When NOT to Use Microsoft Teams

How to auto categorise and classify documents with SharePoint Syntex

Failproof Your Success with Intelligent Process Automation

Queensland eMR gets mixed report card

Eight years into a state-wide rollout of an electronic Medical Record (eMR), a comprehensive assessment of Queensland Health's digital maturity has found that it suffers from a lack of data integration and also that disconnected systems and devices are interrupting workflow and increasing time for staff to complete tasks. It also found a lack of digitisation and reliance on manual data collection and extraction.

Professor Keith McNeil, Chief Clinical Information Officer, Queensland Health, believes, "The assessment ... shone a spotlight on the opportunity to update and modernise data strategy and infrastructure."

Queensland Health is comprised of 16 local Hospital and Health Services (HHSs) managing a total of 119 public hospitals. Queensland Health employs more than 97,000 staff serving a population of more than 5 million, and has an annual operating budget of approximately $22 billion.

The Cerner integrated EMR (ieMR) being rolled out in Queensland is presently used by nine out of 16 HHSs. The ieMR facilitates the patient journey across various healthcare sites, and includes an EMR, computerised provider order entry, ePrescribing and clinical decision support systems.

Queensland Health's digital maturity was assessed by the Healthcare Information and Management Systems Society's (HIMSS) Digital Health Indicator (DHI), customised research, and a gap analysis to design the future roadmap for digital transformation.

The DHI measures four dimensions of digital health transformation: Interoperability, Person-Enabled Health, Predictive Analytics, Governance and Workforce. Scores in each dimension combine for a possible total of 400.

Queensland Health scored 143/400 for the DHI, although it was pointed out that this puts it above the Oceania average of 135/400, and below the average scores for health systems in Asia-Pacific and North America at 153/400 and 246/400 respectively.

Some issues highlighted in the report included:

• Lack of data integration between systems and ieMR.

• Incomplete implementation (e.g., missing modules, no HHS-wide coverage of digital health, etc.)

• shortcomings with analytics dashboards, such as manual input of data being required and none that are outcomes focused.

• Difficulties in data sharing and communication between clinicians, HHS and external providers.

• Patient interaction with clinician and HHS (especially outside HHS) is not digitally enabled.

• Lack of a digital health/data strategy.

• Funding and resource constraints.

• Underutilisation of virtual care services; especially remote monitoring tools and in home telehealth.

• Population health analytics is not conducted.

• Patient reported outcomes are underutilised.

• Incomplete data collected (e.g., missing full patient journey).

"During the assessment, it was found that several barriers highlighted above were in the midst of being addressed; it is expected that Queensland Health's digital maturity level will grow as it addresses these barriers." the report notes.

The full report is available HERE

Death Inquiry slams NZ Health Board

New Zealand's Hutt Valley District Health Board (HVDHB) has been severely criticised for inadequate processes to manage information that led to the death of a man being treated for an injury while on holiday.

A report from NZ Deputy Health and Disability Commissioner Dr Vanessa Caldwell found the Board in breach of the Code of Health and Disability Services Consumers' Rights.

Despite the fact that the HVDHB learning that the man had a possible allergy to flucloxacillin, this information was not recorded in any database. "... and the level of detail provided to the man about his new possible allergy is unclear" the report found.

The man had self-administered some flucloxacillin at home after experiencing a sore toe and asking his partner of they had any antibiotics. He subsequently experienced itchy skin and shortness of breath, and collapsed.

An ambulance took him to the local Emergency Department, where his condition improved. A doctor advised him of possible allergy to flucloxacillin but this was not added to the national Medical Warning System, or HVDHB's own drug alert system.

Three weeks later, the man was on holiday when he presented to a different DHB with a sore toe. He was asked whether he had any allergies, and he advised staff that he did not.

He was administered intravenous flucloxacillin as treatment for his sore toe, and, died of anaphylactic shock shortly afterwards.

"While acknowledging the weaknesses that exist in the current national Medical Warning System and with information sharing between DHBs, the Deputy Commissioner found HVDHB in breach of Right 4(5) of the Code for having an inadequate system for ensuring that allergies were recorded and flagged, and for its inadequate communication with the man's usual general practice.

The Deputy Commissioner also reminded the DHB of the importance of ensuring that all communication with patients, particularly in relation to advice as vital as allergy information, is fulsome and documented, and that patients have a good understanding of the implications.

"Adverse comment was made about the Emergency Department registrar at HVDHB, for her documentation and communication in this case.

"The Deputy Commissioner also made adverse comment about the man's usual general practice, as it was provided with notes from the man's presentation to HVDHB, but the man's new allergy information was not added to the Practice Management System, and was instead filed without action."

HVDHB told the Health and Disability Commissioner that "all doctors ... are able to add a drug alert onto "Concerto" (the DHB's electronic patient management system), with a tick box option to make the alert a "National Alert" via the Medical Warning System. However, no guidelines or policies were in place at the DHB on when and how to enter a drug alert to a patient record directly."

Dr Caldwell said, "This case is an example of the weaknesses that exist within the current system. Without doubt issues with the national system contributed to these events, I nonetheless consider it vital for individual medical centres and DHBs to have their own adequate systems and processes in place for drug and medication allergies, to ensure that staff are supported adequately in their decision-making and reporting requirements."

She recommended the Hutt Valley DHB provide the man's family with a written apology.

Practical recommendations included the development of an "end-to-end" process for the ED and general hospital for when patients experience new actual or suspected medication allergies, a new discharge form, better education for staff around allergy reporting, and intermittent audits of whether policies relating to allergy reporting are being observed and are adequate.

The full report is available HERE

CSIRO and NVIDIA in AI partnership

CSIRO has entered into an AI Nations collaboration agreement with NVIDIA to build Australia's domestic AI capabilities and accelerate the adoption of AI across industry, academia and the public sector.

The two organisations will team up on accelerated computing initiatives spanning a broad range of economic and social opportunities, applying quantum computing and digital twins for use cases across climate action and genomic medicine.

In addition to developing the AI and machine learning capabilities of CSIRO researchers, the collaboration will focus on national AI upskilling initiatives for students, researchers and industry professionals to improve domestic workforce readiness. A working group of domain experts from both organisations has been assembled to identify pathways to impact and opportunities for co-innovation.

CSIRO CIO Brendan Dalton said the agreement is important for researchers using machine learning and AI across CSIRO, in particular the Data61 business unit.

"This is an exciting step for Australia's expanding artificial intelligence capabilities. CSIRO has been using NVIDIA's accelerated computing platform for over a decade, and I envisage that this new collaboration will expand our efforts around AI research, start-ups and industrial ventures, grow a more robust local AI ecosystem and support the launch of our new National AI Centre," Mr Dalton said.

NVIDIA's invention of the GPU in 1999 sparked the growth of the PC gaming market and has redefined modern computer graphics, high-performance computing and artificial intelligence.

"AI is transforming every industry, helping nations and enterprises make advancements in science, business, government services and more," said Keith Strier, VP of Worldwide AI Initiatives at NVIDIA.

"Through our collaboration, NVIDIA and CSIRO are enabling researchers, scientists and students in Australia to use the latest technologies to power new discoveries.

"We expect the agreement to bear fruit quickly, as a well-defined shared vision, joint program governance and list of targeted efforts are already in the works."

Understanding the Information Security Registered Assessors Program (IRAP)

Cloud EDRMS vendors in Australia have been rushing to obtain IRAP assessments to enhance their attractiveness to the Government Market. Although government agencies must still do their own self-certification, as an IRAP report from a vendor provides just one piece of evidence for that evaluation.

Introduced in 2020 by the Australian Cyber Security Centre (ACSC), the Information Security Registered Assessors Program (IRAP) was designed as a replacement for the Cloud Services Certification Program (CSCP). Its purpose was to allow Government entities to make their own decisions about the potential risks in moving to cloud-based systems.

To evaluate the risks, Agencies must evaluate the cloud platform against the ACSC's Cloud Security Controls Matrix.

This is a voluntary process and IRAP assessments are not mandatory for agencies adopting an EDRMS.

Different protocols apply depending on the security rating of an agencies systems: for TOP SECRET the security assessments can be undertaken by ASD assessors (or their delegates) while for SECRET and below systems, security assessments can be undertaken by an organisation's own assessors or IRAP Assessors.

IRAP applies to all Australian federal, state, and local government agencies that use cloud services.

New Zealand government agencies require compliance with a standard similar to the Australian Government ISM, so they may also use the IRAP assessments.

Enterprise Information Management specialist and EDRMS vendor iCognition is undergoing an independent third-party assessment for IRAP at PROTECTED classification for its cloud service EDRMSaaS.

iCognition CTO/CISO Rohan Ahluwalia - a Certified Information Systems Security Professional (CISSP) – said, "This assessment will form the basis for Commonwealth entities to conduct a risk-based review to determine if the cloud service provider (CSP) and its cloud services are suitable for handling its data.

"However, Commonwealth entities are to continue to self-assess or procure the services of an IRAP assessor to assess their own systems deployed to the cloud, as well as their responsibilities as defined in the shared responsibility model. Commonwealth entities remain responsible and accountable for their own assurance and risk management activities."

"IRAP opens doors for Australian Federal, State, Local governments, and Regulatory industries to control their increasing costs of information security and focus on delivering value by making their information accessible in an easy and useful way."

A spokesperson for the (ACSC) told IDM "an IRAP assessor cannot accredit, authorise, certify, endorse or register systems on behalf of a government organisation, nor can a vendor. Statements referring to IRAP accreditation, certification, endorsement, registration for systems, services, or software are inaccurate."

The ASD publishes a list of IRAP Assessors on its Web site, however it does not publish a list of IRAP Assessed cloud service providers. The customer of an IRAP assessed cloud service provider must rely on an assessment report from an IRAP assessor bearing the official IRAP logo.

According to an EDRMS consultant at one Australian solution provider, "If you're a vendor you can't tell a government agency what IRAP outcome they will achieve by using your service. They must assess the end-to-end outcome and make a recommendation to the relevant delegate inside the organisation.

"For many smaller government organisations, such as a municipal council, IRAP certification of a cloud system is meaningless because nothing else in their IT world is that secure. Your cybersecurity is as strong as your weakest link and if you're adopting a very secure cloud service on a non-secure desktop and network environment and your staff are not security cleared all you are doing is undermining the concept of a certified PROTECTED level service."

A spokesperson for the (ACSC) told IDM, "Personnel vetting is one such control which contributes to the overall security of a system, and should be considered by government organisations when self-authorising use of cloud services."

"With the sharp increase in global cyber security threats, we are finding Federal and State agencies require IRAP PROTECTED solutions as their standard moving forward."- , Kapish General Manager Ryan Harris.

"Commonwealth entities remain responsible and accountable for their own assurance and risk management activities." - iCognition CTO/CISO Rohan Ahluwalia

Ryan Harris, General Manager at Kapish, said: "For organisations looking to improve their security posture, we offer the opportunity for them to transition to an out-of-the-box IRAP PROTECTED solution. Kapish Content Manager Cloud meets the requirements of IRAP PROTECTED and provides an immediate a step-change in security for our customers. As a scalable cloud-based solution, customers leverage the security investments we have made, and realise a reduced total cost of ownership and implementation time frames," said Harris.

CSIRO, Austrade and NSW Crown Solicitors Office are among the customers leveraging the Kapish Content Manager Cloud IRAP PROTECTED solution.

According to one Federal Government Security Consultant and Advisor, "Let's take Microsoft 365 for example, the cloud has been assessed to PROTECTED level by Microsoft, but as a customer of that system I can go in and configure it such that it does not meet requirements for PROTECTED.

"Even though an individual cloud service provider (CSP) is assessed to PROTECTED level the customer configuration of that still requires going over with a very fine toothcomb to make sure that the individual customer configuration then meets requirements.

"The IRAP assessment is a risk assessment process and as an organisation you can mark security controls that are not applicable and your organisation's Chief Information Security officer or Chief Technology Officer or whatever to sign off on that risk, and say 'I am happy with that'. So, an IRAP assessment from that perspective is a risk assessment exercise.

"A vendor can say they are happy with the risk of not complying with a particular security control, if that's the case then the vendor has accepted the risk and whoever adopts that technology has to also accept that risk and they may not know because all they see is that the company has received an authority to operate for IRAP.

"A vendor can say they've been IRAP-assessed and their product meets the requirement for PROTECTED level but until you go into the details and ask for the full report and assessment – and also you need somebody who understands these reports to be able to review them – you'll never know what security controls have been omitted
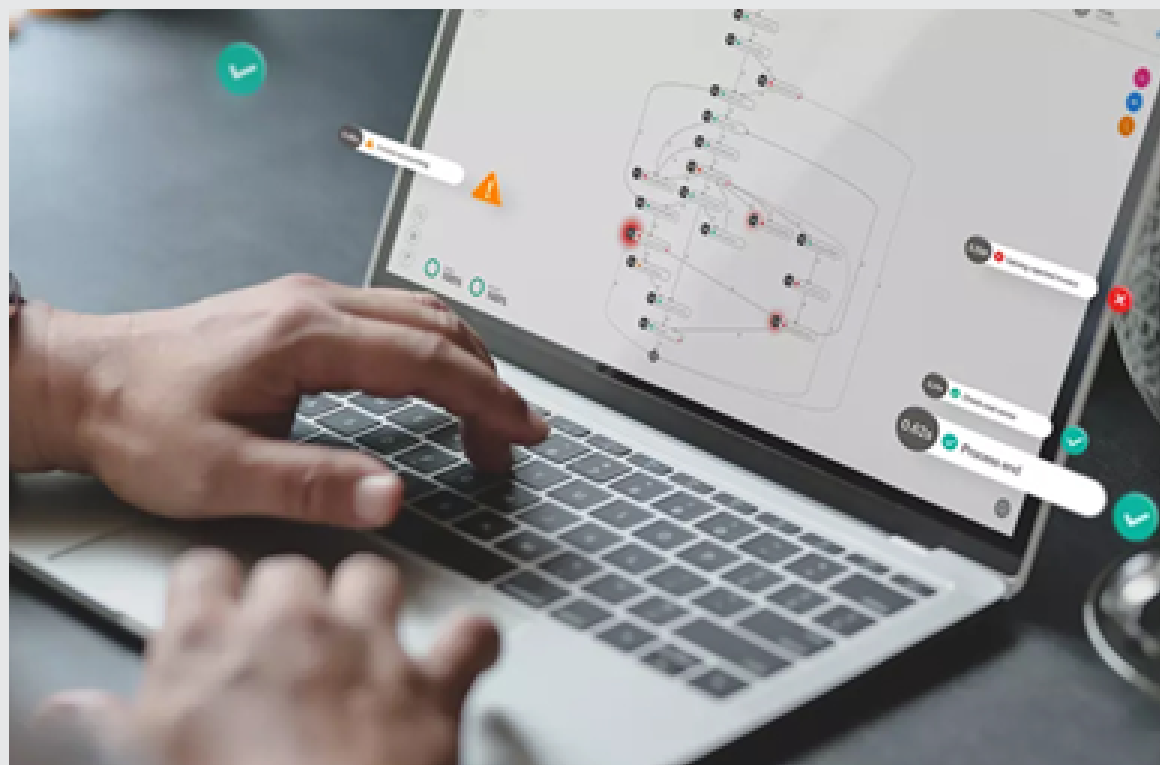
"The underlying services of a CSP may be IRAP-assessed, but implementation for Organisation A and Organisation B may be very different."

Microsoft acquires process mining firm

Microsoft has announced the acquisition of Minit, a developer of process mining technology that enables businesses to uncover opportunities for continuous process improvement and better operational efficiency.

Gartner notes that "Recent trends in automation and knowledge of the underlying processes and interactions are key to digital transformation."

Minit currently enables businesses to transform the way they analyze, monitor and optimize their processes. Minit's solutions have helped businesses gain deep insights into how processes run, uncover root causes of operational challenges and help mitigate undesired process outcomes.

Microsoft's Justin Graham - General Manager, Process Insights, said, "This acquisition will further empower Microsoft to help our customers digitally

transform and drive operational excellence by creating a complete picture of their business processes, enabling every process to be easily and automatically analyzed and improved.

"Customers will be able to better understand their process data, uncover what operations look like in reality and drive process standardization and improvement across the entire organization to ensure compliance at every step.

Minit founder and current Chief Strategy Officer, Rasto Hlavac said, "For years our team has been focused on enabling global businesses to become more efficient with our market leading process mining solution.

"Joining forces with Microsoft means that we can deliver positive outcomes to our customers on a different scale."

Upland Software to acquire BA Insight

Upland Software, parent company of FileBound and PSIcapture, has announced the $US34 million acquisition of BA-Insight, a provider of enterprise search solutions.

"Our acquisition of BA Insight was driven by our customers' needs, specifically in the business services, life sciences, and legal industries, where knowledge workers are spending wasted hours using ineffective enterprise search tools trying to track down the right documents to do their work," said Rod Favaron, President of Upland.

"This is because most enterprise search technology does not connect to all relevant sources, is generic in its taxonomy when it should be specialized, and never gets better. BA Insight solves these major search challenges

facing specialized knowledge teams today.

BA Insight promises to provide a way to conduct searches that span enterprise systems to deliver relevant, personalized, and actionable results, with a technology that::

Eliminate the blind spots by connecting search to many different systems and applications;

Unify search results with the ability to set up the correct, specialized taxonomies to organize, retrieve, and sort the most relevant documents;

Delivers increasingly relevant results using analytics and machine learning to make each search better; and

Place a search bar wherever the user wants it so they can search natively in target applications or across all the applications they use every day.

This acquisition marks the third in Upland's knowledge management product portfolio.

Kapish delivers secure EDRMS cloud for Australia's CSIRO

Australia's national science agency CSIRO has gone live with a new records management system secured by Kapish, a global leader in secure enterprise information management.

Under the landmark three-year agreement, Kapish is supporting the complex record, regulatory, data and content management needs of CSIRO users in the secure cloud. As global innovators and one of the most multi-disciplinary research organisations in the world, CSIRO solves some of Australia's greatest social challenges through innovative science and technology collaborations.

The Kapish Content Manager Cloud platform going live across the agency enables Australia's top scientists to undertake their important research projects with maximum collaboration and minimal downtime, enabling multiple research hubs to securely work together over vast geographies.

Previously known as Citadel IX, the solution is being rebranded as the Kapish Content Manager Cloud platform. Solution provider and CM add-on developer Kapish was acquired by Citadel in 2016.

Ryan Harris, General Manager at Kapish, said: "As Citadel continues its rapid growth across numerous business units, we are simplifying our branding to reduce confusion for our customers and partners. Kapish is a well-known and trusted brand in the market

Cyber and information security is a mission-critical priority for the CSIRO, with ransomware attacks on the rise and cyber intrusions on government systems, critical infrastructure and other information networks a real and increasing threat to Australia's national interests.

for secure information management and governance solutions, and we are pivoting to the Kapish name as our primary branding. Kapish will remain a Citadel Group company."

As an early adopter of cloud-based solutions and an organisation very familiar with technology, with staff and researchers located throughout Australia and right around the world, the CSIRO needs to collaborate seamlessly and securely with both internal and external stakeholders in the cloud.

CSIRO's sensitive information now has the highest available level of protection thanks to Kapish's dual achievements of ISO 27001 certification and assessment at the PROTECTED level by Information Security Registered Assessor Program (IRAP), the first publicly available Content Manager platform to achieve such a high level of security recognition.

With a thorough commitment to issues relating to security, Kapish (part of The Citadel Group) successfully addressed more than 850 processes and procedures to achieve the IRAP Assessment.

Micro Focus and Kapish extend global Content Manager Cloud partnership

Micro Focus and Kapish have extended their worldwide Content Manager Cloud agreement to a five-year term. The global tech partnership provides secure cloud capability for Micro Focus' Content Manager, helping government agencies and regulated organisations safely manage every step of their information flow.

While there is widespread questioning of the future of the EDRMS in the manage-in-place era, Harris is confident that Content Manager will retain its relevance in the future.

"I have no doubt there will continue to be a place for the EDRMS in the longer term to manage government and highly regulated industries where governance and security is paramount," said Kapish General manager Ryan Harris.

"We are starting to see more and more organisations looking to leverage metadata residing in their respective source systems. The key here is for organisations to be able to find and retrieve that information quickly," said Harris.

"Manage in place is topical for many organisations, and in the discussions we've had in the market, there are many different views on what manage in place represents. There is no one single view of what it is as many organisations have their own nuanced view on it.

"The old mandate of *'everything has to reside in an EDRMS for it to be one single source of truth'*, is less relevant with organisations deploying the likes of Microsoft 365, Teams and SharePoint online to their mobile workforce. M365 is where most users spend their time nowadays, and why we have invested heavily into our Kapish365 product - called K365 for short - which is a full integration between Teams, SharePoint online and Content Manager.

"K365 enables users to continue collaborating and co-authoring documents in M365 while synchronising the relevant records in Content Manager in the background. This ensures the information is correctly classified, safely stored, the correct classification and retention rules applied and records management compliance is adhered to. As users embrace the flexibility of M365, organisations reduce their risk by maintaining their records in Content Manager for

ready access in years to come. K365 facilitates this."

The alliance with Kapish enables Micro Focus to provide Content Manager Select Software as a Service to almost 2000 enterprise customers globally.

The one-stop managed solution combines the strengths of Kapish's well-established Content Manager Cloud, a secure SaaS solution for enterprise content management in the cloud; and Micro Focus' longstanding ECM product, Content Manager.

The companies initially entered a three-year partnership last April, however the service's rapid success fast-tracked the recent extension to a five-year deal. The agreement follows recent major client wins for Kapish including contracts with Australian Government research agency CSIRO and international trade agency Austrade.

The decision also reflects a significant investment by Kapish in achieving IRAP assessment to a PROTECTED level and reaffirms the future of content management in a secure cloud environment.

Ryan Harris, said: "The extension of the valuable partnership to a five-year period is testament to the transformative power of Micro Focus deploying Content Manager Select Software as a Service in the cloud on our Kapish Content Manager Cloud platform. We value the peace of mind our cloud-based content management solutions have been able to offer government and corporate customers around the globe. As the APAC Micro Focus partner of the year, this extended partnership builds on phenomenal demand for a secure cloud content management offering and provides certainty to customers who recognise the transformational value of adopting a managed service model."

Peter Fuller, Managing Director at Micro Focus Australia & New Zealand, said: "Micro Focus is excited to be continuing our journey with Kapish, supporting customers' digital transformation by extending Content Manager Select Software as a Service. This offering provides a modern, SaaS-based solution to customers worldwide and enables us to deliver our industry-leading Content Manager solution as a fully managed service to address the ever-increasing demand to transform information governance in the secure cloud."

Stewart Hollingdrake, Head of Business Development at Kapish, said: "The real benefit to CSIRO going live with Kapish Content Manager Cloud is they can outsource information management and secure data storage as a fully managed service that safely connects their worldwide workforce and continuously evolves to respond to increasingly sophisticated cyber threats."

Mark McConnell, Citadel's Chief Executive Officer and Managing Director, said the selection of Kapish to provide the service stands as an outstanding endorsement of the superior quality of the Kapish Content Manager Cloud platform.

"This flagship agreement with such an important and influential client stands apart because it is with the national agency that is helping set the government's ICT agenda with research into data-driven government.

Kapish provides the only publicly available PROTECTED level IRAP assessed "Content Manager" cloud platform nationally, making both the ISO 27001 certification and IRAP assessment testament to our hard work and commitment to bringing an unparalleled layer of security to our valued clients, including the CSIRO."

http://kapish.com.au/products/content-manager-cloud/

ELO Australia and Konica Minolta

Following a successful European partnership, ELO Australia and Konica Minolta Australia have teamed up to deliver digital transformation technology and expertise to Australian and New Zealand private and public entities of all sizes.

The services provided through this partnership will be Australian based and will include data capture, business process automation, cloud hosting as well as document and records management.

Rainer Krause, Chairman ELO Australia and New Zealand, said, "Having Konica Minolta as a certified business partner adds significant capabilities to the global ELO partner network. Following the success in Europe, it was an easy decision to welcome Konica Minolta Australia to ELO's local partner network.

"Together with Konica Minolta, we will be able to significantly increase our reach and help private and public entities to improve their business processes and increase compliance in the cloud, on-premises or as a hybrid solution."

Konica Minolta will offer ELO Digital Office as a compliant ECM system which encompasses business process improvements.

Cynthia Lush, General Manager – Solutions Sales at Konica Minolta, adds, "The new partnership with ELO Digital Office is an exciting addition to Konica Minolta's information management product suite, expanding its capabilities that also include records management.

"As information protection and increasing data risk become an urgent priority for businesses, ELO's technology capabilities let organisations become more efficient, productive, and compliant with both federal and state regulations, all in one solution."

www.elo.com   www.konicaminolta.com.au

Sypht joins 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.

Objective acquires Search firm for $A5M

Objective Corporation has signed a definitive agreement to purchase Atlanta-based Simflofy, a developer of technology designed to tame the data sprawl prevalent in today's organisations, by connecting myriad business systems, content management repositories and file stores so that users can find information wherever it is held. Simflofy offers management of records-in-place, federated search, or e-discovery, across its connected systems.

While Objective has a history of success in providing governance across Microsoft 365 content (Microsoft Office, Microsoft Teams, Microsoft SharePoint and Microsoft Outlook), the addition of Simflofy's technology will address the strong demand for enterprise class federated governance, extending beyond the Microsoft Office and M365 ecosystem.

Whilst presenting an expanded geographic market for its broader product suite, Objective says its deep experience in delivering solutions to government and regulated industries, such as financial services, will also result in deeper expertise for Simflofy's existing customers.

Tony Walls, CEO Objective Corporation, said: "Simflofy's experience in federated governance is second to none. We have been engaged with Simflofy for many years, so naturally, we warmly welcome the entire Simflofy team to the Objective family.

"We have been planning expansion in North America for some time, looking for the right opportunities; with travel restrictions now lifted, 2022 is an appropriate time for us to commit to expansion in this market.

"In bringing new products to market we always assess the merits of developing ourselves or scanning the market for existing technology. In this case, bringing Simflofy into the Objective family was a logical decision, it greatly minimises our time to market, to immediately address significant demand for federated governance."

Simflofy's technology will make a major contribution to Objective 3Sixty, a key new product in Objective's Content Solutions business line, which will receive accelerated investment as part of our research and development program.

Tony Walls said: "Simflofy will complete the core vision for our new product, Objective 3Sixty, to extend our governance-in-place capability beyond the Microsoft Office suite, with more than 50 connectors to systems such as: document and records management systems, content management systems, line of business solutions, file sharing apps, file stores and more.

"Built for complex environments with terabytes of data, it provides customers with a 360 degree view of their information with the ability to organise, manage and discover their enterprise information from a single Federated Governance application.

"Objective 3Sixty significantly expands our Content Solutions business line, adding to the suite of recent developments that include Objective Nexus and Objective Integrate that are extending our market offering in this business line and broadening the addressable market. We are confident in our ability to apply our M&A playbook to the integration of Simflofy into the Objective family."

https://www.simflofy.com/

ELO Council Edition

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Records Management Made Easy with ELO

Remote Compliance
Being compliant has become an increasingly difficult and expensive subject for any organisation. Meeting the ever-increasing demands of state record-keeping requirements makes it essential that your records management system is easy-to-use so it will benefit, not hinder, your organisation.

An Affordable Solution
Developed with remote administration in mind, ELO 20 RM is key to accurate and complete processes. ELO has focused on the essential needs, ensuring a "no fuss" implementation and dedicated group training sessions.

ELO's Out-Of-The-Box offering
ELO 20 RM is fast to deploy, eliminates roadblocks and gives you all you need to be compliant. No need to spend on expensive consultants or lengthy discussions if you know what you need. We help you to stay on top.

The ELO Experience
Partnering with ELO gives you access to our dedicated Customer Success Program, offering tailored onboarding, regular training sessions, virtual user groups, and advisory services, offering guidance on RM best practice.

Click for the ELO Experience
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Firms Accelerating DX with Low Code

Mendix, a Siemens enterprise application development business, has announced the results of its financial services and insurance (FSI) global market survey which reveals how companies in these industries are using low-code to drive digitization, improved experiences, and modernize legacy systems.

While the responses of those working for banks and other financial services companies were consistent, the answers from insurance company representatives differed slightly. Among banks and other financial services companies, the biggest perceived low-code benefit is cost savings. In the insurance industry, business agility is the top priority.

"IT departments in highly regulated industries are so busy ensuring compliance that often new revenue-generating and client experience initiatives do not make the priority list," said Ron Wellman, head of Industry Clouds for Financial Services, Insurance, Retail and Public at Mendix.

"Low-code accelerates the rate at which applications, automations, and new digital experiences can be developed and delivered. Many organizations in the FSI space are using low-code to digitize, modernize legacy apps, and integrate client journeys across channels." Nearly all (97%) of survey participants said that low-code meets or exceeds their expectations when it comes to ease of use, increased business agility and fast time to market. While the 97% number seems high, it is likely the result of the robustness and maturity of low-code offerings, and industry awareness of the best use cases for the capabilities. In fact, 61% said low-code enables speed improvements of at least 30%. Those speed improvements reduce the number of resources required to develop and deliver applications and improve organizational collaboration between business and IT.

The makeup of development teams is also shifting, from professional software developers exclusively to professional and citizen developers who collaboratively solve business problems. Mendix defines citizen developers as "business users with little to no coding experience who build applications with IT-approved technology and automated adherence to IT governance controls."

According to a recent Gartner report, 61% of organizations either already have or are thinking about implementing a citizen development program.

Respondents from banks and other financial services firms are turning to low-code to enable greater organizational agility, which translates to faster project launches and the ability to respond quickly to market shifts. Given the sheer number of legacy systems these organizations have, it has been difficult to improve customer experience or gain a 360-degree view of customers because data remains siloed in various systems.

The survey, conducted by Momentive in November 2021, included 1,442 individuals from Australia, Canada, France, Germany, the Netherlands, Singapore, UK and U.S. The respondents all identified as the sole decision makers, key stakeholders, or responsible party for making software-as-a-service (SaaS) purchasing decisions.

FTI Consulting Expands RelativityOne to Singapore

FTI Consulting, Inc. has expanded its partnership with Relativity to provide the cloud-based e-discovery solution RelativityOne in Singapore. Worldwide, legal teams face mounting challenges and concerns relating to increasing corporate risk, the expanding data landscape, investigations and other pressures.

According to FTI Consulting's Resilience Barometer, remote work has made it more difficult to respond to regulatory and legal matters, prompting an increase in demand for both technology expertise as well as solutions that can reduce the cost and complexity of conducting defensible investigations and discovery.

"Our team in Singapore has long-established experience assisting clients using leading technology platforms, including Relativity, in investigations and disputes," said Gino Bello, a Senior Managing Director and the Southeast Asia Leader within FTI Technology.

"The landscape of risk and data challenges continues to grow more hazardous for our clients, which is why we consistently adopt and develop the solutions needed to ensure matters can be carried out efficiently, defensibly and as cost-effectively as possible. This expansion of our RelativityOne offering in Singapore adds flexibility, speed and more control for our clients in their time of need, which will help them address persistent challenges and overcome barriers getting in the way of their technology integration goals."

By offering RelativityOne, FTI Technology will provide law firms and in-house legal, compliance and risk teams with expert workflows, advanced analytics and a flexible and secure platform to reduce the cost and complexity of large, and often global, matters.

FTI Technology also provides its clients with an enhanced Relativity solution that leverages its own proprietary technology and add-ons from software partners, alongside the global consulting expertise of FTI Technology professionals. Services include:

■Customization of tools, applications and workflows to optimize and evolve technological efficiencies within the Relativity ecosystem.

■Workflow development to ensure advanced analytics and technology-assisted review capabilities are aligned with the legal team's unique needs. FTI Technology's experts help facilitate standardized procedures, implement best practices and build solutions to integrate emerging data sources into e-discovery workflows.

www.fticonsulting.com

How to auto categorise and classify documents with SharePoint Syntex

By Leslie Anjan, Prometix

Many organisations are facing challenges in setting metadata and applying properties to content stored in SharePoint. At Prometix we experienced this issue recently when delivering a large document management rollout project.

Educating end users to apply metadata or taxonomy was difficult, and there were many questions asked on how to automate the metadata tagging process. Unfortunately, there wasn't any technology available at that time to solve this easily.

Fast forward, and things have changed now as Microsoft's SharePoint Syntex addresses this exact issue.

SharePoint Syntex, the first product to come out of Microsoft's larger Project Cortex, is now available under general release. Syntex takes advantage of the advanced AI and machine learning coming out of Project Cortex to automatically categorise and classify documents based on models set up by the user.

Using these models, Syntex can extract specific data and apply it as metadata to documents, as well as applying Sensitivity and Retention labels for information protection.

SharePoint Syntex lets users create two types of model: Form Processing and Document Understanding. The difference between the two is that Form Processing extracts values from a structured form, while Document Understanding is trained to pick out information from an unstructured document.

To implement a Document Understanding model, you need to provision a Content Center. A Content Center is a SharePoint site that's used to create and store the different document models, as well as to apply those models to your Document Libraries.

When you have identified a document type you wish to model – such as invoices, receipts, board papers of purchase orders – you can create the new model in the Content Center. On creation, the default action is to create a new Content Type; however, you can change this to use an existing Content Type if you have one already set up in your Content Type Hub.

Training the model to understand the patterns

After creating the model, you need to train it by adding in some example files. Syntex only requires five positive examples and one negative example, but more is always better if possible. Once the example files have been uploaded, explanations need to be created alongside them to train the model. The model can then be tested within the Content Center.

You can optionally create Extractors. Extractors provide the ability to draw specific information out of a document – such as a key date, a client name, or a contract value. The information an extractor can pull out of a document can then be mapped to a metadata field on the document.

The final part of a Document Understanding model is the ability to apply a Sensitivity and/or Retention label to the type of document. This ensures that the different
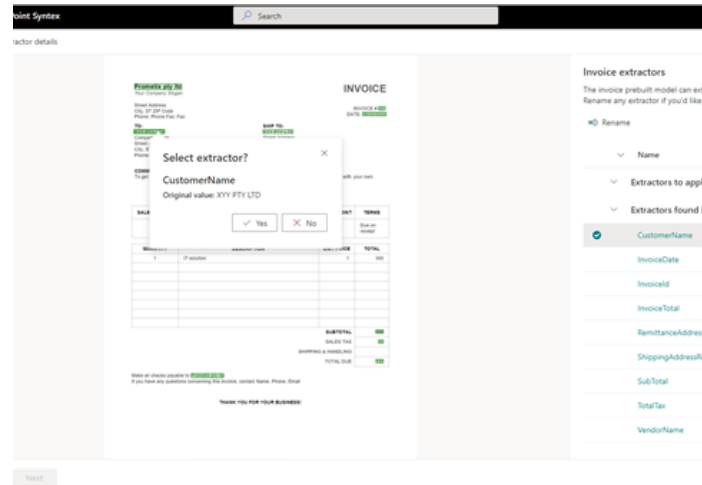
document types that are being processed by Syntex can conform to organisational or regulatory requirements for being retained due to the nature of their data, as well as being marked for sensitivity.

Form processing made easy

If your organisation stores documents that are in structured format (like forms) – such as Purchase Orders – specific key/value pairs from these forms can be extracted and used to populate metadata fields for your documents. Setting this type of model up is done at the Document Library level using Power Automate's AI Builder functionality.

As with Document Understanding models, you must upload sample documents in order to train the model. Once analysed, it's simply a case of selecting the fields to be extracted, and ensuring they have been given a suitable name.

The automated categorising and tagging of documents can become very powerful when coupled with other tools within Microsoft 365, such as Power Automate or Power BI, but the value of these tools can only come with engaging with different areas of your business to identify the use cases.

The administration and governance of the functionality will also need to be considered before rolling out at scale. Document Understanding models are added to SharePoint Document Libraries from the Content Center; however, they can only be applied to libraries the acting user can access, so there is the option to devolve the running of this to specified users within your business units. There is also the option to provision more than one Content Center for further separation if this is required.

Every organisation will have its own requirements when coming to implement the functionality made available by SharePoint Syntex. Taking the time to consider how it will be used at the start of the journey will most likely help save some headaches further down the road.

Prometix as a Microsoft Gold certified partner and certified O365 consultants (Sydney, Canberra, Melbourne & Perth), we have extensive experience in delivering Microsoft 365 based solutions. If you need any assistance or demo with SharePoint Syntex then please contact us from enquiries@prometix.com.au.

Leslie Anjan is a Solutions Architect in Office365/Azure with solution provider Prometix

New Leadership for National Archives

Simon Froude has been announced as the new Director-General of the National Archives of Australia (National Archives). Five new members have also been appointed to the National Archives of Australia Advisory Council.

Currently Director of State Records of South Australia, Froude is responsible for overseeing records and archival management, freedom of information and privacy across the South Australian public sector.

His experience also includes roles as Manager, Government Recordkeeping, SA Department of the Premier and Cabinet; Manager, Records Management, SA Department for Education; and Records Manager, SA Department for Treasury and Finance.

Outgoing Director-General David Fricker posted on LinkedIn: "A big congratulations to Simon Froude on his appointment as Director-General National Archives of Australia. He comes to the role with excellent credentials and a great vision for archives, records management and integrity of public administration"

Froude's appointment is for five years commencing on 23 May 2022.

The five members of the Council include reappointed Suzanne Hampel OAM and new appointees Ms Rachel Connors, Dr Anthony Dillon, Ms Alice Spalding and Ms Amy Low. All members have been appointed for a three-year term.

Senator Amanda Stoker welcomed the five appointees to the Council.

"The appointments mean the Council will be fully equipped with the expertise and personnel necessary to guide the institution through an important period of change and development."

The Council provides advice on matters relating to the functions of the National Archives with each member providing guidance and support which is integral to the work of the National Archives.

David Fricker joins Compu-Stor

Compu-Stor has welcomed David Fricker to the business. David will be working with Compu-Stor as a Specialist Consultant – Information Management.

David held the office of Director-General of the National Archives of Australia for ten years, from January 2012.

As the principal policymaker for federal government records and information management practices, he led the Commonwealth Government's transition to 'digital continuity' in records and information management; embracing a comprehensive development and implementation of modernised information governance; digitisation and digital preservation standards; and security policies for the proper handling of sensitive records.

Prior to the National Archives, David was Deputy Director-General of ASIO, and brings a thorough understanding of security management, in particular the identification and mitigation of threats to information assets, whether in analogue or digital form.

David is an internationally recognised leader in the field of records management and archives. He was appointed President of the International Council on Archives in October 2014 and will complete his second term in September 2022.

Since 2015 he has been a Vice-Chair of the UNESCO Memory of the World International Advisory Committee.

He is a professional member of the Australian Society of Archivists, and a Graduate of the Australian Institute of Company Directors.

In 2015 he was made Knight of the Order of Arts and Letters ('Chevalier dans l'Ordre des Arts et des Lettres') by the Republic of France.

Jeremy Manford, Compu-Stor's CEO said, "David has an impressive working life - as recent Director-General of NAA, David's position was instrumental in guiding NAA's digital continuity strategy. With a wealth of experience and knowledge, David will work with Compu-Stor's executive team as we continue to shape the digital transformation landscape. We are delighted that David has accepted a role with us.

"We support private and government sectors and having the counsel of someone of David's calibre ensures a bright future. Over the last few years digital transformation has accelerated and we will continue to source the latest technology and people to provide our customers with expert advice.

"I am very pleased to welcome David as an adviser to our family business."

David will provide strategic advice and guidance on the development and positioning of Compu-Stor's services, ensuring that the solutions we provide will unlock the full potential of your organisation's information assets – driving innovation and improving performance.

David Fricker, Compu-Stor's Specialist Consultant – Information Management, said, 'I am excited to be working with the team at Compu-Stor. It is a solid, reputable family-owned business but with the mindset of a start-up, with a vision for innovative information management services that helps their clients to lower costs, provides higher levels of service and develops new products.

"Whether it's the Government or the corporate sector, the most successful Boards and CEOs realise that business success depends on their ability to realise the untapped value of their information holdings. I'll be working with Compu-Stor's management to align their service offering to deliver that capability.'

David has already provided numerous insights into how Compu-Stor can better support our government customers and we are excited to start sharing these soon. If you'd like to learn more of these insights and how we can support you and your organisation to achieve the goals within your Digital Strategy faster than ever before, call Compu-Stor now.

Compu-Stor is an Australian owned family business, which provides a range of information management solutions including Consulting, Records Management, Document Storage, Media Storage, Tape Transcription, Secure Destruction, Digital Transformation Solutions, Document Scanning, Digital Mailroom, 3PL warehouse solutions and more.

With over three decades in the industry and as a trusted partner to private, local government and federal government, Compu-Stor brings a strong long-term partnership approach to each customer relationship.

For more information, contact Compu-Stor on 1300 559 778 or visit https://www.compu-stor.com.au/.

IRS turns to Brillient for $US70M RPA move

The US Internal Revenue Service (IRS) has awarded Brillient Corporation a Blanket Purchase Agreement (BPA) for Robotic Process Automation (RPA) with a $US70M cap and term of one base year and four one-year option periods. In addition to RPA, the scope encompasses the development and implementation of Intelligent Automation, Machine Learning, Artificial Intelligence and Data Analytics.

Brillient says it has already delivered high return on investment (ROI) automations to the Department of Energy (DOE), Air Force, USDA, and other automation work at the IRS.

"This powerful combination of technology and improved processes will deliver great value to the IRS in efficiency and enhanced taxpayer service," said Ed Burrows, Vice President of Intelligent Automation.

Richard Jacik, Brillient's Chief Digital Officer, added, "Intelligent and Robotic Automation capabilities are two key components to deploying next-generation government operations and to driving friction-free services to citizens. We are proud to support the IRS's continued digital transformation with these and Brillient's other full-spectrum capabilities."

MSIG transforms with OpenText

MSIG Singapore and MSIG Malaysia have implemented OpenText information management solutions to empower modern work, enhance omni-channel customer experiences, and drive operational efficiencies. MSIG, a wholly owned subsidiary of Mitsui Sumitomo Insurance Company, Limited and a member of the MS&AD Insurance Group, is Asia's leading general insurance brand. Headquartered in Tokyo, MS & AD employs more than 10,000 people and maintains offices in close to 50 countries and regions worldwide.

Like other insurance providers, MSIG Asia faces shifting challenges, often steeped in massive amounts of data and hyper-digital expectations from customers. The coronavirus pandemic added complexity as a more distributed workforce strained to keep pace with highly regulated and collaborative processes as well as a growing necessity for digitization and self-service, internally and externally.

Even outside of pandemic conditions, insurance professionals need accessible insight and customers need convenient tools. To this purpose, digital insurance policy documents provide information via eco-friendly alternatives to paper documents while supporting

The Singapore headquarters for MSIG Asia built a digital workplace, enabling staff to perform their work from anywhere through office productivity tools and corporate applications.

To support its efforts focused on omnichannel customer acquisition and retention, MSIG Asia implemented information management solutions from OpenText. This included OpenText Extended ECM, OpenText AppWorks and OpenText Exstream.

OpenText Extended ECM integrates content services with lead applications, ensuring information is available wherever it is needed. MSIG Asia professionals

can focus on work at hand, in the application they prefer, maintaining productivity and leveraging existing investments. Extended ECM works together with OpenText Intelligent Capture, a solution that automatically captures and interprets paper documents as well as scanned images, email and faxes through advanced OCR, ensuring all sources are subject to the same policies and procedures required by insurance regulators.

OpenText Exstream gathers data and content to build personalized, engaging customer experiences through multichannel communication. With mobile adaptive display and engagement analytics, the Customer Communications Management tool returns actionable insight.

OpenText AppWorks enables MSIG Asia business users to design, build and manage automated pathways for critical business processes. Through a common information layer and mobile-first focus, all workflow designs drive enterprise integration from any location.

MSIG Singapore leverages OpenText Extended ECM and OpenText Exstream for an ongoing project called GreenDocX that streamlines document management by digitizing paper and introducing e-services for renewals and other insurance transactions with customers.

Digital transformation at MSIG Malaysia included an initiative to automate 17 sales- and claims-related processes. Leveraging OpenText AppWorks, employees access a roles-based interface to manage, monitor and execute tasks—all tied to the core insurance and document management systems.

Ataccama opens Melbourne office

Ataccama has announced the opening of a new office in Melbourne, following a strong period of growth across the region, where software licences and PaaS revenue increased by 30 percent year-on-year in 2021.

The company established a presence in the Australian market four years ago, having seen an opportunity to transform the way businesses in the region manage their data. The company had a record first quarter in FY 2022, which saw it welcome a new client every three days – including the likes of leading enterprises, Endeavour Group Limited and AEMO – as demand for its flagship platform, Ataccama ONE, increases.

As the company looks to respond to that demand, and expand its footprint in the banking, financial services and insurance, life sciences, healthcare and retail industries, it is searching out the top talent in the industry and hiring aggressively across the globe. In 2021, Ataccama added 152 new employees to its team, a year-on-year increase of 159 percent.

Ataccama's APAC CEO, Šárka Klofáčová, commented: "Since we opened our Sydney office four years ago, we've seen the demand for our technology grow significantly. Now, to support the needs of current customers and bring the benefits of Data Quality Fabric to more businesses in Victoria, we're bolstering our team with top talent and establishing a new site in Melbourne."

Ataccama's platform unifies Data Governance, Data Quality, and Master Data Management into a single, AI-powered fabric across hybrid and cloud environments.

www.ataccama.com

When NOT to Use Microsoft Teams

Microsoft Teams is the cornerstone of collaboration for many organizations, but are there any situations when it might not be enough? AvePoint MVP Christian Buckley recently sat down with Microsoft Certified Trainer Shari Oswald, Founder of PowerUP! Learning, to discuss the rare moments where it might be wise not to use Microsoft Teams for certain tasks.

First up, Christian asked "Is Microsoft Teams the Best Place for Document Management?"

Shari Oswald: You know, I have a very specific opinion on this because if you know the structure that's underlying Teams, well, SharePoint is the foundation. And what I see way too often is people take everything that's in their M: drive, J: drive, and K: drive, and they dump it into their Teams library. They don't realize that underneath Teams is a SharePoint library for every channel. So now you've taken thousands of documents and you've dumped them into one library, and now you've got issues with search because it's going to be slow.

In SharePoint you've got ample space to create additional libraries where you can store that content. Once it's organized, you can move that content around, control versioning, and lock it down so people can't edit it anymore. So yeah, that SharePoint library behind the scenes is the secret ticket to being the most proficient.

Christian Buckley: Right, and there's specifically some talk to be had around organizations needing some level of expertise in migration activities for this. If you dump all the content into that single library as a smaller organization, for instance, that might work without impacting performance. But the reality is that projects close down and shift and new things open up all the time. Content is constantly moving around. So, one of the common mistakes that's made is abandoning a focus on lifecycle management, retention policies, and so on.

Is Microsoft Teams the Best Place for Lists?

CB: Well, again, if you add a list to a tab in Teams and peek behind the curtain, it'll lead to SharePoint. You can customize that list, create workflows and automations around it, and tie it to an app or Power Automate. However, you can't see all that from Teams. In Teams, you can add or remove information from a list and that's about it. You don't have the ability to make that more robust and flexible. I use it a lot—on a daily basis, even—but when I want more robust capabilities, one of the first things I do is open up the SharePoint view of Lists instead.

SO: Yeah. And as a scenario behind that, I had a client that sent out a spreadsheet to 50 different people trying into collect information in a specific format. All 50 people took it upon themselves to put information in that Excel spreadsheet and email it back to her after moving and adding columns. Now she has to try and smush 50 different versions of her spreadsheet back together. And I'm like, why wasn't this a SharePoint list? Why didn't we make this a list?

Is Microsoft Teams the Best Place for External Communication/Collaboration?

CB: So, in AvePoint, we have very strict policies around Teams that have external guests. For my work with the Community Champions Team, for instance, there's a regular review and a reauthorization that occurs for maintaining that external site and the types of collaboration that are happening there. From your perspective, though, is Teams the best setup for that external communication and collaboration?

SO: Well, and I hate to use that lawyerly response of "It depends," but that's kind of the case. It really depends on what the company has implemented in terms of security protocols and what they allow their external users to do. There has to be a balance between keeping data secure and allowing external collaborators to do their jobs in a productive (but controlled) environment. Everything can't be locked down to where users are handcuffed and can't get their jobs done.

CB: You know, for some external work I don't feel like the overhead of a Team is necessary. If we don't all need to be collaborating live, I'll usually just share a secure link via OneDrive instead. That way we have one or two different documents that we're collaborating on without navigating through Teams. So I think it really depends on what degree you're collaborating, and if you need all of the other features that Microsoft Teams provides.

SO: A situation like that recently came up for me, actually. I'm collaborating with another partner right now, and though I'm creating a proposal and have access to his tenant, I don't have access to add files to his tenant. I don't have permission to do that. But I do have my OneDrive, so I'm moving a copy of that proposal into OneDrive so that we can collaborate on it. So yeah, there are definitely scenarios around that where you just need to knock out a document and OneDrive can be less locked down (but still secure) compared to SharePoint and Teams, and that way you can still share without having to worry about letting people into your Team environment.

Is Microsoft Teams the Best Place for Webinars?

CB: Sometimes it's beneficial to have webinars that are much more structured and locked down, and where you want to have a registration process. You may want to be able to know the metrics on who attended something and what their level of activity was. Conversely, you may want to restrict who can be invited and who can attend. Microsoft Teams works for all of those situations.

SO: They're gradually building out the ability to registration capabilities, but I want to be able to limit how many people can register. I don't want 2000 people showing up at my webinar. I'd also like to have my webinars available on-demand, but I want attendees to register. So, being able to capture the registration at the moment is nice, but what about two weeks from now if somebody missed it? Can they go back? With Teams, I'd have to download the recording from Teams, make it public, and host it somewhere else—it'd be a big process. This can be one of the downsides of Microsoft focusing on collaboration as a whole instead of solely webinars, like Zoom.

CB: Zoom has better video and audio equality for recordings for one-on-one interviews, but it also doesn't do the 50 other things I need in a day that Microsoft Teams does. So they both have their place depending on your specific needs. And of course, there are other solutions out there as well.

Want even more Teams insights? Give the full video a watch for Christian and Sheri's thoughts on how well Microsoft Teams handles external communities and retention policies!

Why Context is King in Information Management

By Alyssa Blackburn

Anyone who has spoken to me for more than a few minutes <insert apology here> knows how strongly I feel about the "in-place" management of information. "In-place" means that content is managed in the same location that it was created and is not moved to another location or database for its long-term management.

Primarily when we talk about this, we're referring to content or information that users access as opposed to items that require very long term preservation or management and may sit in cheaper archival storage.

I have been known to liken "out-of-place" management to someone coming to my house and moving all the furniture I don't use very often to a storage facility down the road. I can still go to the storage facility, but it's not where I initially chose to put my furniture. I want to be able to find it right where I put it.

I believe that users feel the same way about their information; they want to be able to access it in the location where they saved it, within their familiar structures.

But—of course there is always a "but"—I do have a couple of exceptions to this, and today I want to talk about emails.

Try as we might, email is a content source that we've never really been able to get complete control of. This may be because emails are stored separately from the rest of our traditional data (documents, spreadsheets, etc.).

Emails are stored in Exchange and must be manually moved by the owner of the mailbox in order to be stored with other related information in a repository like SharePoint.

Consider this example: A contract that was created in a SharePoint library lives out its lifecycle there. However, the approval to move ahead with that contract was likely received via email.

Therefore, the approval will sit in the Exchange mailbox, separate from the contract itself, unless the user moves that email to the SharePoint library (which rarely happens).

If the users involved in the creation and approval of the contract leave the organization while these records are sitting in separate repositories, anyone else coming in who needs access to that information is not going to have a complete picture.

They may have access to the contract itself, but unless they have access to the individual Exchange mailbox, they won't have any visibility into the approval process.

That gets us to the crux of the issue: context. When is in-place records management not appropriate? The answer for me is quite clear—it's not appropriate when we lose context. Context will always win over where the item is stored.

Just because context is important (vital, I would argue!) doesn't mean it's easy to maintain, especially when we're asking the users to be primarily responsible for moving content to different locations. So, what strategies can we use to maintain context across repositories?

Make it really easy for users to get their information into the correct repository. You can do this by using Office integration tools that allow users to drag and drop emails to an Exchange folder that, in turn, syncs the folder contents to the correct location (Shameless plug: Check out AvePoint's Office Connect).

Essentially what you're doing is embedding a technical action into a standard user process. As users are generally accustomed to saving things in folders, syncing the folder to the location where the content should be saved is something that can be done without their intervention. By using technology to enhance an existing business process, you're giving users a better experience—and who wouldn't want that?

Clean up after the fact. With this strategy, you must knowingly accept that not all emails have been captured or managed and will require manual intervention from the information manager at a later date—either after the user has left the organisation or at a designated point in time. Alternatively, you can work with IT to get access to the user's mailbox.

Once you have ownership of the Exchange content, you can work through everything to determine what needs to be saved or managed, and in which location. Again, there are tools to help with this clean up, whether by using auto classification options or lifting content out of Exchange in bulk and transferring it to a SharePoint library.

Use 'in place' Exchange management strategies for content that is really important, and you're worried you'll miss any management of it outside the repository it was created in. This strategy is a last resort, but still worth noting. While you can deploy the management of Exchange content directly in Exchange, you will lose the all-important context. On the upside, though, it will be managed!

You can apply default management to an entire mailbox or use auto classification rules to identify individual emails that require specialist management. AvePoint Cloud Records provides for the management of in-place Exchange content right out-of-the-box and can be deployed in these situations.

While the suggestions above focus on actions you can take or support you can provide to users, it's important that organisational process or policy is also reflected.

What is the policy for the management of emails and how will this be documented, implemented, and communicated? When all those things have happened, how will the organization provide ongoing support to ensure users are maintaining the policy outcomes?

For me, in-place information management will always be my first preference, unless information context is at risk. Context is king. So, if need be, I'll turn to more creative solutions to ensure that context will remain, not only for the people creating the information, but also for those who *might need access to it in the future.*

Alyssa Blackburn is the Director of Information and Records Strategy at AvePoint. Originally published HERE

ARMA forms Global Partnership with RIMPA

Records and Information Management Professionals Australasia (RIMPA) has announced a partnership with the global industry association ARMA International (www.arma.org).

Their collective 7,000 members who will now have the opportunity for joint membership in both organizations; access to reciprocal resources including communities and professional development, education and certifications; and advocacy for the information management and information governance profession.

Together the two organizations will work together to provide a unique perspective on global information issues.

"Increasing the influence of the organization in the information management profession globally is a key strategic goal put forth by the ARMA Board of Directors. A partnership between ARMA and RIMPA is an amazing opportunity to create a global alliance for the industry and increase the opportunities for all of our members worldwide," added Michael Haley, President, Board of Directors, ARMA.

"Information management and record-keeping is a global challenge to do well. For the benefit of world citizens, I see the ARMA and RIMPA alliance as a very important step in meeting this challenge through the exchange of information, sharing resources and good will and I am very proud to part of this exciting journey that we are about to embark on," said Thomas Kaufhold, Chair of Board, RIMPA.

The two organizations have already begun collaborating. Nathan Hughes, Executive Director of ARMA and Wendy McLain, President-Elect of ARMA will be attending the RIMPA Live 2022 Convention, June 14-17 in Canberra, Australia, and participate in meetings with the RIMPA Board.

Anne Cornish, Chief Executive Officer of RIMPA and Thomas Kaufhold, Chair of the Board of RIMPA will be attending ARMA's InfoCon 2022, October 16-19, in Nashville, TN, and participate in meetings with the ARMA Board.

"The partnership of ARMA and RIMPA brings with it the opportunity to integrate two of the largest information management communities to continue to increase awareness for the industry.

"The possibilities expand exponentially when like-minded organizations work globally for their membership and foster an environment of growth," said Nathan Hughes, Executive Director, ARMA.

"A RIMPA and ARMA alliance provide both member groups with the opportunity to broaden their knowledge and extend networking opportunities.

"Working together on global issues and increasing access to professional development opportunities and resources is a positive sign of how society can operate effectively in separate hemispheres," added Anne Cornish, Chief Executive Officer, RIMPA.

Records and Information Management Professionals Australasia (RIMPA) (www.rimpa.com.au/) established in 1969, represents over 2,000 professionals and organizations in the private sector, Commonwealth, Federal, State and Local Governments.

APRA takes a Digital Knowledge Leap

Australia's financial sector regulator APRA has issued an RFI seeking information on a new digital Knowledge Management System to assist with its digital transformation. According to the tender documents, the "framework" APRA employs to manage the sector is currently spread across 350+ individual PDFs that need to be regularly updated.

Although APRA is not looking to obtain quotations. The RFI concludes by noting: "If the information provided in your response aligns to the agencies high level requirements, APRA may release an official Request for Quote (RFQ) to the shortlisted vendors."

APRA also states that: "In the longer term, APRA welcomes industry experts and stakeholders to explore together the potential for suptech and regtech solutions, such developing machine-readable regulation to facilitate compliance systems."

APRA is responsible for regulating banks, building societies, credit unions, life insurers, friendly societies, general insurers, private health insurers and a large number of superannuation entities and their trustees – currently approximately 2,900 institutions. It also collects data from approximately 2,000 non-regulated entities. APRA is seeking a digital system that can provide interactive filtering, searching and linking of paragraphs within the 350+ PDFs that make up its prudential framework.

"The digital KMS should be more than just a system for storing and retrieving document. APRA is also looking for information on the different features and functions that different digital KMSs can provide to achieve this goal. APRA would like to understand the market and the different products and solutions available.

"The ability to present the prudential framework in a user centric way is key to this strategy."

The RFI includes a lengthy list of requirements although

APRA states this is non-exhaustive:

• Large storage capacity for English words, numbers, mathematical formulas and graphs

• Ability to combine the information that is currently spread across 350+ individual PDFs into a single database

• Various ways to categorise & sub-categorise information (i.e. industry based, topic based, time based etc)

• Ability to download into Word and PDF (including the ability to allow users to tailor the download via topics)

• Ability to have in-text hyperlinks and tags on paragraphs

• Global search function (title and context based) with filters and sort capabilities

• Ability to have past, present and future versions display side-by-side

• Accessibility for users who require visual assistance (font size, text to audio etc.)

• Ability to store data in Australia (including cloud infrastructure)

• Analytics and dashboards on usage

• Ability to create flow charts and relationship graphics from the information (i.e. entity relation extraction, tagging and linking)

• SEO optimisation within the platform (e.g. the most search article/topic will be displayed at the top of the page).

• Integrations with other platforms (e.g. Microsoft)

• API in order to connect to regulated entities GRC systems

• BOT to assist users with questions and searches

• Ability for users to submit questions or clarifications on the framework

5 reasons why EzeScan's Digital Mailroom will improve your business

With many businesses continuing to implement flexible work environments, the need for Digital Mailrooms is becoming more paramount.

Organisations are facing many challenges processing their incoming correspondence. Along with issues associated with digitising documents, incoming mail can be incorrectly registered, delivered to the wrong person, lost or forgotten and in some cases not delivered fast enough to support critical business activities.

Without the ability to quickly process physical mail, organisations risk compromising their desired business outcomes, whether servicing their customers or initiating important workflows typically initiated by incoming information.

The key benefits of a digital mail room include:

1. Effortlessly digitise your mail in-house

With EzeScan and a TWAIN/ISIS compliant scanner or MFD, your mailroom team can quickly digitise incoming mail.

EzeScan's user interface makes it easy for an operator to capture and easily distribute documents to the right person or workflow while automatically satisfying digitisation requirements.

Optional smart capture modules are available to automatically look for and capture relevant information which can reduce and, in some cases, eliminate manual data entry.

2. Distribute incoming mail to your staff quickly and securely no matter their location

EzeScan's Digital Mailroom solution eliminates delays in incoming mail distribution to get your information to the correct people faster.

End users or business units can view, action and register their mail in EzeScan's Remote Indexing WebApp on any device from any location.

From here users can automatically initiate a workflow in a supported EDRMS while EzeScan ensures documents are named and filed correctly. EzeScan supports over 40 popular EDRM systems.

3. Provide instant recipient notification of incoming mail

When mail is distributed by the mailroom operator, EzeScan sends an automated email notification to the end-user, notifying them that they have mail waiting to be processed. This ensures that mail can be actioned in a timely manner and not lost or forgotten about.

4. Effortlessly register into your EDRMS

Particularly for government agencies and law firms, it is important that mail is filed and named currently in an organisation's document management system. EzeScan supports integration with over 40 popular EDRM and practice management systems.

EzeScan's automated business intelligence ensures your documents are named and filed correctly into your EDRMS if required and can automatically initiate EDRMS record actions or workflows.

5. Align business processes with governance, regulatory and digitisation standards

It is important that your corporate compliance program aligns with governance, regulatory and digitisation standards. With the purpose of protecting your business, EzeScan's Digital Mailroom can do this for you making the investment in this solution worth it!
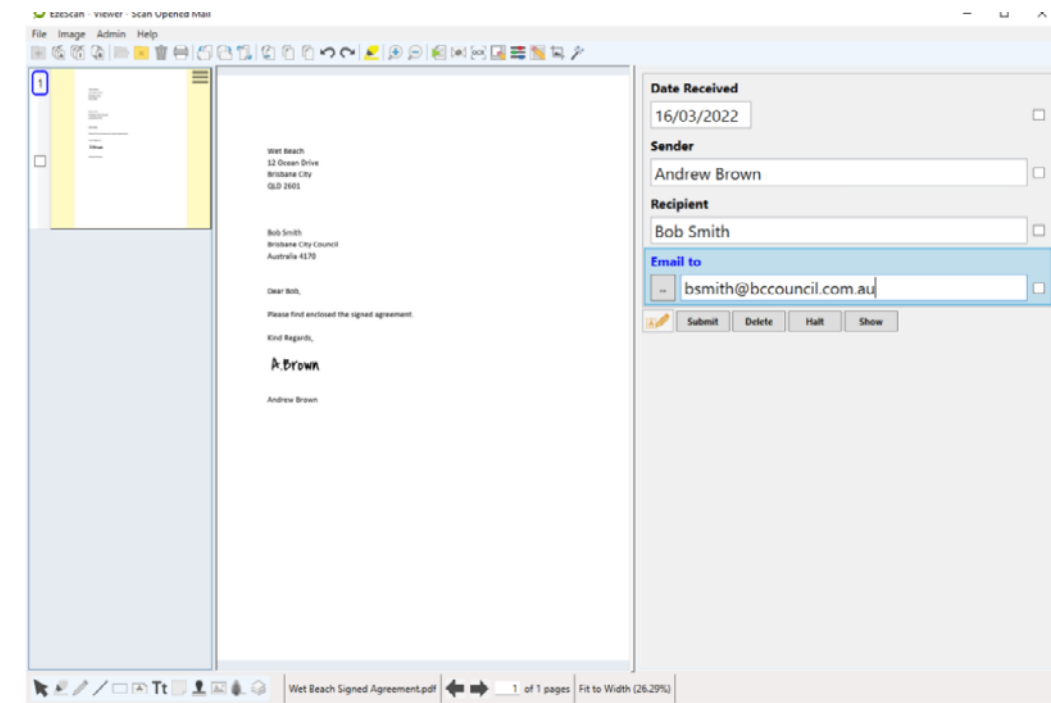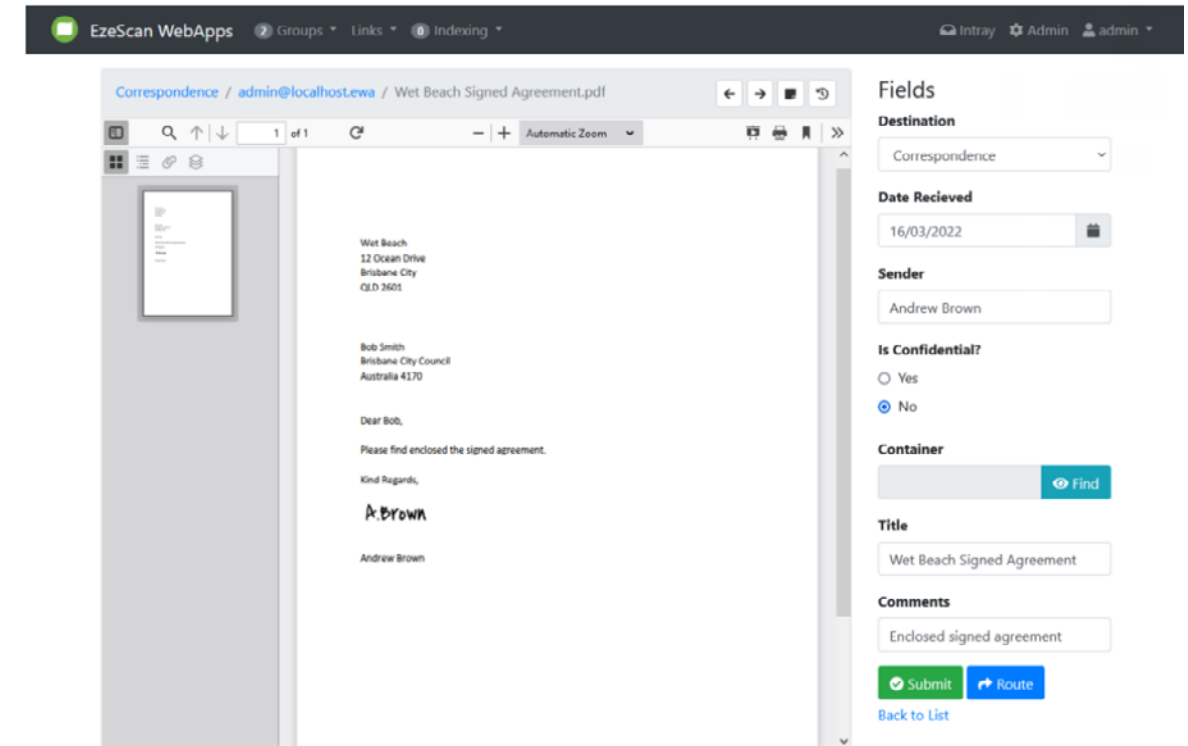
How EzeScan's Digital Mailroom Works
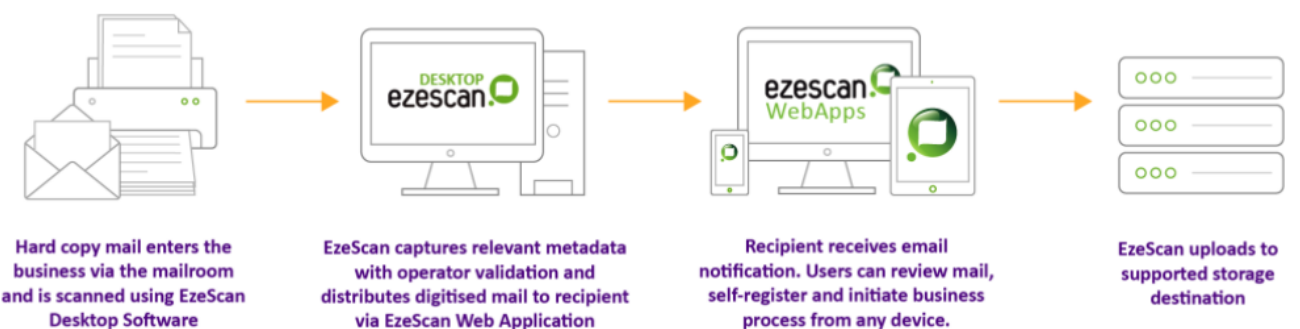
With EzeScan's Digital Mailroom solution you can.

- Digitise your hard copy mail with ease
- Provide instant recipient notification of incoming mail
- Distribute your mail quickly and securely (multiple recipients and locations).
- Reduce the risk of lost mail
- Initiate faster business transaction processing
- Streamline end user self-registration of mail into EDRMS
- Automatically initiate EDRMS workflow on mail
- Align business processes with governance, regulatory and digitisation standards

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

EzeScan workstation screenshot of mailroom staff distributing scanned mail to recipient.

EzeScan WebApps screenshot of mail recipient registering mail via remote location.

EzeScan's supported EDRMS integrations.

Hard copy mail enters the business via the mailroom and is scanned using EzeScan Desktop Software

EzeScan captures relevant metadata with operator validation and distributes digitised mail to recipient via EzeScan Web Application

Recipient receives email notification. Users can review mail, self-register and initiate business process from any device.

EzeScan uploads to supported storage destination

Typical EzeScan Digital Mailroom Workflow.

Alarm bells ring over Insider Threat Risk in APAC region

A new study shows that shows organisations are failing to address the issue of insider threats during a time when the risk is at its greatest.

The research commissioned by Imperva and conducted by Forrester, found that the majority (58%) of incidents that negatively impacted sensitive data in the last 12 months was caused by insider threats, and yet more than half (59%) of APAC organisations do not prioritise insider threats the way they prioritise external threats.

"This approach is at odds with today's threat landscape where the risk of malicious insiders has never been higher," says George Lee, Vice President, Asia Pacific and Japan, Imperva.

"The rapid shift to remote working means many employees are now outside the typical security controls that organisations employ, making it harder to detect and prevent insider threats.

"Further, 'The Great Resignation' is creating an environment where there is a higher risk of employees stealing data. This data could be stolen intentionally by people looking to help themselves in future employment, or it could be taken inadvertently when an employee leaves the organisation."

Why are organisations not prioritising insider threats? The majority of APAC respondents blame lack of budget (41%) and internal expertise (38%), but other problems abound. A third (33%) of firms do not perceive insiders

as a substantial threat, and 24% say their organisational indifference to insider threats is due to internal blockers such as a lack of executive sponsorship.

In fact, three-quarters (74%) of APAC organisations do not have an insider risk management strategy or policy, and 70% do not have a dedicated insider threat team.

The findings show that organisations are woefully underestimating the seriousness of insider threats. Previous analysis by Imperva into the biggest data breaches of the last five years found one quarter (24%) of these were caused by human error (defined as the accidental or malicious use of credentials for fraud, theft, ransom or data loss) or compromised credentials.

APAC firms are prioritising external threats over insider threats, despite the fact that insider events occur more often, says Lee, "Insider threats are hard to detect because internal users have legitimate access to critical systems, making them invisible to traditional security solutions like firewalls and intrusion detection systems. This lack of visibility is a significant risk to the security of an organisation's data. That is why leaders need to focus on the potential threats lurking within their own network."

The main strategies currently being used by APAC organisations to protect against insider threats and unauthorised usage of credentials are encryption (54%) and periodical manual monitoring/auditing of employee activity (44%).

Percentage of respondents who agreed or strongly agreed with the following statement: *Our company does not prioritise insider threats/unauthorised use of credentials the way they prioritise external threats.*

Australia	New Zealand	India	Japan
53%	65%	63%	55%

Internal drivers for companies who are not prioritising insider threats/unauthorised use of credentials the way they prioritise external threats.

	Australia	New Zealand	India	Japan
Lack of budget for protection against unauthorised use of credentials	29%	43%	45%	43%
Lack of internal expertise	59%	32%	24%	32%
Lack of perceived threat	41%	32%	36%	32%
Internal blockers (e.g. lack of executive buy-in, no internal champion, etc.)	18%	25%	27%	25%

Many are also training employees to ensure they comply with data protection/data loss prevention policies (57%). Despite these efforts, breaches and other data security incidents are still occurring and more than half (55%) of respondents said that end users have devised ways to circumvent their data protection policies.

"If your organisation hasn't created a focused strategy to adequately address insider risk, this needs to be a priority for 2022. An effective insider threat detection system needs to be diverse, combining several tools to not only monitor insider behaviour, but also filter through the large number of alerts and eliminate false positives. Also, as protection of a companies' intellectual property begins at the data layer, a comprehensive data protection plan must include a security tool that protects the data layer," says Lee.

Organisations looking to better protect against insider threats should take the following steps:

■ **Gain stakeholder buy-in to invest in an insider risk program.** Insider risk is a human problem, not a technology issue, and must be treated as such. It is also a risk that cuts across all parts of the business. Therefore, it is important to get senior executives from across the company to endorse and support the insider risk program for it to be successful. Start at the top to gain buy-in and sponsorship, then engage with leaders from HR, Legal, IT, and other parts of the organisation.

■ **Follow Zero Trust principles to address insider risk.** Following a Zero Trust approach helps protect data and users while limiting the ability of insiders to use sensitive resources not required by their function.

■ **Build a dedicated function to address insider risk.** Since insider risk is a human problem and very sensitive in nature, it requires dedicated resources. These may be part of the security team or, better yet, a separate dedicated function. Either way, this team needs a specific mandate for insider risk and training to recognize and respond to insider threats.

■ **Create processes for your insider risk program and follow them.** The sensitivity of insider risk and its associated privacy concerns require that strict policies are implemented and followed. Treat every investigation as if it will end up in court and apply policies consistently.

■ **Implement a comprehensive data security solution.** A complete solution goes beyond DLP to include monitoring, advanced analytics, and automated response to prevent unauthorised, accidental, or malicious data access. The technologies you deploy should support the processes you've created and the mandate for your insider risk function. Your organisation will see cost savings and a reduction of risk from business impacting security events.

Forrester conducted an online survey with 464 Security/IT professionals with responsibility for managing/responding to insider threats at organisations in APAC, EMEALA, and North America.

Read the full Insider Threats Drive Data Protection Improvements report from Forrester

Watch a webinar with Forrester and Imperva discussing the finding of the report

	Australia	New Zealand	India	Japan
Do not have an insider risk management strategy/policy	81%	65%	69%	78%
Do not have a dedicated insider threat team	84%	70%	54%	76%

The Six Pitfalls of Business Process Automation

By Chloe Dervin, WebVine

McKinsey estimates that 25–46% of current work activities in Australia could be automated by 2030, helping to drive a renaissance in productivity, personal income and economic growth. Most organisations are aware of the benefits of business process automation (BPA) with over 80% of business leaders prioritising these initiatives but for every success story it seems there is a spectacular – or just disappointing – failure.

Where are these projects going wrong? WebVine frequently assist clients with process optimisation and have seen these lessons learned:

1. Fighting for priority

For many of us, the most difficult hurdle is getting a project approved in the first place. Internal enhancements often lose out in favour of customer-facing bells & whistles, or the relevant senior leaders may just not see the benefit.

Thinking more broadly about a BPA initiative can help you claim a greater impact in your business case. Are there impacts on other processes or teams? Will you advance progress towards broader digital transformation? Also consider intangible benefits such as employee experience and opportunities for value building rather than just cost saving.

If all else fails, is there a process issue that particularly annoys your potential sponsor? Fix it and show them how helpful this can be!

2. Developing to solve one business problem = technical debt.

Closely related to this broader approach to building a business case are the technical considerations. Designing and building each solution individually results in a patchwork of workflows without underlying governance, management, monitoring or support. Although it may slow the first deployment, try to build the technical components of your solution to be re-usable across other systems and workflows. Invite people outside the impacted LOB to planning meetings: cross-departmental experience and insights will result in more effective and reusable solutions.

3. Digitisation vs Digitalisation

Optimise processes, don't just digitise them.

Our consulting team recently responded to a client brief creating digital approval workflows for processes including expense approvals, site checklists and training requests. The digitised version of these flows still required actual digital signatures, forcing the approvers to find and log into a phone or tablet that could accept them. After process mapping and reworking these processes, we were able to reduce the steps by over 30%, improving efficiency and user experience.

4. …But don't optimise them to death

It can be easy to get carried away with creating the sleekest, most perfect automated process but over-engineering can be worse than doing nothing. There will ALWAYS be exceptions to the business rules. There will be issues with hardware and backups failing and human error. Ensure the new process has a manual override and include a reasonable amount of process transparency so users can easily track progress and act accordingly. Make sure there is a digital "paper trail" or audit log to enable a post-mortem of issues if necessary.

5. Poor or non-existent change management plan

This one seems obvious but it's astonishing how often change management is left to the last minute. Requirements gathering should not only involve process owners, engage users (including those who only see the process output) early and often. Listen to their concerns, action them where appropriate, and demonstrate progress. When you're ready to launch, identify and support change champions to sell it in to colleagues, and remove access to old processes to prevent any backsliding. Communicate, communicate, communicate!

6. Forgetting to re-evaluate processes

Once your shiny new processes are in production and making everyone's lives easier, it's time to archive those project documents and move on, right? Sadly no. It is essential to establish good governance around process automation. Conduct annual or bi-annual process reviews to confirm process documentation, owners and accountability. It may be that everything is fine and your meeting is short. If not, identify improvements and get back on the priority line again…

Business process automation can be one of the fastest and most effective ways to boost productivity and simultaneously make people happy. Done right, there is virtually no downside. Done hastily or with insufficient consultation, it can bring down a whole department. This list of pitfalls is hardly exhaustive but may help to prevent some issues with your next implementation. Happy automating!

Chloe Dervin is Co-Founder and Managing Director of WebVine, a technology consultancy that creates solutions on SharePoint, Microsoft 365 and Dynamics CRM.

Kodak alaris

Kodak Alaris Wins BLI 2022 Scanner Line of the Year Award

Kodak Alaris
BLI 2022 Scanner Line of the Year

● Kodak Alaris has claimed this prestigious award six times in the past seven years ●

Keypoint Intelligence, the world's leading independent tester of document imaging products, has honored Kodak Alaris with the Buyers Lab (BLI) 2022 Scanner Line of the Year Award

Kodak Alaris is Buyers Lab's most awarded scanner manufacturer

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Budget 2022: $9.9B towards cyber security aims to make Australia a key "offensive" player

By Paul Haskell-Dowland, Edith Cowan University

In the 2022 federal budget, Treasurer Josh Frydenberg launched a range of vote-winning initiatives – one of which included a breathtaking A$9.9 billion for cyber security over ten years. Bundled under the acronym REDSPICE (which stands for resilience, effects, defence, space, intelligence, cyber and enablers), the program is expected to help build Australia's intelligence and defensive (and offensive) capabilities. But what does this mean, where is the money coming from and just how offensive are we planning to be?

REDSPICE is a program to grow and enhance the intelligence and cyber capabilities of the Australian Signals Directorate (ASD) — the chief agency responsible for foreign signals intelligence, cyber warfare and information security.

Headline figures include 1,900 new recruits and delivering three times more offensive capability within the ASD.

A key justification given for the program is, according to Defence Minister Peter Dutton, the "deteriorating strategic circumstances in our region" and "rapid military expansion, growing coercive behaviour and increased cyber attacks" from Australia's adversaries.

This was also reinforced in a pre-budget comment from Dutton, who warned of China's cyber warfare capability to launch "an unprecedented digital onslaught" against Australia.

Potential outcomes

The plans for the program will have effects beyond Canberra. They could see more Australian technologies being made available to our intelligence and defence partners overseas, as well as opportunities for increased data sharing (which is key to fighting against cyber threats).

Further investment in advanced artificial intelligence and machine learning will likely be used to detect attacks earlier than currently possible – potentially allowing automated responses to cyber incidents.

Identifying previously "unseen" attacks is another significant challenge, and using advanced technologies to detect such incidents is essential for a strong defence. Similarly, a doubling of "cyber-hunt activities" will see an increase in the analysts and automated systems actively looking for vulnerabilities in critical infrastructure. This is essential in protecting the services we depend on day-to-day.

A major attack against our water, electricity, communications, health care or finance services could have devastating consequences – first for the most vulnerable among us, and subsequently for everyone.

All of these technologies will be of value in reducing the large number of threats and incidents seen on a daily basis, and prioritising certain threats so they may be better handled by limited human resources in agencies.

The program will reportedly ensure a distribution of key functions both nationally and internationally, with a focus on building resilience in the "critical capabilities" of the ASD's operations.

Some new money, but mostly old money

A$10 billion sounds like a significant windfall for our defence and intelligence agencies. However, a closer look indicates the "new" money is perhaps only worth around A$589 million in the first four years.

(Continued Over)

The REDSPICE program aims to bolster cyber capabilities across a range of areas.

The majority of the balance comes from redirecting existing defence funding to the ASD.

Also, since the funding is spread over a ten-year period, it will only realise a proportion of the intended outcomes in the next government's term. In fact, only A$4.2 billion falls within the next four years.

Future governments can always revisit these funding commitments and decide to make changes.

Is Australia ready to be a player?

Offensive cyber is perhaps the inevitable consequence of the increasing levels of cyber threats around the globe. Not only have we seen global cyber crime increasing, but there is growing evidence of nations being willing to engage in cyber warfare. Recently this has been illustrated through Russia's cyber attacks against Ukraine.

Australia has had a publicly acknowledged cyber offensive capability for some time. This was even outlined in the government's April 2016 cyber security strategy (and this was just the first official acknowledgement). It's likely Australia has had this capability for even longer.

Offensive cyber represents a significantly different approach to a purely defensive or reactive approach. Initiating an attack (or retaliating) is a dangerous endeavour which can have unpredictable consequences.

Launching a highly targeted attack from Australia is certainly possible, but with such attacks we often see consequential damage that affects individuals and systems beyond the target. For example, the NotPetya malware, first identified in 2017, rapidly moved outside of the target country (Ukraine) and had significant financial impact around the world.

In the 2016 strategy there was specific reference to the importance of legislative compliance: Any measure used by Australia in deterring and responding to malicious cyber activities would be consistent with our support for the international rules-based order and our obligations under international law.

But this is largely absent in the (brief) REDSPICE blueprint. Also, due to the covert nature of operations conducted by the ASD, we are effectively being asked to accept Australia operates ethically in the absence of any recorded or published data on operations to date.

Although there have been limited reports of legitimate cyber engagements, a 2016 Address to Parliament by then Prime Minister Malcolm Turnbull referred to offensive attacks conducted by Australia in relation to operations against Islamic State (in partnership with UK and US allies): While I won't go into the details of these operations [...] they are being used [...] they are making a real difference in the military conflict [...] all offensive cyber activities in support of the ADF and our allies are subject to the same Rules of Engagement which govern the use of our other military capabilities in Iraq and Syria [...]

Will it make a difference?

We all want Australia to be a safe place, so any investment in intelligence and cyber security will be welcomed by most people. That said, it's worth remembering this battle can never really be won.

Cyber defence is a constant game of cat-and-mouse. One side builds a better weapon, the other builds a better defence, and so it goes. As long as our adversaries are prepared to invest in technologies to infiltrate and damage our critical infrastructure, we will have a continued need to invest in our defences.

The increased focus on offensive initiatives may give us (and our allies) the upper hand for a while, but the cyber world doesn't stand still. And the pockets of some of our cyber adversaries are also very deep.

Paul Haskell-Dowland is Professor of Cyber Security Practice, Edith Cowan University. This article is republished from The Conversation under a Creative Commons license. Read the original article.

Globelink Selects RPA Labs to Automate Document Processes

Singapore based freight giant Globelink has selected RPA Labs to automate document processing that will reduce manual work and enhance customer experience.

With every shipment that needs to be processed, Globelink's customer service team was tasked to manually split, extract, and index data from the attached documents into their ERP system.

Processing thousands of shipments every month manually was very time-consuming and error-prone, leading Globelink to search for a more efficient and scalable solution.

Adding a layer of automation to their document processes was seen as yet another way to enhance the overall customer experience.

Formed in 1988 to provide international freight forwarding services, CWT Globelink has become a leading Non-Vessel Operating Common Carrier (NVOCC) operator in Asia. Its NVOCC business encompasses cargo consolidation and door to door/port to port sea freight forwarding services.

In addition to NVOCC shipment, CWT Globelink group also undertakes project cargo, value added activities including repacking, re-palletization, customs clearance, import/export documentation and door to door transportation.

The group also delivers multi-modal transportation solutions incorporating airfreight, seafreight and land transportations.

"With our continued growth and expansive network of more than 100 offices in 32 countries, implementing automation for some of our biggest challenges became a focal point," said Daniel Tok, CEO of Globelink.

"With hundreds of thousands of documents coming in and out of our system every year, we knew that's where we needed to focus our attention."

Data entry errors in supply chain and other areas cost businesses over $600 billion each year according to The Data Warehouse Institute. Eliminating even a fraction of manual work in everyday operations will see a direct ROI.

"Manual document processing sees a staggering error rate of five percent or higher," said Tejaswini Manjunath, Integration Manager at RPA Labs.

"Automating these processes ensures a drastic reduction in errors, and these hidden savings add up."

Globelink implemented RPA Flow to automatically split, extract, and index documents into their system.

When a shipment is submitted, it typically arrives in the form of a PDF that contains a master bill of lading (MBL), house bill of lading (HBL), carrier invoices, and debit and credit notes.

RPA Flow instantly splits the PDF into its corresponding document type, extracts the content, and updates the required fields into Globelink's ERP system.

The entire process is done without human intervention, removing the need for manual processing and increasing accuracy of the data input.

"We're excited to see how RPA Flow not only improves our business operations, but enhances our customer experience," said Tok.

"In today's digital world, it's no longer an option to not have some level of automation in place."

Australian fi-servs lead APAC in RPA

Australian financial services businesses are leading the Asia Pacific in robotic process automation (RPA) adoption, with 78% of Australian organisations currently using these type of solutions.

Blue Prism has released findings from its survey report titled "RPA In The APAC Financial Services Sector." The report reveals that within the Asia Pacific region, the financial services industry in Australia is leading the way in terms of robotic process automation (RPA) adoption, with 78 percent of organisations currently using RPA solutions and technologies, followed by India (49 percent) and Hong Kong (47 percent). Malaysia and Singapore at 44 percent and 28 percent respectively.

The report surveyed business leaders from five key markets – Singapore, Malaysia, Australia, Hong Kong, and India. Of the 22 percent of Australian financial services organisations that have not already deployed RPA solutions, 8 percent are planning to implement such technologies within the next six months, and a further 4 percent are planning to do so within the next year.

An overwhelming majority, 89 percent, said the future growth of RPA was "extremely promising" or "promising". The main driver was increasing efficiencies and speed within the organisation (85 percent), followed by reducing errors (78 percent) and costs (67 percent).

Most Australian financial services organisations currently leverage RPA in the finance (88 percent) and IT (69 percent) departments, compared to just 29 percent for sales and marketing. In the next two to three years, respondents said they expect to continue to invest in finance and IT departments, but the number of respondents that said sales and marketing would be a focus more than doubled to 67 percent.

Robert Dewar, Vice President, Financial Services, APAC, Blue Prism, said: "The Australian financial services industry has led its APAC rivals in terms of RPA and Intelligent Automation adoption rates with a particular focus on increasing the speed and efficiency of their organisations. Naturally, we're seeing the industry expand the range of applications from cutting costs to increasing sales and ultimately as a catalyst for driving digital transformation."

Australia Key Findings:

■ 99 percent of organisations felt that RPA has improved overall business operations

■ When it comes to the benefits associated with RPA adoption, most organisations ranked cost and time savings (88 percent) as the most significant benefit, followed by increased accuracy and quality of output (76 percent)

■ In terms of factors that organisations consider when drawing up an RPA budget, most organisations ranked implementation costs (77 percent) as the most important factor, followed by maintenance costs (70 percent) and ancillary costs (67 percent)

■ Of the organisations that are not currently using RPA solutions and technologies, 8 percent are planning to implement such technologies within the next six months, and 4 percent are planning to do so within the next year

■ 89 percent of organisations said that the future growth of RPA is extremely promising or promising

■ 97 percent of organisations said that RPA solutions and technologies were already implemented prior to the pandemic, ahead of Malaysia (91 percent) and Hong Kong (84 percent)

Full APAC report findings and insights, here.

Firms Accelerating DX with Low Code

Mendix, a Siemens enterprise application development business, has announced the results of its financial services and insurance (FSI) global market survey which reveals how companies in these industries are using low-code to drive digitization, improved experiences, and modernize legacy systems.

While the responses of those working for banks and other financial services companies were consistent, the answers from insurance company representatives differed slightly. Among banks and other financial services companies, the biggest perceived low-code benefit is cost savings. In the insurance industry, business agility is the top priority.

"IT departments in highly regulated industries are so busy ensuring compliance that often new revenue-generating and client experience initiatives do not make the priority list," said Ron Wellman, head of Industry Clouds for Financial Services, Insurance, Retail and Public at Mendix.

"Low-code accelerates the rate at which applications, automations, and new digital experiences can be developed and delivered. Many organizations in the FSI space are using low-code to digitize, modernize legacy apps, and integrate client journeys across channels."

Nearly all (97%) of survey participants said that low-code meets or exceeds their expectations when it comes to ease of use, increased business agility and fast time to market. While the 97% number seems high, it is likely the result of the robustness and maturity of low-code offerings, and industry awareness of the best use cases for the capabilities.

In fact, 61% said low-code enables speed improvements of at least 30%. Those speed improvements reduce the number of resources required to develop and deliver applications and improve organizational collaboration between business and IT.

The makeup of development teams is also shifting, from professional software developers exclusively to professional and citizen developers who collaboratively solve business problems. Mendix defines citizen developers as "business users with little to no coding experience who build applications with IT-approved technology and automated adherence to IT governance controls."

According to a recent Gartner report, 61% of organizations either already have or are thinking about implementing a citizen development program. Respondents from banks and other financial services firms are turning to low-code to enable greater organizational agility, which translates to faster project launches and the ability to respond quickly to market shifts.

The survey, conducted by Momentive in November 2021, included 1,442 individuals from Australia, Canada, France, Germany, the Netherlands, Singapore, UK and U.S.

Five Common Data Governance Misconceptions

By Nicola Askham

I've been doing data governance for a long time now. And it's safe to say that time and time again, from organisation to organisation, I come across the same mistakes and misconceptions that are limiting organisation's chances of implementing data governance successfully.

But it doesn't have to be this way - forewarned is forearmed after all! So let's look at the five most common data misconceptions:

Number 1: Thinking there's such a thing as a standard data governance framework

I've been asked many times over the years, 'Where can I find a standard data governance framework?' and, as with a lot of Data Governance questions, my answer is always the same… I don't even know whether one exists. I have never looked into it because I know from my many years of experience in Data Governance that they won't work.

If you think about it, a standard Data Governance framework has been designed as a theoretical exercise. It certainly wasn't designed for your organisation. The only way to be successful with Data Governance is to first work out why your organisation needs Data Governance, and then to design and implement a framework that meets those needs.

I can (almost) guarantee that as any standard framework was not designed for you it is not going to meet your needs. It'll very likely be too complex, too convoluted, and too focused on things that really aren't appropriate for your organisation.

And the cost to your organisation when your standard Data Governance framework inevitably fails to get the desired results could be huge.

It won't be well received, and you'll have to start again. And if you've already put people's backs up by making a mistake, it's going to be even harder to get them to buy into the right Data Governance framework at a later date. And let's face it, it's hard enough to get people excited about Data Governance in the first place…

You can read more about this here.

Number 2: Thinking data governance is a one-off project

This common mistake is easily made because it seems logical to treat the implementation of data governance like any other project. Getting stakeholder involvement is essential to successfully implementing a data governance initiative and getting their buy-in. However, this is not something that can be simplified to a list of tasks.

Once you get stakeholder buy-in, you are then faced with the even bigger challenge of changing attitudes, behaviours, and even the culture towards data. I hope you can see that this is going to take something a bit more sophisticated than conventional project management.

When a data governance initiative is led as a project, it appears that progress is being made as tasks get completed. However, nothing substantial will change until the people change. And to change behaviours, attitudes, and culture, you must win hearts and minds. This is almost always overlooked when the success of the initiative is measured by deliverables ticked off a checklist. A proper change management approach is what is needed.

Without getting the stakeholders on-board, you will struggle to integrate your data governance framework so that it becomes business-as-usual. Without stakeholder buy-in, the organisation will eventually resort back to their old ways and the data will suffer…

In short, the whole initiative will have been a complete waste of time and money, and subsequent attempts to re-implement data governance will be resisted by stakeholders as they will assume that it's a waste of time.

Number 3: Thinking it can be done quickly

This follows on nicely from the last misconception… Implementing data governance will take a reasonable amount of time!

In fact, I'd go as far as to say it will take a very long time to implement it fully across your organisation and to be honest, you probably will never get to that stage because as your company or organisation evolves and changes, your data governance framework will also have to evolve and change to match your needs.

This is not a short sprint. I wouldn't even call it a marathon. This is just an ongoing activity that we will always have to be doing.

Number 4: Think you can DIY Data Governance based on internet advice

It's true. There's a lot of good advice on the internet on how to do data governance (I hope I've contributed to some of that myself) but I do urge you to be aware when you start googling Data Governance and 'how to do it'.

There is a whole range of advice available ranging from the excellent and very practical, simple advice to very complicated and confusing, ambiguous advice… not to mention all the advice that is downright wrong!

And this wrong advice is usually the most dangerous because as you'll find out as you embark on your journey there are a lot of terms and roles that can be easily confused if you're not getting good advice.

For example, Data Protection (also known as Data Privacy) is often confused with data governance. It specifically revolves around the protection of personal information and although more recent Data Protection regulations, like GDPR, do have requirements that are more easily met if you have a Data Governance Framework in place, Data Governance is a separate discipline.

Likewise, Data Retention, which focuses on how long you should hold onto data before deleting it, is something which your Data Owners should be consulted on but is a fundamentally different discipline. And while these separate disciplines all carry value in their own right and can - and should - be aligned with your Data Governance framework, they are ultimately separate.

Unfortunately, the confusion surrounding the links between these different areas can feed into the misconception of Data Governance as a sort of grand, big Brother-esque surveillance program designed to watch business users' every move with their data.

This isn't the case at all! Data Governance is actually more about getting your business users to care about their data and its quality.

Number 5: Thinking you need to have a team of consultants to help you

Many people are put off implementing data governance because of this misconception and understandably so because this will be very expensive. And given what I've laid out in the previous point around the wide variety of advice that's out there you can see why people might feel so overwhelmed that they endeavour to bring in someone who can take care of it all for them… but trust me, you can do this without bringing in an expensive team!

Now, don't get me wrong, I am a data governance consultant and I think that data governance consultants can add real value, but be careful… as I've said before, this not a project.

You do not want a team of consultants on site for months or even years doing this for you. When the budget runs out, they will walk out the door taking with them all the knowledge and network that they've built up over time.

If you need help, make sure that you work with the consultants in a way that helps you to implement data governance and ensures that you get the skills and knowledge you need to run and support your data governance initiative yourself.

Next Steps

If you are just starting out in data governance, then this is a good place to start as it links to a number of articles that will give you the basics:

If you feel you need a bit more information why not come along to my next live online data governance training course on the 7th & 8th June.

If you can't make the date or the times don't work for you, then you're in luck as there is a pre-recorded online version also available.

If you feel you know what data governance is but are still facing some challenges in your implementation, then why not join my next data governance mastermind.

Originally published on www.nicolaaskham.com

Cybersecurity Leader's Role Needs to Be Reframed: Gartner

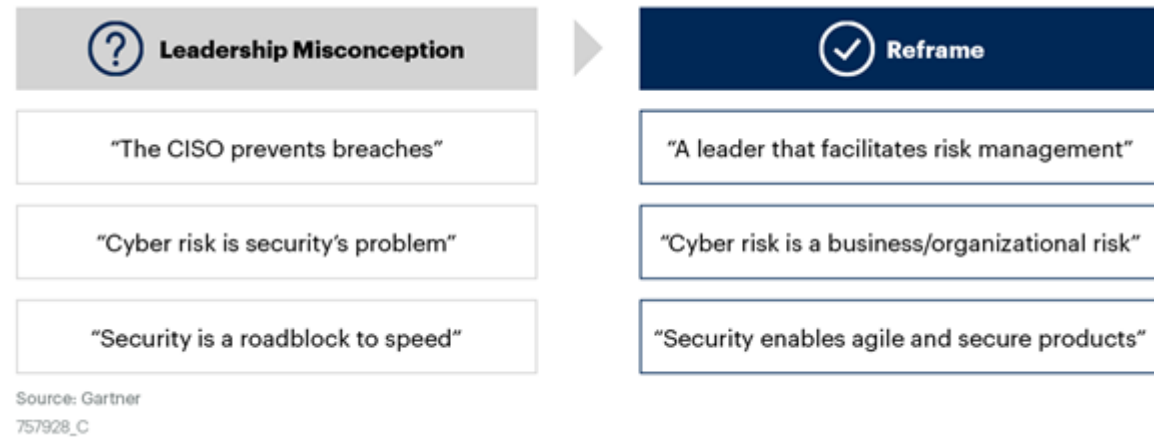| Leadership Misconception	Reframe
"The CISO prevents breaches"	"A leader that facilitates risk management"
"Cyber risk is security's problem"	"Cyber risk is a business/organizational risk"
"Security is a roadblock to speed"	"Security enables agile and secure products"

Source: Gartner
757928_C

Figure 1: The Role of the Cybersecurity Leader Needs to Be Reframed Source: Gartner (February 2022)

The role of cybersecurity leader needs to evolve, as accountability for cyber risk shifts outside IT and an increasingly distributed ecosystem leads to a loss of direct decision-making control, according to Gartner, Inc.

Security and risk management (SRM) leaders now invest significantly more effort into evaluating and influencing the cyberhealth of external parties. Employees are making more decisions with cyber risk implications, and executive committees being established outside the scope of the cybersecurity leader.

Gartner analysts said that these factors will lead to an environment where the cybersecurity leader will have less direct control over many of the decisions that would fall under their scope today.

"Cybersecurity leaders are burnt out, overworked and in "always-on" mode," said Sam Olyaei, research director at Gartner. "This is a direct reflection of how elastic the role has become over the past decade due to the growing misalignment of expectations from stakeholders within their organizations."

Accountability for cyber risks will expand beyond IT

Eighty-eight percent of boards regard cybersecurity as a business risk rather than solely a technical IT problem, according to a recent Gartner survey. Thirteen percent have responded by instituting cybersecurity-specific board committees overseen by a dedicated director.

Gartner predicts that at least 50% of C-level executives will have performance requirements related to cybersecurity risk built into their employment contracts by 2026. This impacts the timeliness and quality of information risk decisions, which are increasingly being made by stakeholders outside of IT or security's line of sight. In response, Gartner expects to see an inevitable shift in formal accountability to business leaders who are responsible to the CEO for delivering strategic objectives, such as revenue and customer satisfaction.

As formal accountability for cyber risk shifts to the business, Gartner analysts said the role of the cybersecurity leader must be reframed to succeed (see Figure 1).

"The CISO role must evolve from being the "de facto" accountable person for treating cyber risks, to being responsible for ensuring business leaders have the capabilities and knowledge required to make informed, high-quality information risk decisions," said Olyaei.

Cybersecurity will be included in ESG disclosures

Investor interest, public pressure, employee demands, and government regulations are strengthening the incentives for organizations to track and report cybersecurity goals and metrics within their environmental, social and governance (ESG) efforts as a business requirement. As a result, Gartner predicts that 30% of large organizations will have publicly shared ESG goals focused on cybersecurity by 2026, up from less than 2% in 2021.

"Expectations that organizations should be more transparent about their security risks have increased, resulting in public demand for greater transparency within their ESG reporting," said Claude Mandy, research director at Gartner. "Cybersecurity is no longer solely a risk to the organization, but a societal risk."

SRM leaders will increasingly have to demonstrate an organizational commitment to reducing the social issues that may arise from cybersecurity incidents, such as data breaches of customer personal information; potential safety concerns from use of cyber-physical systems; potential for misuse and abuse within their products; and malicious cyberactivity against critical infrastructure.

How prevent data breaches: OAIC

As Australia's Notifiable Data Breaches scheme marks its fourth year of operation, the Office of the Australian Information Commissioner (OAIC) is urging organisations to put accountability at the centre of their information handling practices. Australian Information Commissioner and Privacy Commissioner Angelene Falk said doing so would give individuals greater confidence that their personal information will be handled fairly and securely when they engage with an organisation.

"Australians expect that their personal information will be handled with care when they choose to engage with a product or service and are more likely to entrust their data to organisations that have demonstrated effective privacy management," Commissioner Falk said.

The latest Notifiable Data Breaches Report shows the OAIC received 464 data breach notifications from July to December 2021, an increase of 6% compared with the previous period. Malicious or criminal attacks remain the leading source of breaches, accounting for 256 notifications (55% of the total), down 9% in number from 281. There was a significant rise in breaches due to human error, increasing by 43% to 190, after a dip in the previous period. The health sector remains the highest reporting industry sector notifying 18% of all breaches, followed by finance (12%).

Commissioner Falk said the Notifiable Data Breaches scheme is well established after four years of operation and the OAIC expects organisations to have strong accountability measures in place to prevent and manage data breaches in line with legal requirements and community expectations.

The OAIC is still finding that some organisations are falling short of the scheme's assessment and notification requirements.

Commissioner Falk said swift assessment and notification is required, supported by systems to detect that a breach has occurred. For example, a notable proportion of organisations that experienced system faults (11%) did not become aware of the incident for over a year.

As the risk of serious harm to individuals often increases with time, the OAIC expects organisations to treat 30 days as a maximum time limit for an assessment of a data breach and to aim to complete the assessment in a much shorter timeframe.

In the reporting period, 75% of organisations notified the OAIC within 30 days of becoming aware of an incident, compared with 72% in the previous period. Twenty-eight organisations took longer than 120 days from when they became aware of an incident to notify the OAIC.

The report highlights a scenario in which an organisation experienced a phishing attack and an employee's email account was compromised. A preliminary review of the incident suggested a significant amount of personal information was at risk, but that it would take 5 months to identify and tailor notifications to everyone at risk of serious harm. In this case, best practice was to promptly notify individuals, providing general recommendations that applied to all individuals whose personal information was contained in the email account, rather than attempting to tailor notifications and delay the process.

Read the Notifiable Data Breaches Report July to December 2021.

CompTIA expands Certification Program

CompTIA, the provider of vendor-neutral skills certifications and education for technology workers, has expanded its credentialing program into the data skills arena with the introduction of CompTIA Data+.

CompTIA Data+ is a data analytics certification for professionals tasked with developing and promoting data-driven business decision-making. It validates the ability to mine, analyze and interpret data in a clear, consistent way that produces insightful observations about the business.

For employers, CompTIA Data+ can help them solve a problem common in many organizations – the inability to translate data into good decision making. Just one in four companies report being exactly where they want to be with their utilization of data, with the majority recognizing a need for improvement, according to a January 2022 CompTIA survey of 500 businesses on their data management and analysis practices and challenges.

"A company's ability to use data to better inform its decision making is often hampered because data responsibilities are disbursed across many departments and teams, each with disparate skill levels and job responsibilities," said Tom Reilly, CompTIA's chief product officer. "CompTIA Data+ can help organizations better define data job roles, train their people in the most current skills and recruit and retain the best talent."

Anyone working in a role that analyzes business-specific data, provides management with data analytics on business functions, or analyzes and monitors dashboards, results and trends can benefit from becoming CompTIA Data+ certified. Its value extends well beyond the IT team to employees in finance, marketing, manufacturing, operations, sales and other departments tasked with data responsibilities.

The drive toward making greater use of data in decision making impacts both external initiatives and internal operations. In the CompTIA survey 60% of companies said they have increased their focus on data to understand customers better, and 53% are doing so to improve day-to-day operations.

"It is incredibly hard for a data professional to express the amount of knowledge they have to work with data, including reporting, querying, and visualizing data," said Robin E. Hunt, co-founder of ThinkData Solutions, Inc., a technology firm specializing in all services around data and business intelligence tools and a CompTIA authorized training partner.

For individuals currently in a job role with data duties, or those ready to join the workforce, CompTIA Data+ training and certification will help them better understand how to organize, mine and analyze data. Mastery of these concepts through learning and validation through certification demonstrates to current and future employers that they have the knowledge and ability to interpret insights from data and communicate those insights in a way that helps the organization.

Accompanying the release of the new exam is the availability of a comprehensive selection of related CompTIA CertMaster learning and exam preparation resources, including:

■ CertMaster Learn for Data+, a comprehensive, interactive and self-paced eLearning solution.

■ CompTIA Labs for Data+, hands-on lab simulations to build knowledge and skills.

■ CertMaster Practice for Data+, an adaptive online companion tool that assesses knowledge and exam readiness.

■ Study guides for Data+ for those who prefer traditional textbook style learning.

CompTIA Data+ is the first of four planned data-related certifications that CompTIA intends to develop. Future certifications will focus on data science (CompTIA DataSci+), systems (CompTIA DataSys+) and foundational knowledge (CompTIA Data Foundations).

Complete details on CompTIA Data+ are available at https://www.comptia.org/certifications/data.

Failproof Your Success with Intelligent Process Automation

By Ryan Raiker, ABBYY

Stricter regulations, the increasing cost of labour, and pressures to improve customer satisfaction through increased speed of delivery are causing businesses to rethink how they do business. How can a company respond to all of these pressures while still remaining profitable?

Unfortunately, there are tedious tasks in every business, whether it's purchase-to-pay, invoice processing, customer onboarding, or even something like assessing vendors. Traditionally, outsourcing has allowed companies to cut costs and improve efficiency for their support activities, but this is no longer enough of an advantage. Instead, automation of these tedious tasks has become the new industry standard to deliver the speed and quality that customers expect.

The future of work involves the combination of human and robotic automation assisting workers! The tasks employees perform today will see a huge change in the next 18–24 months. Robotic Process Automation (RPA) and process mining are transforming the way organizations get work done. Digital workers are working literally in unison with human workers.

Businesses are generating an overwhelming volume of data. However, most of them are unable to use it effectively to improve productivity, and most struggle to understand how their business operates. Process mining can help.

How is your organization identifying high return on investment (ROI) opportunities for automation? Are you 100% sure that these choices are accurate? How can you derive more actionable insights from enterprise data to help your business partners react faster to new opportunities like RPA?

How does your organization find the best process opportunities for automation? Is your organization still performing time and motion studies?
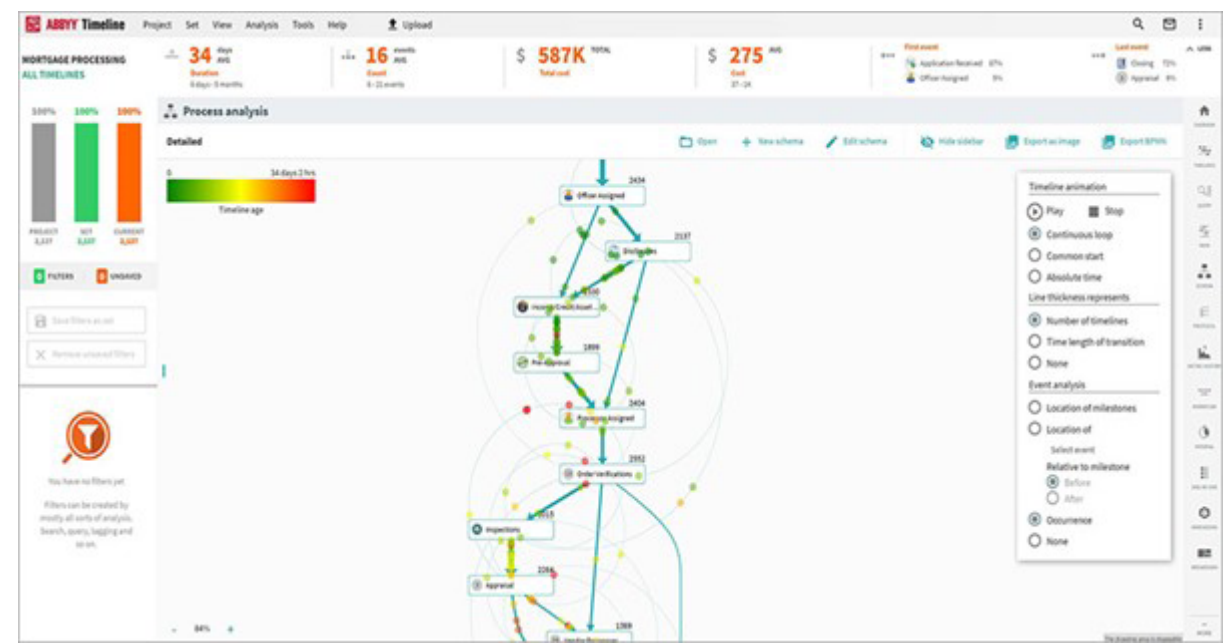
Benefits of process mining within the Intelligent Process Automation lifecycle include:

■ Provide a complete overview of all processes end-to-end

■ Identify high ROI processes suitable for RPA implementation

■ Determine the best-case process flow/process path

■ Provide ongoing process monitoring to detect problems, alerting, and ensure continuous improvement for sustainable process excellence of automation in the post-implementation phase.

Steps for successful Intelligent Process Automation

1. Ensure that there are benefits to automation

The overall goal of investing in automation is to streamline a process. However, like all business decisions, the benefits need to outweigh the potential costs, especially in something like RPA, where there can be high startup costs. But how can you quantify the benefits of automating your process?

With ABBYY Timeline by your side, you can use tools like Cost and Bottleneck Analysis to ensure that the time and cost of automating a specific process is worth it. Using these pre-built tools, you can quickly sort to see which steps in your process occur with the most frequency, the average time each step takes, the total time spent doing each step across all processes, and the percentage of total process time each step takes up.

Additionally, you can easily see how much money a specific process costs through Cost Analysis. All of these components are essential for selecting what to automate.

Without full insight, you may not be selecting the right task to automate. Typically, a company will select a task that occurs the most frequently because it appears to be the lowest-hanging fruit. However, they may ignore opportunities to automate tasks that occur with less frequency but offer better ROI opportunities.

This means it is essential that you have a comprehensive understanding of all of the impacts of the process before starting your automation efforts. With this information in hand, it makes prioritizing RPA initiatives more quantifiable and allows you to make the best selection sooner based on data-backed insights.

2. Reduce risk and uncertainty

There are large risks associated with RPA implementation. Half of all automation efforts fail. Why? Too often the full process and all the downstream effects were never completely understood before starting the initiative.

There is a natural tendency to think that business processes are straightforward, especially when viewing them from a high level. This is why many people will go to RPA vendors saying, "I have a repetitive task I want to automate."

However, before they know it, they find that there are exceptions to the task that require additional review and oversight. This could be something as simple as an extra step required if someone lives in a certain state, but typically there are many other exceptions.

Because RPA simply follows a set of rules rather than thinking for itself, all instances in the task need to be accounted for and understood. When you start adding many exceptions, the RPA platform either will have to be coded with complicated variants that require a significant investment or simply will not work, at least not in the way you expect.

Even if the company does decide to proceed with creating complicated strings of code for the bot, the maintenance to upkeep the logic behind the bots will likely outweigh their expected benefits shortly after initial implementation.

For example, if the exceptions continue to grow or change. Because of this, before starting an RPA initiative, take a step back, evaluate your current business process closely, and ensure that your processes are standardized and are a good fit for RPA.

ABBYY Timeline process mining technology helps you understand your processes' real as-is state.

Process mining has become an essential step of RPA automation. Without it, you are unable to identify and prioritize opportunities, reduce risk, account for all instances, trigger bots, monitor, or trigger alerts to staff when deviations are detected. Starting with process mining guarantees for a smoother, more cost-effective RPA implementation for the life of your automation project.

3 more tips to successful Intelligent Process Automation are waiting for you here

The universal benefits of PDF/UA

The derivation algorithm that forms the core of ngPDF in action . By converting Tagged PDF to HTML, we get a responsive solution that is easy to view on all screen sizes
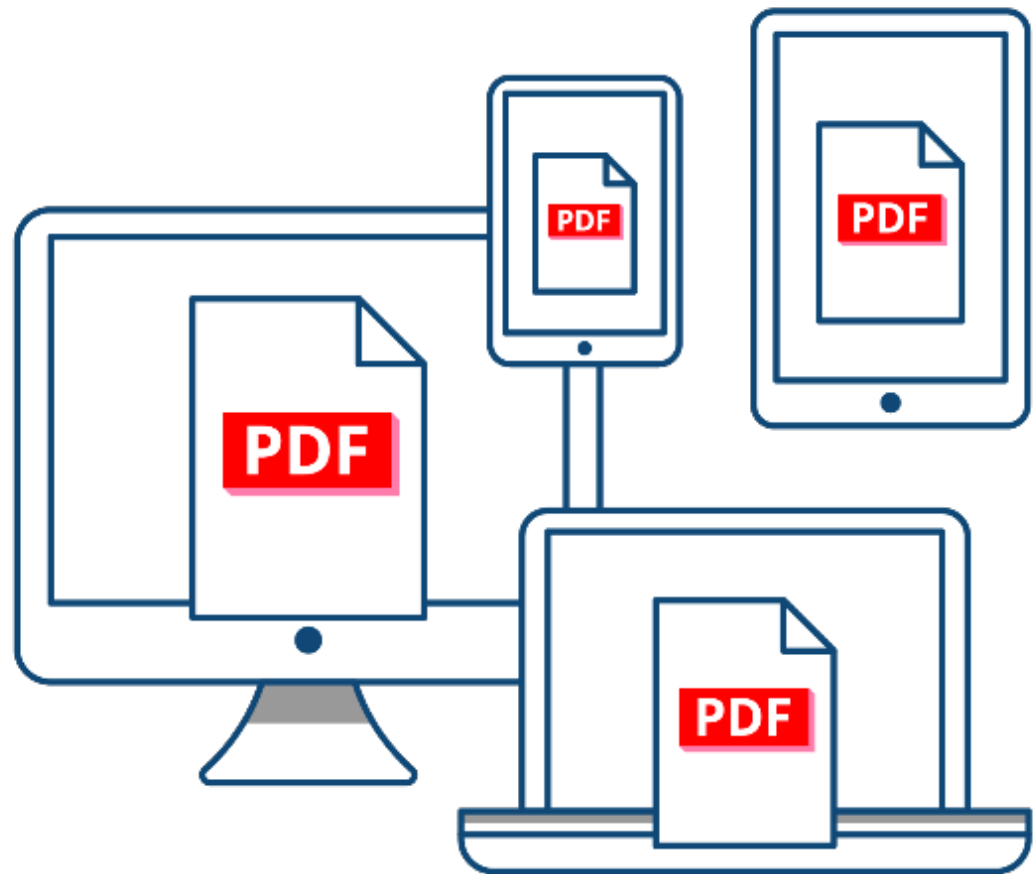
By iTextPDF

With over one billion people worldwide affected by disabilities, there is good reason to make digital content more accessible. When it comes to digital PDF documents, the PDF/UA (Universal Accessibility) standard aims to deliver disabled users a first-rate digital experience.

With over one billion people worldwide affected by disabilities, there is good reason to make digital content more accessible.

When it comes to digital PDF documents, the PDF/UA (Universal Accessibility) standard aims to deliver disabled users a first-rate digital experience.

To ensure this, PDF/UA expands upon the general PDF 1.7 specifications with some additional requirements , PDF applications and assistive technologies (AT).

By improving this general accessibility for disabled persons by adding more structure and meta-data, PDF/UA also opens up options for machine reading that benefit all users, with or without disabilities.

Improved navigation and viewing on mobile devices

People with motor disabilities are often limited by their input controls when viewing and navigating a PDF document.

In a best-case scenario, they may navigate the document with an adaptive keyboard, but often even

with eye-tracking software, a sip-and-puff switch and so on, it is easy to see that viewing and navigating a document with these devices require more effort than the traditional mouse and keyboard setup.

The PDF/UA requirements aims to make sure navigation with these AT devices can happen as efficiently as possible.

It does so by requiring tagging of structural elements and mapping these in a structure tree that represents a logical reading order.

Yet users without disabilities also use devices with limited input controls on a daily basis.

Navigating complex and inaccessible documents on our phones and tablets can be a frustrating experience.
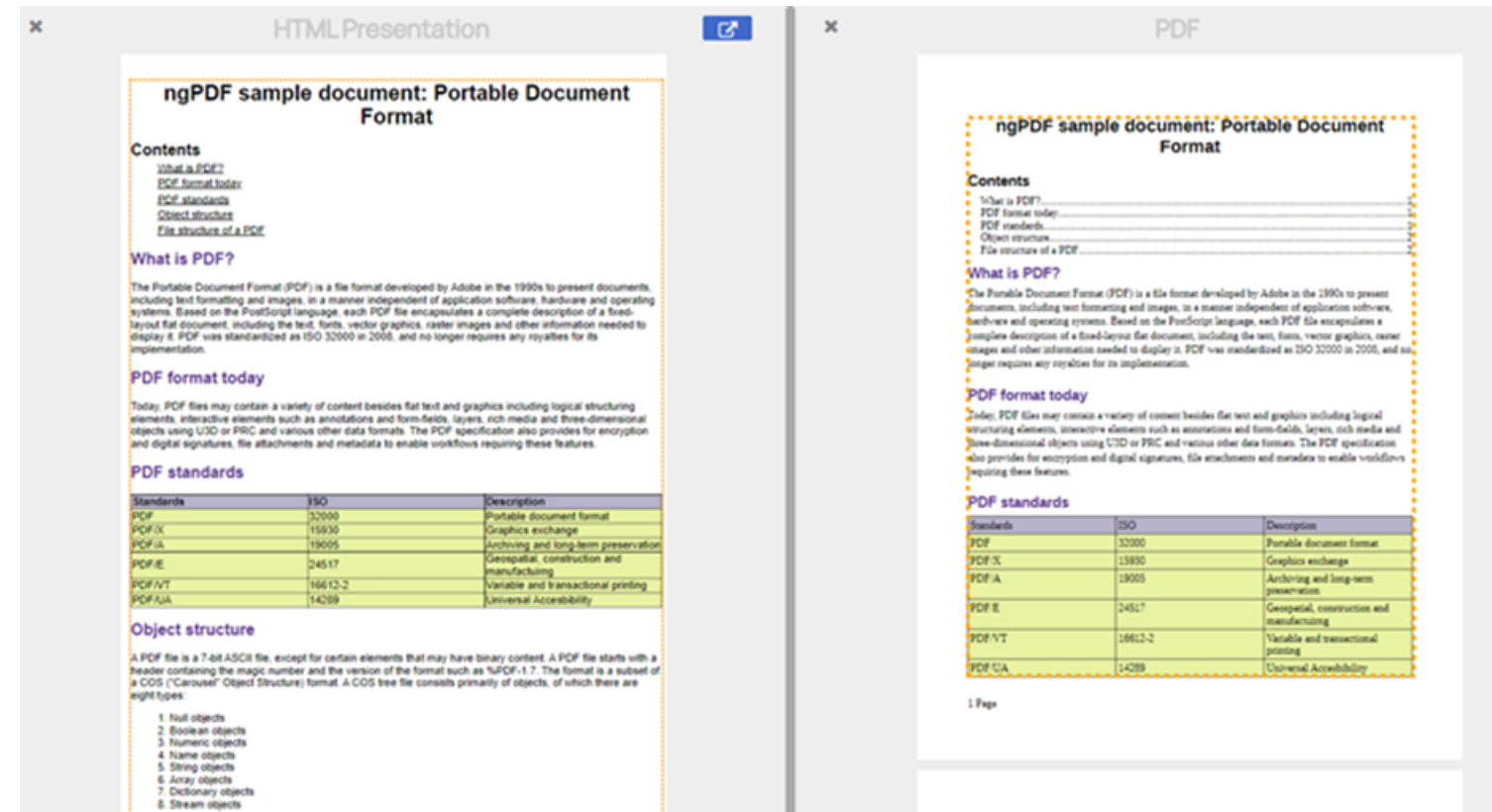
Luckily, we can already alleviate much of those frustrations by allowing for automatically adjusting content to a readable size and layout.

Furthermore, navigating can be made easier by allowing the user to jump to certain structural elements in the document. This can only happen if the document is properly tagged.

Provisions for Text-to-speech

Thanks to text-to-speech it is now possible to let your car or your home assistant (such as Alexa, Siri, Google Assistant, Cortana or the open-source Home Assistant) read your documents for you, while you can go about your business and have your hands free.

Since PDF/UA compliant documents cater to users with visual impairments that often use screen readers,

such documents will already have the right reading order, language detection and alternative descriptions for images in place to potentially make it a far better experience.

We say potentially, because today home assistants don't yet fully leverage PDF/UA's provisions. However, web content focused initiatives like Google's Read It aim to make long-read content available no matter the form, and PDF is certainly an essential format for long-read content.

Improved conversion to HTML: ngPDF

ngPDF stands for the next generation of PDF and focuses on the challenge of making PDFs a first-class citizen of the web, where users consume information through a wide range of devices with diverging screen sizes.

The Tags in PDF/UA and the structure tree are comparable to the HTML tags and the DOM (Document Object Model) they form, and this similarity is exactly what ngPDF leverages.

It does so by using an algorithm developed by the PDF Association that can produce a reliable HTML presentation of a properly Tagged PDF document.

For example, the PDF structure element for a paragraph P translates to a p tag in HTML.

You can read more about ngPDF in the whitepaper co-authored by iText and Dual Lab Web-Friendly PDFs with ngPDF.

Improved SEO (Search Engine Optimization)

Making a PDF document accessible allows easier web crawling by search engines such as Google. This forms an important part of SEO and improves the likelihood of your PDF finding its way to your target audience.

Google has been indexing PDFs since 2001, and today, PDFs are even included as featured snippets.

How does PDF/UA help? Well first and foremost, PDF/UA

requires text-based PDFs, rather than image-based PDF. This makes the document's body text searchable.

If you want to convert your scanned image-based PDFs, you can do so by using an OCR (Optical Character Recognition) tool such as iText pdfOCR.

Since we also tag structure elements like headings (H1, H2, H3 and so on) in PDF/UA, search engine algorithms can navigate the document structure and determine which content is more important.

PDF/UA also requires alternative descriptions for images, not only allowing access by screen readers for people with a visual impairment but also allowing web crawlers to understand what an image represents.

Finally, PDF/UA requires for the language of all document content to be specified so the web crawler immediately understands what language (or languages) the document is written in.

Conclusion

Many of the requirements of PDF/UA improve machine readability by adding structure and metadata to a PDF, and thereby benefit users with and without disabilities alike.

Making documents accessible was already the right thing to do, since it influences information access for people with disabilities greatly.

And since accessibility is mandated by law in many countries, failing to provide accessible documents can create a legal liability for organizations.

Now we have learned PDF/UA's universal benefits add yet another incentive to make your documents compliant.

For more general information about the standard, requirements, validation, key stakeholders, laws and regulations and iText's PDF/UA capabilities, we recommend reading the newly released ebook: PDF/UA: the inclusive document format .

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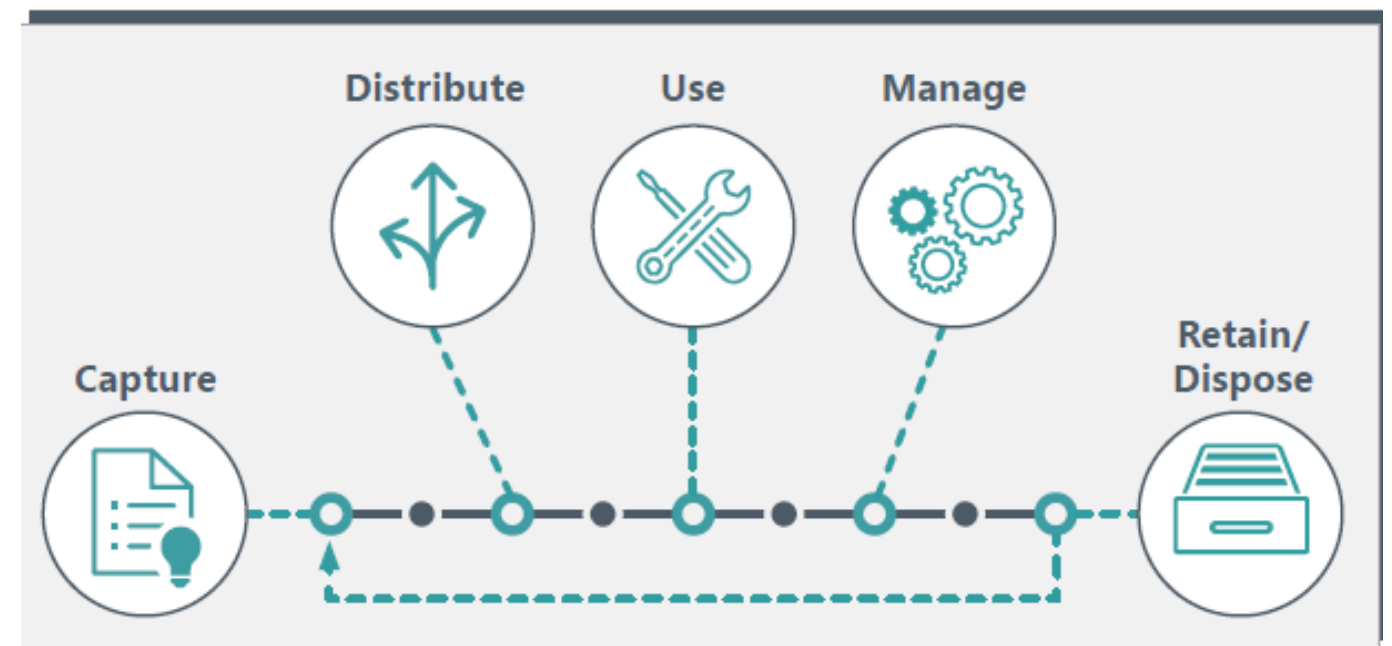
AvePoint Information Lifecycle Management

AvePoint has announced enhancements to Cloud Records, its SaaS platform designed to help organizations improve information lifecycle management and ensure data resilience and compliance.

The updates to Cloud Records give organizations better control over their electronic and physical records, effectively managing their content through lifecycle outcomes from creation, to classification, and retention or disposal, in one centralized SaaS platform.

"When organizations first moved to the cloud, the promise of free storage was enticing, and many never created lifecycle policies for the data they still continue to amass," said Alyssa Blackburn, Director of Information Management, AvePoint.

"But with growing storage costs and the myriad regulatory standards organizations now face, that has become both expensive and risky. The enhancements we've made to Cloud Records automate retention and disposal rules, and provide swift, safe information access retrieval, so that organizations can easily meet requirements and reduce storage overages at the same time."

To help organizations seamlessly and securely manage the lifecycle of their information the following updates to Cloud Records have been made:

More complex search functionality: AvePoint introduced advanced search, using metadata to help users quickly locate records applying Boolean operators and multiple criteria fields.

Saved search profiles for common use cases can be created and applied to streamline IT processes for typical information access requests, ultimately boosting productivity.

Delegated administration: To protect the integrity of critical data, and in many cases, classified information, organizations can now configure different admin user profiles to perform certain actions, controlling who has access to specific areas of a shared tenant.

Taking it one step further, organizations can add access control to files, classification schemes, and even devise rules based on user profiles.

Additional content sources: Organizations can now manage the lifecycle stages of content across many repositories like Microsoft 365 - including OneDrive, Teams, Groups and SharePoint sites, and Exchange – file systems, SharePoint on-premises, and physical records.

Specifically, AvePoint enhanced its physical records module to account for highly complex physical records management systems that require customization.

AvePoint users in regulated industries include the IRS, Cancer Council, Airways New Zealand, and the Australian Transport Safety Bureau, who chose to sponsor AvePoint's IRAP Assessment in Australia.

"In the past year, we've been able to work with AvePoint to modernize and automate the management of critical records, while abiding by the Australian government's requirements," said Angelo Santosuosso, Records Manager, Australian Transport Safety Bureau.

"AvePoint's recent updates to the Cloud Records interface and dashboards have made it even more intuitive and efficient for us to navigate."

Cloud Records is IRAP assessed, and VERS compliant. Cloud Records is also available for channel partners to help their customers reduce risks associated with information over-retention, minimize premature deletion, and meet various requirements with a secure, and automated information management system.

https://www.avepoint.com/products/cloud/records

AI to safeguard Unstructured Data

DryvIQ (formerly SkySync) has announced the launch of its next-generation AI-powered platform to enable organizations to safeguard enterprise-wide content while reducing exposure and corporate risk.

The Dryv platform employs modern advances in artificial intelligence and machine learning technologies to seamlessly unify three core dimensions of enterprise data management, providing a single platform to discover, migrate and govern unstructured data.

Today's global corporations have limited insight into and control over one of their most valuable assets – their enterprise content. Unstructured data represents approximately 80 percent of all enterprise information.

It's the world's fastest-growing form of business data, growing at a rate of 50 percent each year. Understanding the scale of an organization's content, its location, its value, and the business risk is an immensely difficult and growing challenge.

The Dryv platform empowers organizations to identify, organize and manage unstructured data within their existing enterprise content repositories – including personally identifiable information (PII), intellectual property, and other sensitive information.

Foundational artificial intelligence and machine learning technologies, along with pre-built policy packs, automate the remediation and orchestration of this content across information silos to support regulatory compliance, enhance business agility, improve productivity, and mitigate corporate risk.

www.dryvIQ.com

Esker Patent for AI Business Process

Esker has been awarded a US Patent for its automated batch-cutting technology spanning both the order-to-cash (O2C) and procure-to-pay (P2P) cycles.

Esker's AI-powered solutions are built to vastly reduce repetitive, low-value and time-consuming tasks. For accounting staff, this often meant having to scan paper invoices to create a digital file that then needed to be separated out by individual invoice. Esker's AI-driven batch-splitting solution handles this process automatically.

These, and other process efficiency issues that arise in the financial cycle can be adeptly addressed by AI-powered automation.

After extensive research on deep convolutional neural networks, Esker efficiently handles document batch-cutting operations, thereby accelerating the processing of supplier invoices. This, in turn, improves the relationships with suppliers while simultaneously increasing internal productivity and job satisfaction. In concrete terms, this innovation eliminates the hours spent manually managing document batches and contributes to shorter payment periods.

"This is in line with our goal of simplifying business processes by facilitating invoice management without disrupting established collaboration processes with suppliers and customers," said Jean-Jacques Bérard, Vice President of Research and Development at Esker.

Fujitsu High-Speed Image Scanners

Fujitsu has launches 6 new models of commercial image scanners in the "fi-8000 series". There are three Automatic Document Feeder (ADF) models, "fi-8190", "fi-8170" and "fi-8150" and three flatbed models, "fi-8290", "fi-8270" and "fi-8250"

Fujitsu claims to have sold more than 13 million scanners worldwide.

The fi-8000 series scanners are equipped with proprietary "Automatic Separation Control", which means these new models scan big volumes of various documents (including passports and A3-sizes) smoothly. Users can scan comfortably without stopping to handle misfeeds.

A newly developed "Clear Image Capture" feature promises sharp and clear images excellent for data extraction and OCR processing. Fujitsu continues its two-decade history of delivering innovative, reliable and high-quality products with its new fi-8000 series.

The company says Clear Image Capture delivers precise, crisp images and industry-leading Optical Character Recognition accuracy rates while also removing unwanted document watermarks and artifacts.

The fi-8000 series was designed with a broad array of flexible connectivity options, from USB to PC-less scanning straight to your application – on-premise, private or public cloud.

With NX Manager 2.0, an on-premise server-based software that supports up to 1000 scanners, businesses can eliminate the need for a PC at every scanner location, resulting in flexible distribution and manageable security.

The new series also supports integration with most leading document management systems to keep workflows organized in the cloud.

The Fujitsu fi-8000 series supports a wide range of documents, including passports and booklets up to 7mm, making it suitable for every scanning need in public sector agencies, finance, healthcare, legal, higher education, manufacturing and retail.

The fi-8000 series empowers users to accurately capture and digitize customer and employee data, enrolment applications, invoices, receipts and more.

https://www.fujitsu.com/au/products/computing/peripheral/scanners/

Hyland enhances content services

Hyland has launched new releases across its product portfolio to deliver improved automation, user experience and platform scalability.

For its Alfresco platform, Hyland has developed several new tools to simplify the management of cloud deployments, provide more intuitive user experiences, support more complex business processes and deliver deeper integrations with line-of-business applications.

Enhancements to Alfresco Content Connector for AWS S3/Glacier and Azure include simplified storage management and added support for lower-cost storage tiers on AWS and Azure. Additional improvements were made to support complex, enterprise business processes within Alfresco Process Services to improve security, task timers and asynchronous job support.

Finally, Hyland extended the Alfresco Enterprise Search capabilities with Elasticsearch, including enhanced query and proximity search support.

Hyland's ongoing development on the Perceptive Content platform delivers improved performance, security and scalability, regardless of the size of the deployment. Productivity enhancements to the Perceptive Content Experience Apps help simplify tasks for users, ensuring content remains accessible across the process life cycle.

Several updates have been made to Hyland RPA to provide organizations with simplified bot deployment, more visibility over automated tasks, secure and convenient integrations and improved user experience.

The latest product version allows organizations to coordinate end-to-end automation with the newly developed Web Manager, that provides improved security and user management, and updated reporting insights. Finally, the updated Designer allows flexible, secure integration with third party applications/services and facilitates scaling automation enterprise-wide.

Hyland Healthcare's latest solution, the Hyland Clinician Window, unlocks physician access to the more than 75% of patient information that does not typically reside in the electronic medical record (EMR). It helps physicians make informed care decisions to improve patient outcomes by delivering access to medical images, EKGs, consult notes and other unstructured patient data within EMR workflow.

Finally, new functionality within Hyland's cloud-native capture product, Hyland Experience Capture (HxC), delivers automatic separation by barcode for automated document splitting of 1D and 2D barcodes. This eliminates the need for manual separation, improving employee experience by rededicating workers to higher value tasks.

http://www.hyland.com/Platform

IBM automates S/W License Compliance

IBM has announced new solutions with IT management software company, Flexera, and IBM Turbonomic Application Resource Management (ARM) to help organizations use automation to streamline IT asset management. The new solutions are aimed at helping businesses lower costs and automate the increasingly complex tasks of software license compliance and optimization.

IT business leaders have reported that IT asset management has become a complex, expensive and time-intensive task for enterprises as they continue to adopt a hybrid, multi-cloud strategy with software and applications running across public, private and on-premises environments.

A Flexera Study found that 34 percent of a typical IT spend budget is on software and SaaS applications, yet nearly half of respondents cited they need to focus on how to better manage these products and improve the reclamation of underused or unused products. Because of this, enterprises can face significant cost penalties if licenses are found to be non-compliant or if they are over- or under- utilizing resources.

The challenge is exacerbated by the gap in skills that many enterprises are facing. According to Gartner, IT executives responding cited talent availability as the main adoption risk factor for the majority of IT automation technologies (75%). Businesses need IT expertise to manage automation technologies.

To help organizations overcome these challenges, IBM and Flexera have developed integrations with Turbonomic ARM and Flexera One to help visualize their IT estate from on-premises to SaaS to cloud. Businesses can then automate the manual tasks of software license and resource optimization.

Turbonomic ARM is designed to continuously monitor and help improve application performance and governance by dynamically resourcing applications across hybrid and multi-cloud environments to reduce costs. The combination of Turbonomic ARM combined with software license data, utilization data and insights from Flexera One, is designed to help businesses mitigate the risk of penalties from software non-compliance to minimize surprise billings.

The integrated solution also helps identify areas of underutilization so that enterprises can find ways to balance overall costs and help ensure their resources are being optimized for performance.

"IBM's collaboration with Flexera adds to our automation portfolio and complements our strategic acquisitions of Turbonomic and Instana, as well as years of AI research and development to provide organizations with a one-stop shop of IT and business automation capabilities designed to meet these complex challenges," said Dinesh Nirmal, General Manager, IBM Automation.

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

Intuitive data extraction from documents

iText has announced the release of iText pdf2Data 3.1, the latest version of its template-based data extraction solution. iText pdf2Data intelligently recognizes data inside structured and semi-structured PDF documents and extracts them in a structured format.

It enables you to define areas and rules in a template that corresponds to the content you want to extract from similar documents. You simply create a template from a sample document with the user-friendly Template Editor and verify the data is recognized and extracted correctly. From then on, all subsequent documents can be processed automatically by the pdf2Data SDK.

In recent years the extracting of information from business documents to enable end-to-end business process automation has become increasingly important. Intelligent Document Processing (IDP) is a set of technologies to process documents intelligently, helping businesses to extract and store data as simply and efficiently as possible.

PDF is widely used to share and exchange business data, particularly for invoices and other commercial documents. In today's business world it is a common requirement to be able to access and extract the data contained within such documents.

However, getting this data in a usable format can prove challenging. If you've ever tried copying a table from a PDF into a spreadsheet, then you'll recognize how frustrating it can be.

Traditionally, accessing such data would require someone to transfer data from documents manually. Of course, this takes a lot of time and resources, with the risk of input errors or security issues to consider. What if you could automate this process in a reliable and secure way?

Enter iText pdf2Data. Similar to our document generation solution iText DITO, iText pdf2Data allows anyone to leverage iText's powerful PDF capabilities, not just developers. By intelligently extracting data from documents in a smart and structured way, the data can easily be repurposed for analysis, reports, or whatever you want.

Once the iText pdf2Data components have been deployed and integrated into an automated document workflow, it's simple to create or refine document templates to recognize and automatically extract data, which can then be easily reused by whoever needs it.

Advantages of template-based extraction

A number of IDP solutions use artificial intelligence (AI) technologies such as machine learning (ML) and natural language processing (NLP) to classify and extract data. For reliable results though, extensive training and large data sets are required to learn about the documents to be processed, and documents with content in different languages can be a struggle.

On the other hand, template-based solutions can offer significant benefits over AI-based alternatives. With iText pdf2Data you can begin extracting data with a template created from a single example document. It's also easy to modify or adapt an existing template for new document types, and it offers excellent built-in language support.

In addition, while AI is particularly useful for handling less structured documents such as emails, for other type of documents it can be like using a sledgehammer to crack a nut. For example, structured (official forms, passports, ID cards etc.) and semi-structured documents (invoices, bank statements etc.) can instead be handled more efficiently using a more rules-based approach.

What's new?

First and foremost, iText pdf2Data is now offered as a standalone solution instead of an iText 7 add-on. Everything you need to begin automated document data extraction is included; the browser-based pdf2Data Editor to create and modify templates, and the pdf2Data engine which parses documents and extracts the data with literally just a few lines of code.

The SDK is available as a Java or .NET library for integration into your workflows, or alternatively can be used as a command-line application.

That's not to say your workflows won't benefit from also using iText 7 Core for pre- or post-processing tasks, or any of the add-ons available in the iText 7 Suite. For example, you could speed up mass-processing of documents by using pdfOptimizer to reduce file size. Alternatively, you might want pdfOCR to turn scanned documents and images into PDFs before the data extraction step. That's entirely up to you though.

Updated Template Editor

In addition, we have made some considerable improvements to the pdf2Data Editor to make creating and updating templates even easier. There's an updated user interface incorporating significant user experience enhancements, including inline help for the data field selectors which define how your data is extracted.

In addition, we've made deploying the pdf2Data Editor easier by providing it as a Docker container, in addition to the standard Apache Tomcat deployment method. This means you only need Docker installed to deploy the pdf2Data Editor.

pdf2Data SDK/CLI

In fact, there are no significant changes on the SDK side for this release. It is still available natively as a Java or .NET (C#) library, or as a command-line version if you prefer. It still gives you the same great extraction results as before.

If you're not already an iText pdf2Data customer, we recommend exploring all its features and capabilities with a free 30-day online trial!

Alternatively, check out the product page for a more detailed overview of how iText pdf2Data works.

AvePoint Launches Ransomware Detection

AvePoint has announced the launch of Ransomware Detection, as part of Cloud Backup for Microsoft 365, to further protect digital collaboration data. This new capability proactively detects suspicious behaviour within users' Microsoft OneDrive, while minimizing disruption to productivity and collaboration.

After detecting unusual activity, Cloud Backup provides detailed reports to shorten the investigation and flag the areas of question for Customer's Admin, and if necessary, restores all or specific OneDrive data, recovering business-critical information quickly for Cloud Backup customers.

AvePoint is also launching its Ransomware Warranty for MSPs, which primarily serve small business clients via its global distribution network, to give the ultimate assurance they will be protected.

It provides coverage of up to one million dollars if customer data is not recovered due solely to a failure of these eligible products: AvePoint Cloud Backup for Microsoft 365, Dynamics 365, Google Workspace and Salesforce. Detailed terms and conditions apply.

New features of AvePoint's Ransomware Detection, as part of Cloud Backup for Microsoft 365, include:

■ Early event detection: This function uses machine learning algorithms to detect unusual activities, as well as potential ransomware attack events within users' Microsoft OneDrive. Customers' admin can also be notified when such events are detected.

■ Quick investigation: Ransomware attacks are a serious security incident. IT and security teams need to perform incident investigations as soon as possible to have a better understanding of the impact to formulate a plan to remediate the risk. Cloud Backup provides top-down reports to help admins quickly drill into the areas of question to nail down to the impacted scopes, which can greatly help shorten the investigation and data restore time.

■ Faster restore from quality backup: AvePoint successfully protects hundreds of petabytes of data across the public and private sector, so when customers restore their data after an incident investigation, they can be confident that it is safe. In addition, Cloud Backup provides easy-to-follow guidance about the time range to restore from, which helps with faster and precise recovery from backup data.

Cloud Backup empowers businesses to defend against ransomware attacks and ensure organizational business continuity.

This is largely due to long-term immutable backup data, machine learning based anomaly and ransomware attack detection, and easy-to-follow UI reporting and navigation to help fast and precise recovery.

https://www.avepoint.com/products/cloud/backup/ransomware-protection

Secured Signing adds Authentication

Secured Signing has announced the release of its newest security feature: Multi-Factor Authentication (MFA) via SMS or Authenticator App.

This provides users of Secured Signing with an additional layer of security on top of the current login process. Users will then be prompted to confirm they are who they say they are by entering a short numerical code which is received via SMS or an authenticator app of the users choosing.

"It is important for Secured Signing to provide our customers with the right tools to enhance their security within their organization," says Mike Eyal, Founder, and CTO at Secured Signing.

"We offer many security features to Enterprise customers such as integrations with Single-Sign-On providers, with Multi-Factor Authentication (MFA) being an extension of that."

With a few clicks and minimal set-up, Secured Signing users can now utilize the MFA function out of the box with their paid Secured Signing Pay-as-you-Go, Business, or Enterprise account.

Secured Signing is not enforcing MFA or stopping non-MFA users from accessing Secured Signing.

However, there is a plan to auto-enable and enforce MFA for all logins to Secured Signing in the future. This is to ensure that Secured Signing provides all customers with the highest level of security possible.

www.securedsigning.com

Lawcadia enriches Outlook Integration

Native Document and Email Management and the Microsoft Outlook integration are the first of several releases slated in 2022 for Australian legal technology company Lawcadia. The enriched Outlook integration enables emails and attachments to be saved directly and securely into Lawcadia's platform, without navigating away from the inbox.

It also provides easy single-click access to the most recent matters, as well as the ability to generate a new workflow, straight from the inbox.

The Outlook integration is being released with new native document and email management allowing users to be able to maintain version control, preview emails and offers optimised search capabilities.

With centralised document and email management crucial for legal teams, these enriched automation functions ensure all documents and communications are collated and accessible in the one centralised matter. Lawcadia Founder and Chief Executive Officer Warwick Walsh said they continue to develop the Lawcadia platform to provide best-in-class functionality.

https://www.lawcadia.com/

APAC Document Automation Partnership

Kodak Alaris and Ephesoft have formed a strategic alliance to deliver intelligent document processing solutions to the APAC region. Building on a successful relationship serving customers in Europe, Kodak Alaris staff in Australia and New Zealand recently completed training with Ephesoft Transact to bring the joint solution to the APAC market.

"Bringing the two companies together is a winning formula for our Australian and New Zealand customers," said Angelo Krstevski, General Manager ANZ, Kodak Alaris.

"The combination of Kodak Alaris' best-in-class image quality and Ephesoft's AI and machine learning technologies will deliver significant efficiency gains for many businesses. We can now provide an end-to-end solution that delivers intelligent document automation workflows."

Ephesoft Transact uses supervised machine learning to automatically recognise different document types and layouts. It then extracts relevant data and routes it to the right destination in the required format. Each time a user makes a correction the system becomes smarter, learning new layouts and document types over time.

The platform seamlessly classifies, extracts, validates, and exports data into EHR, ERP, CRM, ECM, RPA, workflow, or other line of business systems to help organizations leverage their critical business information quickly and accurately.

The two companies will deploy the INfuse Smart Connected Scanning Solution from Kodak Alaris, which integrates with partner applications to make it easy for businesses to onboard data directly into their business processes and systems.

With the INfuse Solution, partners can create customized solutions that enable customers to move document capture to the point of transaction or intake.

Stephen Lee, Vice President at Ephesoft Inc. noted, "The market has been strong for RPA and BPO solutions, and now people are focusing on how they can get clean data into their systems for us to classify and extract with the intelligence layer of Ephesoft Transact. The types of platforms that businesses are looking for now must be thin clients and cloud enabled. The joint Kodak Alaris Ephesoft offering is agile and easy to deploy."

"The strength of our combined offering with Kodak

Alaris is Ephesoft's platform that can be deployed in a wide range of scenarios, from invoice processing to customer onboarding, data compliance, financial services documents and more," said Lee.

In 2021, Kodak Alaris participated in the Ephesoft APAC Hackathon. Over a 6-week period, participants were invited to submit their most creative use case for Ephesoft Transact, such as invoice processing, claims automation, onboarding, loans origination or tax automation.

Kodak Alaris Australia offered a solution for property management companies to help them manage the massive volume of documents they regularly deal with, including email correspondence with tenants and suppliers, contracts, invoices, inspection and certification reports, and more.

The solution can handle an enormous volume and variety of document types. It was recently recognized as the 'Most Innovative Solution in Property Management'. It leverages the INfuse Smart Connected Scanner Solution from Kodak Alaris and Ephesoft Transact to accurately scan, classify, and automate invoice processing.

Real estate agents often handle the property-related bills and rent rolls of their clients. The agents that receive this constant stream of documentation will process the paperwork and generate payments on behalf of the landlord.

This is a time-consuming and tedious process that consumes administrative resources that could otherwise be applied to driving new business. Each billing company, such as local councils, water authorities and other utilities, have inconsistent document templates, so traditional OCR is inefficient.

To streamline the process, Kodak Alaris and Ephesoft partnered to create an automated extraction process that generates payment data from property bills. All the key data required to make the relevant payments can be extracted and exported so that payments can be generated using the agency's preferred financial institution. This significantly reduces processing time.

INfuse makes it easy to deploy scanners at different locations, with integrated management and one-button remote setup. "The integrated INfuse management is critical; people today want a modern, agile solution they can maintain themselves," said Lee.

"Also, our clients do not have the luxury of being able to ask their customers for better image quality when they submit documents. The reliably superior image quality that scanners from Kodak Alaris deliver will add tremendous value and assurance for our customers."

For more information on this intelligent automation platform from Ephesoft and Kodak Alaris, contact info.au@ephesoft.com or Angelo.Krstevski@kodakalaris.com.

Objective adds new government cloud

Objective Corporation has announced the immediate availability of Objective Nexus, its next-generation information and process management solution, delivered as a complete cloud offering. It is explicitly designed for government and highly regulated industries to improve how they create, collect, manage, and use one of their most valuable assets, information, while supporting the cloud-first approach to IT procurement from governments worldwide.

Tony Walls, CEO, Objective Corporation said: "This is a significant product release for Objective's Content Solutions business line and a game-changer for government agencies. Not only can they modernise how they manage information, but can also achieve a faster ROI, when compared to traditional on-premises or hosted applications, thanks to the Software as a Service model."

Objective has more than 30 years' experience providing its Content Solutions, including Objective ECM, for the public sector throughout Australia, New Zealand and the United Kingdom. This includes organisations such as the Australian Department of Defence, the whole of both the Scottish and Welsh Governments, Western Australia's Department of Primary Industries and Regional Development, Department of Treasury and Finance in South Australia, several Australian state Police Services, the Ministry of Social Development in New Zealand and a long list of local government authorities including the City of Gold Coast, Glasgow City Council, Greater Dandenong City Council and many more.

Conceptually evolved from Objective ECM, but completely re-architected for the cloud, Objective Nexus promises to help government agencies deliver effective and responsive services to their communities in the following areas:

■ **Building trust in government:** As referenced in the National Archives of Australia's (NAA) policy that took effect 1 January 2021, "Building trust in the public record", well-managed information not only increases community trust in government but also allows agencies to better support, protect and serve the community, both now and into the future.

■ **Demonstrate transparency and accountability:** Objective Nexus provides government agencies with evidence of their decisions and actions and importantly, the underlying reasons for those decisions and actions.

■ **Assuring compliance and reducing security risks:** governments have an inherent responsibility to manage information securely and must meet a range of regulatory requirements. Objective Nexus assists agencies in its key markets of Australia, New Zealand and the United Kingdom, meeting these obligations and standards.

■ **Accuracy, validity and integrity:** Objective Nexus provides the right information, at the right time, to the right people and enables informed decision-

making, resulting in better service delivery, improved public perception and ultimately trust.

■ **Always up to date – a secure SaaS solution:** Objective Nexus is always available and always up to date. Faced with staff shortages like all industries, removing the need for dedicating people to keep applications up to date, backed up, and available means agencies can focus their resources on their core purpose, delivering community outcomes, not managing software applications.

■ **Ensuring security:** Objective Nexus has a well-defined security posture that addresses each service element of a SaaS solution; the application, the platform, and the delivery of the service.

■ **Flexibility:** the headaches that come with structural upheaval in the public sector, such as machinery of government changes or the adoption of new technologies, are removed by simply adding more users or new modules.

■ **Enabling flexible and hybrid work practices:** to work effectively, employees need access to information from the location they're working, via the right application for the task at hand. Often this might be SENSITIVE or even PROTECTED levels of information under the government's Information Security Manual (ISM), therefore security, accuracy and provenance are an imperative.

■ **Governance across hybrid workplaces:** remote working created an explosion of conversations held, and decisions made in chat or email applications all of which should become government records. With extensive integration into Microsoft 365; Objective Nexus applies governance to records, whether users are working in Microsoft Teams, Outlook or SharePoint.

■ **Automation:** removes the administrative overhead of repetitive tasks, reduces errors, and improves the efficiency and reliability of processes. It helps agencies reduce delays, improve quality of community outcomes and meet performance KPIs, whilst providing management visibility with better tracking and reporting. With built-in workflow, Objective Nexus can manage simple records management automation such as content classification or folder generation right through to complex government processes such as responding to ministerial enquiries, correspondence management or Freedom of Information requests.

www.objective.com.au/nexus

Legal KM goes Multilingual

Lexsoft Systems has announced the latest release of its T3 knowledge management (KM) solution for iManage, offering new multilingual capability. Law firms can now confidently expand their KM systems to make them truly centralised repositories at a global level, whilst ensuring that the local language and jurisdictional needs of their lawyers are always adequately met.

The key features of the new multilingual functionality include:

■ Search results in the language of choice. Lawyers can conduct searches across jurisdictions and languages via their web browser, with results also presented in their default web portal interface language – regardless of the original language of the resources.

■ No constraints on number of languages. Multi-jurisdictional firms can define their taxonomies in T3 in multiple languages, with no limitations on the number of languages that can be applied. For example, if a firm defines its taxonomies in English, Spanish and French, then lawyers searching using the terms "contract", "contrato" and "contrat" will see the exact same results across the three languages.

■ Labels in multiple languages. Firms can define all the labels and text of the user interface in several languages. Depending on the language defined in users' web browser configuration, T3 transparently transitions across multiple languages.

www.lexsoft.com

Newgen turns to AI for Enhanced Automation

Newgen Software, a global provider of low code digital transformation platform, has now integrated with Microsoft Azure Applied AI Services for enhanced automation, and support for Azure Form Recognizer for intelligent document processing.

Newgen Software's Content Services Platform (OmniDocs) is certified and listed on the Azure Marketplace. OmniDocs enables enterprises with the end-to-end management of content, from capture to disposition, while ensuring security and scalability. The platform gives capability to collaborate and store content directly from Microsoft 365 Teams. Furthermore, the accounts payable/accounts receivable solution for global shared service centres (SSC) leverages the latest Azure Applied AI Services like Form Recognizer to achieve AI/ML-driven automation.

"We're investing in this relationship to support the success of our customers by making available our leading products on Microsoft Azure and also leveraging the latest Azure Applied AI Services for automation of processes," said Rajvinder Singh Kohli, SVP, Newgen Software.

"Intelligent automation is driving huge productivity gains across modern enterprises. With cloud and emerging technologies reshaping the workplaces of the future, organizations are looking to digitize content-driven processes, enhance employee productivity and customer service.

For further information contact Newgen Software Technologies Tel: +61 2 80466880

E-mail: info@newgensoft.com

www.newgensoft.com

Financial document AI understanding

AI startup nRoad has introduced its Convus Natural Language Processing (NLP) platform, purpose-built for financial services with deep, domain-centric, machine learning models.

nRoad claims the platform requires minimum training samples, enables faster deployment, and is built on a microservices-based architecture that can integrate with existing IT infrastructure in a non-intrusive way while maintaining required data security.

Unstructured data, the deep, dark data that's prevalent across the enterprise but not always transparent or usable, continues to be a top business challenge.

Unstructured data includes everything from documents, to images, to video and audio streams, to social media posts. Collectively, by most estimates, these types of data account for 80 to 90 percent or more of the overall digital data universe.

As unstructured data volumes keep spiralling out of control and the complexity grows, manual-heavy Robotic Process Automation (RPA) requiring extensive human interaction and generic, one-size-fits-all NLP solutions are no longer viable.

The nRoad team has been on a quest to solve this problem, and has developed solutions to extract, understand, and provide insights from unstructured data.

Currently serving the financial services industry, the Convus platform:

■ Allows financial institutions to extract, normalize, and incorporate critical business information buried in unstructured documents into mission-critical business processes.

■ Offers a purpose-built enterprise-grade platform that delivers scale, accuracy, and efficiency with minimal training burden.

■ Reduces costs and avoids manual data extraction and entry; deep learning models adapt to changing document formats and structure.

"Misconceptions about how unstructured data automation can be done have persisted for decades," says Aashish Mehta, CEO at nRoad.

http://www.nroad.ai

Parascript advanced capture solution

Parascript FormXtra.AI 8.3, using Smart Learning, promises to turn complex, time-consuming, costly, and error-prone activities common with advanced capture into simple compute time.

A new version of FormXtra.AI expands support for high performance IDP needs, this time to truly unstructured data such as contracts and other text-heavy documents that lack uniformity.

"One of the needs that we've heard repeatedly from partners and customers alike is for the ability to automate analysis and extraction of data within unstructured documents such as what is common within lending documents and health records," said Greg Council, VP of Marketing & Product Management at Parascript.

With the 8.3 release of FormXtra.AI, Parascript adds trainable, grammatical-based text parsing using natural language processing (NLP) techniques to find needed information often buried within paragraphs of text. Since this capability is part of Smart Learning, customers benefit from the same significant reduction in configuration, optimization, and deployment.

FormXtra.AI 8.3 is enhanced with capability to work with unstructured text and handwriting. Using new deep machine learning and NLP technologies as the basis, the customer simply marks target data on samples and the system does the rest.

NLP algorithms automatically analyze provided examples, interpret the type and the context surrounding the target data, selects the optimal train scheme depending on the location type, value format and other properties of the target fields, and learns how to reliably locate similar data on documents.

For users, this means that Parascript significantly expands the types of applications and the range of documents that can be processed using FormXtra.AI.

SignatureXpert.AI is fully integrated in and with FormXtra.AI 8.3.

SignatureXpert.AI works with documents having a broad range of resolution (96dpi – 300dpi) and successfully locates target signatures on any type of document including those that have handwritten data besides the actual signatures.

Other enhancements and improvements include:

■ Added automatic page generation for documents with handwritten fields. FormXtra.AI has a few capabilities that turn the arduous tasks of configuring data extraction into something as easy as pressing a button. The automated page generation functionality has now been expanded with the capability of working with handwritten documents. Simply import the page image samples and associated correct values of the target fields on them - the software does the rest.

■ Added predefined documents, such as Canadian Invoices, to the Ready-to-Use definitions collection.

This improves product usability and user-friendliness since it offers a fine-tuned ready-to-use solution for a broadly used generic document type.

■ Improved and enhanced location and recognition capability for various field types – Amount, Initials, Date, Credit Card Number, VIN Number, etc. – so that efficiency and flexibility is improved when working with these fields. These fields are not easy to locate and read because of the variety in the formats, broad context, ambiguity when interpreted, etc. Processing documents containing those fields may be quite challenging because those have various forms of layouts, poor quality, complex background, etc.

https://parascript.com

PSPDFKit acquires Muhimbi

PSPDFKit, a document processing and manipulation platform for developers and enterprise, has announced the acquisition of UK-based Muhimbi, a software solution provider for cloud and on-premises document management systems.

This marks PSPDFKit's first acquisition, following a €100 million strategic investment from New York-based global venture capital and private equity firm Insight Partners in September 2021 to fuel PSPDFKit's next stage of growth. The acquisition advances PSPDFKit's expansion into the low-code/no-code space, helping democratize robotic process automation, and enabling anyone to build document workflows that automate manual business processes.

Muhimbi's software is trusted by thousands of leading enterprises across the globe for automatic PDF conversion, merging, securing, watermarking, and optical character recognition (OCR) of most file types, including MS Office, emails, InfoPath, CAD, HTML, and images.

Muhimbi's flagship products, PDF Converter Online and PDF Converter for SharePoint, empower users with powerful actions for PDF conversion and document automation through SharePoint, Microsoft Power Platform, Nintex Workflow, and more.

Nearly 1 billion end users in more than 150 different countries rely on PSPDFKit's software development kits every day while using web and mobile applications that are built on the company's platform. Their combined offering will further enable tomorrow's engineers and businesses to innovate beyond paper.

RBRO eSignatures iManage integration

RBRO Solutions Inc. (RBRO) developed a seamless cloud-based integration of Syngrafii's iinked Sign, Video Signing Room (VSR) and iinked Seal (e-notarization) product suite into the iManage platform.

Syngrafii is a global eSignature company that

provides the ability to execute original, one time use biometric ink signatures onto hard copy or electronic documents.

Its product suite of technologies ensures full compliance and non-repudiation by providing single-use signatures thus preserving biometric security, identity certainty and specific intent of traditional signatures.

With Syngrafii's electronic signing and VSR remote video meeting capabilities embedded as an iManage Universal App within the iManage experience, users can easily create, view, and monitor the status of documents in signing packages all in one place enabling continuous workflows without the need for context switching.

Users will also be able to automatically save the audit master files of signing records and signed documents into iManage Workspaces, providing confidence that all matter content is stored in iManage, minimizing the risk of overlooked or missing content.

"We are very pleased to partner with Syngrafii on this technology integration," said Howard Russell, CEO, RBRO Solutions.

"Access to Syngrafii eSignature capabilities within the iManage platform will allow everyone to maximize efficiencies in their practices and enable better oversight of all document-signing tasks."

https://www.rbrosolutions.com/

Relativity completes IRAP Assessment

Relativity has completed the Infosec Registered Assessors Program (IRAP) assessment against 'PROTECTED' controls for its cloud offering, RelativityOne.

The assessment supports higher standards for security postures in technology systems used by government agencies in Australia.

Relativity completed its IRAP assessment after an extensive review process conducted by a certified third party.

The process is designed to seek out security weaknesses against a comprehensive set of standard controls that support more secure cloud environments for government data classified up to PROTECTED.

"The public sector in Australia is rapidly undergoing digital transformation with exponential adoption of SaaS services. The pivot provides enormous advantages to agencies and the public, however, requires SaaS providers to constantly ensure they are still fit for purpose in the face of the rapidly evolving threat landscape," said Georgia Foster, Managing Director at Relativity, APAC.

"Completing IRAP assessment reinforces Relativity's commitment to meet the rigorous demands placed on Australian government agencies and is another validation point for the robust security posture that

impacts every organisation entrusting their data to RelativityOne."

The achievement will support long-standing government agencies and Royal Commissions using Relativity on-premise to reap the benefits of Relativity's end-to-end cloud product, following suit from three major New Zealand regulators who moved to RelativityOne last year.

Built on Microsoft Azure, RelativityOne helps government agencies deal with the particularly complex and unpredictable data that comes from federal litigation and investigations.

Globally, Relativity has independently achieved ISO 27001:2013, SOC-2 Type II, and HIPAA compliance.

Doxis Intelligent Content Automation

German firm SER has launched its Doxis Intelligent Content Automation, described as a revolutionary AI-powered platform to automate content understanding, which improves visibility, increases revenue opportunity and reduces risk.

Dr. John Bates, CEO of SER, says, "Companies are increasingly reliant on an IT environment that uses a combination of best-of-breed systems from providers such as SAP, Salesforce and Microsoft.

"These systems were never designed to work together, which has, in turn, led to a lack of shared content awareness and teamwork in silos. This situation bears serious consequences – most notably lost revenue, customer dissatisfaction and higher risks."

Bates continues: "Doxis Intelligent Content Automation addresses these challenges by connecting all systems, information and processes and adding AI-powered intelligence to provide a 360° content understanding.

"This translates into enhanced decision making, maximized revenue potential and minimized risk in a hybrid best-of-breed world."

As part of the Doxis Intelligent Content Automation platform, SER will offer extensible solution suites to solve challenges in common enterprise processes, such as purchase-to-pay, customer 360°, patient management and more to come.

The solution suites bring together various use case-based solutions and create synergies through combined intelligence. Doxis SmartBridges enable solutions to connect with multiple ecosystems, including Microsoft, SAP and Salesforce.

The result: a unified view of information, automated cross-ecosystem processes and better insights.

The platform will be available both on premises and in the cloud through a software subscription license. The platform's enhanced service bundles offer built-in managed services, advanced monitoring and on-demand personalized technical expertise.

https://www.sergroup.com/en/

Annature and BBQ Galore eSignature deal

Barbeques Galore has signed Annature to deliver the eSigning requirements for its headquarters staff administration requirements for internal documentation and select communication with 90 stores. For Barbeques Galore, the agreement helps reduce the admin burden for franchisees and removes the need for signing paper. For Annature, the Australian-owned electronic signature innovator, this latest deal further extends the company's footprint into retail.

Founded in 1977, Barbeques Galore is a market leader in BBQ retailing and also specialises in outdoor furniture and heating. It is also the exclusive Australian distributor for world-leading barbeque brands and accessories such as Zielger & Brown, while paving the way on customer experience as they redefine 'loyalty' with their Barbeque Legends Club, loyalty and programme.

"We've been on a journey the past couple of years, having invested significantly into our digital capability to enhance the customer experience. As part of the maturity journey, we're now looking into areas of productivity by leveraging this new technology backbone to optimise back-of-house processes and tasks," said Mitchell Koureas, CFO.

Innovation has long been at the heart of Barbeques Galore; from pioneering categories, products, and customer experience; so, it comes as no surprise the retailer is looking to leveraging blockchain technology. "Particularly in support of an Aussie start-up" added Koureas.

Annature is an Australian-owned eSigning solution with an integrated digital signature, identity verification, and payments platform built on blockchain technology. Annature was founded by Amreeta Abbott in 2020 and delivers a complete

ISO 27001 certified Digital Transaction Management (DTM) solution.

"We love continuing to build out the blue-chip Aussie brands now trusting Annature with their eSigning needs," said Annature CEO and Founder, Amreeta Abbott.

Barbeques Galore uses a white label version of the eSigning platform, automatically integrating it into its administrative processes. Annature can now be used by head office staff and franchisees throughout its 90-strong store network.

"And the great news is BBQs Galore head office can earn Qantas Points every time they eSign with Annature. As an exclusive eSigning Qantas Business Rewards partner, we love helping Australian businesses," Amreeta continued.

Amreeta Abbott is an award-winning entrepreneur behind NowInfinity. This industry-leading platform provided its cloud-based Documentation Suite, Corporate Messenger, Trust Register, and Super Comply products to more than 4,000 accounting firms responsible for around 750,000 entities. The company was sold to ASX-listed Class Limited (ASX: CL1) in 2020 for $A25 million. Today, she is either at the helm or on the board of multiple fintech organisations. www.amreetaabbott.com.au

Annature an integrated digital signature, identity verification, and payments platform built on blockchain technology. Founded by Amreeta Abbott in 2020, Annature delivers a complete ISO 27001 certified Digital Transaction Management (DTM) solution. Annature integrates with leading document management solutions and cloud storage providers for easy adoption.

For more visit www.annature.com.au

"Delighted to have market leader Barbeques Galore as our newest eSigning partner to reduce admin at HQ and its 90 stores. Really good this digitally savvy Australian blue-chip brand has chosen us to extend our footprint into retail." - Amreeta Abbott, CEO and Founder of Annature.

Trustifi Expands Footprint in A/NZ

Software-as-a-service (SaaS) email encryption security company Trustifi is expanding its global footprint throughout New Zealand and Australia, signing MSP and security specialists Secure Right, located in Hawke's Bay, New Zealand. Secure Right offers specialized, best practice cybersecurity products and services to business organizations in both of the above-mentioned countries.

Trustifi has also developed "Once Click Compliance" capabilities that cater to a range of security regulations the world-over, including PDPO for Hong Kong, POPI for South Africa, GDPR for Europe, and LGPD for Brazil.

The company offers government-grade email encryption, data loss protection, anti-malware, antivirus, and threat detection solutions. Trustifi's solutions employ advanced AI filters and optical character recognition to combat the most sophisticated threats from malicious actors - who are leveraging AI and similar techniques to conduct devastating imposter attacks on C-level executives.

These incidents are not easily detected by traditional SEG (security email gateway)-based solutions, since SEGs function solely by screening already-blacklisted IP addresses. Trustifi's tools can interpret context and flag keywords like "wire transfer" and "bank account," alerting users to these more sophisticated threats before they can do damage. Furthermore, if organizations apply effective and easy-to-use outbound encryption, imposter attacks are less likely in the first place, since hackers can't intercept the high-level messages required to orchestrate them.

"We're thrilled to enhance our presence in the global marketplace by working with Secure Right, one of New Zealand's most formidable, up-and-coming cyber security providers," said Rom Hendler, CEO and co-founder of Trustifi.

"We look forward to helping them proliferate easy-to-use, effective, and powerful encryption to their growing base of customers, to increase adoption of email security and improve compliance to regulations across the world."

"In a global environment where one breached password could cause major disruption even in the most prominent of companies, it's crucial to offer a comprehensive and layered approach to security services. Top-notch email security is crucial to that strategy," said SecureRight's CEO Thomas Hartley.

"We're impressed with Trustifi's distinctive cloud-based infrastructure and the extraordinary abilities it provides, allowing end-users much greater control to recall and revise content that's already been sent, in addition to a broad list of simple, one-click compliance capabilities. We look forward to seeing this powerful solution implemented among our business end-users, creating more thoroughly secure environments across-the-board."

https://secureright.co.nz/

Alteryx updates analytics platform

Alteryx, Inc. has issued findings from a commissioned IDC Infobrief, which reveals that approximately 62.4 billion data and analytic work hours are lost annually worldwide - the equivalent to almost 100,000 human lifetimes.

While data and analytics power the digital-first enterprise, this study reports 95 percent of organizations are still being challenged by creating analytic outcomes from the terabytes of complex raw data piling up across the business.

As businesses strive to move from being data-hoarders to driving real insights by democratizing analytics, the IDC Infobrief, "Data and Analytics in a Digital-First World", reveals how complexities, constraints, skill gaps, and a lack of analytics automation are hurting productivity.

Despite 70 percent of organizations citing wanting to be more data-driven now than before the pandemic, 88 percent of respondents still face technology constraints, and 95 percent struggle with operational challenges around data and analytics.

Of the 78M advanced spreadsheet users worldwide, data-native workers report they are losing 800 hours annually due to due to 61 percent of data activities still being completed in inefficient legacy spreadsheets. Among other key findings from the global study of data workers' activities:

■ A lack of analytics automation is harming data native productivity. Of the 61 percent of data workers who perform activities in only spreadsheets, 27 percent of their time is spent repeating the same or similar activity steps every time a data source has been updated or refreshed. The equivalent to on average seven hours per week.

■ Data and analytics complexity illustrate the need for skills and technology improvements. For example, data natives process highly distributed, diverse, and dynamic data at scale from an average of four unique sources per analytic input and 6.6M rows of data to deliver an average of four unique analytic assets for consumption.

The data and analytics experience needs to be improved as 91 percent of organizations report some area of skills gaps in data and analytics. Advanced analytic skills are at the top of the list with 44 percent reporting predictive, prescriptive and machine learning skills gaps exist in their business.

"While data and analytics power the future, data literacy continues to be a challenge for organizations globally," said Stewart Bond, Research Director, Data Integration and Data Intelligence Software, at IDC.

"Data workers now expect more of their time to be spent on complex data science and application development instead of more basic prep and analytics tasks, but skills constraints and insufficient tools hinder progress. To succeed, organizations need to prioritize the democratization of data and analytics – putting the right tools in the right hands -

with solutions that offer unified and automated data prep and analytic experiences."

Enterprises striving to work smarter by delivering value from data at the scale and speed today's digital-first world demands are increasingly seeking to remove complexities associated with creating analytic outcomes. The newest version of the Alteryx Platform (2021.4) simplifies delivering data-driven insights into the business. Key features and capability highlights of 2021.4 include:

■ Create, centralize and share data connections across the enterprise: With Data Connection Manager (DCM), users will be able to accelerate scaling data and analytics across the business. Further simplifying processes associated with sharing and managing data connection access credentials to data sources. Now a single update to data connection information will be reflected for all workflows using that connection across the enterprise. Making it easy and simple to securely share, centralize and manage data connections.

■ Streamline integration across the business: Enhanced Server APIs provide access to all the core Alteryx Server capabilities, enabling Server Admins to programmatically configure users, workflows, schedules, collections, connections, and credentials using an API. Opening the door for API automation as well as making it easier for teams to easily integrate Alteryx into broader IT processes and infrastructures.

■ Unlock the value from a multiplicity of diverse unstructured datasets: The new Named Entity Recognition (NER) text mining tool provides automated document reading and text mining at scale, unlocking value from data embedded in image documents like PDFs or pictures, regardless of length or template format. Enabling organizations to fully operationalize data extraction from documents in automated analytic workflows.

■ Connect to even more data sources: Enabling organizations to fully scale planning and analytics across the organization, a new Anaplan connector expands end-to-end analytics automation to combine a best-in-class business planning platform with a best-in-class data analytics platform. A new Automation Anywhere connector puts more automation flexibility and additional RPA capabilities directly into an Alteryx workflow, plus, new Google Drive and Outlook 365 connectors further simplify end-to-end analytics automation outcomes.

The IDC InfoBrief, "*Data and Analytics in a Digital-First World*" is based on a comprehensive sample of 1,117 respondents across five regions of: North America; Western Europe; Asia/Pacific; Latin America; and Central and Eastern Europe, Middle East, and Africa. The full IDC Infobrief can be viewed and downloaded here.

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