply classifications, metadata and file it without the user having to know or understand the record-keeping requirements and processes.

Organisations want their team members to be able to focus on the role they have been employed to do and not get bogged down in difficult processes or workflows. At the same time, the capture of information about documents is necessary and being able to put this to use faster is highly desirable. Implementing a decentralised capture solution provides an organisation with the confidence that this information is being captured, registered and actioned while at the same time ensuring team members are not overwhelmed by the task at hand.

For further information contact EzeScan
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Data scientists reveal road-blocks to digital transformation

Digital transformation has accelerated significantly due to the COVID-19 pandemic, but the extra demands on data scientists have revealed significant barriers to effective working and high levels of job dissatisfaction in some areas. For example, around four in 10 are dissatisfied with their company's use of analytics and model deployment, while more than 20 barriers to effective working emerged, according to a survey of data scientists commissioned by SAS.

However, the work of data scientists has grown in importance with many organizations accelerating digital transformation projects by using technology to improve business operations. More than 90% of respondents indicated the importance of their work was the same or greater compared to before the pandemic.

To delve deeper into the state of data science, the report assesses the impact of the pandemic, challenges faced, overall satisfaction with the analytics environment and more. The research showed the pandemic upended standard business practices, shifting the assumptions and variables in models and predictive algorithms and causing a ripple effect of adaptations in processes, practices and operating parameters.

More than two-thirds of respondents were satisfied with the outcomes from analytical projects. However, 42% of data scientists were dissatisfied with their company's use of analytics and model deployment, suggesting a problem with how analytical insights are used by organizations to inform decision making. This was backed up by 42% saying data science results were not used by business decision makers, making it one of the main barriers faced.

The survey also highlighted some specific skills gaps. Less than a third of the respondents reported having advanced or expert proficiency in program-heavy skills, such as cloud management and database administration. This is an issue given that use of cloud services is up significantly, with 94% saying they experienced the same or greater use of cloud since COVID-19 struck.

"There have clearly been more demands placed on data scientists as the pandemic has accelerated digital transformation projects that many organizations were planning anyway," said Dr. Iain Brown, Head of Data Science at SAS UK and Ireland.

"A major source of frustration is finding a way for organizations to implement the insights from analytics projects and use them in their decision making, which means giving data scientists a seat at the boardroom table might be a way forward.

"Linked to this, we found concerns around support for data science teams and a lack of talent, which has been an issue for some time with demand outstripping supply. Organizations must realize that investing in a team of data scientists with complementary skills could reap huge value for the business, so the cost of hiring needs to consider the return on that investment as we move to significantly more digital and AI-driven business processes."

The research also identified gaps in consistent organizational emphasis on AI ethics, with 43% of respondents indicating that their organization does not conduct specific reviews of its analytical processes with respect to bias and discrimination and only 26% of respondents reporting that unfair bias is used as a measure of model success in their organization.

When it comes to the challenges identified to ensure fair and unbiased decision making, Dr. Sally Eaves, an industry expert, said, "Data scientists can lend their expertise to craft working guidelines for data access, usage security, and broader issues, such as sustainability and data ethics and bias."

"Rather than sometimes hoping they are given appropriate, clean data and relying too much on the technology to drive fair outcomes, they can play an active role to put in place the right guidelines and checks at each stage of the analytical process to try and eliminate bias. Having a transparent and explainable flow from data to decision is obviously key to this."

The research revealed positive outcomes from the global disruption of the pandemic. Nearly three-quarters (73%) said they are just as productive or more productive since the pandemic, while a similar proportion (77%) revealed they had the same or greater collaboration with colleagues. This suggests many of the challenges highlighted were in existence, possibly to a greater degree, before the pandemic.

Other challenges experienced were the amount of time spent on data preparation versus model creation. Respondents are spending more of their time (58%) than they would prefer gathering, exploring, managing and cleaning data.

"Overall, the data scientist has ample reason to feel empowered and optimistic about how the pandemic has shone a spotlight on the importance of their role within their organization and how it might evolve over time," said Brown. "This holds especially true if data scientists can leverage the whole spectrum of available tools to manage the analytics life cycle, pursue data science training and skill development opportunities, and embrace data prep as the first step in modelling."

Kodak Alaris expands Alliance with ABBYY

Kodak Alaris has announced a global strategic alliance with digital intelligence company ABBYY to integrate its information capture solutions with ABBYY's low-code/no-code, cloud-based intelligent document processing (IDP) platform, Vantage. As part of the expanded alliance, Kodak Alaris and ABBYY will offer a technical integration of the Kodak INfuse Smart Connected Scanning Solution and Vantage. Together, Kodak Alaris and ABBYY will drive automation initiatives on a global level and create opportunities for both companies and their partners to solve a variety of document processing challenges for customers.

The INfuse Solution from Kodak Alaris integrates seamlessly with partner applications to create solutions that make it easy to capture data and deliver it directly into business processes. When integrated with intelligent automation platforms, customers achieve an automated end-to end solution for fast, effortless invoice processing.

Kodak Alaris will also offer a connector to Vantage and have access to a library of document skills available from the ABBYY Marketplace this year.

The INfuse Scanner quickly digitizes documents of all types, and the data is delivered directly to the ABBYY Vantage platform. ABBYY Vantage provides pre-trained document skills that make it easy for businesses to read and understand the content and context from documents of any type with a high degree of accuracy. Vantage automatically extracts and classifies incoming documents, routes them to the appropriate business processes, and learns from every document to continuously improve straight-through-processing rates.

MYOB acquires cloud firm Nimbus

MYOB has announced the acquisition of cloud document management software provider, Nimbus Portal Solutions. Tailored to the needs of accountants and practice managers, Nimbus is an Australian-owned cloud document management solution offering an integrated secure client portal, a range of customised workflows and collaboration tools allowing accounting practices to manage their documentation with ease.

MYOB Chief Financial Officer – Caroline Rawlinson, said that the investment was a move to accelerate the delivery of a cloud solution that had widespread customer demand and appeal.

"We know how important it is for our accountant and practice customers to have solutions which help their teams collaborate efficiently in distributed work environments, improve their client engagement and meet their document storage compliance obligations – Nimbus ticked all these boxes in spades.

"We are delighted to be investing in a team who have strong history and expertise in the Australian and New Zealand market and share a passion for improving performance outcomes for accountants and practices," said Ms Rawlinson.

Nimbus Portal Solutions Chief Executive Officer - John Woodbridge, said that the acquisition would significantly accelerate delivery of their next generation product and feature enhancements which was a great customer outcome.

"We set out on our business journey with the premise that document management software was one of the most important and under-appreciated solutions available to any accounting practice.

"Eleven years later, we continue to be thrilled by the feedback we receive from our customers who embraced the move to digitisation, adopted our paperless solution and realised the extraordinary benefits in time, efficiency and security that Nimbus delivers to them and their clients," said Mr Woodbridge.

The acquisition follows several significant investments in MYOB's SaaS Practice Solutions tailored for accountants and practices, including MYOB Practice Tax and MYOB Advanced Professional Services, as well as the acquisition of cloud Practice Management software, GreatSoft, in June 2021.

Docuvan teams up with NZ Micrographics

Scanning equipment distributor and reseller Docuvan has announced a strategic agreement with New Zealand Micrographic Services (NZMS), that will allow the NZ-based company to offer Bookeye Book Scanners and WideTEK Wide Format, Flatbed and Art Scanners to its customers. These scanners can help organisations achieve FADGI, METAMORFOZE, ISO 19264-1 compliant digitisation of cultural heritage collections — especially suited to historical records, maps, photos, books, and ephemera.

The collaboration between Docuvan and NZMS deepens the focus on scanning technology that can better benefit cultural heritage practitioners and organisations. The recent release of the 5th generation Bookeye range of kiosk and professional book scanners is a significant development because it means cultural heritage customers can efficiently digitise their collections to high standards. NZMS (located in Auckland, Wellington, and Christchurch) assists customers seeking to digitise their collections for the purposes of access, preservation, management, and learning.

Organisations can protect and preserve diverse special collections with the help of NZMS who skilfully identifies solutions to best suit a range of unique needs and requirements.

NZMS has decades of experience working within Aotearoa New Zealand's cultural heritage/GLAMIR sector. It has a highly skilled team that have digitised some of the country's most significant heritage records and collections.

NZMS delivers exceptional advice, training, and support, for customers seeking to adopt solutions for digital transformation including making them accessible online using its innovative Recollect community engagement platform.

Scan2Net technology forms the basis of all Bookeye and WideTEK scanners and it eliminates the need for proprietary drivers or interface cards. It uses what is currently the fastest open connection to PC-based systems: TCP/IP over ethernet.

The two companies will help customers integrate document management systems with custom digitisation workflows for most legacy/paper-based records as well as supply kiosk-style imaging stations.

http://www.micrographics.co.nz/

Why Tape Backup Is Experiencing a Renaissance in the Digital Era

By Leo Lynch, Arcserve

There's no shortage of stories reporting the – supposedly –imminent death of tape storage. The stories always cite the drawbacks of the technology, which, granted, are not insignificant.

For many small and medium businesses, tapes can be labour-intensive, requiring a manual process to change them at the beginning or end of every day. Tapes can also be misplaced or outright lost.

These factors and more have given tape storage a poor reputation in today's marketplace, and they are helping to drive the steady migration to flash storage and cloud storage.

But here's the thing. Despite all its drawbacks, tape as a means of data storage is more relevant than ever.

Tape is like the mainframe computer, which allegedly died more than 20 years ago but is still a tried-and-true technology in many large enterprises. Tape capacity shipments are on the upswing. A recent report from the Tape Storage Council found that a record 114,079 PB of linear tape-open (LTO) tape capacity shipped in 2019. That's about 400% more than was shipped in 2009.

Here are five reasons why tape storage offers significant advantages over other options.

1: Tape boasts better protection against ransomware

Many of today's data-storage technologies, such as cloud storage, can't fully protect you against the growing threat of ransomware attacks. On the other hand, tape backup is offline, so it can't be easily infiltrated by malware or any other kind of cyberattack. The tapes themselves are often kept at off-site locations or in storage vaults. That means tape can serve as your last line of defence.

Even if ransomware thieves penetrate all your other defences, they still won't be able to score if all your data is safely backed up on tape. While we become more connected and digitised, good old tape can be relied on to provide an extra layer of protection and better secure our data against ransomware.

Tape offers other security capabilities as well, such as write-once-read-many, which means you write on it once, and it can never be overwritten or deleted, either unintentionally or by those who wish to do you harm. This capability is critical because it's not just outside hackers who pose a threat. If a disgruntled employee tries to delete all your data, having tape storage can completely negate that threat.

2: Tape can survive disasters

Even after all these years, backing up data on tape and sending it off-site is still a highly reliable disaster recovery method. If the office burns down or there's a once-in-a-century flood or any other kind of natural disaster, the safest way of protecting your data is to put it on tape in a secure remote location. This is the reason why savvy organisations will never stop doing tape storage.

3: Tape is cost-effective

The cost of tape storage continues to decrease while its storage capacity increases. Tape remains one of the least expensive options for long-term data archiving. According to Fujifilm, tape is three to four times cheaper to use than disk for long-term storage. The leading tape backup format is LTO and, with the introduction of LTO-8 several years ago, enterprises can store up to 30TB of data compressed on a single tape.

In the not-too-distant future, LTO generation 12 will store up to 480TB compressed on one tape. That means tape can easily accommodate the massive data growth that almost every organisation faces.

4: Tape makes insurers happy

Cyber liability insurance is a type of insurance designed to cover losses and penalties associated with a data breach or other cyberattack. But large insurance providers are getting very selective when underwriting new cyber policies. Many will only insure customers that have ironclad data-protection strategies.

That means businesses must increase their investments in security tools and processes to prove that they are a worthwhile risk to insurance providers. Having an A-to-Z strategy that includes disk storage, cloud storage, and tape storage gives you a better risk profile in the eyes of cyber insurance providers. Need more benefits? Ask your insurance company if they will reduce your premiums since you back up to tape.

Better still, companies with an end-to-end security strategy that includes backup & recovery and storage may not even need cyber insurance. If you have three different storage media at your disposal, you can protect yourself in pretty much any potential data-loss scenario.

5: Tape lasts much longer

There are two types of hard disks: those that have failed and those that will fail. Yes, modern-day technologies like magnetic storage, flash storage, and cloud storage offer a lot in performance and flexibility. But they fall far short of tape storage when it comes to shelf life. They don't even come close. Tape storage has an average lifespan of 30 years. Disk storage, by contrast, typically starts to fail after about five years. Right now, tape storage is the only medium that will preserve data well into the future.

Tape may be one of the oldest methods for data storage, but it remains highly relevant for backup and recovery purposes. Even though primary and secondary storage has mainly moved to disks and the cloud, savvy organisations understand that tape will continue to play an essential role in the modern data centre for many years to come.

Leo Lynch is Vice President, Asia Pacific, Arcserve

Microsoft Teams governance best practices

By Matthias Einig

Microsoft Teams is the hub for teamwork within Microsoft 365. From Meetings, calling, and chat, to content collaboration, apps, and workflows, users are fast becoming accustomed to the productivity Teams provides. Rapid adoption means many are needing to address Microsoft Teams governance retrospectively.

Here are your definitive Microsoft Teams governance best practices to help you stay in control and maintain security in your collaboration platform.

IT Departments are now playing a crucial role in securely facilitating remote collaboration. With unsuspected growth at the turn of the year, Microsoft's Teams team has seen 20x the meeting minutes, 115 million active daily users, and 600% growth in the Teams platform. These numbers are not slowing down.

Securing data is one key priority, as remote working can leave admins and platform owners feeling out of control as users work flexibly across multiple devices, compared to traditionally having everything secured in a single location.

It's crucial to bring back control, and Microsoft Teams has enterprise-level security compliance and manageability to help, but you need so much more. First, you must also have a clear understanding of who is responsible when it comes to securing and governing your environment.

Understand the shared responsibility model

Security and compliance are a shared responsibility between your organization and Microsoft. The objective is to classify and detect sensitive data, so you protect IT.

Responsibility is divided between Microsoft and organizations accordingly. It is Microsoft's job to protect the service, in this case, Teams, while organizations must protect data, identities, and devices. Together you work towards increasing your compliance and security position.

Create a shared responsibility model in-house

Information governance has three stakeholder groups:

- Business information workers: where most of the teamwork happens.
- Legal risk, compliance, and governance teams: who understand the laws and legislations of the business.

- IT Teams: who control, implement, and configure with the security and retention of information in office 365.

You need to make sure each of these groups buys into your governance approach and understand where responsibility lies. The line of communication needs to be clear.

Do not apply a blanket governance approach

Not all teams are equal in an organization, and you cannot classify all Teams with the same governance approach. However, not doing so is incredibly challenging.

A lot of collaboration happens within departments, and this is where Team sites become more unstructured and harder to track. It's important that your governance approach mirrors the needs of your users and is flexible enough so users can still reach business goals.

Provide consumable governance

Another reason why governance plans become ineffective is the way they are presented. Traditionally, a governance plan is one large document with many pages. No one wants to read it. Therefore, the governance plan becomes useless.

If you want governance to be effective, it needs to be consumable and easily accessible. Remember: the reason we need a governance plan is to be able to achieve our business goals.

Build a resource centre

Building a resource centre makes it easier to consume your governance plan. Your resource centre should be easy to navigate and include learning materials and training resources, which foster training and user adoption.

This approach to governance information architecture and user adoption will serve better than a traditional governance plan because it will be more user friendly, less daunting, and effective at reaching business goals.

Scale governance through automation

Microsoft is adjusting and creating cloud services that help you successfully navigate the current digital transformation challenges.

Governance must evolve with Microsoft and facilitate administrators and platform owners with a way to navigate their own continuously growing environments and stay in control – a challenge many understand and who are searching for solutions.

Automating arduous manual tasks that are related to governance operations is the next step to keep pace with Microsoft innovations. Let's look at that in more detail.

Data collection automation

Discovering information to understand your Teams environment quickly is a challenge. Many need a way to create an automatic inventory of unused sites, orphaned resources, and things that violate your governance rules. Having information like this instantly and visualized through dashboards means you can be agile and act quickly to ensure governance and security in your Microsoft Teams environment.

Aggregating and reporting automation

Creating reports is a top priority. Individuals want to give stakeholders a report on the current governance situation, which is easy to decipher.

Replacing this manual process by automatically generating and grouping reports tailored to various stakeholders means you can easily schedule reporting cycles containing the latest reports and dashboards on a daily, weekly, or monthly basis.

Automate fixing and delegating tasks

People want their governance plans to be actionable in the most optimal way. For instance, if there is an inactive site that hasn't been used in the last sixty days, and you would like permission to delete or archive it, this action must align with existing business processes and be acted upon swiftly.

Automatically identifying and getting in touch with users after critical activity by integrating into Power Automate, Teams, or Email means you can swiftly act and solve governance violations.

If you are looking to scale you governance approach, I recommend looking into Rencore Governance. It provides flexibility and efficiency by bringing automation to Microsoft 365 governance.

Matthias Einig

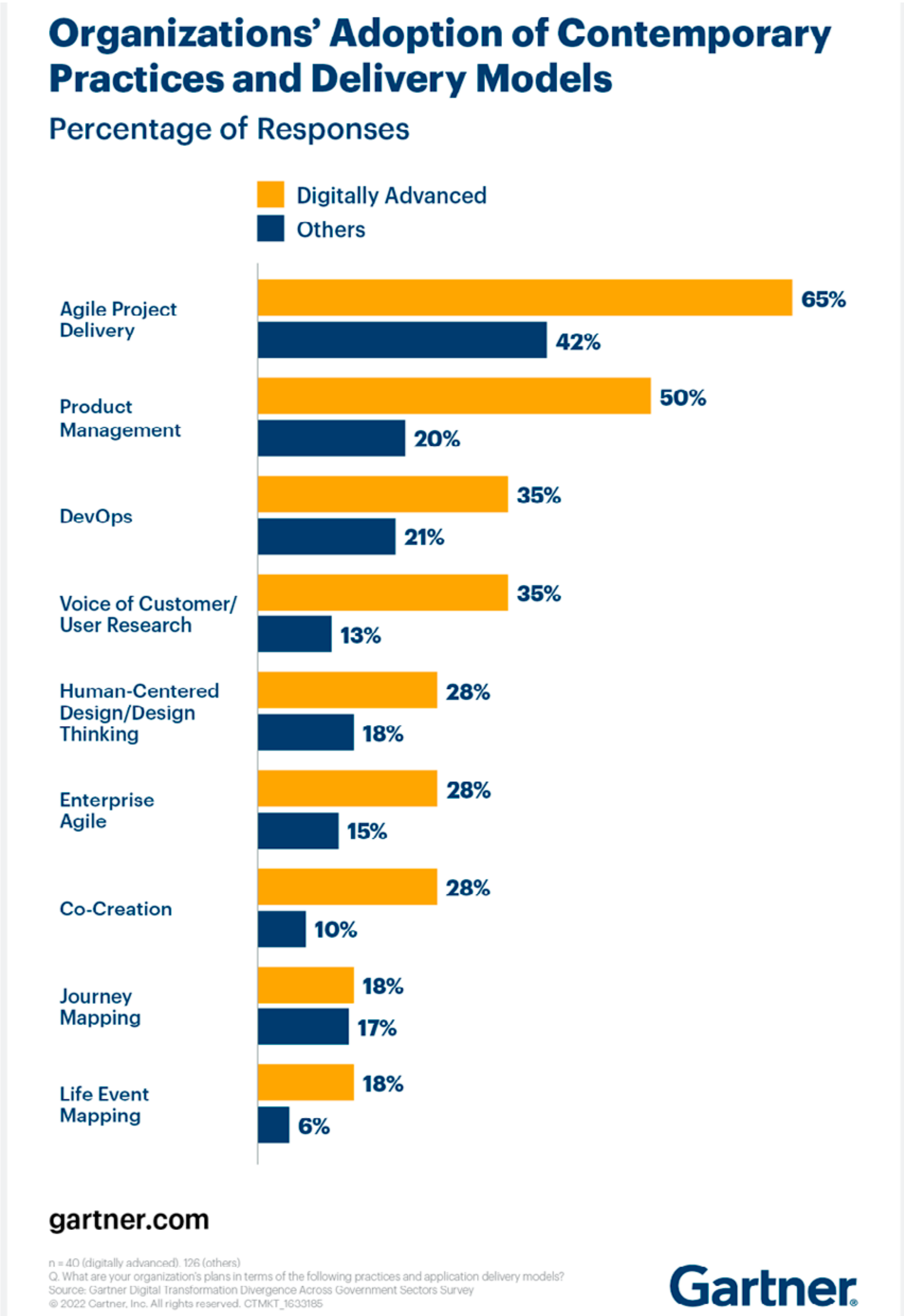
Co-founder, and CEO

Rencore https://rencore.com

3 Things Advanced Digital Governments Do Differently

By Robert Snow, Gartner Inc.

Pandemic-inflicted global disruption caused government organizations to renew their focus on, and accelerate the transition to, digital government. For CIOs, achieving true digital transformation within government requires a full commitment to emerging technologies and capabilities that can scale across an organization.



"The transition to digital government means organizational change, which can be difficult to achieve at times," says Dean Lacheca, Sr. Director Analyst at Gartner.

"This is reflected in the diverse levels of advancements in digital transformation from one government organization to the next."

The recent Gartner Digital Transformation Divergence Across Government Sectors Survey explored the differences in objectives, practices and makeup of digital initiatives that have led to successful transformation implementations. If you focus your priorities in the same way, you can expect to deliver on your digital government strategies more effectively.

The three practices that digitally advanced governments share are:

No. 1: They focus on transformation and optimization

They devote attention and resources to:

- Redesigning existing end-to-end processes
- Creating new digitally enabled services or ways to deliver value
- Transforming the citizen or stakeholder experience of using the organization's services

Automating parts of end-to-end processes to transform the experience associated with the government service

They also optimize their existing practices, such as making external-facing services available through digital channels, enabling field workforces to capture information and interact digitally, and improving the remote/on-premises workforce user experience or mobility.

No. 2: They calculate and report on digital success metrics

Advanced digital governments consistently estimate or measure digital solution contributions in the areas of:

- Regulatory compliance, transparency and auditability
- Outcomes associated with public purpose or mission
- Efficiency and/or cost reduction
- Workforce productivity, engagement or effectiveness
- Workforce safety

This helps them secure funding and achieve more targeted prioritization of future digital investments.

No. 3: They adopt a range of contemporary practices and delivery models

Although digital governments leverage practices such as journey mapping, human-centered design and design thinking, co-creation and voice of the customer/user research, the three most common key practices are:

Agile project delivery

Sixty-five percent of digitally advanced governments and 42% of remaining governments report widespread use of agile project delivery, making it the most widely used practice. Even so, it is challenging to perform effectively in a government environment and very often a struggle to scale beyond the IT function. In fact, just 28% of digitally advanced governments have also successfully scaled adoption of enterprise agile.

Product management

Half of digitally advanced governments have incorporated product management into their operating models, whereas only 20% of non-digitally advanced governments have done the same. Doing so has a direct impact on the planning and development of government services, including other contemporary service design practices like journey mapping, co-creation and event mapping.

DevOps

Thirty-five percent of digitally advanced governments report widespread use of DevOps practices; 21% of less advanced respondents cite use. Employing a DevOps model enables developers to increase productivity and improve coordination with infrastructure.

For most governments, the pace of change during a crisis is not sustainable. Many governments have a strongly embedded culture, and that culture is often risk-averse. This may lead them to quickly revert to legacy processes and mindsets, rolling back positive momentum. You must act now to sustain momentum.

Recommendations

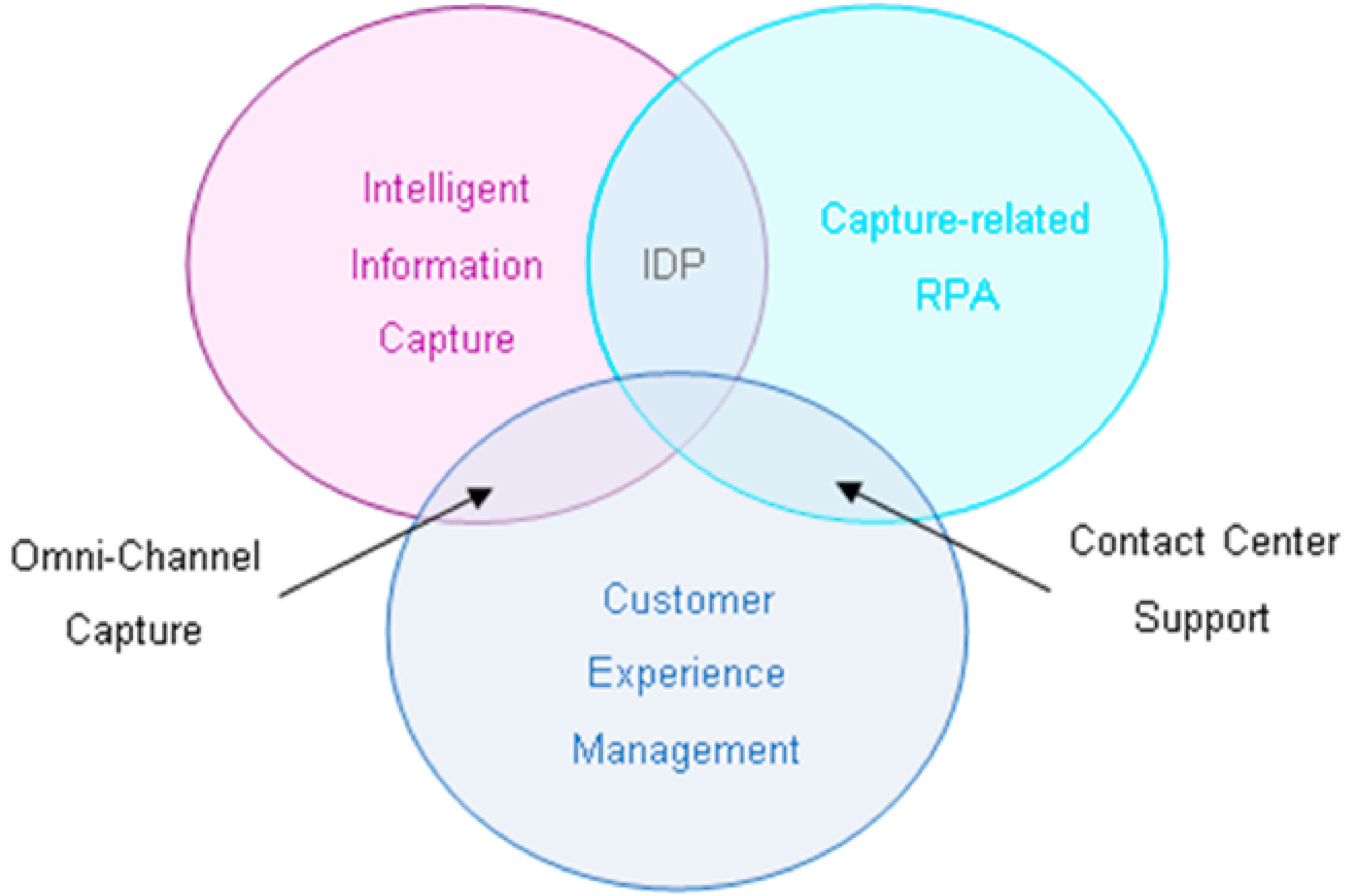
As a government CIO delivering digital transformation strategies and programs:

Build executive sponsorship for investment in digital by working with department heads and business line leaders to clearly define their vision for digital's role in achieving the organization's mission.

Scale the impact of digital across the organization by expanding its scope to include transformational activities that align with the organization's digital vision.

Build a line of sight between measurable digital outcomes and measurable business value by working with department heads and business line leaders to identify tangible metrics of success.

Is Capture on Collision Course With Rpa?



A new Report from analysis and consulting firm Infosource Software examines the overlap between the traditional Capture market, as well as a subset of the Robotic Process Automation (RPA) market that includes Capture-type applications. Both offer solutions for the automated ingestion and processing of business inputs.

The IDP (Intelligent Document Processing) market sits at the intersection of the traditional Intelligent Capture Market and the RPA market.

Key overlapping use cases include Invoice Processing and Case Management applications like onboarding and claims management. Both present growing opportunities for traditional Capture Software solutions.

RPA vendors are also targeting these use cases but are often lacking Capture capabilities for more complex unstructured documents.

Over the last few years. Capture vendors have expanded their portfolios through acquisitions of RPA startups and partnerships with major RPA vendors.

Conversely RPA vendors have a requirement to augment their capabilities related to unstructured data extraction; this can be accomplished through partnerships, acquisitions, or development of their own Capture technology.

	Traditional Capture Software	Capture-related RPA Software
Primary objective	Capture Software is developed around ingestion, invoking solutions, and services used to process business inputs.	RPA Software combines solutions and services used to automate repetitive business processes; it replaces human keystrokes.
Structured vs. unstructured information	Capture Software understands and extracts meaningful, accurate, and usable information from unstructured business inputs.	Traditional RPA Software extracts and consolidates structured information from files and systems required for a business process. IDP solutions extract and process unstructured and semi-structured business inputs.
Data extraction and processing	Capture Software acquires, classifies, and converts unstructured and semi-structured information into enhanced usable business information. It uses Capture technologies including the enhancement of images, the recognition of machine and handwriting, classification of inputs, extraction, validation, and enhancement of extracted data.	RPA Software often offers basic OCR capabilities for extracting structured data. For business use cases that involve unstructured and semi-structured information it relies on Capture technology to extract the relevant inputs required for the business process.

Market Ecosystem and Segment Definitions

Infosource defines Capture as software and solutions that automate the ingestion of information into business processes.

Traditional Capture software is developed around the ingestion and processing of unstructured or semi-structured business inputs with the objective to automate business processes. It acquires, classifies, and converts multi-channel business inputs into usable data for business transactions, analytics, records management, discovery, and compliance applications.

RPA software combines solutions and services used to automate mundane and repetitive business tasks or entire processes with the objective to replace human keystrokes. Part of these solutions automate processes that include the ingestion of business information, hence are considered Capture related.

While Traditional Capture Software solutions and Capture-related RPA solutions both aim to automate information intensive processes, they differ materially in their focus and technology applied.

A subset of these Capture-related RPA solutions addresses use cases involving unstructured and semi-structured inputs, mostly document based, which are referred to as Intelligent Document Processing (IDP) solutions. These present the direct intersection between the Traditional Capture market and the Capture-related RPA market, as the respective solutions address use cases that involve the extraction and processing of unstructured and semi-structured business inputs, e.g., invoice processing, customer onboarding, and claims processing.

Convergence of the Traditional Capture and the RPA Market

Other Capture-related RPA use cases include Sales and Marketing support, most frequently Contact Centre applications, which intersect with the adjacent Customer Experience Management (CEM) market.

Capture and Rpa Use Cases

The primary use cases for traditional Capture Software applications overlap with those of IDP solutions (see below).

In the traditional Capture Software market, Records Management was the primary reason for Capture in the first decades, when business inputs were received and stored in paper format and needed to be digitized. This use case continues to be important to comply with rules and legislations. It also includes smaller use cases related to analytics and discovery. Those also present a relevant but smaller use case for RPA, mostly focused on compiling data from multiple repositories in preparation for compliance-driven reporting and analytics.

In the last decade, Accounting became the major use case for traditional Capture applications in transactional processing, as recognition technology improved to cover semi-structured documents, such as invoices, and was able to fulfill the need to automate the Account Payable process, in particular for enterprises with large volumes of incoming invoices. Intelligent Capture has evolved to handle nested tables that are common for line-item extraction across A/P and A/R documents. Demand has been expanding to mid-sized companies. RPA vendors with IDP capabilities are increasingly addressing this use case.

In the last few years, there has been increased focus on customer experience. This has driven a demand for Case Management use cases in the traditional Capture software market and the demand for Capture-related RPA solutions. These include solutions for automating customer / patient / employee onboarding and claims / mortgage applications.

In addition to IDP-type solutions, which overlap with the traditional Capture, RPA use cases include customer support applications, internal workflow automation like IT Operations Management, and ITSM- and reporting-focused use cases, e.g., journal entries and other applications that involve the automated extraction of data from websites or legacy systems which replace manual data entry.

In 2020, the two major application groups in the traditional Capture market were Accounting and Case Management, representing 33% and 34% of the global market value. In the Capture-related RPA market, IDP applications, which target the same use cases, accounted for over half of the end customer market. Case Management applications represent the largest IDP application. Customer experience management (CEM) related applications account for almost a quarter of the Capture-related RPA market segment.

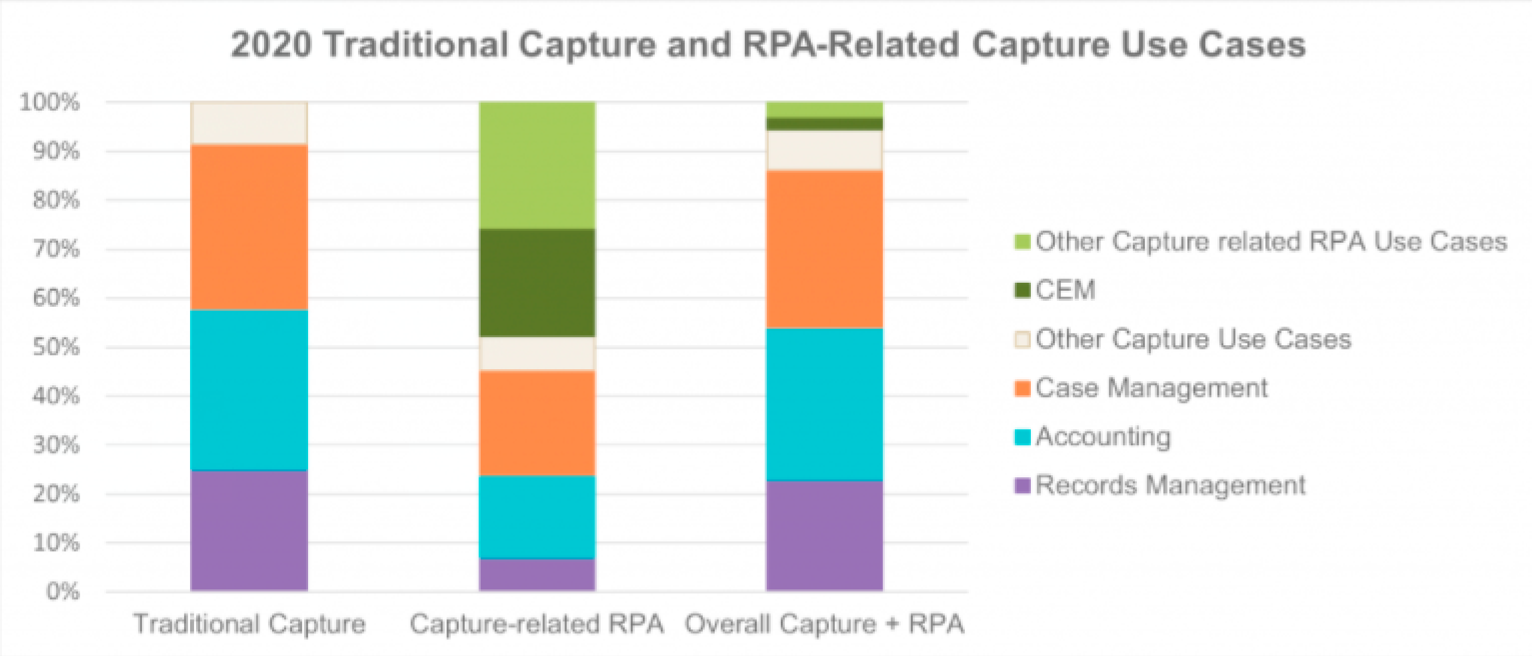
Infosource expects Capture-related RPA use cases to shift more towards IDP-type solutions over the next few years. This means that they will increasingly target use cases also covered by traditional Capture solutions, hence these two markets will increasingly converge.

In the traditional Capture Software market, the Finance sector (consisting of Banking and Insurance) and the Public sector (consisting of Central and State & local Government) account for the largest verticals followed by Healthcare and Manufacturing.

In the RPA market, the Banking sector, which offered some

(Continued over)

	Capture Use Cases	RPA Use Cases
Records Management, Compliance	+++	++
Invoice Processing	+++	++ (IDP)
Onboarding (of customers, employees, patients, students....)	+++	++ (IDP)
Claims Processing	+++	+ (IDP)
Other Accounting Applications e.g., record to ledger, PO processing	++	++
Analytics	+	++
Customer Support Management		+++
IT Operations Management		++



early use cases for RPA solutions, is the largest vertical for Capture-related RPA solutions as legacy systems continue to present a hurdle for process automation. Telecommunications and Utilities are the second major industry group in the RPA segment. Both verticals are highly competitive and therefore under significant pressure to streamline processes and enhance customer service. Manufacturing and Healthcare represent the second tier of verticals. Target use cases include invoice processing for Manufacturing and onboarding for Healthcare, both overlapping with traditional Capture use cases.

Market Size and Growth in 2020

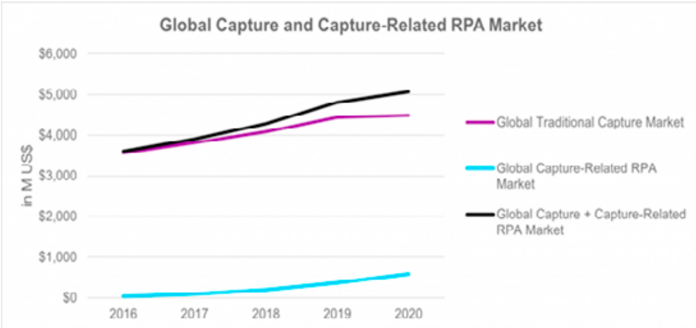
The global Capture market that combines traditional Capture Software solutions and Capture-related RPA solutions exceeded USD 5 billion of end customer level revenue in 2020. The vast majority of these solutions, USD 4.5 billion, is offered by Capture Software vendors. They include a small element of RPA solutions that they added through acquisitions, as well as a subsegment of "Capture to RPA" solutions.

Starting in 2016, Capture-related RPA solutions emerged and drove part of the growth of the overall Capture market in 2018 and 2019. During 2020, where the growth of the traditional Capture market was significantly slowed due to the pandemic, the RPA market overall, including the Capture-related RPA solutions, grew by 58% YOY.

In 2020, the traditional Capture software market, which includes back-office/batch applications, front-office/on demand implementations, and traditional Capture sold as the front-end of RPA, was almost flat, after growing in high single digital for the previous three years. It was tempered by declining sales for back-office/batch Capture, as on-site implementations were put on hold during the pandemic. There was growth in front-office on-demand Capture software sales, which was implemented with the purpose of collecting input from distributed and remote sites.

Predicted Development

The strong demand for RPA solutions is expected to continue, including Capture-related RPA offerings. These solutions will overlap and compete with traditional Intelligent Capture solutions for the same use cases. They will likely be fulfilled by Capture vendors through expanded portfolios or RPA vendors providing IDP-type offerings or leveraging partnerships with Capture vendors. We expect solutions involving RPA technology to drive most of the growth in the coming years. By 2025, the combined Capture integrated with RPA and IDP segments are predicted to make up more than a quarter of the market.



The Future of the Market = Capture + RPA

Over the last couple of years, Capture Software vendors have acquired RPA technology to expand their capabilities. Examples from 2020 are: IBM acquired the Brazilian company WDG; Hyland acquired the German firm "Another Monday"; and Microsoft acquired UK headquartered RPA vendor Softomotive.

RPA vendors have targeted the Capture market as they look to expand their capabilities to be able to ingest unstructured data into their process automation applications. To address this, they began partnering with traditional Capture vendors. ISVs like ABBYY, Ephesoft, and Hyperscience were some of the first to have success through RPA partnerships.

In 2017, Automation Anywhere, one of the big three in the RPA market, introduced IQ Bot, its own Capture application. Recently, UiPath and Blue Prism have followed suit. We have also seen a number of IDP applications introduced by smaller RPA players, many of which have roots in the service bureau space.

There continues to be an opportunity for partnerships and acquisitions between RPA and Capture vendors – for RPA vendors to augment their capabilities related to data extraction and conversely for Capture Software vendors to partner with RPA vendors to expand their automation capabilities.

To purchase this complete report, contact Craig Laue, Head of Strategic Sales, at cl@info-source.com or +1 408-726-4550.

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.

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Why PDF matters to Information Governance

By Duff Johnson, CEO & Peter Wyatt, CTO, PDF Association

February 17, 2022 marked the 10th anniversary of Global Information Governance Day (GIGD) and now is an ideal time to reflect on the impact that the pandemic and changes in hybrid and fully-remote workforces has had on record keeping and good information governance practices.

In 2010, Gartner defined Information Governance (IG) as "the specification of decision rights and an accountability framework to encourage desirable behavior in the valuation, creation, storage, use, archival and deletion of information. It includes the processes, roles, standards and metrics that ensure the effective and efficient use of information in enabling an organization to achieve its goals".

Today PDF, and PDF/A in particular, plays a critical role as the standardized digital file format of choice for storing and managing large quantities of an organization's information.

The last few years saw seismic shifts in working-from-home, remote access, digital transformation, and other challenges to the previous "business as usual" model. As a result, oversight of information flows and processes has become more challenging. In 2022, producers, users, analysts, managers and retainers of information in modern enterprises should now be asking themselves questions such as:

■ "Do we have new sources of information that need to be managed?"

■ "Are we capturing all necessary information from our remote employees?"

■ "Are our new systems configured to make IG easy/faster/better?"

■ Are we leaking sensitive information and don't know it?

■ "Are our IG practices and procedures up-to-date with our new ways of working?"

Today the modern workplace is saturated with web technology. From end user technology (websites, Google Docs, Microsoft 365) to enterprise systems (transactional, SharePoint, Oracle) to infrastructure (VOIP, IoT, IaaS) and social media, the range of information inputs, flows, products and systems within organizations large and small continues to expand in both volume and diversity.

The challenges for producers, users, analysts, managers and retainers of information in modern enterprises continue to multiply. For end users, some pretty fundamental with questions are beginning to nag, such as:

■ "When does a web page become a record?"

■ "Does a screen-shot of a web-page constitute a record?"

■ "The website doesn't look like that anymore!"

PDF persists

Accelerated commitments to web- and cloud-based technologies as part of the pandemic response did not dampen the need for digital documents; paginated, deliverable content that works everywhere, whether on a local computer or in the cloud.

Invented before the web was a thing, and first marketed as a replacement for overnight document delivery services, PDF remains the medium of choice for formal documents, graphically-rich content, and any content destined for print. Indeed, PDF is really the ONLY choice; there's simply no other general-purpose reliable digital document format, nor any on the horizon. Good old PDF, it seems, is good enough... but is it?

Those marking Global Information Governance Day in their calendars might stop to think about how their organizations might better-use PDF technology; an under-acknowledged backbone of digital records.

Better PDF = Better IG

Although the practice of records management and information governance generally is gaining sophistication in terms of technologies such as digital signatures, imaging, search and archiving, corporate document policies and implementation are often lacking. GDPR is raising the stakes in this area, but IG has a lot more to offer than simply avoiding liability for mishandling customer data.

Organizations that incorporate IG into their business processes benefit from long-term cost reductions and increased reliability and responsiveness in addition to avoidance of GDPR fines and reputational damage.

The ISO 19005 family of standards defines PDF/A as a formal subset of PDF specifically designed to support reliable long-term preservation and archival:

"which provides a mechanism for representing electronic documents in a manner that preserves their static visual appearance over time, independent of the tools and systems used for creating, storing or rendering the files."

When considering how to optimally manage information in PDF, and especially information that must be preserved for a long time, PDF/A is the preferred standard. There are many technologies to choose from that can convert from plain PDF into the PDF/A if business systems cannot create PDF/A directly. Many PDF viewers today are also PDF/A- aware and will stop and warn users from accidentally making changes or edits that might disrupt reliable record keeping.

PDF/A Validators (such as the industry-supported VeraPDF) support detailed analysis and validation of PDF/A files to ensure that no matter what system or processes created the PDF/A file, it complies with all aspects of the appropriate ISO standard. And because PDF/A is just PDF, it will happily work alongside other PDF files in document and record management systems.

Today PDF offers far more than just the reliable static visual appearance needed for record keeping. The format directly supports a wide variety of business uses, including (but not limited to):

■ Digital signature workflows;

■ Review, commenting and approval workflows;

■ Professional redaction workflows;

■ Content reuse and accessibility with rich semantics;

■ Interactive forms;

■ 3D content;

■ Movies and rich media;

■ Geospatial content;

As a container format enabling application-specific data to be embedded alongside PDF's portable appearance;

...and lots more!

So if your newly digitally transformed processes are not utilizing these PDF features then you are missing out on a lot of value and efficiency.

How the PDF Association helps foster best-practice in IG

Common understandings are the foundation of PDF technology. The PDF Association has served the community of digital document technology developers since 2006 by providing the meeting-place for discussion and development of Portable Document Format technology. Organizations seeking to offer PDF-related software or services benefit from the many technical and marketplace benefits of Full or Partner membership. PDF Association members-only Technical Working Groups meet regularly to discuss and advance development of authentication, accessibility, 3D, forms and many other features and capabilities of the Portable Document Format.

Think PDF, and think big

If you are an information governance practitioner, this Global Information Management Day, think about how much your post-pandemic organization relies on PDF for documents, contracts, invoices, presentations, receipts, reports, case files, archives and in many other roles.

Ask yourself; are we creating the best PDFs we can to meet our IG goals? How could we do better to guarantee reliability and authenticity, make content easier to find and reuse, as well as more accessible for users with disabilities, and more. Talk to your PDF technology vendor(s) - there are more of them than you think, as all major vendors, including Apple, Google and Microsoft all develop extensive PDF creation and viewing technology. And think big! PDF is extraordinarily capable and flexible.

From interactive forms to document imaging, from enterprise search to assistive technology, PDF remains the general-purpose digital document format of choice worldwide for a wide variety of reasons.

In noting #GIGD Raf Hens, CTO at iText Software said:

"From our experiences with our users over the years, although the initial use case may be limited, we have noticed that requirements and expectations of documents increase over time. For example, if you don't take data extraction into account in the initial PDF creation use case, it becomes much harder to support that requirement after the fact. That's why we always strongly recommend taking standards like PDF/A (or PDF/UA) into consideration when generating documents. Since PDF/A documents are self-contained, they are ideal for data storage and archiving purposes."

Originally published HERE

Understanding PDF/A - the ISO standard for archiving & long-term preservation of electronic documents

By iText

Not so long ago, the only options for businesses and public authorities to store documents for the long term in a reproducible format were physical media such as paper, microfilms, and microfiches. In today's digital world, the widespread PDF/A format is the go-to solution for digital archiving of documents. In this article we'll explain why, talk about how you can create PDF/A and give some archiving tips.

The advent of the digital age meant new solutions were needed. Those who first needed to store documents in a future-proof digital format used the popular image format TIFF (Tagged Image File Format) since this was the standard format for fax machines (remember those?) and scanners. TIFF is still used in many legacy archiving systems, but has its limitations:

The TIFF raster format contains no text-based information, meaning files cannot be searched by their text content.

TIFFs containing colour images or pages will become significantly larger, and efficiently compressing anything except black-and-white line drawings is difficult.

Contrary to popular belief, TIFF is not an ISO standard. Things like resolution, colour and metadata settings are mostly left to the individual user's discretion.

Enter PDF

The introduction of PDF in 1993 saw the format quickly gain popularity, and users and developers began to recognize its potential for long-term archiving. There was room for improvement though, so in 2002, work began to develop a purpose-built file format for standardised archiving. This initiative involved specialists from libraries and archives, from administrative bodies, from industry and from the judicial system.

A working group within the ISO (International Organization for Standardization) was set up and ISO published PDF/A-1 on the 1st of October 2005 as the world's first standard file format for digital long-term archiving. Since then, three further parts of the standard have been released: PDF/A-2 (in 2011), PDF/A-3 (in 2012) and PDF/A-4 was published in late 2020.

Notably, PDF/A-2 supports transparency effects and layers, embedding of OpenType fonts, and digital signatures in accordance with the PDF Advanced Electronic Signatures (PAdES) standard.

PDF/A-3 allows embedding of arbitrary file formats within a PDF/A file, while PDF/A-4 is based off the PDF 2.0 specification and allows the preservation of non-static content such as form fields and JavaScript. It also places a greater burden on conforming viewer applications to ensure such content does not affect the visual appearance during consumption.

Why do we need PDF/A?

While the PDF format does not guarantee long-term legibility or complete independence from software, PDF/A ensures that the PDF document can still be read without problems decades later. It is a subset of the PDF standard, meaning functionalities that are not useful for PDF archiving have been removed.

In addition, it forbids certain things which could hinder long-term archiving and demands certain requirements which guarantee reliable reproduction of the file. PDF/A requires that files be self-describing, and all information necessary to read the document (such as the specific fonts used) are embedded directly in the file.

These features are essential for document archives, which require that content must always appear exactly the same under all circumstances. Thus, conforming viewing applications must ensure to faithfully display PDF/A documents exactly as they were intended to be seen.

A widely-accepted standard for digital preservation and archiving

The PDF/A standard is a vital component of many institutional repository file format policies. The formats chosen for these policies are typically open, non-proprietary, and widely available for long-term archival use. Factors for a format's inclusion in such policies include a format's longevity and maturity, its adaptation in relevant professional communities, incorporation of information standards, and the long-term accessibility of any required viewing software.

Renowned archive institutions like The Smithsonian list PDF/A as a recommended format because of its widely-documented acceptance by the archival and digital preservation communities. Other prominent institutions such as the National Archives of The Netherlands, The National Archives of the UK, Stanford University, and The Digital Preservation Coalition also indicate PDF/A as a preferred archiving format.

The lion's share of data creators, data managers and digital archivists around the globe will tell you PDF/A is their preferred file format for archiving, whether for legal compliance, auditing, or research reasons. Any organization or business which is looking into preserving electronic records should realize from these testimonials how important it is to make their records compliant with the PDF/A specification.

If you would like a more detailed rundown of PDF/A versions, their various conformance levels, and the multitude of potential PDF/A use cases, we recommend the free ebook "PDF/A: digital documents to withstand the sands of time".

How do I create PDF/A files?

Many modern PDF and office applications will allow you to export documents as PDF/A. If you need high-volume document processing capabilities though, iText 7 Core can help your organization create, manipulate, and process documents into PDF/A compliant files at scale. It also allows you to build PDF/A capabilities directly into your own applications.

If you require more specific PDF functionalities to supplement your data preservation activities, have a look at the broad range of iText 7 add-ons which enable optical character recognition, secure redaction, XFA to PDF, intelligent data extraction, advanced typography features, PDF compression, rendering PDF to images, PDF creation from HTML, and converting MS Office documents to PDF.

7 tips to safeguard the future of your electronic records:

1. **Migration:** Converting files to preservation standards formats like PDF/A will increase their longevity.
2. **File names:** Use logical, descriptive, and consistent file names dated in year-month-day format. Avoid spaces, periods, and special characters.
3. **Version Control:** Add draft and revision numbers to the file name.
4. **Organization**: Create logical and hierarchical folder structures. For example, group by category or date.
5. **Copies:** Follow the LOCKSS philosophy and save >3 copies on multiple devices or servers in multiple locations.
6. **Review and Refresh**: Different storage media have different life spans. Check your files annually and replace media or migrate if necessary.
7. **Integrity:** Digital signatures can ensure files cannot be altered without invalidating the integrity of the record. Digital signatures can provide a range of valuable capabilities, from tamper protection to authentication and revocation.

Do you want to truly understand PDF/A?

iText has just released a brand new ebook on PDF/A. Learn more about the standard's details, popular use cases, areas of application over various industries and an archiving case study featuring medical imaging specialist Zeiss. We'll even take it one step further and provide you a tutorial on creating PDF/A with the iText 7 Library.

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

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

EzeScan benefits include:

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- minimise manual document handling;
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France and U.S. headquarters in Madison, Wisconsin and AUS/NZ headquarters in Sydney, Australia since 1997. Esker's solutions span the order-to-cash and purchase-to-pay cycles — allowing organisations to automate virtually any business process:

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

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OPEX is a recognised global technology leader in document imaging, high-speed mailroom automation and material handling. Since 1973, OPEX systems have provided performance enhancing workflow solutions and cost-effective results to thousands of organisations worldwide. OPEX systems are designed for a wide variety of industries including financial services, insurance, healthcare, government, retail, non-profits, utilities, telecommunication, service bureaus, educational institutions, and fulfilment operations. OPEX has developed innovative prep reducing scanners that address the root causes of workflow issues our customers face. Minimising preparation, paper handling, and other manual tasks not only improves efficiency, but also results in superior transaction integrity and information security. As documents are removed from envelopes/folders and scanned, operators can view each image to ensure it is properly captured. This prevents time-consuming and costly re-scanning later in the process. Moving image capture upstream also reduces information management risks.

Kodak alaris

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Kodak Alaris is a leading provider of information capture solutions that simplify business processes. Digital Transformation is the need of the hour for many organisations, and it starts with information and data capture. We exist to help the world make sense of information with smart, connected solutions powered by decades of image science innovation. Alaris drives automation through every business process dependent on document and data capture so that

you can get the right information to the right place at the right time. Our award-winning range of scanners, software and services are available worldwide, and through our network of channel partners.

EPSON

EXCEED YOUR VISION

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crodrigues@epson.com.au
www.epson.com.au/products/scanners

Epson is a global innovation leader dedicated to exceeding expectations with solutions for markets as diverse as the office, home, commerce and industry. Epson's advances in scanning technology deliver the perfect balance of speed and reliability for image reproduction of unbeatable quality. From compact mobile scanners to A3 flatbed scanners that operate at speeds up to 70ppm, the range is designed for a variety of demanding organisations where fast and

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

UpSol

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UpSol are experts in Digital Transformation and Business Process Re-engineering with strong domain expertise in Data Capture, Document Management, Organisational Workflow, Electronic Forms, Data Integration and organisational change management.

iCognition

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

ELO Digital Office

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

With more than 30,000 live projects the ELO product suite provides process enhancements, stability and compliance. The Australian-based subsidiary engages with Certified Business Partners to deliver 1st class solutions for Records Management, Document Management, Accounts Payable processing, Workflow Management, Mobile access and much more.

ELO provides consultancy, development and support services from its offices in Australia – we are local and global. ELO's solutions can be deployed onsite, in the cloud or as a hybrid solution either as a CAPEX or OPEX such as subscriptions, SaaS.

ELO is fully scalable from as little as 5 users to large enterprises in excess of 10,000 users. ELO is a Federal, State and Local Government supplier compliant with Australian standards as well as GDPR and FDA requirements.

FileBound Solutions

1300 375 565
www.filebound.solutions
www.filebound.solutions/contact

FileBound Solutions offers cloud-native, work automation and document management solutions that can be used to underpin any organisation's digital transformation program. These solutions are based around the FileBound software

platform and are able to be deployed in organisations of all sizes. The solutions can include capture, document management, workflow, electronic forms, analytics, mobile access, advanced business system integration capabilities

and much more. Solutions from FileBound Solutions deliver organisational efficiencies, drive out manual paper-based processes to decrease costs, increase productivity and support compliance with internal and external mandates.

FileBound Solutions customers have the flexibility to create a variety of solutions from complex AP automations to simple document archival and retrieval processes.

Laserfiche boost from EzeScan

As a Laserfiche digital technology partner EzeScan helps users to capture and register both hard copy and electronic documents, including email seamlessly into Laserfiche.

EzeScan assists Laserfiche users to reduce the amount of time physically handling and processing documents across their organization. This includes both high volume document capture and decentralized workgroup capture. EzeScan provides scanning, image enhancement, indexing, validation, and upload automation, all designed to limit the amount of user intervention and excessive manual processing.

EzeScan can help an organisations entire team capture business-critical information and put it to use, faster for both hardcopy capture from an MFD or registering digital born documents. With EzeScan, users can automatically capture and save their documents from any location directly into the line of business processes.

This is achieved by using EzeScan's web browser interface (WebApps) which enables staff to QA, validate and register their documents from their computer or mobile device, anytime, anywhere. EzeScan then automatically names and files documents in the correct naming convention to the correct location.

In additional, as a batch capture tool, EzeScan can help an organization capture large volumes of paper based, digital born documents and corporate email.

EzeScan's power indexing wizard guides an operator through the registration process capturing data when possible, via zonal OCR or use of the OCR pen.

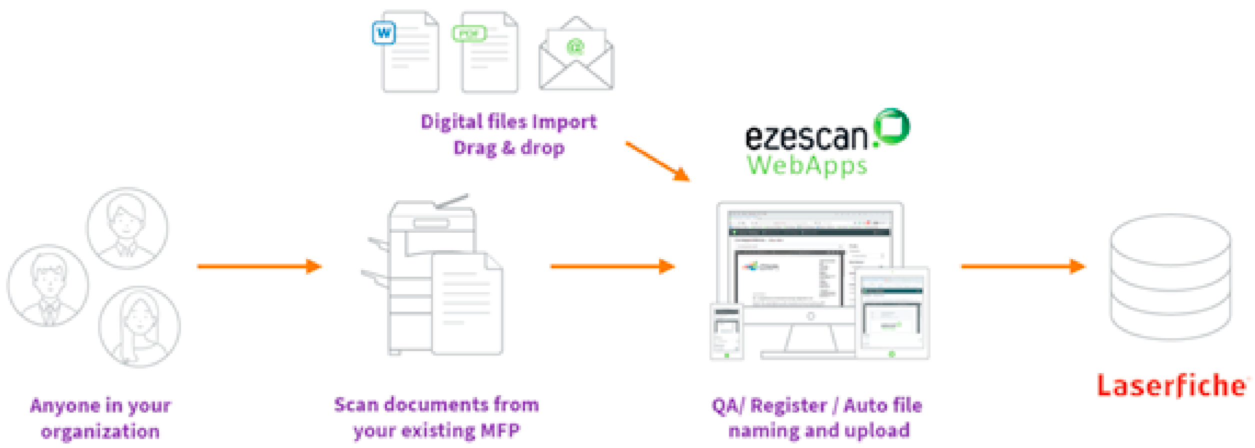
- Perform database lookups on the fly or select field data via drop down menus.
- Define and reuse static metadata fields to limit the number of keystrokes or eliminate them altogether to deliver impressive productivity gains.
- Save and reuse your capture workflows including your digitization standards and selected image enhancements.
- Numerous output image formats can be selected including TIF and text searchable PDF, PDF/A.
- Scan and process as many documents as needed without any volume-based restrictions.

EzeScan provides 'out of the box' native integration with Laserfiche. To the end user this means a seamless experience when capturing and registering documents into Laserfiche. With a highly configurable interface, EzeScan provides rapid deployment measured in days not weeks.

EzeScan's Integration Benefits include:

- Centralized capture for high volume batch scanning
- Enterprise decentralized capture for hard copy and digital born documents
- Automatically assign template fields and tags when uploading documents into LaserFiche
- Apprend or prepend pages to an existing Laserfiche record
- Ability to Import TIF and PDF documents directly
- EzeScan's "Quick Redact" features for automatic black out of selected zones, phrases, works
- Ability to save documents into Repository folders, or Record Series folders
- Automatically create Folder structure when uploading documents

For further information contact EzeScan T: 1300 EZESCAN (1300 393 722) E: info@ezescan.com.au W: www.ezescan.com.au



Decentralized workgroup capture workflow

APPS & APPLIANCES

dtSearch for Windows 11, .NET 6

dtSearch has announced a new version, 2101.02, of its product line to instantly search for terabytes of online and offline data, spanning multiple folders, emails including attachments and nested attachments, online data and other databases. The product line covers enterprise and developer applications. The developer SDKs also make available dtSearch's proprietary document filters. Developer applications can run "on premises" or in a cloud environment like Azure or AWS.

The new version includes:

- Windows 11, Windows Server 2022, and .NET 6 added as supported platform/environments
- Apple silicon M1/ARM developer build for the dtSearch Engine for macOS
- Multithreaded 64-bit indexer preview feature for much faster indexing on multicore Windows and Linux systems
- Search dialog box improvements for handling large numbers of indexes
- Support for the new 64-bit versions of Adobe Acrobat and Adobe Reader for end-user PDF display with highlighted hits

With the new updates, key features of the dtSearch product line are as follows:

- **Terabyte Indexer.** dtSearch enterprise and developer products can index a terabyte of text encompassing multiple folders, emails with nested attachments, online data and other databases in a single index. The products can create and search any number of indexes.
- **Concurrent, Multithreaded Searching.** Indexed search covering full-text and metadata is typically instantaneous, even in a concurrent search environment encompassing terabytes of mixed online and offline data. For online use, dtSearch products have no limits on the number of concurrent search threads.
- **Document Filters and Supported Data Types.** dtSearch's proprietary document filters support Microsoft Office files, OpenOffice files, PDFs, compression formats, emails along with nested attachments, web-ready data, and more. For supported data types, the document filters further support browser display with highlighted hits. The release adds support for the new 64-bit versions of Adobe Acrobat and Adobe Reader for end-user PDF display with highlighted hits.
- **25+ Search Options.** The dtSearch product line has over 25 full-text and metadata hit-highlighted search options, with integrated relevancy ranking across multiple data repositories. Forensics-oriented options include identifying credit card numbers in data and hash value generation and search.
- **Faceted Search and Other Data Classification.** The dtSearch Engine SDKs make available advanced data classification options like faceted search and granular data classification based on document full-text contents, internal document metadata, database content, or data attributes associated with documents during document indexing.
- **SDKs.** The SDKs offer developers all of dtSearch's general search features plus developer-focused features like faceted search and granular data classification as well as providing API access to dtSearch's document filters.

https://dtsearch.com/

Transform Knowledge to Business Insight

ZL Tech has announced advancements to its SaaS platform to enables organizations to extract insights buried in people data such as emails and documents, which embodies the human side of the organization. It claims companies can now answer essential questions about people, projects, and teams, such as: Who has the most impact? Who knows what? What does my workforce care about? And how do they feel? Answers to these questions cannot be found in any database, but instead lie in the information shared every day by humans. This data has tremendous value because it represents all human dynamics, knowledge, participation and intent. However, it can only be fully realized by maximizing the breadth, depth and speed of data analytics across the enterprise.

ZL Tech's people analytics technology is claimed to represent a different approach to taming unstructured data, overcoming previous obstacles with four completely new differentiators:

- **Virtual or "In-Place" Data Management:** The massive volume of unstructured data in the enterprise makes it compelling to manage "virtually" or "in-place" so as to avoid the cost and risk of making another data copy. ZL Tech enables the flexibility of managing the bulk of the unstructured data virtually (no copy), while for high-value data which typically comprises 2% to 5%, archiving a copy for governance requirements.
- **From Sandbox to Beach:** Most approaches to analytics start with selectively feeding data into a "sandbox." The underlying assumption behind this step is that it would be impossible to scour the entire "beach." However, most valuable information lies out of sight, outside the narrow sandbox. Accordingly, ZL Tech can search on demand through the entire beach of employee-created content, such as Microsoft 365, Teams, and file servers, to provide far more complete and relevant data feeds for analytics repositories.
- **1,000X Faster Time-to-Data:** The traditional approach to analytics involves accessing the original data and exporting it, adding tremendous latency and scaling issues for large data sets. ZL Tech enables organizations to immediately search, cull, and perform iterations to arrive at a quick data set for export.

https://www.zlti.com/people-analytics/

Apromore teams with Workato

University of Melbourne analytics spinoff Apromore has announced a partnership with Workato, the automation platform, to ease data ingestion for end-to-end process discovery.

Workato's embedded customizable integrations will make it easier for enterprises to integrate data from disparate sources into the Apromore process mining platform, minimizing the impact on IT services.

The partnership seeks to remove two of the top barriers to success for enterprise automation efforts: a need for advanced coding skills and the requirement to support complex extract, transform and load data pipelines.

The first integrations for Oracle NetSuite and Salesforce are available now.

"Enterprises have vast amounts of data but are experiencing significant pain in integrating that data into systems that can connect insight with actions," said Marlon Dumas, co-founder, and Head of Partnerships at Apromore.

"The partnership with Workato provides access to thousands of systems, enabling Apromore customers to access the richest landscape of connectivity solutions for process mining."

"It's essential for businesses to start with an accurate map of customer journeys and business processes before identifying where new business value can be created," said Bharath Yadla, Vice President, Strategic Initiatives at Workato.

The first two integrations available are Oracle NetSuite and Salesforce making it possible for organizations to discover, optimize and automate across processes such as procure-to-pay, order-to-cash, lead-to-quote, and other processes.

Additional integrations will soon become available for other systems including Microsoft Dynamics, Oracle E-Business Suite, ServiceNow and Workday.

http://www.apromore.com/

Box Sign Gets New Capabilities

Box, Inc. has announced new and enhanced capabilities, integrations, and developer tools for its native e-signature product, Box Sign. These new capabilities include workflow features that automate processes once a document has been executed and APIs that power e-signatures in third-party and custom applications.

Box also announced new and deepened integrations with UiPath and SIGNiX. With these new capabilities, Box Sign can now power even more advanced signature-based processes, helping customers move more of their transactions to the cloud.

Box Sign makes it easy for users on Business and above plans to execute unlimited e-signatures where their content already lives at no additional cost.

New features to the Box Sign web application include:

- Compatibility with Box Relay. Those using Box Relay for secure workflow automation will be able to trigger downstream workflows based on document status in Box Sign. With this new integration, for example, HR teams will be able to kick off new hire onboarding steps if the signature status is complete, or if the status is declined, assign a task for the recruiter to follow up with the candidate. This new feature is expected to be available in the first half of 2022.

- Lock template fields. Users will be able to lock template fields when creating signature templates, helping reduce the need for additional auditing requirements and preventing senders from making alterations to pre-defined contract templates. This new feature will give teams, like sales operations and finance, precise controls to standardize documents such as NDAs sent for signature. This new feature is expected to be available in the first half of 2022.

- Customized signature settings. Admins will be able to manage electronic signature disclosures in the Admin Console, with the flexibility to use either disclosures they provide themselves or disclosures provided by Box. Also, end users will be able to upload signature images and stamps that can be applied during signing. These features give customers more personalized signing options and will be available later this month.

- Improved access to Box Verified Enterprise. Available today, this enhancement makes Sign compatible with Box Verified Enterprise (BVE), which is used by security-conscious customers to protect sensitive content by preventing non-corporate Box access within their organization. This enables BVE customers to address internal and external e-signature use cases without any changes to their network settings.

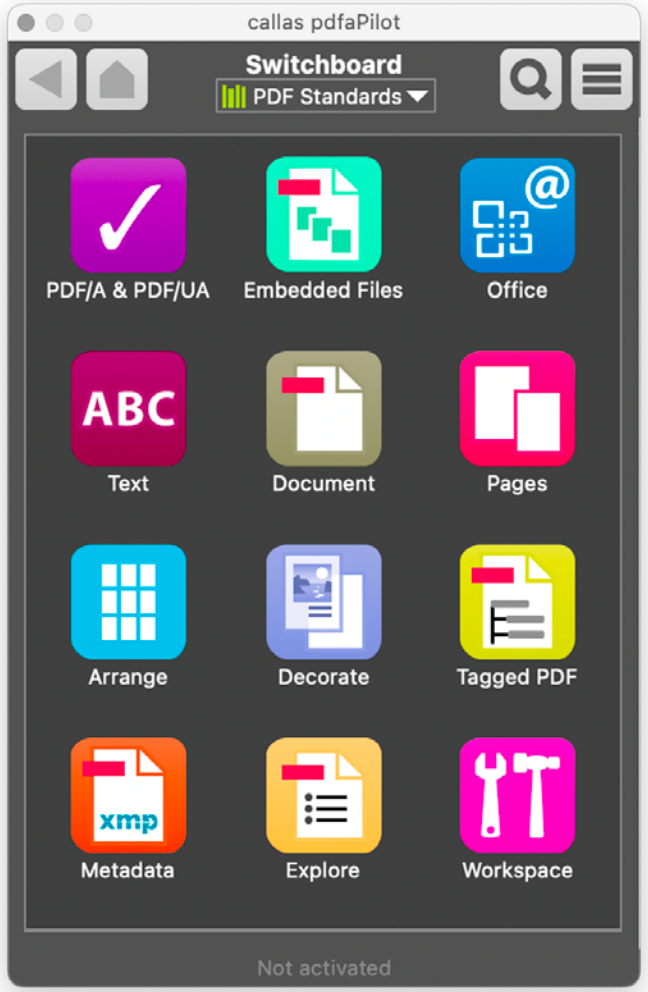
callas software unveils pdfaPilot 11

callas software, a provider of automated PDF quality assurance and archiving solutions, has released a major update for its pdfaPilot product line. pdfaPilot 11 builds on various new improvements that callas have implemented into pdfToolbox 13, released in November last year.

This major update has added new features and improved existing features so users can take full advantage of PDF/A conversion.

With this new release pdfaPilot 11 now offers a unified concept for defining page areas to harmonize configuration possibilities in Checks and Fixups, especially regarding barcodes, creating and applying shapes, link creation for texts, or setting page geometry boxes.

In the same way, the Switchboard has received



various new actions, such as the ability to unembed all fonts and resample documents to JPEG2000, a new editor for font substitution policies has been added, and reports in JSON are now possible.

Dietrich von Seggern, Managing Director at callas software: "We've looked to improve our pdfaPilot product line based on important feedback from end-users and our channel partners to help them get the best out of our product. We have yet again managed to implement many customer requests in our newest release of pdfaPilot 11."

Additional features

- pdfaPilot 11 also contains a wide range of other features and fixups. These include:
- Editor for font substitution policies
- Place individual text per page
- Place text with font
- Reorder pages
- Resample to JPEG2000
- Various (silent) repairs

You can find the full list of all new features and fixups in pdfaPilot 11 here.

Download a fully functional time-limited trial version from https://www.callassoftware.com/en/products/pdfapilot

APPS & APPLIANCES

COBOL Keeps OIn Keeping On

Micro Focus has shared the commissioned results of a global, independent market survey, showcasing an unprecedented amount of COBOL code in use, and a remarkable market opportunity for application modernisation. Following last year's research report, this year's results reveal that the global COBOL application footprint continues to grow and the majority of respondents intend to modernise their applications and support cloud by the end of the year. According to the global survey, COBOL is viewed as strategic by 92 per cent of respondents, and the amount of COBOL code in daily use increased significantly to 775-850 billion lines. Produced by Vanson Bourne, a global research and analysis company, the global survey asked architects, software engineers, developers, and IT executives from 49 countries to determine and calculate the volume of COBOL application code running production systems, as well as the strategic importance of COBOL applications.

Key findings of the survey include:

- Global COBOL code volume hits new highs: More than 800 Billion lines of code running on production systems and in daily use, far exceeding any previous estimates.

- The direction is continued growth: nearly half of the survey's respondents expect the amount of COBOL in use at their organisation to increase in the next 12 months. Furthermore, last year's research report showed that over half of respondents (52 per cent) expect for their organisations' COBOL applications to remain for at least the next decade, with more than four in five expecting that COBOL will still be in use when they ultimately retire--creating a need for continued COBOL investment and modernisation for next gen developers.

- COBOL remains strategic for organisations: 92 per cent of respondents stated that their organisations' COBOL applications are strategic with future IT strategy and application portfolio alignment with new technology being listed as the key drivers for COBOL modernization.

- Modernisation of COBOL applications is the preferred path forward: As opposed to a rip and replace approach, 64 per cent of respondents intend to modernise their COBOL applications and 72 per cent of respondents see modernisation as an overall business strategy.

- Cloud is the primary technology driving application modernisation: When asked about their company's plans for COBOL and the cloud in 2021, 43 per cent of the survey's respondents stated that their COBOL applications do and will support cloud by the end of the year. In addition, 41 per cent stated that new business projects require integration with existing COBOL systems.

https://www.microfocus.com/en-us/portfolio/application-modernization-and-connectivity/overview

Clopud-based Auto-classification Hub

Access Innovations, Inc. has announced the launch of Data Harmony Hub, a cloud-based platform that provides fully automated content tagging using expertly curated taxonomies. Users can easily and quickly select from a variety of existing taxonomies that are continuously maintained and updated.

Data Harmony Hub is a managed service allowing organizations that need their content to be tagged to improve search for their users, to provide better insight into their digital assets, to identify new revenue streams, and to greatly reduce risk and compliance issues.

"We have found that some organizations want to improve their search results without having to create a custom taxonomy or ontology," stated Barry Bealer, Chief Revenue Officer at Access Innovations.

"For those organizations, we have developed a 3-step process that includes a low-code integration with our Data Harmony Hub, automating the content tagging process without adding work to an already overburdened staff."

The Data Harmony Hub is the result of working with Access Innovations' clients over many years to understand their goal to integrate a tagging and semantic enrichment process into their workflow.

The low-code integration allows organizations to easily connect their content management system or document store to Data Harmony Hub. Once integrated, the managed service works behind the scenes 24/7 to improve the findability and discoverability of content.

"The Data Harmony Suite will continue to be our foundational semantic software suite that helps our clients build the custom taxonomies and ontologies they need to identify concepts in their content," stated Marjorie M. K. Hlava, President and Founder of Access Innovations.

"Data Harmony Hub offers an economical alternative when improving search is the requirement, and industry standard taxonomies provide enough accuracy to meet their goals."

For more information visit accessinn.com/data-harmony-hub/

Data is the Biggest Challenge for Fintechs

Eighty-one percent of global fintechs cite data issues as the biggest technical challenge they face, with almost three-quarters (74%) of fintechs whose solutions are in the early adoption phase and almost all (85%) of those with an established offering or whose products have large scale adoption see it as their biggest technical challenge.

According to research commissioned by InterSystems, a data technology provider, these struggles are split between leveraging data for analytics, machine learning, and artificial intelligence (41%) and connecting to customers' applications and data / legacy systems (40%). Security was also found to be a significant challenge for 40% of respondents, followed by cloud support / multi-cloud deployment and administration (39%).

The survey of over 500 senior decision-makers at fintechs across 12 countries, including the UK and Ireland, North and South America, and Australia and Southeast Asia, found that cloud tops the list for over half (51%) of respondents adopting new technologies in the next 12 months. This is followed closely by plans to invest in data management technology (48%), artificial intelligence (AI) and machine learning (ML) (45%) and data fabric technology (42%).

"While the majority of fintechs currently face significant data challenges, it's encouraging to see many of them are looking to implement data management technologies like data fabrics to overcome them," said Mike Hom, Head of Financial Services Solutions, InterSystems.

"This is an important step for both established and emerging fintechs, as getting their data in order will ensure any new data-related initiatives they undertake, such as implementing AI or ML, prove effective and worthwhile."

The levels of investment into these technologies do differ in relation to the maturity of the organization, with the more established fintechs focusing more on data management (49%), cloud (54%) and data fabric initiatives (44%). Meanwhile, those fintechs whose offerings are still in the early adoption phase are more likely to prioritize investments in AI and ML (51%).

This indicates that more established organizations are focused on overcoming the data issues they are facing before considering implementing new technologies like AI/ML, which rely on data.

These investments are being driven by a number of different initiatives:

- 55% said customer demand / improve competitiveness
- 52% want to improve scalability and reliability
- 48% are hoping to increase agility
- 47% want to enable better integration with customers and third parties

However, it was found that a number of fintechs still face barriers to implementing new technology, with a lack of flexibility within their current environment to integrate new technology (54%) and a lack of internal expertise / skills (51%) cited as the largest.

Looking at their offering, 39% of fintechs surveyed offer a cloud-based managed service available in multiple public clouds and almost a quarter (23%) offer a hybrid application.

This prevalence of cloud is despite 39% of respondents previously saying cloud support is one of their top technical challenges. This is a problem felt across the board from start-ups to established players.

Ephesoft Transact Launches on Workato

Workato, the Enterprise Automation Platform, has made Ephesoft Transact available as a ready-to-configure connector in the Workato app directory to help expedite process automation for businesses and government organizations around the world.

Ephesoft's IDP platform transforms any document type into structured data, laying the critical data foundation for end-to-end process automation. The new integration with Workato allows data to seamlessly flow to hundreds of leading enterprise systems, such as SAP, Oracle NetSuite, Salesforce, Infor, Slack and Box, allowing for fast implementations and scale.

As companies are pursuing and heavily investing in hyperautomation strategies, it has become clear that successful outcomes are reliant on actionable data and interoperability. The new partnership addresses these needs and greatly accelerates digital transformation across the enterprise.

"A data-driven approach must be in place for enterprises to scale and grow. Yet, many enterprises are trying to automate processes using unreliable and unstructured data.

"Or, they don't have access to the data at all. Together, Ephesoft's IDP platform and Workato's Enterprise Automation Platform will alleviate that issue and help customers perform and compete at a higher level," said Ike Kavas, Founder and CEO at Ephesoft.

"Our IDP platform automates document-centric processes and delivers accurate data to any application, which will be fast and easy using Workato's platform. Our goal at Ephesoft is to help our customers and partners to simplify and accelerate their automation efforts, which is what this partnership is all about."

Leading analysts estimate that organizations lose 20-30% of revenue per year due to inefficient processes, which presents tremendous opportunities and upside to automation projects.

"Workato prides itself on continuing to cultivate the largest Connector Library in Enterprise Automation and we're excited to make integrations and automations with Ephesoft available to our customers," said Markus Zirn, SVP of Strategy and Business Development at Workato.

With Workato's low/no-code platform and the pre-built packaged integration connector, citizen developers and Ephesoft partners can implement and leverage the technology within days, saving costs, resources and resulting in faster time-to-value.

In addition, it reduces dependencies on RPA bots which lowers complexity and eliminates bot errors while minimizing system maintenance costs.

To find Ephesoft on the Workato app directory, click here. To learn more about Ephesoft's IDP platform and solutions, visit ephesoft.com.

Drop-In Document Scan for Web Apps

Dynamsoft updated its document capture software development kit to now allow developers to rapidly add a full-fledged document scanning widget into their HTML5 web-based applications.

It can be done by adding just a few lines of code. So, theoretically, an application could have full document scanning capabilities in a day. The new SDK is version 17.2.

The fully developed document scanning widget provides support for setting camera resolution and automated document edge detection.

It has a built-in viewer where users can edit and save documents.

When documents are captured, it also applies automated perspective corrections to account for warped documents. Users can also load images from local storage and switch from or to front and rear cameras.

In addition, when low-quality captures occur, users can add filters to them for post-processing allowing better quality captures. Other general editing capabilities include crop, rotate, and flip. New to version 17.2 is the ability to alter image brightness and contrast.

Getting started with a deployment can be done in a handful of steps. Developers can download and install Dynamic Web TWAIN version 17.2 from the Dynamsoft website, including a trial version.

A 30-day trial license can be activated by copying the license key code into the provided JS file and then copying the related code and file to the static resource folder of a web project.

The Dynamic Web TWAIN SDK provides cross-browser and cross-platform document scanning support for web applications.

Developers need only write a handful of lines of JavaScript code to enable document scanning, uploading, editing, and processing. This turns otherwise months of work to just days.

The SDK works across Android, iOS, Linux, macOS or Windows devices.

http://www.dynamsoft.com

TotalAgility for Content Intensive Workflows

Kofax has announces the latest release of the TotalAgility intelligent automation platform.

The new release makes it easier for professional and citizen developers to quickly develop, deploy and manage automated workflows, helping organizations deliver a superior customer experience and optimize internal processes.

The latest version of TotalAgility delivers dozens of new improvements, from AI-powered intelligent document processing and low-code workflow design, to connecting critical business systems.

Supporting this release, Kofax also continues to expand its cloud capabilities, adding data centres in Australia and Europe.

These new facilities provide TotalAgility customers greater compliance with data residency requirements.

"Building agility and resilience into business operations is critical in today's unpredictable, disruptive environment.

"Doing so gives businesses the ability to adapt faster than the competition and create new opportunities for growth while others are trying to survive," says Kathleen Delaney, Chief Marketing Officer at Kofax.

"This release of TotalAgility is unparalleled in the marketplace in its ability to provide the essential tools needed to accelerate digital transformations and create highly efficient, responsive, organizations."

New and improved features of Kofax TotalAgility include:

- Enhanced artificial intelligence - TotalAgility now delivers automated continuous improvements in accuracy, with no human intervention, for separating large batches of documents – one of the most demanding document processing tasks.
- Improved low-code development - TotalAgility makes it easier to define, acquire and verify the documents needed for content intensive workflows. The status of the documents is viewable by everyone involved in the task, from the process designer to the end user. New capabilities also accelerate the development process by making it easier for professional and citizen developers to manage workflows, generate documentation, move projects between environments with a single click, and create and run test cases.
- Upgraded visibility and insights - The platform also features a new digital workforce management console, providing access to realtime insights into activity across the deployment – critical for scaling intelligent automation solutions. Administrators can quickly identify and address issues or tune the system to optimize performance with no downtime.

http://www.kofax.com/

Microsoft's Quarterly Cybersecurity Briefing

Microsoft has announced the launch of Cyber Signals, a cyberthreat intelligence brief informed by the latest Microsoft threat data and research. This content, which will be released quarterly, will offer expert perspectives into the current threat landscape, discussing trending tactics, techniques and strategies used by the world's most prolific threat actors.

It is designed as a resource for Chief Information Security Officers, Chief information Officers, Chief Privacy Officers and their teams as they evolve technologies, policies and processes.

Writing on his Microsoft blog, Vasu Jakkal Corporate Vice President, Security, Compliance and Identity, said, "Cyber Signals aggregates insights we see from our research and security teams on the frontlines. This includes analysis from our 24 trillion security signals combined with intelligence we track by monitoring more than 40 nation-state groups and over 140 threat groups.

"In our first edition, we unpack the topic of identity. Our identities are made up of everything we say and do in our lives, recorded as data that spans across a sea of apps and services. While this delivers great utility, if we don't maintain good security hygiene our identities are at risk. And over the last year, we have seen identity become the battleground for security.

"While threats have been rising fast over the past two years, there has been low adoption of strong identity authentication, such as multifactor authentication (MFA) and passwordless solutions. For example, our research shows that across industries, only 22 percent of customers using Microsoft Azure Active Directory (Azure AD), Microsoft's Cloud Identity Solution, have implemented strong identity authentication protection as of December 2021.

"MFA and passwordless solutions can go a long way in preventing a variety of threats and we're committed to educating customers on solutions such as these to better protect themselves. From January 2021 through December 2021, we've blocked more than 25.6 billion Azure AD brute force authentication attacks and intercepted 35.7 billion phishing emails with Microsoft Defender for Office 365.

"With 8,500 security defenders protecting the platforms, tools, services, and endpoints that support our online lives, we're dedicated to thwarting advanced cyberattacks. At Microsoft, we understand our role in helping to protect and defend our most valuable digital asset, our identity. To ensure people are who they say they are when they access Microsoft accounts and services, we verify their identity—but relying on a single password to authenticate users creates an attractive point of failure for hackers."

https://aka.ms/cyber-signals

Mindee's Advanced Open Source OCR

Mindee, an API-first platform designed for developers to eliminate manual data entry, has announced the introduction of docTR, a seamless, high-performing, and accessible open-source library for OCR-related tasks powered by deep learning.

Mindee's docTR provides optical character recognition with accessibility for the entire developer community. Combining textual parsing through text and object detection and recognition, this open-source repository offers a wider range and complex use cases.

Going beyond the textual elements, it provides a holistic view of information encoded in visual forms, including QR codes, barcodes, information in ID pictures, and even logos.

Powered by the machine learning tool of your choice, TensorFlow 2 or PyTorch, DocTR features training capabilities for text detection in documents and images as well as recognition with pretrained parameters. It incorporates a five-line code to load documents, extract text with a predictor, and optimize for very high end-to-end performances, including inference speed on both CPU and GPU.

With this offering, Mindee provides a wide audience, from entry-level developers to domain experts who want to train their model (researchers), the tools to support efforts in their transformation from intensive manual data entry (e.g., from physical documents, PDFs or images) to a full digital process.

docTR was developed to provide organizations with tangible results ranging from time savings through the development process; easy integration with existing systems and architectures; minimized deployment costs; to increased productivity across departments with faster retrieval of information from documents.

"Releasing docTR as an open-source library opened a world of possibilities for innovation," said Frédéric Harper, Director of Developer Relations at Mindee.

"At Mindee, we take pride in adding value to the developer community. We made this code available with that in mind, to ensure developers can read it, understand it and be sure it's safe. We are providing everyone with the possibility of making this OCR tool their own by allowing them to modify the code to fit their applications and infrastructure needs."

docTR is fully available now with multiple ways to access:

- Install it as a Python library using 'pip install python-doctr', here: python-doctr 0.4.1
- Download the tool directly from the GitHub repository here: https://github.com/mindee/doctr/releases
- Use the source to compile it yourself here: https://github.com/mindee/doctr

Smart Document Processing Suite

Cortical.io has announced new releases of solutions that improve document processing speed, accuracy and usability for the most challenging business documents, messages, and attachments.

Contract Intelligence 4.6 automatically and accurately searches, extracts, classifies and compares key information from agreements, contracts, and other business documents like insurance policies and financial reports.

Ths company says Contract Intelligence uses a unique Natural Language Understanding (NLU) approach to analyze relevant information from a document quickly and accurately. It achieves at scale what is difficult for manual labour or other contract analysis tools.

The new version models relations between extractions, and includes performance and scale improvement. It also has a newly refined user interface for ease of use.

Message Intelligence 2.4 automatically and accurately classifies and processes messages, attachments, and unstructured text based on meaning. When leveraging models built with Contract Intelligence, it also extracts and can leverage information buried in messages, attachments, and unstructured text.

The new version contains explainable AI-supported classifiers, improved handling of messages and attachments, high availability, and an enhanced dashboard.

There are a wide variety of vendors offering IDP solutions. Most focus on structured documents such as forms or semi-structured documents such as invoices. Cortical.io claims what sets it apart is its ability to deal with unstructured documents such as contracts, insurance policies, proposals, leases, emails with attachments, social media posts, etc. with both high accuracy and speed.

The company's semantic technology is based on a unique approach to NLU called Semantic Folding which can process thousands of incoming documents, messages or attachments annually. For instance, insurance carriers and brokers can automatically review, extract and compare information from documents including policies and claims, speeding up the quoting process and improving responsiveness.

"While many companies are selling NLU platforms that require months of implementation effort, or off-the-shelf solutions that cannot be easily customized for challenging use cases with unstructured content, businesses are looking for solutions that deliver quick results, while meeting their specific requirements," said Thomas Reinemer, COO at Cortical.io. "So, we've built IDP solutions that are easy to customize and quick to implement in an enterprise environment"

https://www.cortical.io

Laserfiche picks an AI OCR Partner

Laserfiche will look to advance and automate its character recognition capabilities using DoubleYard's DeepRead suite of artificial intelligence (AI) OCR/ICR technology which will now be tightly integrated with the Laserfiche platform to enable the recognition of both digital print and handwritten text with a high degree of accuracy.

Tatsuya Yasunaga, CEO of DoubleYard commented, "We are excited to partner with an industry leader like Laserfiche and specifically, as a Laserfiche Technology Partner. Together, we look forward to adding value to Laserfiche's successful product portfolio and supporting revenue growth for Laserfiche's solution providers."

DoubleYard's product portfolio is known as DeepRead. The DeepRead product portfolio includes DeepRead Forms templating solution for structured content, DeepRead Free Form for full-page, unstructured document capture, and DeepRead Extract for targeted content extraction from unstructured documents. All solutions are based on an advanced AI platform that leverages years of experience and millions of previously processed documents.

DoubleYard claims DeepRead is able to achieve a digitization accuracy rate of over 90% for handwriting.

https://www.doubleyard.com/en/

Graviti Launches Data Platform

Graviti, a New York based data infrastructure startup that has been in stealth mode for the past three years, has announced its first product – Graviti Data Platform - designed to eliminate one of the costliest and confounding problems faced by developers of artificial intelligence (AI) applications worldwide: working with large volumes of unstructured data.

This product not only removes much of the hassle faced when managing and processing such data, but also radically enables the scalability and complexity of unstructured data those developers work with. Enterprises can acquire, manage, and query data faster on the cloud with more ease, identify the actionable insights from the data collected and create pioneering AI applications.

A survey of more than 500 developers commissioned by Graviti and conducted by Propeller Insights in late 2021, showed that developers today are inundated by vast amounts of unstructured data.

Among the survey's key findings are:

- Nearly all the developers who responded (94%), said their current method of managing unstructured data falls short.
- 1 out of 4 respondents (25%) said they spend between half and two-thirds of their time on the time-consuming and frustrating chores involved with curating unstructured data: data collection, cleansing, selecting and exploring.

Time spent on data curation is proportional to the size of the company, the survey showed. Nearly all the developers (95%) surveyed acknowledged that pain points surrounding data management exist at their organization, with nearly half (46%) saying that hunting for data from disparate and scattered sources is their biggest headache. Another 39% responded that tracking datasets is the biggest pain point because of the large number they must produce daily. Nearly a third (32%) said low-quality data is the biggest obstacle.

The platform hands developers the ability to manage their raw data, metadata, and semantic data all in a single location. With the platform, they can leverage custom filters to quickly locate and visualize the data. The end result is that Graviti liberates developers from chores, and they can now spend more time analyzing unstructured data and training models.

The Git-like data version control, workflow automation, and data visualization functions enable engineers to increase efficiency. Built on a data engine with elastic and scalable architecture, Graviti Data Platform provides enterprises a consumption-based model to reduce cost.

www.graviti.com

Kodak Alaris Wins Scanner Line Award

Keypoint Intelligence, the independent tester of document imaging products, has announced Kodak Alaris as winner of the Buyers Lab (BLI) 2022 Scanner Line of the Year Award. The global information capture specialist has claimed this prestigious accolade six times in the past seven years.

The BLI Line of the Year Awards recognize companies that provide a broad range of hardware or software products that consistently outperform competitors throughout Keypoint Intelligence's rigorous lab testing. Analysts consider ease of use, features, performance, and value across an entire portfolio, and bestow the Line of the Year honor to the vendor whose product line is determined to be the best overall.

This latest award follows the news that Kodak Alaris claimed the first ever BLI 2021-2022 PaceSetter Award in Distributed Capture. Based on research conducted in the North American market, this honor recognizes the OEM with the leading distributed capture technology portfolio, including single-function scanners, capture software, and professional services offerings.

The Kodak S3000 Series Scanner was also chosen by Keypoint Intelligence analysts as winner of the Winter 2021 Pick Award for Outstanding Departmental Scanner. Keypoint Intelligence commended the S3000 Series for its outstanding value, excellent reliability and OCR read rates, superior media handling capabilities, and software integration - including Kodak Capture Pro and Kodak Info Input Solution - to help businesses extend digital automation to the point of capture.

"Earning this prestigious title is a great honor. We are very proud that our portfolio of smart and powerful scanning solutions, powered by decades of image science innovation, has again been independently validated by Keypoint Intelligence," said Don Lofstrom, President & General Manager at Kodak Alaris.

www.alarisworld.com

Parascript Partners with Datamatics

Parascript has announced an Intelligent Document Processing (IDP) partnership with Datamatics, a company that provides global consulting, information technology (IT), data management, and business process management services. Headquartered in Mumbai, Datamatics has major delivery centres in the USA, India, and Philippines.

As part of the technology partnership, Parascript SignatureXpert SDK will combine with Datamatics TruCap+ IDP to offer enhanced auto-signature matching functionality in its IDP software TruCap+.

Datamatics TruCap+ is an AI-enabled IDP solution that provides a Template-Free approach to significantly reduce setup time and the burden of creating and maintaining templates for each document type and version.

Alain Navarro, Director of Sales for EMEA & Latin America at Parascript, said, "To gain complete and clear visibility throughout the entire flow, organizations must minimize paper and tightly integrate processes with their system applications. Automating by integrating signature verification within a fraud detection application sets the foundation for complete and clear visibility.

"Through the use of state-of-the-art technology, SignatureXpert software also cuts out errors commonly associated with convoluted fraud by automating the verification, comparison, and approval process. Simply adding technology alone won't increase productivity if the team is working hard but inefficiently," said Alain.

"Combining Datamatics TruCap+ software and SignatureXpert SDK, we deliver robust, scalable solutions with a good return on investment. Datamatics is one of the few vendors in our market that can offer global coverage to customers."

Parascript SignatureXpert enables automated signature verification captured from any document, minimizing the need for visual verification and providing a high degree of accuracy.

SignatureXpert enables signatures to be verified by comparing them against reference signatures gathered during account setup, voter registration, or any other event that allows the collection of validated signatures.

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