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NT OPENS UP OIL
EXPLORATION DATA

Measuring Success in Intelligent Document Processing

How to comply with global privacy requirements

Capture technology helps SA Council in Digital Transition

The high cost of stale ERP data

Top Supply Chain Technology Themes in 2022

A Natural Language Search Solution

Enterprise Records Capture

ezescan WebApps

anyone   anywhere   anytime

Automatically align your records capture with your business processes.

MediRecords health records for ADF

Australian digital health company MediRecords will play a key role in a $A299 million overhaul of the Australian Defence Force (ADF) electronic health records system. The new 'health knowledge management system', known as Joint Project 2060 Ph4, will be delivered by a consortium of Australian and international companies, led by Leidos Australia.

MediRecords, which was instrumental in setting up the Federal Government's Coronavirus Helpline, will provide the technology to deliver primary and allied health care to 85,000 ADF staff.

Work has started on the project, with initial operating capability planned for November 2023 and final operating capability in 2025. JP2060 Phase 4 is expected to create up to 187 fulltime jobs.

Atturra acquire Perth-based OpenText SI Hayes

ASX listed solution provider Atturra is acquiring OpenText partner Hayes Information Systems and Communications through its subsidiary, Anatas Pty Ltd. Perth-based Hayes is an Information Management consultancy.

Regional Vice President ANZ of OpenText, Mike Saxton, said: "With this acquisition, OpenText customers can now access end-to-end enterprise data and integration solutions from an Australian technology services powerhouse."

Clearlake Capital and TA Associates buy Kofax

Kofax has entered into a definitive agreement to be acquired by Clearlake Capital Group, L.P. (together with its affiliates, "Clearlake") and TA Associates ("TA") from Thoma Bravo, a leading software investment firm. Upon closing of the transaction, Clearlake and TA will become majority shareholders in Kofax. Financial terms of the transaction were not disclosed.

"Kofax has a proven track record of delivering high-quality software that simplifies information-intensive workflows, an urgent need with the ever-accelerating pace of digital transformation," said Harry Taylor, Managing Director, and Mike Libert, Director, at TA.

"Building on its momentum in the market, we believe there is significant opportunity to further strengthen and expand the Company's integrated platform of solutions. TA looks forward to collaborating with Kofax's management team and Clearlake to promote strategic growth and innovation."

Business Leaders Lack Confidence in Data

Nearly nine of ten – a whopping 86% -- of business leaders at financial services companies aren't confident that their data can be used for decision-making, according to research commissioned by InterSystems. The study of more than 550 business leaders across 12 countries globally revealed the problem may stem from disconnected systems and data sources, with almost all (98%) respondents saying that there are data and application silos within their organization.

The survey found that overcoming these data challenges is a top priority for financial services businesses in the year ahead. More than half (51%) cite their biggest technology priority as gaining access to realtime data across the business for improved decision-making, while 44% say it is to develop new applications.

Hyland gains VERS accreditation

Hyland has announced that the Australian office has been granted Victoria's Electronic Records Strategy (VERS) Version 2.0 accreditation, under Victoria's governmental policy on the creation, capture and preservation of digital records.

The VERS accreditation process is undertaken by the Public Record Office Victoria (PROV), and ensures compliance in line with the demands of modern digital records keeping.

"This accreditation is significant for Hyland, as it means we are trusted and certified to provide software to government organisations across Australia. Gaining this accreditation pays testimony to our drive and desire to fulfil the strict policies in place around government tenders," said Country manager for ANZ at Hyland, Jamie Atherton.

"We are now very well-placed to provide advanced solutions right across all levels of government in Australia.

When does Scanner Rental make sense for digitisation projects?

Rent, Buy or Bureau? – these are the three choices that often face organisations about to tackle a major project to digitise paper-based archives. Mike Kirkby, CEO of Australia's EzeScan, is finding that for a particular segment of the market, scanner rental is really adding up as the common-sense solution.

"There's a place for Bureau scanning, typically where organisations have large archives they want to digitise and resourcing the project internally is not feasible. Additionally, the archive may contain documents with low security issues or no security issues and there is little or no impact on the business if the documents are not accessible within the business for an extended period of time."

"However, for many of our customers, the value of their documents and more specifically the need for high quality metadata is the reason they elect to do the scanning themselves. Getting decent information off the document usually means that you need to have some understanding of context of the document, or what that document means to the organisation. Typically, a scanner data operator in a scanning bureau is not going to have that sense of context."

"Some documents may be of higher value and historical importance, such that if they were lost or damaged, even though they've been digitised, the loss or damage could cause an issue from a records management perspective. There may simply be too much risk in sending those out to a Bureau to be digitised."

"A major requirement for many of our customers is, 'Can you upload the scanned documents directly into my document management system?' Most scanning bureaus don't offer that, they'll only give you a file transfer of all the documents they've scanned and any metadata that you have asked them to collect for those documents. The customer is then faced with performing some sort of bulk import to get these documents placed into their systems in the right place."

"Our model is different to that. We supply the scanner. We install EzeScan either onto their PCs or onto our rental PCs. We configure it to directly talk to their back-end systems, either a tier 1 EDRM system or an entry level system like Google Drive or Dropbox, then we push those documents automatically into those systems in real-time, so the customer gets a sense of progress as they go. They can see that they're not only scanning, but their documents are starting to appear in their business as they go, and they've got full control over the document security."

EzeScan offers new or used scanners for rental for the term of a digitisation project, including the necessary EzeScan software.

Most of the short-term projects that end up deciding on the rental option fit into a particular profile, usually involving between 10,000 to 1,000,000 documents, and are undertaken over a 12-to-18-month period.

"Digital transformation initiatives have drastically reduced the amount of paper records being generated, but we often find people are coming to us and saying, we've got 10 years' worth of stuff in boxes," said Kirkby.

"People have realised that moving documents around electronically is a lot more efficient than moving documents around in a paper format, since paper documents obviously can't be easily shared.

"They realise that by scanning paper-based documents and making them digitally accessible to their staff regardless of where they are working, can drive improvements in operational efficiency and customer satisfaction within their organisation. Not only can they access information faster, but they can also leverage the ability to move the document around electronically and to take advantage of more highly automated workflow processes.

"The imaging part of digitisation is a small component now. It's more to do with, what you are doing with the information that is the driver? How are you getting the value from that document in your organisation and how can companies like ourselves assist with that.

"Many of our customers tell us that they don't want to over-invest in this process and end up with equipment or software left at the end of it that is not going to be used, but they might still be paying for."

"When people are considering short term rentals, what they're really looking for is a cost-effective solution to their problem that allows them to get the scanning done in a timeframe that is manageable and suitable for them."

"Low mileage refurbished scanners are one way that helps to lower the cost of short-term rentals. Typically, a refurbished scanner has scanned less pages than 30 days' worth of its recommended daily limit. So, they're still in excellent condition, ideal for customers to re-use. Each scanner is thoroughly cleaned, comprehensively tested, then repackaged with cleaning consumables into a sturdy box along with a copy of our EzeScan software. The scanner can be shipped to a customer at short notice upon receipt of an order."

"We also still have some customers that want to rent for the long term and generally want a new machine with manufacturer warranty and we can also do that as well for them," said Kirkby.

While the typical rental project will require one or more scanners, many organisations also need to rent PC's, as their existing computers are not up to spec or procuring and configuring new PC's can be difficult.

"Nowadays, many organisations are not only moving their Server infrastructure to Cloud but they're also not buying PC's, driven by the growing trend towards bring your own devices (BYOD) like smart phones, tablets, and notebooks. There's a real transition away from owning hardware that you can really run imaging software on in the on-premise environment," said Kirkby.

The final piece to the puzzle, is our expertise. Not only do we ship the scanner and the software, but we help to configure it to suit the specific requirements of each customer scanning project. We train their operators and provide ongoing support during the project. If for any reason there is a problem with scanner during the project, we sort out getting the equipment repaired or replaced, eliminating warranty hassles and other delays. When the job is complete, we simply arrange to collect the equipment.

NT Government opens up petroleum data with major scanning project

The sum of all geological findings in the Top End is in the process of being made available – publicly and for the very first time – through a single portal, thanks to a ground-breaking collaboration with the Northern Territory government.

The accessibility of such data is paydirt for exploration companies in the area, who work with the government and local communities to prospect for oil and gas, opening the way for valuable mining initiatives and creating jobs.

The data has been about 4.543 billion years in the making. Plus or minus about 50 million years, the earth has been holding us up for a while now.

As Dr. Unni Karumathil from the Northern Territory Department of Industry, Tourism and Trade – who is leading the petroleum data management team in the Top End attests – "It has been a long time coming as this data has been around for such a long time". He refers, of course, to the backlog of physical research materials in storage – most of which is paper.

Invaluable Data

"We are digitising all our hard copy data from petroleum exploration, which is done mostly through seismic surveys that help us identify oil and gas deposits or accumulations," says Karumathil.

For a government department with a vast amount of irreplaceable legacy data dating back as far as the 1960s, this initiative is innovative both for the Northern Territory Geological Survey (NTGS) – which forms part of the Department of Industry, Tourism and Trade (DITT) – and for Dr Unni himself.

There is also a proportion of the geological log collection that is equally 'trapped' in PDF files. These files need data capture alongside the paper, to produce usable information for import into the software.

"This project is ground-breaking for me, too. I'm proud that I've been able to finally facilitate digitisation. It is certainly a personal goal for me", says the Petroleum Data Manager.

The categories won by scanning bureau Avantix through an open tender process are Scanning Seismic Sections, Scanning Well Logs, and the digital conversion of PDF and Paper Logs to LAS format.

Sounds like a bit of a mouthful? Thankfully, Dr. Unni Trade has dusted off his geological glossary to help make sense of it all.

Data capture service is just the beginning

Data collection and storage technology have changed dramatically over the last 60 years.

Some prospecting companies only used paper formats while older data was either in inaccessible formats, on old media requiring specialised hardware and knowledge to run, or at risk of deterioration through aging. Needless to say, some common ground was required.

As Dr Unni explains, "Prospective zones are identified through a method called logging – with various instruments lowered into wells as deep as 2000 metres, 3000 metres, and maybe even 5000 metres.

The readings are plotted on paper as a graph or curve, called log curves. It is this exploration data that we are working with Avantix to transcribe from obsolete storage media to modern usable media."

Down to earth data capture

Seismic and well log data in paper and sepia formats are kept in NTGS' Darwin City office and in a temperature-controlled archive storage room at NTGS Core Library in Darwin.

With approximately 15,000 kilometres of seismic data and around 2.5 million feet of geological log curves amounting to over 30,000 metres of paper and sepia sections, Australia's Avantix was up for the challenge.

Says Dr Unni, "The digitisation of seismic data is called vectorisation. We selected Avantix for digitisation of well data as they came highly recommended in this field. Avantix have consultants and people with experience and expertise in geological data, so we feel confident in their ability to deliver a quality result."

Meaningful conclusions

But what about holes in the data? "There are areas where the data is lacking or missing,", Dr Unni admits. "We are now able to provide that digital data and incorporate it into platforms for exploration companies to make better decisions".

Indeed, legacy or historical data, converted into new digital formats allows companies to compare their own results to existing data, leading to meaningful conclusions about where to explore for in particular areas.

Future proofing data capture

For the NTGS much like many other forward-thinking institutions, the plan is to eventually move away from

"We are the custodians of our data. We supply data to our companies, individuals, researchers, universities, free of charge. It is free because we want more exploration to happen." - Dr. Unni Karumathil from the Northern Territory Department of Industry, Tourism and Trade

paper data to create a more leaner office space – "Maybe by 2030", alludes Dr Unni.

The only thing standing in the way is archaic media like paper records. And the hot and humid weather of Darwin. "If we get rid of all that old media, we'll be saving money as well. Once we have this digital data, we'll be confident we can back it up properly and preserve this valuable information", informs Dr Karumathil.

Dr Karumathil's office also receives rock core samples which are passed through a scanner that measures the reflectance of the mineralogy. Digitising this data will allow the core samples to be returned to the earth eventually – which means the process recycling is not just confined to old paper data.

Digitisation services Australia wide

To date, Avantix has made progress on the digitisation process, which means NTGS are well on their way to making the data more accessible for exploration. "That is the activity we are looking for", exclaims Dr Unni. "To get the digital data and get it on portals so the public can access it for free on the Internet. Previously, we only had access to paper or PDF image files for our data".

Avantix CEO Duncan Lord adds, "Of ultimate importance is the goal of meeting customer needs regardless of the systems they use. As leaders in scanning, data capture and integration solutions, we promise fast, accurate and cost effective paper to data digitisation services."

When the dust settles, it's all about customer satisfaction.

"Avantix have been very good. They have been responsive and responsible people. They do the job to our satisfaction and their work is excellent. Everything is going ahead as planned and we are looking forward to more work in the future", concludes Dr Unni.
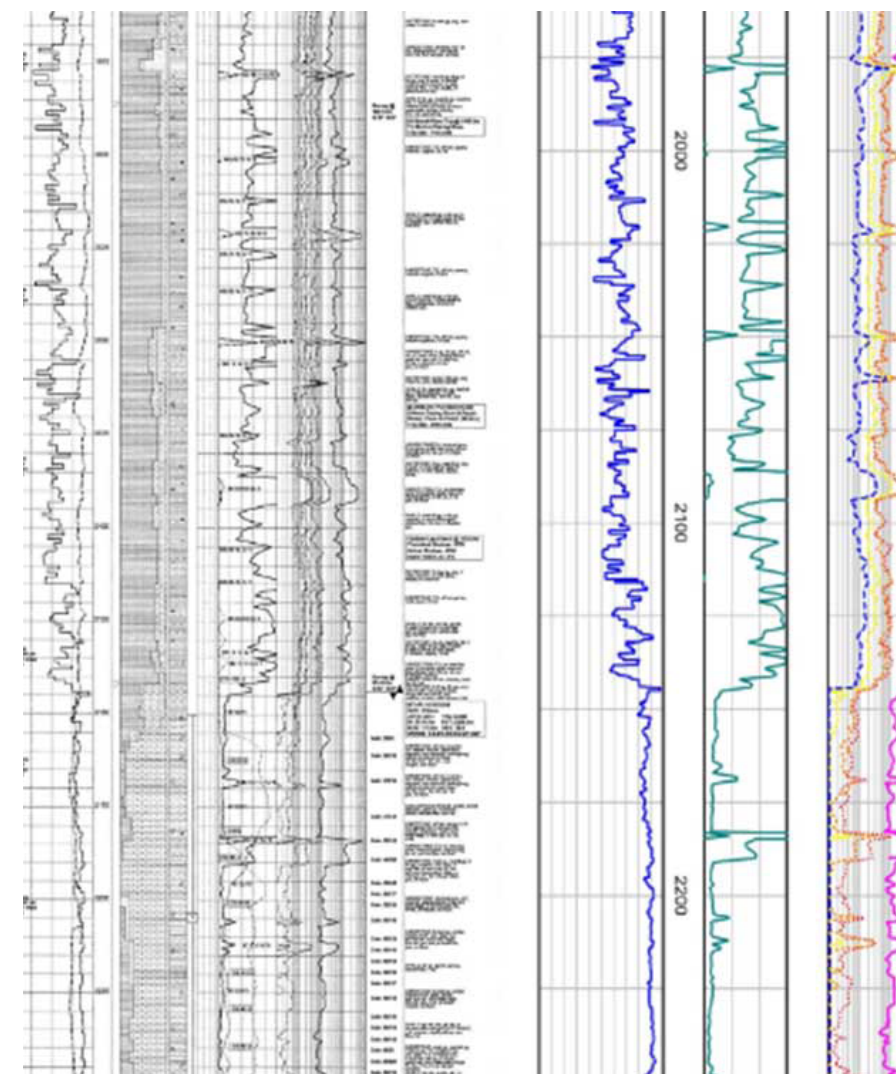
Scanning Well Logs held in paper and sepia formats are being progressively digitised..

The Need to Modernize Records Management

Digital transformation is disrupting traditional business models and organizations must adapt to the ever-changing digital ecosystem and transform digitally to stay competitive and deliver efficient services.

The Hybrid Workforce and Digital Offices
The recent shift to a hybrid workforce that works remotely and collaborates in digital workplaces has led to many organizations modifying their business processes. An electronic document and records management system (eDRMS) typically manages electronic files and documents as records in many organizations. However, most eDRMSs today lack the technical ability to work with the diverse records produced by digital workspaces.

Handling Diverse Record Types Need Modernization
Document and record management is an integral part of the digital transformation strategy. Agile digital workflows are common in transformation. The digital records produced in today's digital workplaces take various forms, including PDFs, e-signatures, emails, text messages, audio clips, video recordings, and many more.

These changes have led to a demand for better tools to manage records in an organization. The current document management systems fall short of meeting the demand for today's digital workplaces.

Australian Government's Digital Continuity 2020 Policy
Most companies in Australia are slow to adopt modern technologies, leaving them with an unoptimized technology landscape that cannot match the pace of today's digital world. As the deadline for compliance with the Australian Government's Digital Continuity 2020 Policy approaches, business and government leaders are paying more attention to their information management systems today and seeking to modernize.

Challenges facing organizations today in record management.
According to a recent survey by Microsoft and Harvard Business Review, 82 percent of global business leaders say that digital transformation makes data security and governance more difficult. Here are some reasons causing these challenges.

Implementation of disparate systems:
Organizations have not been able to keep pace with the digital changes due to various constraints. Implementation of information technology systems in a haphazard manner has led to a mix of incompatible legacy and modern systems. The impact is visible in the way records are managed in organizations. Some documentation records are physical, and some are in outdated eDRMSs. Companies, unfortunately, miss the benefits of digitization.

Lack of standardization in processes:
Business processes lack standardization in how the digital records get used, transmitted, and stored. The downside is that staff spend a lot of productive time searching for documents.

A 2012 study conducted by McKinsey found that knowledge workers still spend 19% of their time searching for and gathering information. A 2018 IDC study found that "data professionals are losing 50% of their time every week" — 30% searching for, governing, and preparing data plus 20% duplicating work.

With the rise in digitalization today, information explosion is all around us with the addition of mobile apps, cloud solutions, social media, and other online platforms. Employees spend a lot of productive time searching for relevant documentation across their emails, online archives, on-premise applications, SaaS applications, and others, along with physical documentation.

Concerns on security and compliance:
With various digital records in today's digital workplace, there are increasing concerns on data privacy and regulatory compliances. Countries are bringing about regulations like the General Data Protection Regulation (GDPR) in the EU to protect the collection and processing of personal information from individuals who live in the European Union (EU). Lapses in data privacy, cybersecurity, and regulatory compliances will lead to legal implications, financial losses, and loss of brand reputation.

According to statistics on cyber-attacks, six in every 10 attacks in 2020 intended to extort money from companies and individuals. The most notable breach was Garmin, which cost the company a whopping $10 million. CTW Global also lost a significant sum of $4.5 million.

Organizations must ensure that their business records are maintained in a secure and compliant manner.

The Way Forward – Mitigating Risk with a Modern records management solution
To safeguard against risk without compromising productivity or incurring additional expenses, organizations must adopt a more efficient, user-friendly approach to information management. New-breed solutions that build secure, configurable records management protocols into the apps and software employees already use offer a way forward.

A successful records management transformation - Australian Federal Government agency

Spend a couple of minutes to see how one Australian Federal Government agency enlisted our help in transforming its information management system by implementing Microsoft's cloud Records Management solution.

The highly automated solution integrates with existing applications, saves time by using machine learning to identify and classify regulatory, legal, and business-critical records at scale. In addition, it provides defensible audit trails and proof of destruction to improve transparency.

Benefits include increased productivity, efficient processes with automated, rule-based operations, and creating a single source of truth for all records, enabling easy access and searching. Learn more.

Click here to download our FREE whitepaper **and discover how.**

A Natural Language Search Solution
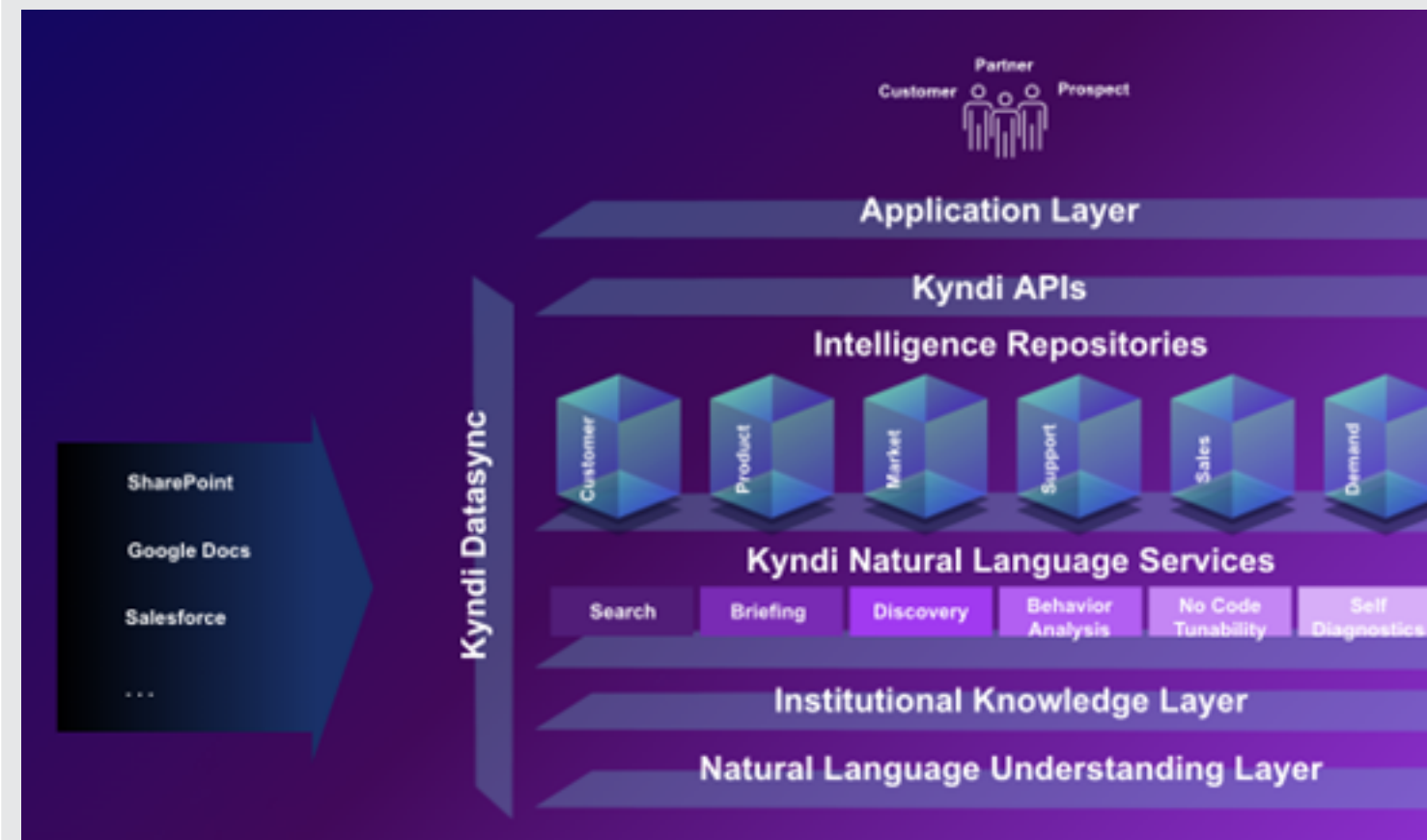
Kyndi has launched its Natural Language Search Solution, designed to maximize the relevancy and speed of finding answers in unstructured, text-based data.

"Better enterprise search has been a goal for organizations for the last twenty years," said David Schubmehl, Research VP for Conversational AI and Intelligent Knowledge Discovery at IDC. "The use of AI and better natural language processing is now beginning to provide organizations with better products and techniques that improve the search experience, sometimes dramatically. Kyndi Natural Language Search appears to be one such product and IDC looks forward to its entry into the growing market for AI powered search."

Today, individuals still spend at least 400 hours each year searching for information, resulting in millions of dollars in operational costs and lost business opportunities. Kyndi's Natural Language Search solution cuts down search time by half while delivering twice the information accuracy the company claims.

The Solution offers a number of capabilities, including:

■Kyndi Site Search: Powered by Kyndi's Natural Language Platform, Kyndi's Site Search solution simplifies digital content discovery, increasing engagement and conversion by helping customers quickly find answers to questions buried in digital content.

■Natural Language Understanding (NLU): Built on top of a rich set of NLU capabilities are Kyndi's advanced cognitive abilities that can detect user intent, query variations, semantic similarity and more. Kyndi

Kyndi Natural Language Search Architecture
delivers the most relevant, comprehensive answers to your users every time they search.

■User-friendly Explanations: Kyndi's explainable AI enables end-users to click-thru search results to see answers in context of the underlying data, while developers can tune and optimize the result with minimal effort.

■No-code Environment: Kyndi allows users of all skill levels to manage the set-up, language extension, testing, and benchmarking of a semantically tuned, searchable content volume without having to code. With Kyndi, users can dynamically extend their language model at runtime, saving time and resources for model re-training.

■Flexible and Fast Deployment: Deploy and launch Kyndi Natural Language Search into production in days or weeks instead of months or years. You can run Kyndi in a multi-tenant environment fully managed by Kyndi, or in a single-tenant VPC hosted by Kyndi or by your own team.

"Our goal has always been to amplify the productivity of the 230+ million business professionals that waste too much time looking for answers in text data," said Ryan Welsh, founder and CEO of Kyndi. "

Kyndi's NLP platform was previously only available to the largest enterprises and government agencies in the world, but now it is obtainable to businesses of all sizes in the first end-to-end natural language search offering. This is a major leap forward in helping every business become natural-language-enabled."

https://www.kyndi.com/

Federal Department transitions to cloud

Information Management and Governance (IMG) specialist, iCognition, has transitioned another Australian Federal Government department to iCognition's fully hosted and managed Content Manager cloud service, EDRMSaaS.Cloud, replacing the department's existing on-premises Content Manager system.

"This follows on from iCognition's success in transitioning the Australian Digital Health Agency to our cloud service and proves that such a transition is cost effective when comparing our cloud service to managing on-premises Content Manager system", said Joe Mammoliti, iCognition CEO.

"When you consider the cost of managing a complex application such as Content Manager that manages a department's vital information assets, much of which is security sensitive, you need to consider all aspects of security management, as well as service level assurances, performance optimisation, integrations, disaster recovery, and keeping the application up to date. When you add up all these internal costs, along with the risk profile, you are much better off getting a specialist organisation to take responsibility for ensuring the solution is provided as a service, making it highly available, evergreen, and secure."

The new iCognition customer assessed that iCognition had the security profile required to manage the application as a service in the cloud. In addition to having strong support capability for security sensitive organisations, iCognition's EDRMSaaS is ISO27001 Information Security Management certified, and has completed IRAP assessment at PROTECTED classification.

"This guarantees that clients can trust that their information is highly secure and available, and that the iCognition service will be provided with quality support and resources", said Mammoliti.

"We apply rigorous security policies, standardised processes, stable technology, and skilled resources in delivering our cloud service. Conducting regular penetration, disaster recovery testing, and application updates are inclusive to the service, thus assuring the security of your information."

The new client will also make use of iCognition's many innovations that add value to the client's Content Manager system, including RM Connector to allow them to create unlimited integrations between line of business systems and Content Manager.

"We look forward to a strong ongoing relationship with our new client, who joins our many other cloud service clients, including Dept of Natural Resources and Environment, University of NSW, Perpetual Limited, and ADHA", said Mammoliti.

https://www.icognition.com.au

ASIC seeks new Evidence Data Tool

The Australian Securities and Investments Commission (ASIC) has issued a tender for Evidence Management and Early Case Assessment (ECA) Software. There are 350 users who use ASIC's current ECA tool which processes around 1 Petabyte (PB) of data a year that is seized by or produced to ASIC. The tender states "At present the seized data is triaged using a number of forensic tools and only around 15-20% (being user-created material) is imported into the ECA system. For very large evidence items (e.g., EDB mail stores or file servers) further culling is done within the ECA system (e.g., a subset of email mailboxes or a particular set of directories) and a new ECA repository is created containing only that subset, which is made available for review.

"Of the material that is examined outside of ASIC's ECA tool, mobile phone data is increasingly prevalent. A system that incorporated mobile phone data with other evidentiary material would increase efficiency of review."

The quantity of data ingested by ASIC'S existing Evidence management and Legal review Tool is roughly 6 million documents (5 TB of evidentiary files, 1.5TB of database content and 160GB of full-text index content) per annum.

"Total evidence storage requirements are for 1800 cases (including archived cases) containing 31 million documents (60 million files including rendered PDFs) totalling 32TB; 4TB of database content and 1.5TB of full text index content.

"There are 1400 users licensed for this tool with up to 300 concurrent users at peak times. There are 3 system administrators and 70 users with administrator privileges."

ASIC operates a Hybrid Multi-Cloud environment spanning private data centres, AWS, and Azure. The environment for its ECA and EM solutions is in transition from on-premise to the cloud.

ASIC's electronic evidence processing requirements range from a few gigabytes to multiple terabytes in each matter. Sources of electronic evidence ASIC is required to process include (but are not limited to):

• Forensic images in EnCase (or "E01") format, DD format or logical "evidence file" formats (such as EnCase Forensic "L01", FTK Imager "AD1" and X-Ways Forensics "CTR").

• Seized or otherwise obtained computers, laptops and servers relating to investigations.

• Loose files stored on removable media such as CDs, DVDs, "USB drives" and portable hard disks or provided via email or file sharing solution.

• Mobile device data extracted by Forensic tools

• Cloud based account data (including but not limited to: Bloomberg messaging, Google takeout, Microsoft Teams communication, social media accounts).

ASIC expects the winning tender will be implemented in early 2023 with a three year contract.

Steady AI Adoption as Organizations Look deal with Skills Shortages: Survey
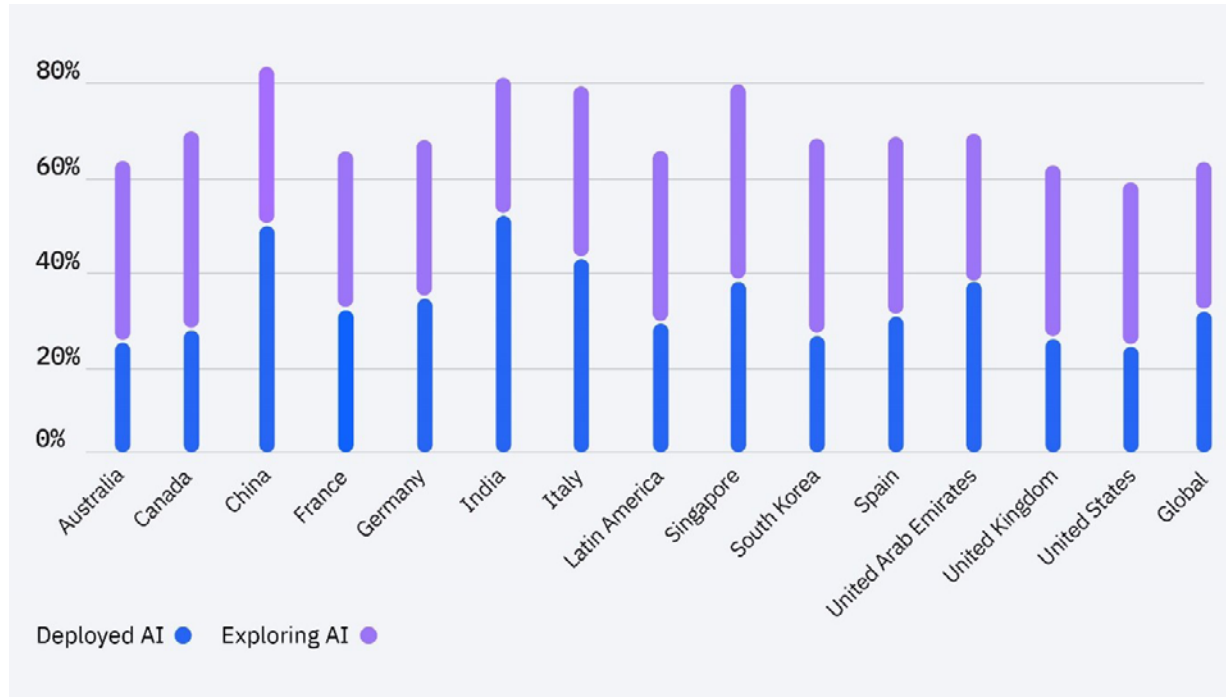
New market research commissioned by IBM has revealed that global AI adoption grew steadily over the last year, to 35 percent of those surveyed in 2022, further underscoring that AI growth is poised to accelerate as it continues to mature, becoming more accessible and easier to implement.

Other data points from the "Global AI Adoption Index 2022," conducted by Morning Consult on behalf of IBM, reveal this growth was due to companies recognizing the value of AI as they emerged from the challenges of the COVID-19 pandemic and invested in their digital transformation, while dealing with talent and skills shortages. In fact, the study shows that AI adoption was

AI adoption rates around the world

up 4 percentage points compared with 2021.

Today, 35% of companies reported using AI in their business. Compared with 2021, organizations are 13% more likely to have adopted AI in 2022. Additionally, 42% of companies report they are exploring AI.

Large companies are more likely than smaller companies to use AI. Chinese and Indian companies are leading the way, with nearly 60% of IT professionals in those countries saying their organization already actively uses AI, compared with lagging markets like South Korea (22%), Australia (24%) the U.S. (25%), and the U.K. (26%).

IT professionals in the financial services, media, energy, automotive, oil, and aerospace industries are most likely to report their company has actively deployed AI, while organizations in industries including retail, travel and government/federal services and healthcare are the least likely.

A major explanation for gradual AI adoption is the need to implement a successful data management strategy and applying AI to that data achieve business goals.

Companies that have not deployed AI are three times as likely to say that they have little to no confidence their company has the proper data management tools.

Today, 37% of companies are developing an AI strategy, 28% already have a holistic strategy in place, and 25% have a strategy that is focused only on limited or specific use cases.

More than costs, lack of tools, or project or data

complexity, the skills gap remains the biggest barrier to AI adoption. At the same time, AI is also helping organizations address skills shortages, for example by automating tasks for skilled workers so they can be more productive, or by using AI-assisted learning or employee engagement.

Almost one-in-four companies are adopting AI because of labour or skills shortages, and 30% of global IT professionals say employees at their organization are already saving time with new AI and automation software/tools.

While AI investment continues to grow, barriers to adoption remain, particularly for smaller organizations who are significantly less likely to take advantage of AI. The survey determined top three barriers to AI adoption for businesses are: limited AI expertise or knowledge (34%), high prices (29%), and lack of tools and platforms for developing AI models (25%).

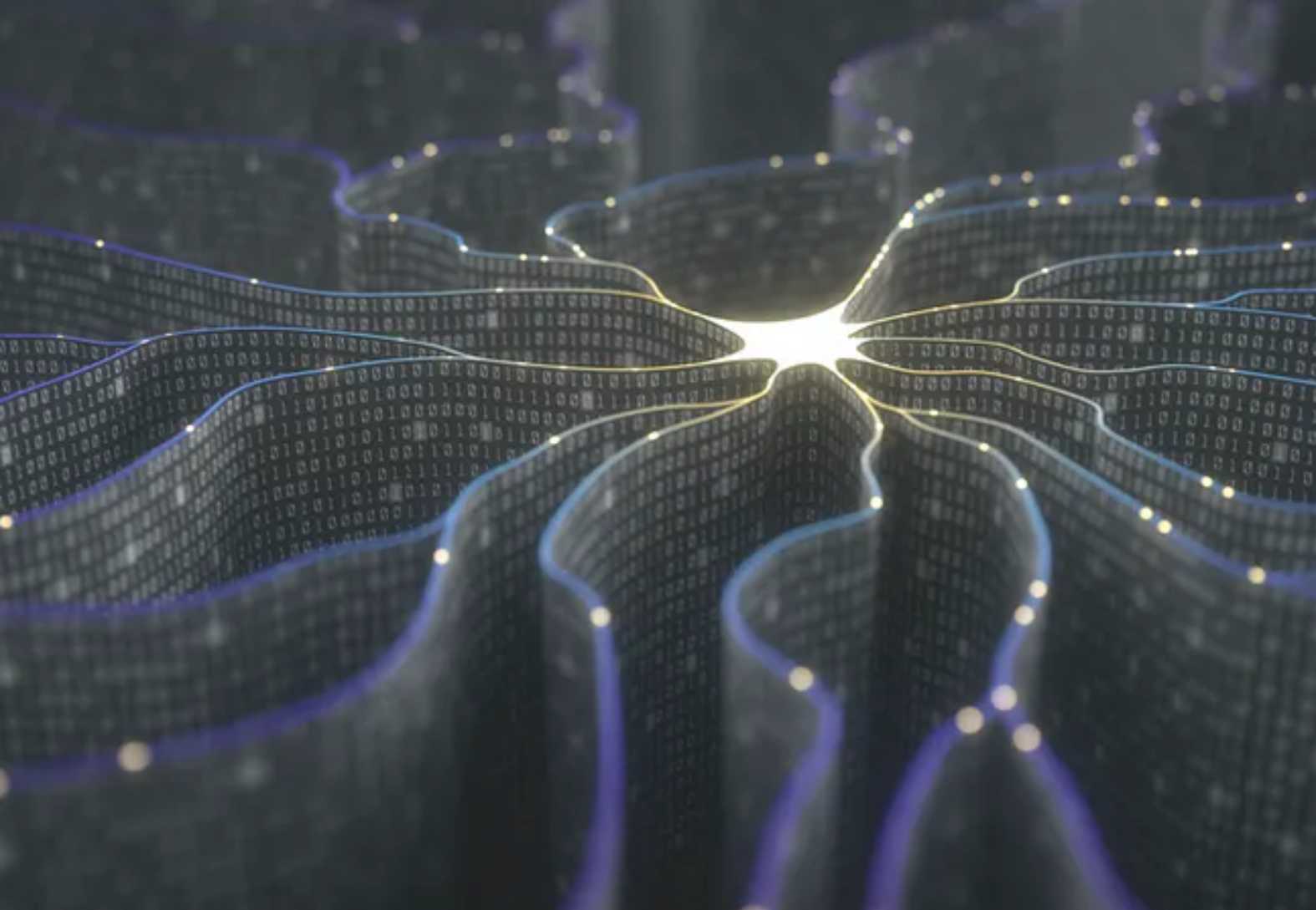Download the full report here.
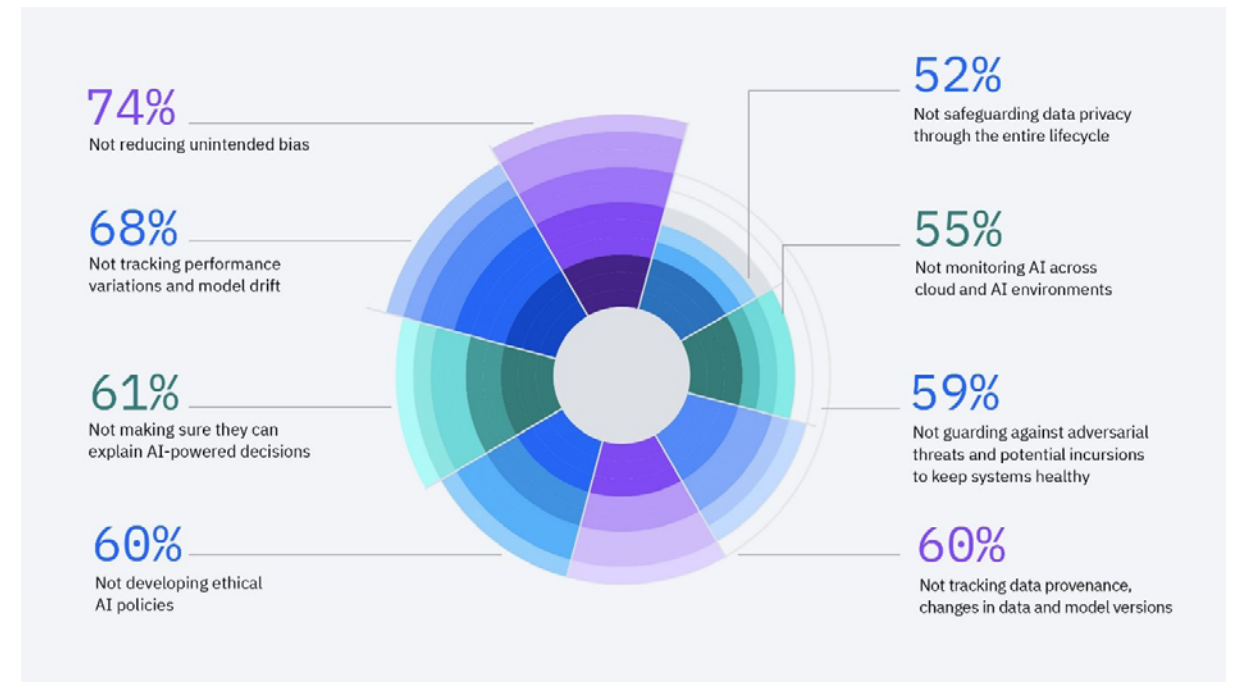
A majority of organizations have not taken key steps towards trustworthy AI.
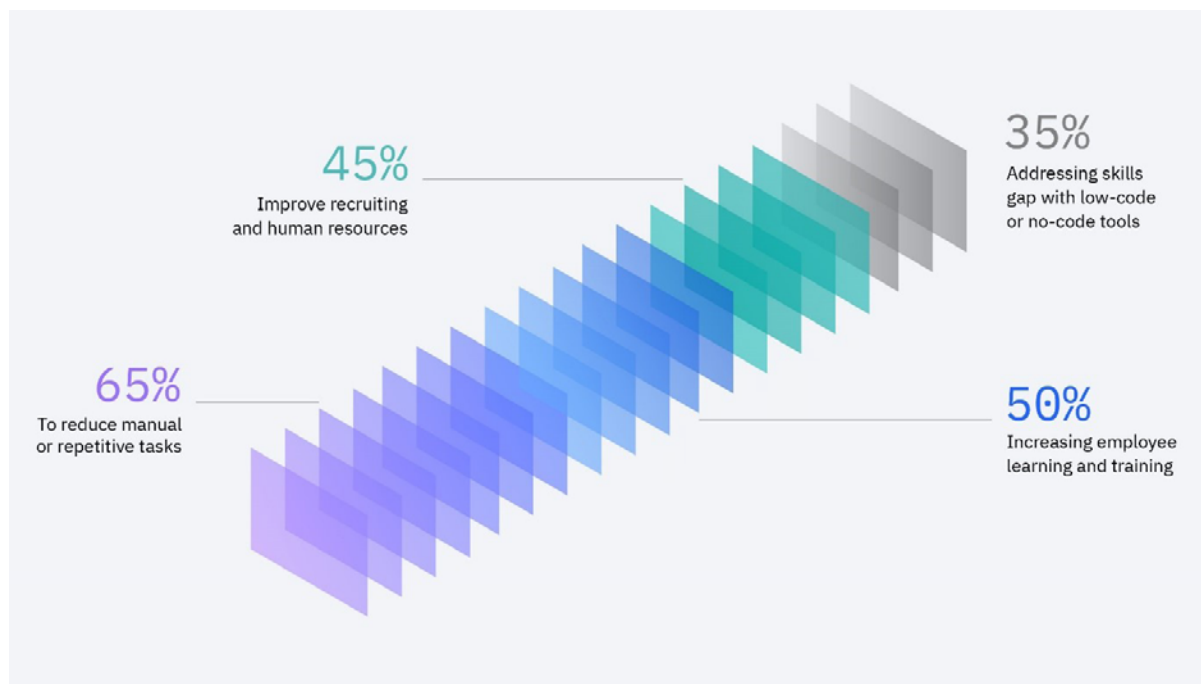
How organizations are using AI to address labour or skill shortages.

IT professionals at companies that use AI today for environmental risk analysis and sustainability are using AI in these ways.

We're told AI neural networks 'learn' the way humans do. A neuroscientist explains why that's not the case

By James Fodor, The University of Melbourne

Recently developed artificial intelligence (AI) models are capable of many impressive feats, including recognising images and producing human-like language. But just because AI can perform human-like behaviours doesn't mean it can think or understand like humans. As a researcher studying how humans understand and reason about the world, I think it's important to emphasise the way AI systems "think" and learn is fundamentally different to how humans do – and we have a long way to go before AI can truly think like us.

Developments in AI have produced systems that can perform very human-like behaviours. The language model GPT-3 can produce text that's often indistinguishable from human speech. Another model, PaLM, can produce explanations for jokes it has never seen before.

Most recently, a general-purpose AI known as Gato has been developed which can perform hundreds of tasks, including captioning images, answering questions, playing Atari video games, and even controlling a robot

arm to stack blocks. And DALL-E is a system which has been trained to produce modified images and artwork from a text description.

These breakthroughs have led to some bold claims about the capability of such AI, and what it can tell us about human intelligence.

For example Nando de Freitas, a researcher at Google's AI company DeepMind, argues scaling up existing models will be enough to produce human-level artificial intelligence. Others have echoed this view.

In all the excitement, it's easy to assume human-like behaviour means human-like understanding. But there are several key differences between how AI and humans think and learn.

Neural nets vs the human brain

Most recent AI is built from artificial neural networks, or "neural nets" for short. The term "neural" is used because these networks are inspired by the human brain, in which billions of cells called neurons form complex webs of connections with one another, processing information as they fire signals back and forth.

Neural nets are a highly simplified version of the biology. A real neuron is replaced with a simple node,

and the strength of the connection between nodes is represented by a single number called a "weight".

With enough connected nodes stacked into enough layers, neural nets can be trained to recognise patterns and even "generalise" to stimuli that are similar (but not identical) to what they've seen before. Simply, generalisation refers to an AI system's ability to take what it has learnt from certain data and apply it to new data.

Being able to identify features, recognise patterns, and generalise from results lies at the heart of the success of neural nets – and mimics techniques humans use for such tasks. Yet there are important differences.

Neural nets are typically trained by "supervised learning". So they're presented with many examples of an input and the desired output, and then gradually the connection weights are adjusted until the network "learns" to produce the desired output.

To learn a language task, a neural net may be presented with a sentence one word at a time, and will slowly learns to predict the next word in the sequence.

This is very different from how humans typically learn. Most human learning is "unsupervised", which means we're not explicitly told what the "right" response is for a given stimulus. We have to work this out ourselves.

For instance, children aren't given instructions on how to speak, but learn this through a complex process of exposure to adult speech, imitation, and feedback.

Another difference is the sheer scale of data used to train AI. The GPT-3 model was trained on 400 billion words, mostly taken from the internet. At a rate of 150 words per minute, it would take a human nearly 4,000 years to read this much text.

Such calculations show humans can't possibly learn the same way AI does. We have to make more efficient use of smaller amounts of data.

Neural nets can learn in ways we can't

An even more fundamental difference concerns the way

neural nets learn. In order to match up a stimulus with a desired response, neural nets use an algorithm called "backpropagation" to pass errors backward through the network, allowing the weights to be adjusted in just the right way.

However, it's widely recognised by neuroscientists that backpropagation can't be implemented in the brain, as it would require external signals that just don't exist.

Some researchers have proposed variations of backpropagation could be used by the brain, but so far there is no evidence human brains can use such learning methods.

Instead, humans learn by making structured mental concepts, in which many different properties and associations are linked together. For instance, our concept of "banana" includes its shape, the colour yellow, knowledge of it being a fruit, how to hold it, and so forth.

As far as we know, AI systems do not form conceptual knowledge like this. They rely entirely on extracting complex statistical associations from their training data, and then applying these to similar contexts.

Efforts are underway to build AI that combines different types of input (such as images and text) – but it remains to be seen if this will be sufficient for these models to learn the same types of rich mental representations humans use to understand the world.

There's still much we don't know about how humans learn, understand and reason. However, what we do know indicates humans perform these tasks very differently to AI systems.

As such, many researchers believe we'll need new approaches, and more fundamental insight into how the human brain works, before we can build machines that truly think and learn like humans.

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Childrens' learning is assisted by adults, but they're not fed massive datasets the way AI systems are. Shutterstock

12 | information & data manager

information & data manager | 13

Queensland reviews govt record-keeping

The Queensland Public Records Act 2002 will undergo a review to modernise and strengthen government record-keeping. Minister for Communities and Housing, Minister for Digital Economy and Minister for the Arts, Leeanne Enoch, has formally appointed retired Supreme Court Judge, the Honourable Justice John Byrne AO RFQ, to lead a review of the Public Records Act 2002.

"Written in 2002, the Public Records Act does not take into account the digital advancements of the past 20 years and does not adequately represent all Queenslanders.

"The Act predates the United Nations Declaration of the Rights of Indigenous Peoples 2007 so does not recognise the rights of Aboriginal and Torres Strait Islander peoples nor does it provide any special provisions for First Nations communities," Minister Enoch said.

The review highlights the Queensland Government's commitment to integrity and governance in the public sector.

"I am delighted that Justice Byrne has agreed to conduct this important work to create a new and more comprehensive and inclusive Public Records Act which will enable efficient record-keeping in the digital environment and will include First Nations perspectives," she said.

Minister Enoch said Justice Byrne will be supported by a panel of experts in information management, digital technology, archival practices, records related to Aboriginal peoples, and heritage aspects of public records.

"Making sure our legislation is up to date will give Queenslanders' confidence in robust public record-keeping practices," Minister Enoch said.

Justice Byrne welcomed the opportunity to review the State's Public Records Act.

"It has been 20 years since the Act was written and there's been significant societal and digital change during that time.

"This is a wonderful opportunity to make sure that the Act is dealing with the challenges of a modern Queensland and that it reflects community expectations."

The Terms of Reference are available at: www.chde.qld.gov.au/about/initiatives/review-of-public-records-act

Objective to enable NZ firearms reform

Objective RegWorks, a specialist end-to-end regulatory platform, has been selected by New Zealand Police to develop the firearms registry.

Following a competitive multi-phase tender process, Objective Corporation (ASX:OCL) has been awarded a 5 year, circa $13M NZD contract for the implementation of the Arms Information System.

Objective RegWorks will be used by Police to manage the end-to-end regulation of registration and licensing for firearms as part of a programme that includes the establishment of a new Arms Information System (AIS) to support the effective regulation of New Zealand's licensed firearms community (approximately 250,000 licence holders).

The Arms Information System will be a secure digital platform that will manage the information related to arms (firearms, parts, ammunition and other restricted weapons), firearms licensing, and any activities associated with the possession and use of firearms. It will ultimately give Police a clear picture of all firearms transactions in New Zealand, and over time, all the legally owned firearms in New Zealand.

Ben Hobby, Global Vice President, RegTech at Objective said "Our team is deeply aware of the significant outcome this project will generate, which directly aligns with our company mission to drive stronger communities and nations with outstanding digital government software.

"The harrowing events of 2019 suddenly brought in to focus the need for reform and for an Arms Information System that will assist to underpin continuing freedoms that the people of Aotearoa have enjoyed for generations. We are extremely proud to be partnered with New Zealand Police to make this vision a reality."

Objective and New Zealand Police have established a delivery partnership and are actively working on developing delivery phases now.

Objective RegWorks: www.objective.com.au/regworks

RecordPoint extends Banking footprint

Bank of New Zealand has selected Records365 from RecordPoint as its enterprise cloud compliance platform. One of New Zealand's largest banks, it employs more than 5000 people and has provided services to Personal, Business, Agricultural and Private wealth clients since its establishment in 1861.

With Records365, BNZ will gain improved data classification, management, and retention capabilities across its federated array of systems and information platforms.

This will improve the organization's compliance and privacy posture while driving enhanced productivity and collaboration capabilities for all staff.

RecordPoint says its growing financial services portfolio demonstrates the organisation's investment across the sector, with a focus on enhanced data analysis features and maintaining a strong cybersecurity posture.

RecordPoint has supported the financial services industry since launch in 2009, with customers like National Australia Bank, Delaware Life Insurance Company, and Canada Mortgage and Housing Corporation (CMHC), plus industry regulators ASIC, Australian Prudential Regulation Authority and the Office of the Superintendent of Financial Institutions Canada.

RecordPoint chief executive Elon Aizenstros said: "This win is a testament to the significant investment RecordPoint has and continues to make in platform and security operations."

Pegasystems acquires process mining firm

Pegasystems has announced the acquisition of Everflow, a process mining software company based in Brazil. Everflow will provide Pega clients with an easy-to-use process mining solution that allows businesspeople to analyse and optimise their customer and employee-related processes. It makes it simple for users to automatically model their real-world processes based on organisational activity logs. Then the software analyses where those processes break down in the field and suggests ways to improve the approach.

For example, a retail banking head may deploy Everflow to determine if customers are abandoning the bank's mobile app when it takes too many clicks to complete a transaction, or an insurance executive may discover if back-office bottlenecks in the application approval workflow are slowing their underwriters down.

When integrated, the solution will help Pega clients continuously monitor processes across the enterprise, identify process issues or deviations when they arise, and even fix them on the fly.

The new process mining capability is expected to be available on a limited basis in Q4 this year and with general availability early next year. It will be offered as an add-on capability to Pega Process AI – a set of Pega Platform capabilities introduced last year that uses self-optimising AI and decision management to help businesses improve their operations in realtime. Terms of the deal were not disclosed.

Digital Experience Labs partners with TCG

Digital Experience Labs has provided digital automation solutions and transformation services to industry innovators throughout A/NZ since 2018. It has now announced a partnership with TCG, developer the no-code intelligent document processing (IDP) automation platform, DocProStar.

Automation of critical business processes is on the agenda of all of the progressive organisations that Digital Experience Labs has worked with over the years, but according to CEO and Founder, Luis Nejo, "IDP is still an area of the digital automation industry that is underserved by industry heavyweights who offer old, complex ways of solving problems. Tweaked, rather than reimagined".

"DocProStar is a robust and well-architected solution that offers a rapid and highly extensible way to handle the ever-growing influx of documents needed to start, support and close out critical business processes" says Nejo.

The DocProStar platform offers a modern, no-code approach to intelligent document processing from ingestion, interpretation, categorisation combined with sophisticated business process automation capabilities that has been proven to significantly increase productivity, reduce operating expenses, improve accuracy and compliance, and deliver better customer experiences.

Frank Volckmar, Australian Managing Director for TCG states "The low/no code space has exploded over the last few years and organisations are in need of specialists to help them understand how to strategically adopt no-code into their roadmaps. The decision to partner with Digital Experience Labs, given their focus on this vertical and their obsession with customer success, was an easy one."

DocProStar combines intelligent document processing and process automation in a single platform. Streamlining end-to-end processes while enabling legacy systems through the provision of "blackbox" services. With scalable services to support high volume processing and flexible deployment options, it offers:

- Compliance and auditing built into processes
- No/low code development
- Intuitive building-blocks for accelerated deployment
- Best-of-breed tech integrations

https://dxlabs.com.au/

https://www.tcgprocess.com/en-en/australia/

Ricoh acquires Fujitsu scanners

Following the acquisition of 80% of Fujitsu's scanner business, Ricoh is now planning to develop new services that provide closer integration between capture and its AI-OCR solution and DocuWare EDRMS subsidiary. Fujitsu sold an 80% stake in its wholly owned subsidiary, PFU, a business scanner manufacturer, to Ricoh for about 80 billion yen, or $US625 million. It plans to focus on software development.

Ricoh said it "aims to expand its recurring revenue business by offering a combination of distinctive edge devices, business applications, and cloud platforms that enable the handling of special documents that are difficult to handle with existing MFPs (Multifunction Printers).

"This includes documents such as "unequal sized slips and forms," "non-carbon paper application forms," and "driver's licenses and ID cards," which are generated in accounting, application, and teller window operations."

Ricoh wants to expand its business by enhancing business scanners in offices and areas where more advanced and continuous document volumes are expected, such as teller window operations at medical and public institutions and document processing operations in financial institutions and corporation back offices. Since around 2015, Fujitsu has been selling off pieces of its hardware businesses to concentrate on software for enterprises, including information management services for the manufacturing industry and governments. It has already sold its mobile phone and personal computer businesses.

Keypoint Intelligence analyst Lee Davis, notes, "Without a doubt, this strengthens Ricoh's already robust office digitization portfolio, which is anchored by DocuWare and Ricoh Smart Integrations.

"The former provides businesses with document management and a business process automation platform, while the latter serves as an automated portal that streamlines the process of onboarding hardcopy documents into digital systems. With Fujitsu's lineup of scanners, Ricoh will be able to offer an all-in-one process digitization and automation platform or manage the ecosystem for employees—a lethal combination that not many vendors can provide by themselves.

Kapish CM supports Yoorrook Commission

Enterprise software and security company Kapish has been appointed to provide Information and Communication Technology (ICT) managed services for the Yoorrook Justice Commission as it establishes an official record of the impact of colonisation in Victoria.

Established by the Victorian State Government with the powers of a Royal Commission, the Yoorrook Justice Commission has been awarded a budget of $A44.45 million to conduct its inquiry with a final report due by June 30, 2024.

Submissions are now being received from the Aboriginal community, and can be made in any form, including writing, photos, video or audio recording, artwork or cultural artefact. Public hearings are also underway, with a series of forums across Victoria, and underpinned by Kapish's secure content management cloud.

Through its 'Commission as a service' offering, Kapish (a Citadel Group company) is delivering managed IT support for almost 50 full-time Commission staff until mid-2024. Kapish's expertise was honed during its work on the Royal Commission into the Management of Police Informants and The Royal Commission into Victoria's Mental Health System.

As well as supplying and supporting an extensive suite of hardware and software, Kapish is providing cloud services with Australian Signals Directorate (ASD) PROTECTED level classification to collect, store and archive culturally sensitive stories submitted in a range of forms.

Mark McConnell, The Citadel Group Chief Executive, said: "Our 'Commission as a Service' approach has matured into a scalable and repeatable records management solution within complex organisations.

"That we can stand up a fully operational service in a very tight time-frame is testament to our professional capability, flexibility, agility and maturity. The clear benefit to the client is knowing they are in safe hands and free to focus on the important work of the Commission."

DTA joins forces with Finance Department

The Department of Finance is to gain responsibility for data policy, including the Digital Transformation Agency (DTA), following a Ministerial reshuffle under the incoming Labor government. The DTA will move from the Prime Minister and Cabinet (PM&C) portfolio where it was placed in April 2021.

Under new Minister for Finance, Senator Katy Gallagher, it will continue its stated role as being responsible for strategic and policy leadership on Whole-of-Government and shared information and communications technology (ICT) investments and digital service delivery.

Succeeding the Digital Transformation Office, the DTA was established on 14 October 2016 with the aim of making Australia a global leader in digital government by 2025.

The agency lost many of its areas of responsibility following the move to PM&C in April 2021, including the major national digital identity project, which was hived off to Services Australia and the ATO, and myGov Enhancement which went to Service Australia.

Managing the National Map went to Geoscience Australia, data.gov.au from DTA to the Australian Bureau of Statistics and the COVIDSafe app from DTA to the Department of Health

The DTA undertook a Digital Review in 2021 which examined the 20 federal government agencies, accounting for over 80% of government expenditure.

It found areas of relative weakness included:

■ inadequate platforms to support cross-agency collaboration, data and information sharing, and digital and ICT capability delivery.

■ legacy technologies and technical debt-constraining transformation

■ inconsistency of agency practices for collecting, managing, and reporting information about their digital and ICT estates

Announcing the DTA's 2021-2022 Corporate Plan last August, Peter Alexander, Acting Chief Executive Officer, said, "The repositioning of the DTA within the Prime Minister's portfolio will provide greater visibility across the policy process, supporting the DTA to lead whole-of-government advice on the prioritisation of digital and ICT-enabled investments, including making recommendations to prioritise between contested proposals.

"Our position within a central agency will accelerate our efforts to identify opportunities for reuse and increased interoperability across government, to ...the DTA is responsible for strategic and policy leadership on whole-of-government and shared information and communications technology (ICT) investments and digital service delivery."

Tasmania's $A150M medical record plan

The Tasmanian Liberal Government has announced a $A150 million investment to upgrade digital health infrastructure over the next four years. It is proposing to become the first Australian state to deliver a fully integrated healthcare system

The 2022-23 State Budget commitment forms part of a Digital Health Strategy and it is anticipated more than $A475 million will be allocated to this project over the next 10 years as the strategy is further scoped and developed. These funds will launch of a new state-wide fully integrated care platform that will enable hospitals, GPs, community health, allied health, and other specialist providers to seamlessly communicate and share information with each other.

In the first four years, Public Health will trial a new centralised and secure Electronic Medical Record system and launch a state-wide patient record viewer that connects all public and private health and care providers.

Existing virtual care technologies, including telehealth will be upgraded so more patients can receive care in their home or in their community.

Premier Jeremy Rockliff maintains the changes will also help keep people out of hospital when they don't need to be there.

Foodfirst improves A/P efficiency

Foodfirst, a 100% New Zealand owned and operated national food distributor, has turned to PSIcapture to streamline its operational processes and implement an automated method for extracting and indexing of invoice documents. The company was formed in 1987 with 9 distributors and has grown to 23 distributors with over 60 sales representatives. Foodfirst distributors operate over 260 temperature-controlled vehicles delivering a range of over 10,000 frozen, chilled and ambient products daily throughout New Zealand.

Foodfirst has over 4500 invoices per month coming into the business via email and hard copy. This required four full time employees and one part time to ensure all data was entered into the Accredo accounting software in a timely fashion.

The growth of the organisation and increase in invoices being processed meant it faced a decision whether to recruit a 5th full time employee to cover the data entry load or look for some other solution.

The volume of invoices and the reliance upon manual data entry was having a negative impact on the business in terms of being able to access up to date information on cash flow needs as well as data quality concerns being introduced into the finance system.

Foodfirst worked closely with the digital solutions team at Sharp New Zealand, a PSIGEN local reseller, which presented a solution that dramatically reduced the need for manual data entry and increased the speed of information that was available within Accredo.

This was achieved by capturing emailed and hard copy invoices, with the latter scanned into a monitored network location. The PSIcapture Table Extraction Module automatically imports the invoices into PSIcapture and using the intelligent capture capabilities it extracts the Header information and Line item data from the invoice documents. PSIcapture automatically processes all invoices and presents the information in a flat file for ingestion into the Accredo accounting solution.

PSIGEN easily integrated with the existing Accredo accounting system. Additionally, the robust accelerated classification capabilities meant Foodfirst can easily configure, automate and extract key metadata for each of its suppliers. Today, Foodfirst has redeployed most of the team and now has just one full time employee to handle incoming invoices for the whole organisation. By being able to reconcile their workforce in this way, the return on investment (ROI) for the PSIcapture solution was only a matter of weeks.

This has allowed Foodfirst to improve cashflow management, as well as increase the accuracy of the data going in to Accredo accounting solution.

Capture technology helps SA Council in Digital Transition

The rollout of Microsoft SharePoint across a local government council in South Australia created a pressing requirement to digitize files dating back several years within the Information Records and Management Department.

A team of six working within the department were charged with back-scanning all legacy records as well as conducting day- forward scanning, so moving forward, the department would be fully digital, and all records integrated with SharePoint. The council's key criteria included seamless integration with SharePoint, ease of use and speed of throughput.

"The digitization project was far from straightforward," said Sushil Gajwani, National Sales Manager– Document Imaging & Data Capture Solutions at ACA Pacific.

"The physical records included building applications, plans, correspondence from residents, and various other forms, and contained a varied mix of document types, ranging in size from small dockets through to drawings up to A0 size."

The council was looking for a solution that would enable it to convert all hard copy records to digital files, which required a combination of technologies. After evaluating the size, quality and condition of the hard copies, ACA Pacific recommended the Kodak i4250 Scanner and Kodak A3 Flatbed Accessory, as well as Kodak Capture Pro Software from Kodak Alaris.

In order to support the requirement for scanning plan drawings up to A0 size, ACA Pacific also provided a Colortrac Smart LF SC36e scanner which was installed on the same host PC, meaning the entire capture workflow solution could be used by anyone in the department.

ACA Pacific designed a sophisticated workflow that provided all users with access to the dedicated production scanning station, thus minimising time spent on the scanners, helping them to achieve the highest productivity from a single device.

"The information capture solution provided was designed to seamlessly integrate and enable the team to easily and quickly scan entire records including file covers, bound booklets and delicate fragile documents, from small dockets through to A0 size plan drawings," Gajwani said.

The Kodak i4250 scans at 110 pages per minute/220 images per minute and is equipped with a 500-sheet automatic document feeder (ADF). Operators can place multiple files in the stack and let the scanner run at capacity, which has significantly improved productivity. Previously the department did ad-hoc scanning using a multi-functional device, which was time-intensive and

inefficient – with the new solution an entire record can be fully digitized and accessible in SharePoint in under 15 minutes.

Document Protection, which detects staples, paper clips or other blockages, ensures the scanning process runs smoothly, while auto image rotation and skew detection ensures that images are the right side up and straight, reducing the need for rescans and post-imaging manual adjustments.

The Kodak A3 Size Flatbed Accessory is playing a key role in making the digitization process slick and efficient, adding the ability to scan bound, oversized and fragile documents. This is particularly valuable when it comes to scanning records' cover pages which contain a barcode identifier – the scanner reads the barcode values and then delivers data from the rest of the file directly to the right application.

Once digitized, records are sent directly to SharePoint and are available to all users across the organisation within minutes with the required metadata as a text- searchable PDF.

Engineered to work seamlessly with any scanner from Kodak Alaris, Kodak Capture Pro Software quickly convert batches of paper into high quality images - the foundation for accurate, streamlined data extractions and decision-making.

ACA Pacific deployed the Kodak Capture Pro Software solution across the department, providing six indexing licenses installed on the users' PCs to enable all staff to complete quality assurance, verification and indexing at their own workstation, helping maximize hardware utilization and increase productivity six-fold.

The workflow involved staff scanning documents on the main scanning PC, then simply closing the batch and completing the required verification and indexing at their desk. Both the scanner and Kodak Capture Pro Software are extremely intuitive and easy to use.

"We provided training at the implementation stage and the operators became very proficient using the solution within a very short time. In fact, the solution was demonstrated and deployed within just six weeks," Gajwani said.

Since implementation, there have been no issues requiring additional support from ACA Pacific. Customer feedback has been extremely positive, with users and the management team applauding the solution for its robustness and reliability, superior end-user experience and perfect price/performance ratio.

To read more case studies, visit www.AlarisWorld.com

Contact Kodak Alaris Australia Toll free No.: 1300 252 747 Email: askme@kodakalaris.com

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Northern Health adds Virtual Emergency

Northern Health is employing a cloud-based health platform, ZEDOC, to develop a patient registration and intake platform as part of the State-wide expansion of the Victorian Virtual Emergency Department (VVED).

Through this service, patients can access non-critical emergency care on their own devices, in the comfort of their own homes. The Clinician's digital health platform (ZEDOC) has been configured to provide the VVED with a streamlined digital patient intake solution and clinical tracking dashboard for timely access to virtual emergency care.

The Clinician, the firm that developed ZEDOC, has been working with Northern Health to replace the VVED's original intake technology with an improved digital front door solution. Launched in April 2022, individuals seeking non-urgent medical care can now register their details and complete a digital health screening assessment on their own devices. Through ZEDOC's tracking dashboard, VVED staff can access intake results immediately for triage and follow up patients via video call.

Taking less than 8 weeks from ideation to implementation, The Clinician team worked with Northern Health to include important features such as a registration form available in 22 different languages as well as SMS verification, automated clinical tracking, and a streamlined integration with HealthDirect's telehealth service.

Currently, the new solution is being used by more than 200 clinical and clerical staff, who can access it on-site or remotely. The VVED has quadrupled its capacity from 50-60 patients per day since the expansion commenced, to over 250 patients per day. The Clinician's ZEDOC solution is helping to manage this increase.

Loren Sher, Clinical Director of the Victorian Virtual Emergency Department, said: "Working with The Clinician has been absolutely fantastic. They have taken the time to understand the problem and have produced a bespoke product that has exceeded our expectations in both quality and timely delivery. Their team are extremely professional and have been very easy to work with. I look forward to potential future collaborations."

The expansion of the VVED across the entire state of Victoria comes off the back of strong results from the program since its initial launch in 2020. That includes:

Average wait times of 30 minutes to see a triage nurse via telehealth

80% discharge rate from the virtual ED with 40% directed to other services and 40% discharged outright

Tamaryn Hankinson, Chief Commercial Officer and Co-Founder of The Clinician, said: "Everyone can relate to the challenges of busy, in-person emergency departments, so our team is proud to be supporting Northern Health's VVED and enabling patients to access high quality care from home. We see this as a great example of how our platform can be flexibly configured to the unique digital health needs of hospitals and healthcare services and look forward to extending our digital transformation work with Northern Health into other exciting areas."

As part of The Clinician's ongoing collaboration with Northern Health, a patient-reported experience measure (PREM) has recently been added, and integrations with existing health information systems are being planned. Northern Health also plans to leverage The Clinician's solution to support Ambulatory and other Healthcare Professional services across the hospital.

http://www.theclinician.com/

Aboriginal heritage information overhaul

Funding will be allocated to protecting and supporting Aboriginal cultural heritage across New South Wales after securing funding from the Digital Restart Fund.

The new Aboriginal Cultural Heritage Information System (ACHIS) will allow government and industry to work proactively with communities to enable Aboriginal people to effectively monitor and manage their cultural data.

Minister for Customer Service and Digital Government Victor Dominello said Heritage NSW and Aboriginal Affairs have been successful in securing $A500,000 from the Digital Restart Fund as an initial investment for a new digital system.

'This funding will kick start our goal of ensuring cultural information is brought up to modern standards,' Mr Dominello said.

Minister for Heritage James Griffin welcomed the Digital Restart Fund investment as a critical step in supporting cultural heritage.

'This project will put Aboriginal community knowledge at the heart of the new system's design,' Mr Griffin said.

'We will work closely with the Aboriginal Community to understand their cultural needs, how they want to interact with their data, and how we can design a solution that enables Aboriginal people to be the true custodians of their culture.

'The current Aboriginal Heritage Information Management System holds information about more than 100,000 Aboriginal sites and objects. It records more than 14,000 Aboriginal archeological and cultural heritage reports from more than 45 years. This is more than any Australian jurisdiction.'

Minister for Aboriginal Affairs Ben Franklin said the initiative will transform the way the NSW Government supports and manages Aboriginal cultural heritage.

'The Aboriginal Community feedback has told us the way we manage cultural information needs to be better, and I am pleased to take this next step in delivering the improvements Aboriginal people want to see,' Mr Franklin said.

'Aboriginal people are the experts in managing their cultural knowledge. This funding will allow the government to have collaborative discussions with Aboriginal Elders and communities to understand how we best work together.

'I am so excited to support a culturally-centric approach that will deliver the digital support NSW Aboriginal communities have been asking for.'

More information will be available during an expression of interest process that Aboriginal Affairs NSW and Heritage NSW will undertake in coming weeks.
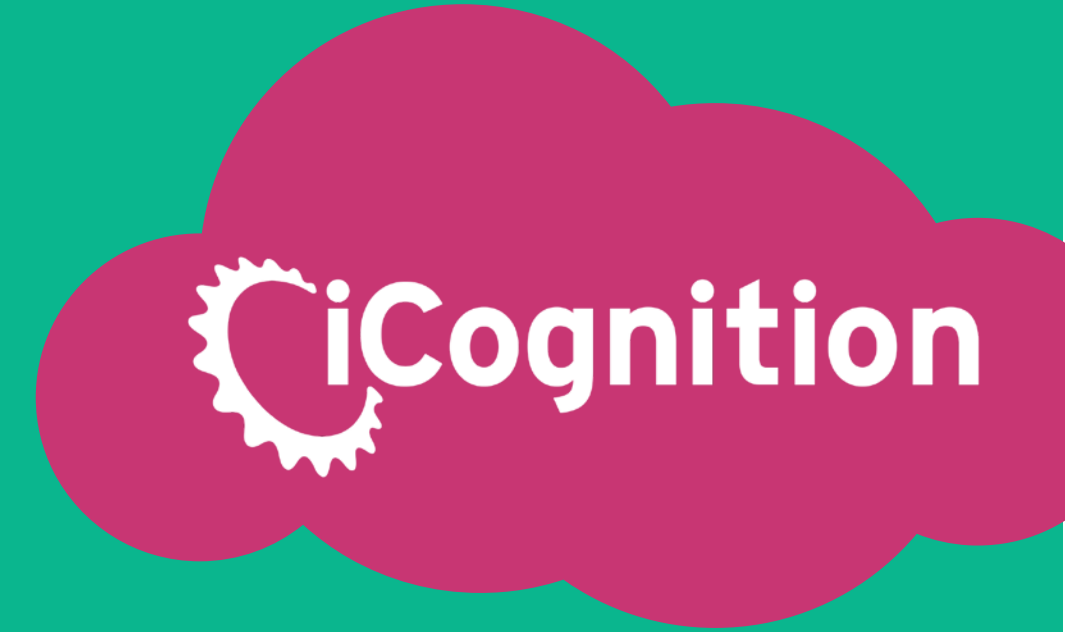
Top Supply Chain Technology Themes in 2022 according to Gartner, Inc.

With increasing pressure on supply chain leaders to implement technological responses to disruptions, supply shortages and security incidents, Gartner, Inc. has identified the top 8 supply chain technology themes in 2022. Gartner analysts have selected the themes for their potential to deliver automation, intelligence and resiliency.

"According to a Gartner survey among 211 supply chain professionals in December 2021, 34% of respondents said that adapting to new technology is the most important strategic change supply chain organizations will face five years from now," said Dwight Klappich, vice president analyst with the Gartner Supply Chain practice. The top supply chain technology themes in 2022 are:

Hyperautomation 2.0

Hyperautomation is a business-driven approach that organizations use to rapidly identify, vet and automate as many business and IT processes as possible through the orchestrated use of multiple technologies, such as artificial intelligence (AI) and machine learning (ML). Hyperautomation 2.0 goes past this initial focus on AI and ML and integrates other technologies and tools of the technology portfolio. During the next five years, hyperautomation 2.0 will be part of initiatives in warehousing, transport, production and others. Solutions will include intelligent remote fulfillment networks in warehouse or yard management domains and personalized e-commerce applications.

Next Generation Robots

Enterprise-centric next-generation robots are rapidly moving from the science fiction space to real-life production platforms, transforming a wide range of industries. These robots are more flexible and adaptive and now can be applied to a variety of tasks. In the future, companies will have heterogeneous fleets of robots where work will have to be orchestrated across different robots — meaning that robots have to interact with each other and need to communicate with other types of automated equipment like elevators and doors.

Autonomous Things

Autonomous things, such as robots, vehicles or drones can augment traditional manually intensive physical tasks with greater efficiency, clarity and safety. Working independently or in networks they also enhance a new generation of immersive work and customer experiences through enhanced service efficiency and transparency. Autonomous things support safer, more efficient and optimized processes and operations across supply chains.

Digital Supply Chain Twin

The digital supply chain twin (DSCT) is a digital representation of the physical - often multi-enterprise - supply chain. It is the basis for local and end-to-end (E2E) decision making that ensures that all decisions are aligned horizontally and vertically throughout the supply chain. Through its connection to the real world, situational awareness is greatly enhanced, and decisions can be made faster and more accurate.

Analytics Everywhere

Analytics are capabilities that deliver reporting, interactive data visualization, advanced analytics and intelligence — including ML and predictive and prescriptive analytics. With the ever-growing availability of data, AI can now be applied to transform data into information and deeper insights as part of a DSCT.

Security Mesh

Security mesh is a structured framework of governance, collaboration and applied technology applications that are orchestrated from within supply chains with the aim of ensuring supply chain systems, tools, applications and people are safe and secure at all times. "Security in supply chains is only as strong as its weakest link," Klappich said. "Security mesh embraces the reality of dynamic, interconnected and increasingly digitalized supply chains by addressing an evolving nexus of threats posed by cyber, digital and data."

Ecosystem Collaboration

Ecosystem collaboration tools are digital technologies and services that create a collaborative work environment for people and generates new and continuous shared value opportunities. The pandemic has revealed to supply chain leaders that many supply chains don't have basic communications or digital connectivity in place with key stakeholders, such as multi-tier supply networks or packaging networks – which has ramifications on decision making. Ecosystem collaboration solutions and services establish foundational network visualization and mapping tools to support continuous maturity in advancing to real-time digital connections across people, data, machines, systems, processes and things.

Sustainability Tools

Sustainability tools are an evolving spectrum of applications, services and capabilities that support events associated with directives for sustainability, environmental and circular economy impacts and mandates. They enhance levels of digitalization, collaboration and visibility, which is often crucial to formalize the processes and management disciplines needed for a progressive evolution of sustainability programs. "Sustainability has impacts that span the entire value chain — from plan, to source, to make, to deliver, to the service domain. Supply chain leaders who don't invest in tools that support a wide range of sustainability goals and metrics risk a significant impact on brand, company image and consumer value perception," Klappich concluded.

Cybersecurity is Top Risk in DX say SIOs

Network engineers and CIOs agree that cybersecurity issues represent the biggest risk for organizations that fail to put networks at the heart of digital-transformation plans. According to research commissioned by Opengear, a Digi International company, 53% of network engineers and 52% of CIOs polled in the US, UK, France, Germany, and Australia rank cybersecurity among the list of their biggest risks.

The concerns are fuelled by an escalating number cyberattacks. In fact, 61% of CIOs report an increase in cybersecurity attacks/breaches from 2020-21 compared to the preceding two years. For digital transformation of networking, 70% of network engineers say security is the most important focus area, and 31% say network security is their biggest networking priority.

CIOs also understand the importance of the issues. More than half (51%) of network engineers say their CIOs have consulted them on investments to deliver digital transformation plans, the highest priority in the survey.

What's more, 41% of CIOs rank cybersecurity among their organization's most important investment priorities over the next year, with 35% stating it is among the biggest over the next five years. In both cases, cybersecurity ranks higher than any other factor.

"Through the pandemic, we have seen the importance of cybersecurity skyrocket for businesses as employees switch to working remotely and cyber-criminals ramp up their activity," said Gary Marks, President of Opengear.

"Forward-thinking businesses understand these challenges and the importance of investing more in security and ensuring it is woven more closely into the fabric of their networks and digital transformation efforts."

UK Defence in new deal with Micro Focus

Defence Digital, an agency of the UK Ministry of Defence, has set up a new contract with incumbent supplier Micro Focus for its electronic records management system. The deal – valued at £8.35 million over three years – was awarded without competition, with Defence Digital saying only the one operator can provide the service.

The contract award notice says it will involve the implementation of a new records management system for the official domain, with a migration of records from existing systems

It states, "… there is no reasonable substitute Records Management System (which will be based around Micro Focus UK Ltd's Content Management software) that will meet the MoD's key requirements of interoperability between Official and Secret Domains in terms of search functionality and will also allow for planned essential cloud optimisation to ensure enhanced security and environmental benefits are to be met.

"Further, in terms of the support element of the proposed award, Micro Focus UK Ltd have the necessary technical know-how and expertise to meet the MoD's requirements, including installing and migrating to a new Records Management System based around their proprietary software and it would be technically impracticable for a third- party supplier to carry out this support and ensure it aligns with the planned cloud optimisation.

"A third-party supplier even attempting to provide this support in these circumstances would result in disproportionate time delay and cost to the MoD."

NZ Rugby tackles digital with SAP

New Zealand Rugby (NZR) have announced a major multi-year partnership with SAP to power and accelerate the rugby union's digital transformation across all areas of the business. SAP, which is NZR's first-ever major technology partner, becomes an Official Premium Global Partner, Official Technology Partner and the Official Cloud Software Partner to the Teams in Black, including the All Blacks and Black Ferns.

The two organisations will collaborate to identify and implement innovative Cloud solutions from SAP and connect data across key areas of the business to provide a competitive advantage on-and off-the-field for the Teams in Black and NZR's wider rugby ecosystem.

The partnership will see NZR leverage SAP solutions and co-innovate across four key areas including: creating an integrated management system to run and enhance its operations, elevating the fan experience, enabling the organization's sustainability goals, and exploring how the use of data and solutions can support team performance.

■ **Organisational Operations:** Using a digital hub of SAP solutions to create interconnected systems will allow NZR to leverage the power of its off-field systems and data to better support on-field teams.

■ **Team Performance:** By implementing SAP SuccessFactors and establishing a single source of HR data, NZR intends to elevate the employee experience and empower employees to achieve their full potential.

■ **Fan Experience:** Create new ways to connect and engage with NZR's local and global fan base while also tapping into new technologies and platforms that enable fans to get closer to their favourite teams and players.

■ **Sustainability**: Leverage digital solutions and capabilities that enable NZR to holistically manage its sustainability performance, while supporting NZR's broader Environmental, Social & Corporate Governance (ESG) Strategy where needed.

Angela Nash, NZR Chief Information and Technology Officer said: "NZR is undertaking a large digital transformation which really needs the support and expertise of a global technology organisation to help us achieve our vision of becoming the most technologically advanced rugby union in the world.

"SAP is at the forefront of digital enablement globally and have the tools to help us build a team of experts that not only share our vision but are world class in their skills and capabilities."

Through the partnership, SAP will receive various rights and benefits including branding and signage in-stadium and on-field for NZR managed matches, branding across all digital platforms, player appearances and exclusive team and player experiences.

US lags on Privacy

According to the data presented by Atlas VPN, only 4 out of the 50 US states have enacted consumer data protection laws. Furthermore, the United States is falling behind third-world countries in establishing privacy laws that would protect its citizens. The data is based on the International Association of Privacy Professionals (IAPP) US State Legislation Tracker and Global Privacy Directory. The research analyzes Legislation Tracker numbers updated on April 28, 2022.

Consumer data protection laws establish consumers' rights around access, deletion, and portability of personal information. Also, it provides the right to opt-out of targeted advertising and the sale of personal data. California, Utah, Colorado, and Virginia are the only states with enacted consumer data protection laws. However, California is the only state with an effective Consumer Privacy Act. Data protection laws in the other states are set to take effect just in 2023. Utah governor signed the privacy bill on March 24, 2022, making Utah the latest addition to the club.

Connecticut passed the Data Privacy Act (CTDPA) on April 28, which is now headed to the state's governor's hands for signature. Alaska, Louisiana, Massachusetts, Michigan, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, and Vermont data protection bills are moving through committees in their chambers of origin. In all other states, the consumer privacy bills are inactive, or no comprehensive bills were introduced at all. The internet has been around for a quarter-century, yet the United States has yet to implement legislation forcing its businesses to comply with meaningful data-privacy regulations.

General Data Protection Regulation (GDPR) implemented by the European Union (EU) in 2018 was a groundbreaking change for consumer data protection. This international privacy law impacts any organization that processes EU citizens' personal data. GDPR set the standard for privacy regulations worldwide. Companies based in the US were required to comply with GDPR as they serve millions of EU citizens. Facebook, Google, Apple, and other tech giants had to revise their privacy policies and create tools for customers to give them more control over their data. However, US citizens would not have the same recourse.

The substantial increase in internet adoption across the globe has prompted several countries to enact data protection laws. The establishment of privacy acts in Africa, South America, and Asia has helped countries to align with the best global practices on data protection and privacy. So why and how have American consumer data protection laws fallen behind and are in the same category as countries like Iraq or Ethiopia? One of the reasons is that there is no agency in the US to enact privacy laws. The closest equivalent Federal Trade Commission (FTC) simply does not have such powers to enforce the rules over a range of businesses.

In addition, big tech giants in the US have been opposing data protection regulations for years. If a similar law to GDPR were to be implemented in the US, it would significantly affect their business. Tech giants would not be able to collect and control so much data about their customers. Congress could establish a consumer data protection legislation that proactively reacts to the digital age challenges to create a broader vision of human well-being. The US cannot wait forever and will need to implement privacy laws sooner or later. The regulations they choose will have global consequences for data privacy.

How to Measure Results of Intelligent Document Processing Projects

By Brandi Corbello

A common challenge process automation professionals face is how to measure the results and capture the realized value of an automation program. Or, more specifically, getting the business to agree on how to measure results and what success means in order to accept and adopt the automation in day-to-day operations.

When it comes to intelligent document processing initiatives, there can be unrealistic expectations about what automation can do and can't do, and with what constitutes success. A key to success for any initiative, then, is for the automation centre of excellence (COE) or program team to establish up front how results will be measured as well as the baseline of those metrics and what the desired outcome is.

Types of process automation benefits

It's an important exercise because the benefits of automation initiatives can be measured in a number of different ways.

Operational efficiencies sometimes defined as cost savings or cost avoidance is a common measure, which typically comes from using automation to decrease the time on task for a given process where automation will play a role.

Say it normally takes someone an hour to extract or interpret all the required fields from an unstructured document and input them into a downstream processing system. If an intelligent automation tool can augment and automate at least part of the process and save a half hour (or half the time) minutes, that accelerates the time on task which allows the organization to avoid cost, save costs and/or recognize efficiencies in the process.

One benefit that may not be so obvious but is nonetheless important is revenue acceleration. Consider a services company that depends on having employees at delivery service(s) that creates revenue for a services organization whether it's an auditor, consultant or what-have-you. In that situation, if a job is unfilled, it means lost revenue. Conversely, the faster you can fill a vacant position, the more you can accelerate revenue.

Risk mitigation is essentially the other side of the coin, in that it reduces the negative effects of threats and/or disasters on business continuity. Financial services, health care and other verticals are heavily regulated and have a lot of potential exposures to things like cyber attacks in which sensitive information could be stolen.

If an intelligent automation solution can ensure customer data, for example, is in compliance, it can potentially save an organisation millions in fines, not to mention reputational damage.

Coming to agreement on how to measure

With so many ways to achieve success, it's important for the COE or the program team to agree with the business on what the goals are for a given initiative, how results will be measured as well as where they are starting or in other words, the baseline and what constitutes success for adoption and acceptance. It is highly recommended to never go into a project without that alignment as both the program team and the business leaders will be set up for failure.

In general, reaching alignment means mapping out the process as it exists today and pinpointing where the pain is. That may mean shadowing employees as they perform the process to determine how long it takes or where the bottlenecks exist. In other cases, you may have to rely on the business to tell you what the baseline is for time on tasks. Either way, it's important

for both sides to agree there's a business case at hand and identify where automation can help take at least some of the pain away to deliver value.

Once the workflows and models are in production, it is important to capture value realized. An example would be to determine the time saved for every transaction that automation successfully completes. Maybe for each successful one you shave 50% off the benchmarked time. Then calculate the hourly rate of the employees performing the function and you can come to a measurement of savings that both sides agree on.

You can take a similar approach to initiatives that deliver revenue acceleration. For example, it could currently take that services company an average of 60 days to fill a job vacancy. If an intelligent document processing tool can help you take a first pass at resumes and identify the most promising ones or assist in prioritizing a pool of candidates, that saves valuable time for recruiters.

Perhaps the ability to quickly hone in on the best candidates reduces that 60-day window to 30 days. That's a huge success, because now you've got an employee generating revenue for an additional 30 days.

Coming to agreement on how to measure

A word of caution when measuring results of process automation initiatives is to be realistic. This can be difficult because lines of business can, at times, over-estimate how accurate their processes are to begin with and then put unrealistic expectations on the acceptance or success of automation overlaying the process.

As a classic saying goes, "People make mistakes, that's why pencils have erasers". It should be expected that employees engaged in "swivel chair tasks" all day are likely making mistakes.

If the business partner(s) demand an automation be 100% accurate, it's worth getting into a discussion about the reality of that expectation. No process involving human input is 100% accurate and it's not reasonable, then, to expect an automated version of the same process to be flawless.

What you can expect is improvement of the process as well as employee satisfaction. The mindset should be anchored in how long it takes employees to perform a given task, and whether automation can reduce that time.

If you can reduce it by 40% or 50%, then things start to get interesting. Now you're freeing up employees to spend more time reviewing the results, exceptions and creating capacity for them to work on higher value tasks rather than performing the "swivel chair" work, which is better than seeking success as a way to achieve accuracy. In fact, as employees review results, a feature called Staggered Loop Training in the latest version of the Indico Unstructured Data Platform makes it simple for them or management to apply corrections or improvements to the automation model. In that fashion, you're constantly increasing model performance and accuracy.

To learn more about how Indico Data can help you achieve measurable success in document process automation, check out our interactive demo to test the platform or schedule an in-depth demo.

Brandi Corbello

VP of Business Development,
Indico https://indicodata.ai/

Using Notifications for More Proactive Dashboards

By Josh Levy

As a business intelligence professional for over 20 years, I often ask myself why we create the solutions we do. The answer is, invariably, to aid our clients in making business decisions. Dashboards are a great tool for decision guidance but too often their design makes it hard for everyday users to get the information they need to make decisions and take action.

When we add a visualization to a dashboard, we usually have a specific user goal in mind, such as spotting an outlier or highlighting a trend that requires attention. Although we show all the slices or time periods, most of them don't matter with respect to making decisions; all we really want the user to see are the exceptions. Often, we even highlight the exceptions to make them easier to spot.

We trust the user to be savvy enough to make the connection from data-driven visual cue to insight to decision to action. When our audience is made up of analysts or executives, this trust is often rewarded, and users can make these analytical leaps. However, what happens when our users aren't as sophisticated or perhaps don't have time to analyse a dashboard?

More Direct Than Charts: Notifications

In that case, it's better to take a direct approach by telling users in simple, direct language (aka "plain English") what to focus on. One way to do this is to embed smartphone-like notifications on the dashboard itself. We're already accustomed to consuming information in this way in our everyday lives.

The paradigm is simple: users receive a text notification specific to their sphere of responsibility, which includes supporting data, and if applicable, a link to a resource that could mitigate the issue or complete the task. The idea is to show the user the exact information needed to perform the required action -- and nothing more.

Executing this successfully requires back-end work to generate and categorize the notifications, and likely some gymnastics on the front-end business intelligence (BI) tool to render that data effectively.

How Notifications Work Behind the Scenes

On the back end, you must create a table or view to house the notifications. This structure will be fed by multiple queries or processes, each supporting a different type of alert or notification. Each of these child processes must create a data set of notifications according to business rules and pre-determined filtering that identifies a situation that management needs the user to be aware of.

Each notification will contain identifying user or organizational information the BI tool will use to present only the notifications relevant to a specific user or group. The notification data will contain all the text (names, descriptions, supporting data labels and values, parameterized URLs, etc.) needed for rendering in the BI tool.

The system should be structured so it's easy to add or change a notification without affecting the others or requiring alterations on the front end. The ability to be agile in creating new notifications as quickly as an analyst can write a query -- without changing an entire dashboard -- is one of the greatest advantages of a notification system.

Front-end Considerations

The next step is to render the notifications on the front end. The exact method depends on the BI tool. The goal is to generate a rich, text-based visual display and have each subsequent notification repeat vertically. This is easier said than done and will likely look different depending on the tool.

The key is to make every component abstract and data-driven, including field headers, data labels, tooltips, and URLs. This allows each notification to be structurally identical (for the benefit of the BI tool) while providing contextually relevant data regardless of the content.

Example Use Case: Retail Store Management

Notifications		
Unscheduled Employees		Schedule
Employee Name	**PT/FT**	**Hours Last Week**
W. Coyote	PT	22
R. Runner	FT	39
Low Product Inventory		Ordering System
Product Name	**Amt. in Inventory**	**Price per Unit**
Acme Mallet	25	2.25
Overperforming Products		Guidance
Product Name	**Unit Sales**	**% Delta vs. LY**
Rocket Skates	37	358%
Anvil	94	539%

How does all this look in practice? Imagine a hypothetical retail store manager. She comes in every morning and reviews a dashboard with visualizations about employee scheduling, inventory, and sales for her store.

With a thousand things to do before customers arrive, she doesn't have time to figure out what she needs to order or if employee coverage is adequate for the week. She just needs to see the issues in her areas of responsibility in a concise and actionable way.

Here's a snapshot of how a typical day's notifications might look:

■ She's presented with five notifications of three distinct types. Each type determines what supporting information is shown, how it's labelled, and the data displayed. In this case, every character in this notification system is data-driven, including the links indicated by the underlines and the tooltips which (if visible) would contain prescriptive information.

■ The notification data should include contextual labels for the detail field (shown here as Employee Name and Product Name) and the supporting information (including "PT/FT" and "Price per Unit").

■ The information is hierarchical, with a single notification type potentially having more than one instance, shown here with the Unscheduled Employees and Overperforming Products notifications.

■ There are links -- both at the notification level (for the scheduling and ordering systems), and at the individual item level (Acme Mallet -- that send the user to a page where she can order that product.

■ The third notification (Overperforming Products) is not necessarily an issue, just something that management wants her to be aware of. The Guidance link here might take her to a document detailing how to get ahead of unexpected demand.

Imagine you are this store manager. You start your day by viewing your dashboard, where you're presented with a concise list of the problems you need to address and the means to solve them in a single click. It's basically a morning punch list.

Think about how long it would take the manager, not necessarily analytically savvy, to obtain this same information from a densely populated dashboard. If we expect people to manage via exceptions, why are we showing them everything and making them hunt for the outliers?

Empowering the Right Users with the Right Information

It's important to note that this type of solution isn't perfect for every organization or application. It's most effective when the dashboard returns only data relevant to each user's sphere of responsibility. It's more effective when the users are accustomed to receiving direction from management about how to do their jobs.

It's perfect for the type of user whose primary responsibility is something other than staring at a screen.

With the right user base and situation, adding notifications to your dashboard can save your users time and direct their focus to the issues that need their attention most.

Josh Levy is a senior manager and dashboard development specialization lead with Aspirent Consulting. Josh can be reached via email.

How to comply with global privacy requirements

Organisations that have customers or operations across more than one country face a spate of new and proposed privacy and data protection laws. Traditional archiving approaches often fall short of meeting the patchwork of requirements that organisations must adhere to, with this driving many to re-examine how they manage information.

Business leaders should look to implement a general privacy program that is designed to meet new requirements without the need to significantly redesign the program each time a new law emerges, according to Micro Focus.

Brandon Voight, Director of Sales, Information Management, Micro Focus ANZ, said, "While tempting, it would be a mistake for business leaders to create a privacy policy but defer implementing it until additional regulatory clarity on new and proposed privacy and data protection laws is shared. By creating a policy, business leaders are making a commitment about how their organisation will handle personal information.

"Failing to implement a policy or follow data protection guidelines once adopted may be viewed by courts, regulators, customers, employees, and other stakeholders as bad faith to their commitment at best or as a deliberate effort to subvert the new requirements at worst. Business leaders may also face significant fines or other regulatory action if they fail to ensure and demonstrate compliance."

Despite facing uncertain and unclear requirements, the challenge of implementing a privacy program or data protection guidelines can be addressed by meeting key requirements for managing personal information. These requirements are shared by almost all global and local privacy laws as well as data protection obligations.

By implementing basic capabilities for identifying, securing, managing, and selectively deleting personal information that meet these requirements, organisations will be able to meet most, and in some cases all, of the existing privacy rules. Rather than implement compliance for privacy and data protection laws on a piecemeal basis, organisations can address additional variations of any given privacy law, typically with limited effort.

Micro Focus has identified five key privacy information management capabilities:

■ **Personal information identification** - All privacy regulations require organisations to identify what personal information is created, received, and shared with others. This includes tracking the workflow of personal information through and across various applications, as well as determining where personal information is stored. Many

regulations will also require organisations to track and report with whom privacy information is shared, so creating and keeping personal information inventory up to date is essential. By using a broader definition of personal information, organisations are also protected if the current regulations that define personal information increase the scope of their definition in the future. Organisations must also pay special attention to structured data contained in databases as all the structured data repositories that contain personal information need to be identified, including older, legacy databases that may no longer be active.

■ **Securing personal information -** Once identified, personal information must be secured against potential breach or inadvertent disclosure. The greatest risk of a breach incident is typically not the large, centralised databases containing customer information but, rather, personal information on the fringes. This can include extracts from databases on file shares and laptops with files containing customer lists. Many breaches also occur from locations that were not believed to hold personal information, so it's important for employees to complete a thorough personal information inventory to uncover unprotected personal information.

■ **Scalable, efficient access requests** - Almost all new and emerging privacy laws have some type of subject access request requirements. This lets consumers find out what personal information a company possesses and who else it has been shared with. While the timeline for responding to access requests varies, they typically must be responded to within 30 to 45 days. Furthermore, the response must address personal information across all locations, not just larger customer service applications. Any organisation that receives more than a handful of these requests per week needs to be efficient with scalable processes for conducting these searches.

■ **Scalable processes for producing personal information** - Many laws give data subjects the right to ask an organisation to produce copies of their personal information. To comply, organisations must be able to collect and produce information from a variety of sources and then consolidate this information into a single package.

■ Compliant processes for deleting personal information - Consumers and other data subjects have the right to have their personal information deleted, or in some cases de-identified. To comply, organisations shouldn't delete or erase records that are being maintained according to compliance regulations or data under legal hold. The organisation also needs to be careful that they don't inadvertently lose referential integrity with a database system during the process of deletion, encryption, or de-identification.

The high cost of stale ERP data

By Dayna Shoemaker, Fivetran

Global research reveals that 77% of enterprises lack realtime access to ERP data, leading to poor business outcomes and lost revenue.

Enterprise resource planning (ERP) systems are the lifeblood of enterprises and are a key requirement for managing core business processes. The data collected by an ERP system is also widely used to optimize operations, understand business performance, and make forecasts.

Yet, in a recent global survey conducted by Dimensional Research and Fivetran of more than 450 ERP professionals and executives, 99 percent of respondents say they face numerous challenges in keeping ERP data flowing. The biggest obstacles to real-time access to ERP data included:

- System complexity
- Integration challenges
- Incompatibilities
- A lack of in-house expertise

Vendors aren't making it any easier, either. The majority of ERP professionals (78%) indicate that software vendors intentionally make access to their solutions' data onerous.

The opportunity cost of stale ERP data

Given the essential nature of ERP data, it's not surprising that 85% of ERP professionals believe that "stale" data leads to incorrect decisions and poor business outcomes. Those surveyed also say the interruption of ERP data directly impacts the business with slowed operations and lost revenue.

Despite the significant advantages of access to real-time ERP data - including faster decision-making, improved accuracy, increased efficiency, early problem detection, and smoother operations - only 23% of companies have access to realtime data today.

Waiting for ERP vendors to solve the problem has been futile. The good news is that there are cost-effective and practical ways enterprises can harness the power of their ERP data in real-time.

How to speed ERP access and insights

More than 9 out of 10 ERP professionals indicated substantial benefits from cloud-based ERP solutions. However, even with cloud-based ERPs, vendor-specific data models can still make it challenging, costly, and resource-intensive to access valuable ERP data outside the application.

This is where change data capture (CDC) can help supercharge access to real-time ERP data.

How CDC enables access to realtime ERP data

Change data capture (CDC) facilitates real-time data movement by tracking changes as they happen and instantly updating the target data set with the changes. CDC is rapidly growing in popularity because it is efficient, has a low impact on source systems and enables real-time data.

While there are several ways to implement CDC, log-based CDC is the gold standard. Log-based CDC allows for continuous integration, keeping the data in sync in real-time. Log-based CDC does not slow down database transactions because data is added, transferred, and decoded away from the ERP.

CDC benefits include:

- Low impact on the data source
- Ability to deal with very high change volumes
- Transactionality
- Ability to capture the complete history of changes over time

However, log-based CDC requires access to the transaction log and sophisticated log parsing technology. If this isn't available from your ERP vendor, trigger-based CDC or difference-based CDC may be suitable alternatives.

How to simplify and speed a CDC implementation

A realtime database replication solution that performs low latency, log-based CDC can be used with ERP systems to give business users timely access to ERP data without impacting the source applications. Low latency, log-based CDC enables the movement of a large volume of data without affecting the core systems.

For Pitney Bowes, Inc., a global logistics provider that powers billions of transactions across the world of ecommerce, moving from their previous batch ETL processes to real-time replication and low-latency log-based CDC has provided the Enterprise Information Management team with significantly faster processing times for both their Oracle and SAP systems.

ETL jobs that previously took days now occur in less than an hour. This enabled business users across the company to perform analyses from a single source of truth without impacting database performance.

Take advantage of realtime ERP data

The opportunity cost of sticking with the status quo of stale data is too high - especially when there are cost-effective and modernized alternatives on the market. Fivetran provides more than 200+ connectors to SaaS and on-prem data sources, including commonly-used ERP systems, into cloud destinations.

Read the full survey by Dimensional Research

DOWNLOAD

Smart Unstructured Data Discovery

Komprise has announced Komprise Smart Data Workflows, a systematic process to discover relevant file and object data across cloud, edge and on-premises data centres and feed data in native format to AI and machine learning (ML) tools and data lakes. Industry analysts predict that at least 80% of the world's data will be unstructured by 2025. This data is critical for AI and ML-driven applications and insights, yet much of it is locked away in disparate data storage silos. This creates an unstructured data blind spot, resulting in billions of dollars in missed big data opportunities.

Komprise has expanded Deep Analytics Actions to include copy and confine operations based on Deep Analytics queries, added the ability to execute external functions such as running natural language processing functions via API and expanded global tagging and search to support these workflows. Komprise Smart Data Workflows allow you to define and execute a process with as many of these steps needed in any sequence, including external functions at the edge, data centre or cloud. Komprise Global File Index and Smart Data Workflows together reduce the time it takes to find, enrich and move the right unstructured data by up to 80%.

"Komprise has delivered a rapid way to visualize our petabytes of instrument data and then automate processes such as tiering and deletion for optimal savings," says Jay Smestad, senior director of information technology at PacBio.

"Now, the ability to automate workflows so we can further define this data at a more granular level and then feed it into analytics tools to help meet our scientists' needs is a game changer."

Komprise Smart Data Workflows are relevant across many sectors. Here's an example from the pharmaceutical industry:

1) Search: Define and execute a custom query across on-prem, edge and cloud data silos to find all data for Project X with Komprise Deep Analytics and the Komprise Global File Index.

2) Execute & Enrich: Execute an external function on Project X data to look for a specific DNA sequence for a mutation and tag such data as "Mutation XYZ".

3) Cull & Mobilize: Move only Project X data tagged with "Mutation XYZ" to the cloud using Komprise Deep Analytics Actions for central processing.

4) Manage Data Lifecycle: Move the data to a lower storage tier for cost savings once the analysis is complete.

Other Smart Data Workflow use cases include:

Legal Divestiture: Find and tag all files related to a divestiture project and move sensitive data to an object-locked storage bucket and move the rest to a writeable bucket.

Autonomous Vehicles: Find crash test data related to abrupt stopping of a specific vehicle model and copy this data to the cloud for further analysis. Execute an external function to identify and tag data with Reason = Abrupt Stop and move only the relevant data to the cloud data lakehouse to reduce time and cost associated with moving and analyzing unrelated data.

"Whether it's massive volumes of genomics data, surveillance data, IoT, GDPR or user shares across the enterprise, Komprise Smart Data Workflows orchestrate the information lifecycle of this data in the cloud to efficiently find, enrich and move the data you need for analytics projects," says Kumar Goswami, CEO of Komprise.

Visit here to learn more about Komprise Smart Data Workflows.

ABBYY Survey Identifies Intelligent Automation Successes and Failures

According to a recent global survey conducted by Sapio Research on behalf of ABBYY, 98% of IT decision makers have implemented automation technologies in the last two years, spurred by the pandemic. During this time, there has been a behavioural shift in the way IT decision makers implement automation technology with a new 'people first' approach.

The results reveal less investment in robotic process automation (RPA) with intelligent document processing (IDP) and process automation technologies being the top two deployed technologies. This resulted in a huge 89% believing they have been successful in deploying digitally transforming automations, compared to only 30%-50% in the past when they used RPA alone.

The pandemic has resulted in many organizations accelerating digital technology adoption plans by three to seven years, with 45% of IT decision makers having implemented three to four automation projects over the last two years. This could be due to customer demand, business survival and a massive opportunity in the market. But when it comes to why the implementation of automation technology has been so successful, it's clear that the 'people first' approach to business decisions has played a key role since the pandemic, and implementing new technology is no longer only about the business, but also increasingly more about the people.

1,208 IT decision makers across the U.K., U.S., France, Germany, and Japan were surveyed. When asked why IT leaders made the investment in the first place:

- 48% said it was to better prepare for remote working
- 47% to prepare for hybrid working
- 35% to help with employee burnout
- 20% said pressure from employees to implement.

McKinsey reports that investing in digital skills for people has become a clear imperative, indicating that employee skills need to match a company's technology investments.

Factors contributing to success

30% of IT decision makers said they automated departments that would lead to the most ROI. As a result, IT (59%), finance (37%), and operations (29%) had the most tech implemented, with intelligent document processing (IDP) (44%) and process and task automation (43%) becoming the two most implemented automation technologies in the last two years – while the least implemented was RPA (32%). What's more, one of the top reasons for automating these departments was to support teams that needed it the most (34%), and clearly the technology was able to fulfill this need.

Additionally, there is a real confidence in intelligent automation technology and not wanting to give up on the projects at the first sign of failure. 62% of decision makers now expect 2x ROI on their investment, and this was largely successful, as 43% claimed 2x ROI was delivered. Before implementing projects, 56% were hoping to improve efficiency and 54% were hoping to increase productivity. So much so, that attracting and retaining customers and employees took a backseat in priorities for IT decision makers, an unusual result which shows that employee retention could be at the heart of decisions above all else currently.

Factors contributing to failures

When it comes to automation projects being unsuccessful, there is again a clear human-centric element. While the reasons behind deploying the technology was people first, businesses claim that the remote workforce (29%) and employees not being trained well (23%) were two of the main reasons for failure. People are now a major part of the decision-making process, yet there's still the hurdle between decision makers and the people on the ground using the technology as 33% of decision makers are not necessarily tech savvy. Investing in new technology must be intertwined with investing in easy-to-use solutions and training staff to recognize what went wrong if a project was a failure.

The action following failure of automation projects is crucial but could be dependent on human-centric elements, specifically personality traits. The survey affirmed that the C-suite are driving the decision-making process for automation projects, with 60% of CEOs and 63% of CTOs being self-admitted extroverts, suggesting that stereotypically confident leaders are taking the bull by the horns and achieving success with automation projects.
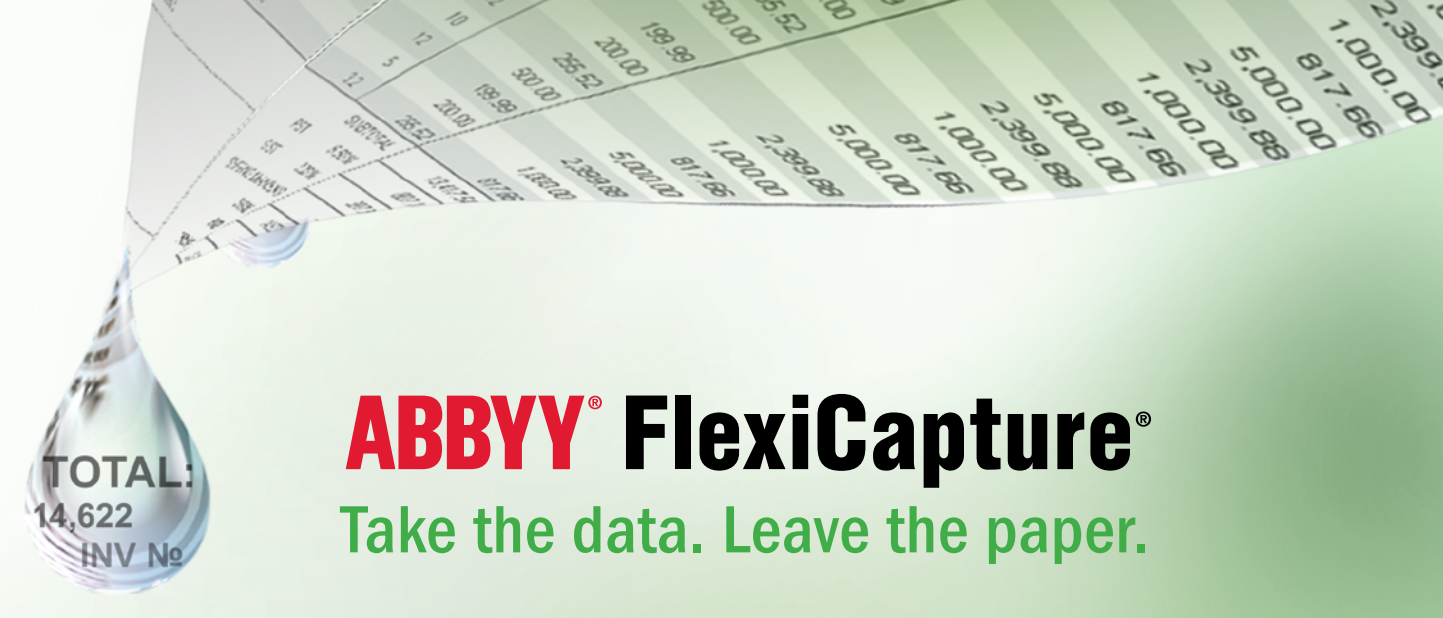
Personality influences response to failure

The survey identified introvert and extrovert personality traits can have an effect on the decision following failure. For example, if a project was not a success, 42% of extroverts prefer to bring in external experts, while 42% of introverts would rather replace the technology. Interestingly, it can take up to a year for leaders to spot that a project is failing, which means they are utilizing an inefficient automation project (83%), with 28% of introverts spotting a failure of a project early on compared to 14% extroverts.

Going further, 46% of IT decision makers spotted the failure within three months and surprisingly almost 1-in-10 (9%) did nothing about it, illustrating a wasted technology investment more commonly being known as 'zombie' technologies. This highlights the importance of businesses understanding the processes and how employees interact with systems before starting an automation project, to set their workforce and business up for success.

Bruce Orcutt, Senior Vice President, Product Marketing at ABBYY, said, "There has been a behavioural shift in the way leaders make decisions about deploying technology, and clearly the human factor plays a huge part in deciding how and where to automate. Additionally, organizations are realizing that automation needs to be more intelligent to understand and comprehend context and content within documents and know how their processes work before automating.

"This has been a great benefit to business, with a confidence in the technology shining through alongside an increased ROI. We will inevitably witness companies continuing to add more intelligence to their automation throughout their departments as a result of putting people first."
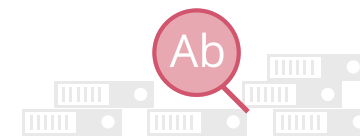
COMPANIES WITH ANSWERS AND SOLUTIONS FOR YOUR DIGITAL TRANSFORMATION INITIATIVES

Newgen offers a unified digital transformation platform that includes native process automation, content services, and communication management capabilities. Globally, many successful enterprises across various industries rely on the NewgenONE digital transformation platform—a comprehensive and unified cloud-based platform with low code capability for rapid development of content-driven, customer-engaging business applications. The platform can transform and simplify complex business processes. Equipped with cutting-edge technologies, including mobility, social listening/sensing, analytics, cloud, artificial intelligence (AI), machine learning (ML), and robotic process automation (RPA), the NewgenONE platform helps enterprises stay ahead of the curve. From grass-root citizen experience management, dynamic case management to electronic documents and records management, lending to underwriting, the platform solves multiple use cases across various industries, including government, banking, insurance, and others. Furthermore, Newgen has a robust partner ecosystem, including global system integrators, consulting and advisory partners, value-added resellers, and technology partners.

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

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

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

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ABBYY powers intelligent automation. The company reimagines the way people work and how companies accelerate business by delivering the intelligence that fuels automation platforms. Its solutions transform enterprise data and empower organizations with the insights needed to work smarter and faster. ABBYY helps more than 5,000 companies globally, including many of the Fortune 500, to drive significant impact where it matters most: customer experience, profitability, and competitive advantage. ABBYY is a US-based global company with offices in 14 countries. For more information, please visit www.abbyy.com and follow ABBYY on LinkedIn, Twitter and Facebook.

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

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Esker is a global leader in cloud-based document process automation solutions. Esker's solutions are compatible with all geographic, regulatory and technology environments, helping over 11,000 companies around the world improve efficiency, visibility, and cost-savings associated with the processing and exchange of information. Founded in 1985, Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon,

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

- Order Processing: automated entry and routing of incoming customer orders

- Accounts Receivable: automated sending and archiving of paper and e-invoices

- Collections Management: streamlined post-sale collection interactions

- Accounts Payable: automated entry and routing of incoming supplier invoices

- Purchasing: electronic processing and delivery of supply chain documents.

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UpFlow is a channel-first provider of Document Capture, RPA, Document Management, Workflow, Electronic Forms and Integration software products and services. UpFlow distributes and resells products such as PSIcapture, Flow and FileBound. FileBound is a full functioned document and workflow management platform. It can be cloud or locally deployed. PSIcapture is an innovative document capture platform engineered to combine automation, efficiency, stability and Enterprise-class scalability. PSIcapture provides unmatched integration with just about any ECM or ERP platform [e.g. SharePoint, Xero, Trim, Objective etc.] and allows the utmost in flexibility for deployment in large or small organisations. UpFlow's mid-market Robotic Process Automation solution provides attended or unattended Bots for the automaton of enterprise work. Flow is a fully featured Integration Platform that can connect an exhaustive list line-of-business systems with each other.

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

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Kodak Alaris is a leading provider of information capture solutions that simplify business processes. Digital Transformation is the need of the hour for many organisations, and it starts with information and data capture. We exist to help the world make sense of information with smart, connected solutions powered by decades of image science innovation. Alaris drives automation through every business process dependent on document and data capture so that you can get the right information to the right place at the right time. Our award-winning range of scanners, software and services are available worldwide, and through our network of channel partners.

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COMPANIES WITH ANSWERS AND SOLUTIONS FOR YOUR DIGITAL TRANSFORMATION INITIATIVES

FileBound Solutions

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

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

miktysh

Miktysh is a multi-award winning, team of Australian records and information management specialists who deliver strategic solutions that enable simple and effective management of enterprise content, records and information. Through the provision of information systems that capture, organise, analyse and make sense of information, we deliver high performing assets that unlock the potential of our clients' businesses. At Miktysh we are more than just software implementation specialists. We also provide strategic advice that assists organisations in increasing productivity and improving operational efficiency. Our advice equips leadership teams with the knowledge and confidence required to decide where to invest their time and resources to maximize profitability. As a product agnostic provider, together with our clients, we have delivered outstanding solutions. Since inception in 2008, Miktysh's client base has grown significantly to include many prominent local, state and federal government agencies, government owned corporations and large private corporations across Australia , proving we are top-tier records and information management specialists.

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iCognition

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

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ELO Digital Office

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

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UpSol

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

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ESKER®

COLLECTIONS AND CASH ALLOCATION

EMPOWER YOUR AR TEAM & REDUCE PAST-DUES

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

Reduce DSO
Automate your collection strategy with invoice delivery, rule-based task lists & more.

Improve Visibility
Get real-time insights into key AR metrics & collections performance.

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

Improve CX
Utilise customer-friendly tools such as intelligent collections & dispute management.

WHY ALLOCATE CASH WITH ESKER?

Managing multiple payment sources and formats can be a real pain for AR teams trying to allocate cash in a timely and effective manner. Esker's AI engine automates the manually intensive process of matching payments received from all incoming payment information sources so your team can focus on higher value tasks and control cash flow in real time.

· Improve accuracy and streamline cash application process
· Increase productivity for AR teams
· Enhance visibility on cash likely to be received in near future and your total receivables
· Speed up deductions and/or dispute identification

A UNIQUE USER EXPERIENCE

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

· Extracted information from payment files
· Check and/or remittance image
· Invoices and highlighted suggestions for matching invoices with payment or remittance
· Help messages and resulting explanations
· Dedicated adjustment entries section
· Direct link to customer accounts

https://www.esker.com.au/solutions/order-cash/accounts-receivable/
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Reduce organisational risk through digital contract management

FileBound delivers contract creation and workflow applications that improve the operation of any organisation by connecting users with the correct information they need, when they need it.

With FileBound, customers can deploy automated contract creation and life-cycle management processes and centrally manage contracts to improve compliance, collaboration and access to information. FileBound applications can be deployed locally or as a cloud-based service and have been implemented by organisations of all sizes around the world.

FileBound's integrations with DocuSign and HelloSign ensures that FileBound customers are able to automate their contract processes using the world's leading digital signatory service.

Click here to learn more about the DocuSign or HelloSign and integration.

Benefits

- Unlike legacy products, FileBound's simplified, flexible approach to usability, configurability and licensing delivers fast, game-changing results:

- Easy-to-use configuration tools give you greater control over your contract creation and ongoing life-cycle processes.

- Internal template capability to allow for efficient and controlled creation of new contract documents that conform to organisational requirements.

- Device-agnostic mobile solutions seamlessly support BYOD policies and remote users at no additional cost.

- Analytics tools provide meaningful, timely and actionable insights into all workflow processes to harness the full value of the data to make better business decisions.

- Contemporary interface design makes it easy to adapt to automation technology and customise your interface, making it easier to complete work.

- Strong integration capabilities allow you to build end-to-end automation solutions that maximise productivity by eliminating "data silos".

- Built in User Portals can be used to access forms and stored content via a web browser.

Solution demonstrations

Watch our video series to see how FileBound can manage your Contract Management process.

Let's Talk Solutions

Drive success with FileBound's range of solutions

Contact our team today to discuss your needs and discover how our solutions could deliver big benefits to your organisation.

FileBound Solutions, Suite 1102, Level 1, 18 Banfield St, Chermside, QLD 4032

Tel: 1300 375 565 Contact Us

Contract Management Part 1: Scheduled Contract Renewal

FileBound Australia

CONTRACT MANAGEMENT PART 1

Scheduled Contract Renewal

Watch on YouTube

Contract Management Part 2: New Contract Creation

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CONTRACT MANAGEMENT PART 2

New Contract Creation

Watch on YouTube

Contract Management Part 3: Docusign Integration

FileBound Australia

CONTRACT MANAGEMENT PART 3

Docusign Integration

Watch on YouTube

Mitigate Risk in Microsoft 365

Vectra AI, a developer of AI-driven threat detection and response for hybrid and multi-cloud enterprises, has announced the launch of Vectra Protect, a posture management tool designed to discover and mitigate security risks in Microsoft 365 (M365).

Vectra Protect combines 50,000+ hours of expert research and development with automation to analyse an organization's M365 security posture and provide customized implementation plans to remediate risk. To ensure all organizations, regardless of security staffing or resources, can have access to the solution, Vectra is extending a free sign-up for an Azure Active Directory scan until September 30, 2022.

With the accelerated use of M365 collaboration tools, which now have over 270 million users, cyber attackers are actively targeting access management tools like Azure AD to enter other SaaS tools and enterprise network assets. They then establish a foothold to launch ransomware attacks, steal intellectual property and gain unauthorized access to sensitive user data.

With its scanning engine, Vectra Protect combines insights from the M365 Graph API with PowerShell module data to provide a truly holistic view into the integrity of every identity in an organization's M365 environment.

Vectra Protect provides organizations with:

■ Quick, actionable remediation insights: With its multi-stage methodology, the scan provides organizations with actionable results within hours. Rather than hindering the security team with more alerts, the scan creates a comprehensive risk mitigation map that provides a path to implementation with clear guidance on risk and operational impact.

■ Tailored cloud support: Organizations can gain insight into the severity of vulnerabilities, material changes to their configuration state, the operational impact of the required solution, and the steps for remediation aligned to their applicable industry standards and regulatory requirements.

■ Configuration correction and compliance: Vectra Protect delves deep into the configuration complexities of M365, highlighting misconfigurations with clear context to guide companies to complete risk resolution and provide security teams with the proof they need to show their policies are effective and compliant.

■ Confidence in collaboration: By understanding areas where risks and configuration issues persist, organizations can fulfil the promises of cloud technology without creating unmanaged risk. Organizations can gain efficiencies in implementing and using SaaS tools like M365 by eliminating default settings and aligning operations, information technology, security, and audit teams on security priorities.

"Azure AD has become a large attack vector as cybercriminals look to exploit the lack of security controls and solutions currently available for the tool," said Aaron Turner, CTO of SaaS Protect at Vectra AI.

"Organizations must understand that Microsoft's default security settings are not specifically tailored to their business operations or industry, which introduces waves of unnecessary risk. Combining this with the constant changes in M365, both internally and externally, leaves a host of potential vulnerabilities and configuration issues that organizations are responsible for correcting. Vectra Protect helps unravel this complexity to deliver the visibility and assurance organizations need to protect these essential business tools."

The free Vectra Protect for Azure AD scan, a value up to $A50,000, will be readily available to any M365 customer operating in any M365 environment(Exclusions apply). The scan focuses on a common foothold for unauthorized access and risk: access management in the active directory

For more details about Vectra Protect for Azure AD and to request a free scan, visit: https://www.vectra.ai/azure-ad-scan

Aparavi 2.0 delivers Data Intelligence

Aparavi has announced a new release of its data intelligence platform. Aparavi 2.0 provides enterprises with visibility and control over their unstructured datasets, removing the need for additional layers of technology and bureaucracy many organizations currently implement.

Developed to challenge the status quo in data management, Aparavi 2.0 promises to gives user the ability to address the major costs created by the exponential growth of unstructured data in a timely fashion with its quick install and integration into their existing data infrastructure and cloud storage no matter where it lives.

With the ability to identify and move data between different sources and targets regardless of location and vendor, organizations can build a data management strategy that gives them comprehensive command and control over their unstructured data. Automated data actions allow Aparavi 2.0 users to integrate workflows and build policies to manage sophisticated data classification needs to quickly meet their service level agreements. Users can leverage integrated connections with an industry-wide ecosystem of storage vendors for long term data archival, to reduce cost and can be managed within vendor agnostic Aparavi Platform.

This provides a focal point to address key organizational requirements across data intelligence, compliance and retention. As a result, customers get to 'know their data' via a single pane view of all their sources and across all their assets.

The solution has been built to address the challenges and exponential costs created by the daily rise of unstructured data, which is hard to sort, read or understand without humans opening each file. To store this 'dark data', organizations typically invest in additional infrastructure or cloud storage that adds significantly to their costs and increases the potential of exposure to cybersecurity breaches and ransomware attacks.

https://www.aparavi.com/

Workflow for Legal Spend Management

Apperio, a UK provider of legal spend analytics and matter tracking software, has announced the availability of a new feature to streamline the process of reviewing and approving law firm invoices to its legal spend management platform. The new feature includes a detailed audit trail that tracks and reports every action made about an invoice as it moves through the review and approval workflow.

Apperio is best known for providing in-house teams with realtime visibility into work-in-progress and accruals. This allows legal teams to control legal spend and gives them the insight to know their total legal costs even before they receive an invoice. This new feature closes the loop on the payment cycle by allowing in-house teams to channel invoices through a formal business workflow to approve law firm payments.

"For most of our customers, the review and approval of law firm invoices is a matter of formality," says Apperio Founder and CEO Nicholas d'Adhemar. "The fact remains, even in-house teams who are in total command of their legal spend still have to follow a process to get invoices paid – and many have compliance requirements to maintain a record of authorization."

Alongside the audit trail, another unique aspect of the new feature is the ability to show a breakdown of line-item charges alongside a law firm's PDF invoice. Apperio is already tracking accruals by fee-earners along with time entries and narratives which makes it simple to populate this data. If there's a query regarding a charge on an invoice, it's easy for an in-house legal team to remind themselves of the details without going back and forth with their law firm.

Some further capabilities of the new invoice review and approval feature include the following:

■ Flexible configuration. Legal teams can configure an unlimited number of approval steps to match nuanced internal business processes.

■ Automated rules. Create automated rules to trigger a pre-configured workflow. For example, if an invoice amount reaches a certain threshold, it may require an additional approval step from the GC or CEO.

■ Supporting documentation. Reviewers can reference letters of engagement, records of instruction, credit notes and other supporting documentation that's been associated with a matter file in Apperio, alongside an invoice.

■ In-app comments. The feature enables reviewers to write comments for other reviewers in the approval process. This is useful for annotating pre-approved expenses, for example, which keeps the review process moving forward.

■ Invoice query. Reviewers can query an invoice directly from within the workflow. All communication is recorded in the approval history for reference and auditing.

■ Seamless integration. Apperio can easily integrate with an existing accounts payable (AP) system – to allow for timely payment of approved invoices.

■ Dashboard reporting. The feature provides customizable reporting in the Apperio dashboard to track progress and identify bottlenecks around invoice review. Some of the metrics that can be tracked include the aggregate status of invoices in review, the total time in review, and which invoices are still pending actions by a reviewer.

Apperio recently released matter files and enhanced dashboards for legal ops and finance, personalization features for in-house lawyers by role, and client-centric views for outside counsel.

https://www.apperio.com/

Drag-n-Drop Visual Process Builder

With the growing implementation of multiple applications and data business structures across modern businesses, the automation and integration industry has seen a rising demand for iPaaS and Hybrid Integration Platforms (HIP).

While both iPaaS and HIP offer integration of multiple business applications, there are distinct differences between them as well. A HIP offers a wide range of features for cloud and on-premise system integrations, while an iPaaS operates on more intricate business data integration. A HIP combines on-premises integration, on-cloud integration, and API management while an iPaaS integrates every application, data, technology, and process in an organization.

Both platforms have their own uses, but a hybrid integration enabled iPaaS brings the best of both worlds. APPSeCONNECT as a hybrid iPaaS comes packed with an intuitive drag-and-drop visual integration builder that delivers the best-of-breed integration capabilities for the full stack automation of business processes.

The platform monitors and manages processes efficiently and accurately to maximize the efficiency of companies for their go-to-market strategies. APPSeCONNECT as a hybrid iPaaS solution is built through a custom development kit, which enables companies to modernize their business process and achieve seamless data transfer through the implementation of data mapping, integration rules, etc.

Businesses deploy a vast range of high-end business software solutions across both cloud and on-premises such as ERP, CRM, eCommerce, Shipping, Ticketing, and many more. APPSeCONNECT manages data integration for all of these disparate applications, ranging from legacy on-premises systems to cloud applications.

APPSeCONNECT offers robust integration capabilities as a hybrid iPaaS through two deployment models:

1. Full Cloud Deployment
2. Hybrid Integration Deployment Model

The hybrid hosting model comes with two major components

1. The Cloud Portal - which allows users to configure business process logic, from anywhere and anytime.
2. The Agent App - which is downloaded from the cloud portal and is installed on the user's servers once the connector is configured. This is where the data synchronization takes place.

With its diverse range of functionalities, APPSeCONNECT provides flexibility to businesses to choose the hosting and deployment model that is ideal for them.
https://www.appseconnect.com/experience-the-magic-of-ipaas-and-hybrid-integration-platform/

Ephesoft adds new Semantik AI Engine

Ephesoft has announced the new release of its IDP platform, Ephesoft Transact 2022.1. The new version of Transact features cutting-edge AI, computer vision and deep learning neural network technology, named Semantik AI Engine, which powers data extraction from both known and unknown document types.

Ephesoft's new Semantik AI Engine in Transact enables document processing for unknown document types. This feature allows for document automation without the need to create a template, train the system or configure the solution. It can recognize any document type and identify key-value pair entities for any structured and semi-structured document type out-of-the-box.

Universal Document Automation provides the following benefits:

■ Process unknown documents

■ Automatically detect and extract critical document data

■ Data mine and opportunistically explore any data from any document without configuration

■ Enable data extraction projects that would otherwise be too costly or time-prohibitive

Universal Document Automation is a new, additional approach to document extraction in Transact to serve specific use cases that include a large volume of unknown documents; its pre-trained model can be deployed both on-premises and in the cloud, and works with any Latin-based language.

Another innovative capability of the new Semantik AI Engine is the Document Design Accelerator, which significantly speeds up the process of building index fields and extraction rules for new, known document types. All that is needed is to supply a sample document to the Document Design Accelerator and it will analyze the content and automate the conventional process for enumerating index fields and creating extraction rules. Results from the Early Adopter Program showed that setting up new documents was expedited by up to 90%.

Other highlighted features in the new release include:

■ **iPaaS Connectors:** Transact now offers two new connectors in the MuleSoft Anypoint Exchange platform and the Workato Connector Library community. The connectors enable a low-code/no-code Transact integration into thousands of systems to enable fast, seamless end-to-end automation.

■ **PDF XFA Flattening:** Converting PDFs that use the XFA technology into images has been a long-standing challenge because of the special way information is stored in these PDFs. By expanding the folder import capabilities, PDF XFAs can now be flattened, which simplifies and expedites extracting data from these types of documents.

■ **Cloud OCR Plug-in:** Ephesoft now offers clients flexibility to call advanced cloud OCR engines directly from their Transact deployments via a new plug-in. Google Cloud Vision can be used for handprint, cursive and machine print extraction through a direct connection to their existing Google Enterprise infrastructure. Additional cloud OCR engines will be added to upcoming releases.

■ **Improved Traceability for Extraction Rules:** Users can now easily identify which rule has been applied for the extraction of each index field. The extraction rule identification will be available as part of the document processing information, allowing easier fine-tuning and maintenance for rule sets.

For more information or to request a free trial, click here.

Armis Enterprise Workflow Module

The Armis asset intelligence platform has been extended with an Enterprise Workflow Automation (EWA) module for security automation and threat response workflows, in partnership with Torq, a no-code automation platform for security teams.

The module provides security teams with a seamless experience to build extremely powerful workflows, and to replace manual processes with an orchestrated response to events.

The Armis EWA module allows security teams to automate any remediation or workflow, involving literally any IT or cyber tool, without requiring any professional services or coding. A rich library of integrations allows any security professional to build event-triggered workflows, no matter how simple or complex the process, and no matter how many tools are involved.
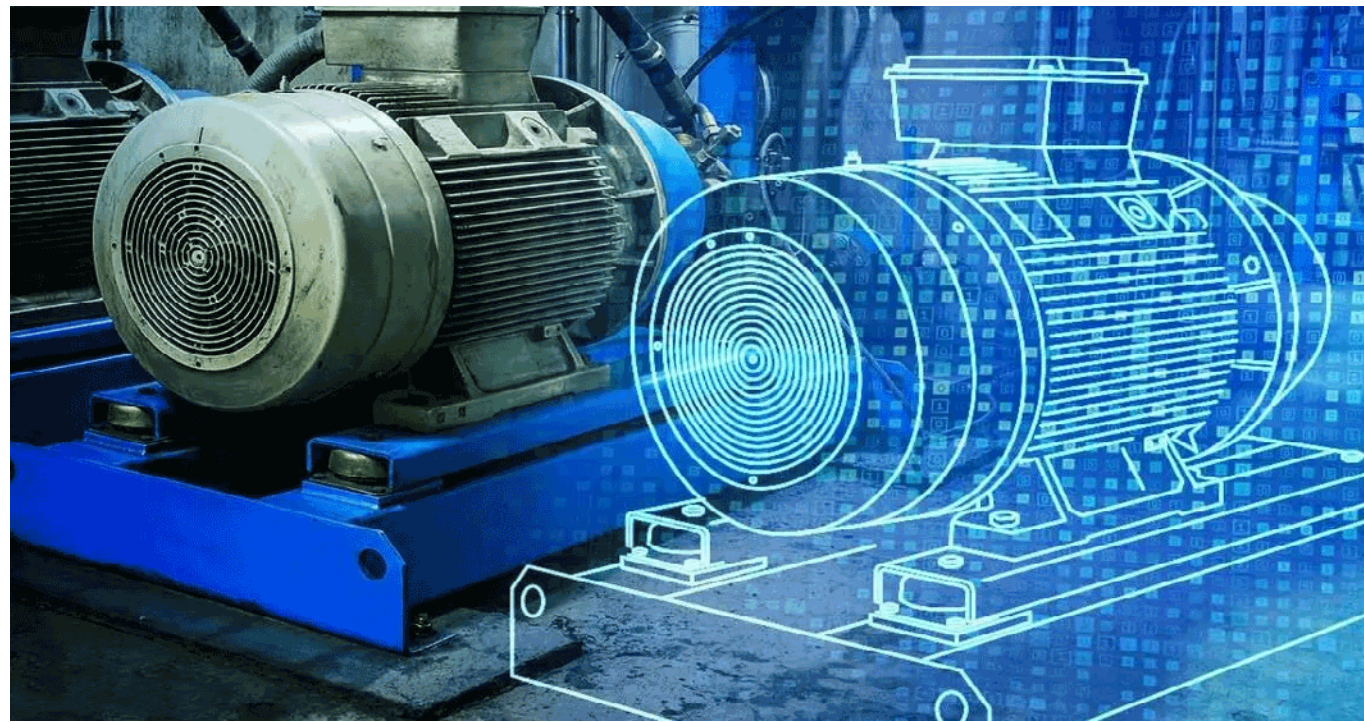
Consequently, all of the underlying asset intelligence and threat prioritization can be fully realized and put into action without the complexity of coding and testing new integrations.

The Armis Asset Intelligence Platform enables enterprises to see and control their full cyber asset attack surface. By providing complete asset discovery, real time cyber vulnerability and threat intelligence, and highlighting critical assets that should be prioritized, Armis enables enterprises to quickly home in on the assets that put their operations at risk, prioritize mitigation efforts to better manage their attack surface, and improve their overall risk posture.

Armis EWA enables organizations to:

■ Maximize their investment in IT and Security tools

■ Enable every security practitioner to replace daunting manual processes with automated workflows

■ Create complex workflows that leverage new integrations without coding

■ Respond faster to threats and operational events

https://www.armis.com/

Dealing with the Handwritten Word

DocuLynx has announced a partnership with Hyperscience, which extracts printed and handwritten text from structured and semi-structured documents, such as forms, invoices, pay stubs, and checks.

Using proprietary technology, machine learning creates an Intelligent Document Processing solution turning handwritten documents into structured data.

DRS Imaging offers a range of automation and storage solutions that include high volume data archival storage, efficient workflow software, and document imaging services.

This new partnership now enables them to offer full-service, single-source document management services.

As a result, they help decrease costs and risks in highly-regulated industries where manual processes are a major contributor to inefficiencies.

Organizations benefit from a "clean data in, clean data out" approach to document management and workflow.

With the correct inputs coming in, organizations can leverage the correct outputs going out.

https://drsimaging.com/

Automation Hero 6 adds AI Smarts

Automation Hero has launched version 6 of its Hero Platform, claiming to take a quantum leap in document processing accuracy.

The latest version of the platform provides a new Artificial Intelligence (AI) engine for document processing and automation.

The deep learning-based approach can turn structured or unstructured documents, such as contracts, invoices, receipts, prescriptions, doctor notes, and purchase orders, into highly accurate and actionable data.

Modelled based on cognitive science, Automation Hero's optical character recognition (OCR) engine turns scans of documents into data in a way that is similar to how humans read even the most difficult handwriting with contextual cues.

The patent-pending technology is combined with an easy-to-use natural language understanding engine, all within a powerful end-to-end platform.

The goal is to deliver the highest ROI in the industry within weeks without any data science or large training data required.

https://trial.automationhero.ai/

Digital Twin adds Document Control

Industrial software developer AVEVA has announced that its engineering information management solutions, the core of its digital twin, now deliver greater time and value gains for capital projects and operations. AVEVA promises that customers can now experience a complete digital twin within just 60 days, even in the absence of existing models, thanks to deeper contextualization and enhanced visualization.

Two new industry partnerships will further augment the offering. AVEVA's engineering information management solutions are now combined with the Assai integrated document management system and powered by data captured using NavVis' wearable mobile mapping systems. As a result of the NavVis partnership, laser scans can be delivered much faster than with existing stationary scanners, while Assai's Document Control and Management Solutions provide more robust document information.

Amish Sabharwal, Executive Vice President, Engineering Business Unit, AVEVA, said "A digital twin is only as good as the data that composes it. With the new integrations and our cloud-native solutions, customers looking to develop and enhance their digital twin can now design, construct and operate sustainable facilities by using data-driven insights to optimize processes and decisions across the value chain.

"The result is a scalable solution that allows companies to leverage existing technology investments and accelerate insight through universal, contextualized access of all engineering, operations and maintenance information in the cloud, using any form of visualization (3D-models and/or laser scans), and built-in analytics."

The newly expanded engineering information management solution portfolio is well suited to digital twin creation and utilization throughout the complete project lifecycle, for both capital projects and existing facilities. Sectors set to benefit from the enhanced solutions include oil and gas, energy, power and utilities, chemicals, marine and mining.

Digital twins are virtual replicas of real-life assets, processes, and even full enterprises, and are key enablers of digital transformation. Designed as a lever to deliver sustainability and the circular economy at speed and scale, the AVEVA digital twin solution uses advanced data- and AI-based programs to promote innovation and agility through monitoring, diagnostics and prognostics to optimize asset performance and utilization.

Creating the foundation of the digital twin has never been easier or more robust with the latest developments to AVEVA's cloud-based engineering information management solutions and partnerships.

Companies can achieve a fully functional digital twin in less than 60 days by publishing and integrating laser scan data within their engineering and operational performance data on AVEVA's cloud platform, AVEVA Connect. Further, the NavVis wearable mobile mapping system scans up to 10x faster than traditional laser scanners with comparable accuracy. The Assai integration enables customers to ensure all digital documents remain evergreen and is easy to access.

"The enhanced offering delivers leaner, safer and more transparent capital project execution alongside a decision support system that optimizes plant operations performance, strengthening our complete digital twin proposition," Sabharwal concluded.
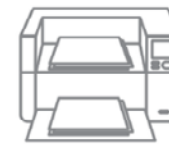
https://www.aveva.com/en/perspectives/blog/the-meaningful-digital-twin/

Box introduces new Content Cloud

Box, Inc. has unveiled a new Box App Center, a destination for users, admins, and developers to discover and access the more than 1500 applications that integrate with Box. Additional updates to Box Sign include native e-signature capability, a deepened integration with Zoom, and new capabilities for Box Shield, its advanced security solution for protecting content in the cloud.

"From connecting hybrid teams to protecting against sophisticated security threats, today's enterprises need platforms that are easy to use, drive productivity, and reduce security risk," said Diego Dugatkin, Chief Product Officer at Box.

"With the Box Content Cloud, our focus is to power the entire content lifecycle, from the moment content is created to when it's shared, edited, signed, secured, and retained. Today, we're enhancing that vision by making it easier to find and work with the more than 1500 apps that integrate with Box.

"In addition, we're also making our free, native e-signature solution even more powerful, while helping customers fight malware and protect their most valuable content more effectively."

The average enterprise today uses 187 different applications to get work done. While this proliferation of tools and apps enhances many business processes, it also creates silos of content that are hard for customers to manage and secure. To address this growing problem, Box provides an open platform that integrates with more than 1500 applications, such as Microsoft Teams, Slack, ServiceNow, Google Workspace, and Salesforce, ensuring content remains secure, compliant, and easily managed, no matter where it's accessed and shared across the IT stack.

Box announced a new App Center that will make it easier to discover and benefit from these apps and integrations. With the new App Center:

■ Users will benefit from an advanced search mechanism and a modern, tile-based user interface that simplifies the process of browsing and enabling more than 1500 pre-built partner integrations.

■ Users and admins can easily find the applications they need most by organizing their favourite apps with new categories and grouping functionalities.

■ Admins can work to reduce security risks by providing users with a list of enterprise-approved tools via a new application catalogue available on Box.com and the Box web app.

■ Developers can leverage APIs in the new App Center to easily build, submit, and preview custom apps and workflow automations, expanding the audience to millions of users.

Box Sign users will be able to streamline critical business processes by generating contracts within Box and sending them out for signature directly from Salesforce.

Centralised Control of Document Generation

DocPath, a multinational company specialized in the development of document software focused on customer communication, has launched DocPath Sinclair, a solution that puts an end to the laborious task of collecting and managing log information by hand, using a flexible tool for information collection and online monitoring of the document generation process.

Sinclair's document solution allows you to manage the document generation engines and configure and manage the resources of the entire process remotely. It provides the possibility to perform customized queries on the executed works, as well as the visualization of statistical graphs in general and in particular.

One of the most important features for resource and system management managers is the display of notifications and alarm management for each engine, both general and specific. This functionality allows the user to know in real time the conditions and use of the document generator, thus facilitating the corresponding task.

DocPath Sinclair integrates with DocPath Access Identity Management (AIM) to manage users.

When configuring a user, in addition to the web application permissions, the time zone can be configured. In this way, the Sinclair interface will display all dates, statistics and graphs according to the previously configured time zone.

With Sinclair document, software companies of any size and sector have a monitoring and visualization tool at their disposal.

The new system will provide an advanced, flexible and easy document generation process, which will turn the process of collecting generation information into another opportunity to increase user satisfaction.

Another very important aspect today is that Sinclair has a page to check the resource usage of the machine hosting each engine, so that the user will have an easier time making decisions. Likewise, through graphs show the total use of resources, allowing the user to check whether they are idle or close to overflowing.

https://www.docpath.com

CCM Gateway SDK Designed for Digital

Crawford Technologies has introduced a CCM Gateway SDK (software development kit), a modern customer communication management storage toolset that makes it possible for organizations to retire their outdated report archive systems. It provides the tools required by organizations that want to create their own customer communications digital storage pool for integration with their business systems and applications as part of their digital transformation initiatives.

Use of CCM Gateway SDK can improve customer service and reduce software maintenance expense, hardware and administrative expenditures and storage costs. CCM Gateway SDK is comprised of an easy-to-use modular set of solutions that can be used to archive customer communications documents in any format, from any source onto any cloud or on-premise data store.

The solution can be linked to an organization's portal or existing customer interface to support secure, customized, consistent branding and messaging.

CCM Gateway SDK is flexible for use in on-premise, cloud or hybrid environments and with Windows, Linux and mainframe operating systems. It enables organizations to reduce operating expenditures associated with outdated archive management solutions from legacy providers by offering a modular and extensible web-services platform for processing and archiving important customer-facing documents, such as bills, invoices and financial statements.

Additionally, CCM Gateway SDK is designed to enable the display of these documents into WCAG-compliant formats to comply with global accessibility regulations and to conform to standards for display on mobile devices. To ensure data security, CCM Gateway SDK enables organizations to conform to the security and privacy regulations and requirements of HIPAA, HITRUST, GLB, GDPR, PCI DSS and others.

https://www.crawfordtech.com/

Free Desktop and Scanner Auto Filing

Digitech Systems has announced a free technology that automatically sweeps electronic files from network directories, digital desktops, and scanners into the company's Enterprise Content Management software (ECM), PaperVision Enterprise, and cloud-based content services ImageSilo and PaperVision.com.

A meaningful step in relieving office workers of busywork, the free PaperVision Folder Monitor tool eliminates the need to manually store and secure documents that may otherwise accumulate. As an automated service, cybersecurity and information access settings are instantly applied to each uploaded file, helping companies streamline and simplify data security.

PaperVision Folder Monitor also works with virtually any scanner, including those from Epson and Contex. Automatically indexing and uploading documents to the ECM eliminates manual steps for workers, making it easier to manage and secure information. In addition, it becomes simpler and faster to use records in automated processes or while collaborating from different locations or working from home.

https://www.digitechsystems.com/

Unstructured Data Migrated at Scale

DryvIQ, an enterprise data management (EDM) provider, has announced the availability of its latest migration and governance solutions that enable organizations to intelligently understand and protect enterprise content.

DryvIQ leverages advanced Artificial Intelligence (AI) to enable organizations to gain deep insights by accurately classifying content, no matter where it's located. Configurable automation rules intelligently enforce policies and compliance while eliminating manual user intervention and errors.

"Enterprises have massive volumes of unstructured data, and many of them struggle to safely move, manage, and protect it. It's a significant problem that's not going away," says Sean Nathaniel, president of DryvIQ.

"The DryvIQ platform continually safeguards enterprise content and reduces corporate risk by enabling organizations to seamlessly migrate and govern unstructured data across all content systems."

In most organizations, both the volume of data and the number of applications deployed to manage it all are expanding rapidly. These rising content silos are casting shadows over growing piles of unstructured and dark data, obscuring security and ownership, sensitivity, and any other potential risks lurking within. The DryvIQ platform is built for moving enterprise content at scale, managing complexity, and ensuring zero user disruption to consolidate systems, optimize user efficiency, and support compliance.

DryvIQ integrates with existing storage platforms and business applications and conducts continuous, cross-repository discovery scans to surface potentially risky data such as Personable Identifiable Information (PII), sensitive IT-related data, and more.

With unstructured data growing at an incredible pace, safeguarding this vast and ever-growing mountain of information is a near-impossible challenge. This lack of control opens organizations up to loss of sensitive data or intellectual property, operational inefficiency, negative market and brand impact, and large fines.

DryvIQ empowers organizations to maintain continual control and oversight of enterprise content with advanced AI-driven governance that is always on. The DryvIQ platform continuously monitors for sensitive information or incorrectly applied labels that can expose organizations to loss of intellectual property, financial damage, or other vulnerabilities.

At-risk data can be flagged, moved, quarantined, permissioned, reclassified and labelled, or otherwise acted upon based on a series of configurable rules and policies. The platform automatically processes policy rules while notifying administrators and other stakeholders in real-time.

http://www.dryviq.com/

Ephesoft MuleSoft Certified Connector

Ephesoft has joined the MuleSoft Technology Partner Program and has contributed to the partner ecosystem by releasing a MuleSoft Certified Connector for Ephesoft Transact, accessible in Anypoint Exchange. Users can leverage Ephesoft's IDP platform to transform document data and export it into any other application using the connector, saving both deployment and processing time while driving efficiencies throughout the enterprise.

As part of the MuleSoft Technology Partner Program, customers can leverage Ephesoft to transform any document type into structured data, which is a prerequisite for any digital transformation or hyperautomation initiative.

"Structured, clean data is a requirement for any application to drive value through data which is the new electricity of today's business world. Having Ephesoft's intelligent document processing solution available in MuleSoft's Anypoint Exchange will break down data silos and enable companies to get the data they need in a highly repeatable and secure fashion," said Ike Kavas, founder and CEO at Ephesoft.

"Today, if enterprises are not looking at end-to-end intelligent automation as they evolve and scale, they will fall behind. This partnership is a critical avenue to ensure our customers' data can directly and securely connect to their enterprise applications."

Ephesoft's IDP platform transforms any document type into structured data, laying the essential data foundation for end-to-end process automation and interoperability. Creating seamless system integrations using MuleSoft will not only accelerate processes and drive efficiencies, but it will enhance customer experience, due to faster response times, deeper insights and high data accuracy.

In fact, Ephesoft customers report over 95% faster processing times and 99.9% accuracy rates. Seamless integration with applications via Ephesoft's MuleSoft Certified Connector will modernize how enterprises worldwide will be able to access and analyze their data with the addition of Ephesoft Transact into their tech stack.

"Industries are facing new demands that push them to accelerate the pace of digital transformation," said Brian Miller, senior vice president of business development, MuleSoft. This partnership allows our mutual customers to create a composable enterprise by securely unlocking the data from documents to deliver new levels of speed, agility and efficiency."

For more information about Ephesoft's intelligent document processing solution, learn about Ephesoft Transact or get a free trial. Ephesoft customers can learn more how to integrate data from siloed apps and systems faster and automate complete workflows more efficiently with MuleSoft's Anypoint Platform at: https://www.mulesoft.com/platform/enterprise-integration.

FlowEQ automates team workflow

FlowEQ (formerly BrightReps), a provider of workflow automation for Salesforce and Zendesk users, has announces a new name and brand along with an expanded solution to help all teams that need to accelerate important recurring workflows.

The decision to change the company name from BrightReps to FlowEQ reflects the company's expanded offerings and its broader mission to "make work easier and teams more productive," according to Brittani Dunlap, FlowEQ Chief Executive Officer.

"FlowEQ's Workflow Acceleration Platform now helps support, operations and product teams speed up work that requires a human touch with error-proof workflows that ensure standard operating procedure are followed correctly every time."

The FlowEQ Process Acceleration Platform is a no-code solution that embeds within your current systems and includes the following modules:

■ Smart Flows: Build, run and optimize your SOPs with easy-to-follow workflows that let teams work efficiently from day one.

■ Pre-built Connectors: Instantly get data and take action across your applications without ever having to open up any other screens or browsers.

■ Accelerators: Automate every step that can be automated with triggers, automation rules, and batch workflows.

■ Workflow Analysis: Constantly improve how your teams work with the hard data and insights you need to justify changes that will save additional time and money.

FlowEQ makes teams more productive and saves companies money by orchestrating all the data and steps behind the scenes while guiding employees through error-proof workflows. Unlike solutions that expect teams to switch to a whole new system, or automate the easy steps a robot could do, FlowEQ embeds within your current systems, automates everything that can be automated, and gets employees through the steps that require their judgment or expertise faster.

http://www.floweq.com

Fluix workflow tool now on Android

Fluix no-code process management software is now available on the Android platform. Fluix digitizes the paper forms and heavy manuals that commonly clutter workspaces. The software also streamlines document-based collaboration between remote and office teams, facilitates all kinds of inspections and checklists, and optimizes various other business processes.

"Over the past 10 years, I've seen Fluix make a real difference to our customers. We're thrilled to be able

to make Fluix even more accessible to teams all over the world, via both iOS and Android Platforms," said Julia Nikolayenko, Executive Director of Fluix

Before Fluix officially launched in 2014, Fluix's parent company, Readdle, launched PDF Expert - a document editing app for the first-ever iPad. Having used PDF Expert for some time, aerospace giant, Boeing, specifically asked Fluix CEO, Igor Zhadanov, to tailor the software to allow for greater flexibility in document management.

Initially, Igor said no to Boeing's request, as custom development wasn't part of Readdle's product-driven company vision. When Boeing insisted, Igor quickly realized that it was possible to expand on the existing features of PDF Expert to include workflows, automation tools and comprehensive user management options.

Those features combined to create Fluix; dynamic software that can be applied to use cases across various industries, including aviation, construction, and renewable energy. Fluix has grown ever since, reaching another milestone with its introduction to the Android platform.

https://fluix.io/

Enterprise Recon 2.6 PII Data Discovery

Ground Labs Enterprise Recon 2.6 release introduces new platform integrations along with improved authentication workflows to ensure compliance while supporting enterprise remediation and interoperability.

Enterprise Recon is a smart data discovery solution that enables organizations to find and remediate personally identifiable information (PII) and sensitive information across the broadest range of structured and unstructured data on servers, desktops, emails, databases, and cloud storage.

Key features of Enterprise Recon 2.6 include:

■ Integration with Google Cloud Storage: Search for sensitive data in Google Cloud projects, with the flexibility to select specific Cloud Storage buckets or objects to scan;

■ Updated authentication protocols aligning with least privilege access: enabling improved authentication support for Microsoft OneDrive Business and SharePoint Online.

■ Identify sensitive data on a wider range of sources: Scan and remediate sensitive PII on SAP HANA databases, Salesforce CRM platforms, Cloudera Distribution for Hadoop, and more;

■ Data Access Governance: Identify open access permissions for locations containing sensitive data, and immediately take action to minimize risk by locking down access to those locations;

■ Reporting features including Risk Scoring & Labelling: Set up risk profiles to automatically map sensitive data locations to a specific set of rules, labels and scores;

■ Delegated Remediation: Easily delegate remediation tasks to another user, streamlining workflows to achieve flexibility and scalability in compliance efforts;

■ Support for Linux 4 Agents: Enterprise Recon agents can now be installed on hosts running Linux 4 RPM-based distributions, including CentOS 8, RHEL 8, Fedora 29 and more.

Enterprise Recon is powered by GLASS Technology, Ground Labs' proprietary pattern-matching technology.

https://www.groundlabs.com/documentation/er/Content/Release-Notes.html

HP Scanners for Hybrid Workspaces

HP has announced its new HP ScanJet Pro and Enterprise devices with HP's most advanced and sophisticated workflow scanner software. The HP ScanJet series includes four new modern and secure devices that make scanning a simple and integrated part of the digital workplace experience.

The new HP ScanJet devices include:

■ HP ScanJet Pro 2600 f1 and ScanJet Pro 3600 f1: Designed for high daily volumes and hassle-free operation to support up to 1500 and 3000 pages daily, perfect for small businesses with scanning needs for broad variety of jobs.

■ HP ScanJet Pro N4600 fnw1: Crafted to support large businesses with scanning needs for multiple users, up to 6000 pages daily. This scanner has flexible digital sending to email, network, or PC via Ethernet or Wi-Fi, complete with a colour touchscreen.

■ HP ScanJet Enterprise Flow N6600 fnw1: Created to support advanced high-volume professional scanning for enterprise customers with frequent scanning needs up to 8000 pages daily. With high-speed scanning and HP Scan Premium software, customers can get excellent image results with ease and easily integrate and improve document management. In addition, the ScanJet Enterprise Flow includes intelligent document capture and classification to help extract and organize scanned information and new capabilities to highlight, erase, or mark-up scanned documents.

In addition, all of the new devices offer:

■ Desktop shortcuts and customized profiles help streamline workflows

■ Automatic detection of scan quality issues to remove vertical streaks

■ Multi-document and book scanning to detect multiple documents and flatten curved images

■ Boot code checks and firmware validation helps prevent malicious threats

The new HP ScanJet Pro & Enterprise devices are currently available in most locations worldwide.

Low-code Workflow Automation Toolkit

Mendix, a Siemens business, has announced that Mendix Workflow for process automation is now generally available for global enterprises building end-to-end digital solutions on the low-code platform.

Workflow's public rollout features enhanced architecture and new capabilities fine-tuned during extensive beta testing. Available in both Mendix Studio and Mendix Studio Pro developer environments, Workflow enables greater collaboration between business experts and IT professionals to design, build, and optimize business processes with enterprise-wide automation.

Using the visual modelling language of the Mendix low-code platform, Workflow seamlessly integrates user-centric and system tasks, data, and third-party services to digitize processes across the enterprise's application landscape. In addition, Workflow Commons, a module available from the Mendix Marketplace, provides customizable, ready-to-use templates, pages, dashboards, and smart services to kick-start intelligent automation across the enterprise.

Workflow's strategic importance is validated by Deloitte research that documents how "automation supercharges digital transformation." As one of the pillars of intelligent automation, low-code Workflow makes cloud-native scalability and faster deployments possible with fewer resources, achieving competitive advantage in today's digital-first economy.

Forrester reports that business-critical process automation remains in early stages, with nearly 77% of enterprises relying on paper processes and email and 63% dependent on Excel programs and spreadsheets.

Gartner analysts underscore the economic imperative to automate complex business processes, citing this feature as a "critical component" when evaluating a low-code platform. Additional Gartner findings say the need by enterprises to scale hyper-automation will be one of the top three drivers of low-code adoption through 2022.

As an integrated, core capability in the Mendix platform, Mendix Workflow empowers citizen developers to collaborate and build applications, implementing business processes as they evolve and change.

The new Workflow Commons module offers common design patterns to make it fast and easy to add powerful workflow capabilities, including preconfigured templates to create a "task inbox" and other easily implemented pages to define custom workflow actions; dashboards for end-user and KPI monitoring; plus snippets and connectors to integrate data with automated processes.

Additional automated services that enable fast iteration, are downloadable now from the Mendix Marketplace. They include specialized document processing, translation across languages, speech-to-text conversion, sentiment text analysis, and plug-and-play OCR.

For more information, download the Mendix eBook, "*The CIO's Guide to Successful Automation*."

https://www.mendix.com/

Document Output Control Platform

Messagepoint has announced the availability of new headless customer communications management (headless CCM) capabilities to support dynamic digital experiences with highly personalized content delivered via RESTful APIs.

In regulated industries, such as financial services, insurance and healthcare, that have historically relied heavily on composed printed customer communications, many digital experiences today consist of downloading static PDFs from emails or web portals.

Consumers, particularly the digital-native Generations Y and Z, demand more dynamic experiences that are designed for the mobile devices they prefer. Those kinds of experiences require highly personalized content to be efficiently delivered in near-realtime. It is also critical that the presentation of that content is appropriate and suited to the application and channel the consumer is using.

Messagepoint's cloud-based CCM platform supports organizations in regulated industries in the end-to-end process of authoring, managing, producing and orchestrating customer communications containing personal variable data across all channels. Messagepoint's new headless CCM capabilities take advantage of the platform's modular content management model to dynamically curate and deliver relevant, personalized content components to modern digital endpoints in response to API calls.

Content components are typically bite-sized pieces of targeted content (in contrast to a full PDF document) that make it easy to present the precise information a customer is looking for when and where they need it. These new features leverage Messagepoint's content management and customer data capabilities to go beyond simple targeting by pushing personalized content out to digital endpoints using HTML or code-light JavaScript Object Notation (JSON) formats. Using JSON, the presentation is typically determined at the digital destination, for instance, by the mobile application.

By leveraging these personalized content components and the native capabilities of the mobile application, chatbots, websites and more, developers are empowered to build richer, more effective digital experiences. By centrally managing the content that spans both traditional composed print and email communications and new school digital experiences in Messagepoint's intelligent content hub, organizations can significantly streamline content management processes and avoid redundant content operations across channels.

When content needs to be edited, users make the change once in Messagepoint and the update appears instantly across all the relevant touchpoints and channels, ensuring both consistency and compliance. This centralization also enables consistent levels of personalization in customer experiences and reduces regulatory compliance risk due to channels being out of sync.

Messagepoint also provides a highly scalable, fault-tolerant, secure production environment to ensure both performance and protection for sensitive customer information.

Messagepoint's new headless CCM capabilities are generally available.

https://www.messagepoint.com/

Image API simplifies Process Automation

Image API has announced today the release of its new digital process automation platform, Caledo, a cloud-based, SaaS platform that simplifies and powers the automation of core business processes.

As a platform designed solely to bring together digital processes, forms and content services within one digital process application, Caledo offers organizations a powerful new technology to simplify work and increase the speed at which work gets done.

Caledo's process solutions are available for purchase, on a "by the process" subscription basis, so customers only pay for the solutions and functionality they genuinely need.

"Caledo was purpose built to address a specific need in the marketplace that current solutions have been unable to effectively address. Businesses need a secure, seamless way for digital content to flow through their organization to support in office and virtual work.

"The pandemic amplified and expanded this need with people continuing to work virtually some or all of the time. Solving this problem is imperative and foundational in creating a digital strategy that is effective for today's work environments," explains Lawson Ellinor, CEO of Image API.

By connecting processes, forms, and content management services into one platform and delivering solutions one process at a time, businesses can automate their operations up to three times faster and at much lower costs than offered by traditional technology solutions.

www.imageapi.com

Infrrd launches Infrrd for Invoice

Infrrd, a US provider of Intelligent Document Processing (IDP) solutions, has announced the launch of Infrrd for Invoice, the latest addition to its artificial intelligence (AI) portfolio. Infrrd for Invoice incorporates the Company's proprietary and patented AI-based IDP technology to extract and manage essential invoice information in the most accurate and efficient manner.

IDP can handle high levels of document complexity and variation with the help of multiple AI and machine learning (ML) technologies. Accounts payable departments at organizations processing large volumes of invoices with many variations are excellent candidates for Infrrd for Invoice.

Infrrd for Invoice features include:

■ AI-first and template-free, capable of managing exponential volumes and variations, an area where other document processing solutions fall short. Out-of-the box invoice and accounts payable document models make deployment easy and quick. The Infrrd Fields Library streamlines configurability, allowing companies to choose from a variety of fields to build their own processing models, based on their distinct needs.

■ ML-based capabilities drive continuous improvement in extraction accuracy, thereby enhancing efficiency and improving productivity.

■ Automated purchase order matching connects invoices with their respective purchase order numbers for seamless processing.

The company's IDP technology is backed by industry-standard certifications, such as ISO-27001, and also General Data Protection Regulation (GDPR)-compliant.

https://www.infrrd.ai/

SaaS solution for Data Compliance

Micro Focus has announced the release of Data Centre Automation (DCA) for software-as-service (SaaS) delivery, offering more cost-effective vulnerability risk and IT compliance management.

Micro Focus DCA identifies server vulnerabilities and automates remediation through a centralised approach – both on-premises and in the cloud. With DCA, users can see which servers are not compliant and remediate vulnerabilities with automated, agentless patching using SLO-based scheduling, bridging the gap between security and operations.

New capabilities of Micro Focus DCA 2022.05 include:

■ Micro Focus SaaS provides fortified deployment and secure operations with ISO 27001 certified hosting and business continuity with a 99.9 per cent availability service level agreement

■ Micro Focus Server Automation customers can integrate on-premises software with DCA Premium SaaS to add reporting, dashboarding, and analytics

■ Compliance management enhancements with updated PCI and SOX compliance benchmarks

■ Additional language support, reduced system requirements, support for Windows Server 2022 for vulnerability patching workflows and additional database support.

Additional information about Micro Focus DCA is available here, with a detailed view of what is new in Micro Focus DCA 2022.05.

GovernML to Guide Entire AI Life Cycle

Monitaur, an AI governance software company, has released GovernML, the latest addition to its ML Assurance platform, designed for enterprises committed to responsible AI. Offered as a web-based SaaS application, GovernML enables enterprises to establish and maintain a system of record of model governance policies, ethical practices, and model risk across their entire AI portfolio.

As deployments of AI accelerate across industries, so, too, have efforts to establish regulations and internal standards that ensure fair, safe, transparent, and responsible use.

Entities ranging from the European Union to the city of New York and the state of Colorado are finalizing legislation that codifies into law practices espoused by a wide range of public and private institutions.

Corporations are prioritizing the need to establish and operationalize governance policies across AI applications in order to demonstrate compliance and protect stakeholders from harm.

Effective AI governance requires a strong foundation of risk management policies and tight collaboration between modelling and risk management stakeholders. Too often, conversations about managing the risks of AI focus narrowly on technical concepts such as model explain-ability, monitoring, or bias testing. This focus minimizes the broader business challenge of life cycle governance and ignores the prioritization of policies and enablement of human oversight.

Available now, GovernML's integration into the Monitaur ML Assurance platform supports a full life cycle AI governance offering, covering everything from policy management and technical monitoring to testing and human oversight. By centralizing policies, controls, and evidence across all advanced models in the enterprise, GovernML makes managing responsible, compliant, and ethical AI programs possible.

It enables the creation of a comprehensive library of governance policies that map to specific business needs, including the ability to immediately leverage Monitaur's proprietary controls based on best practices for AI and ML audits

https://monitaur.ai/products#GovernML.

Indico Data unveils new release of Unstructured Data platform

Indico Data has unveiled Indico 5, a major release of its AI-powered Unstructured Data Platform. Indico 5 addresses the rapidly growing market demand for software solutions that drive efficiency and accelerate automation and intelligent document processing (IDP) initiatives using unstructured data.

According to a December 2021 IDC report, 90% of all enterprise data is unstructured (video, audio, pdfs, etc.), and the volume is projected to grow to 150 zettabytes by 2028.

Based on research from Google, only 2% of this unstructured data is currently being utilized. This is driving massive market growth for software solutions that address this unstructured imperative, a market that one of the top three global market analyst firms estimates will reach $US4.8 billion in 2022.

Through a combination of a proprietary training data corpus, composite AI technology, and machine teaching application interface, Indico claims a high AI success rate, with more than 90% of projects in production with Indico versus an industry average of 20% without.

The release of Indico 5 takes the platform a quantum leap forward, allowing enterprises to go further, faster, empowering lines of business with greater efficiency and reduced costs, and enabling the centres of excellence (COE) to easily scale automation swiftly across the enterprise.

"Indico 5 is another major advance in our strategy of putting game-changing AI solutions for unstructured data in the hands of business users," said Tom Wilde, CEO of Indico Data.

"The real promise of automation in Indico 5 is using AI to augment human expertise, not replace it.

"The rapid evolution of workforce environments, where remote and hybrid working have shifted employee experience expectations, is also forcing businesses to rethink investments that improve accessibility and use of enterprise data, to increase productivity. We're delivering that exceptional value to our customers."

Indico 5 was purpose-built to streamline some of the toughest unstructured data automation problems in IDP, such as document unbundling of PDFs, and ensuring the human training corrections of models made in the review cycle can be automated in future situations.

The addition of linked relationship labelling, and a new, more intuitive visual interface empowers organizations to easily automate, analyse, and apply unstructured data, illuminating opportunities, improving efficiency, and reducing risk.

New Features of Indico 5 include:

■ **Automatic Document Unbundling** - AI can easily be trained to split out documents. Even the most complex PDFs can be processed automatically with Indico 5. Especially beneficial for processing mortgage or other financial paperwork that involves document bundles.

■ **Linked Labels** - This exclusive feature to Indico 5 eliminates post-processing work to reassemble the relationships from extracted data and automatically captures the relationships between document elements. This eliminates a great majority of the human processing time typically spent creating labels for this type of data.

■ **Staggered Loop Training** - Proprietary to Indico 5, "Staggered Loop" training helps accelerate continuous improvement. When humans correct data in the Review phase, that data comes into the workflow pre-labelled so the next version of the model reacts easily, more rapidly and with little overhead. This is the future state of a hybrid AI/human workforce.

■ **Universal Document Support** - Indico 5 recognizes not only text, but handwriting in documents as well, meaning it can read virtually any document. Indico 5's OCR supports 70+ languages natively (including Chinese, Japanese and Korean). This is particularly compelling in the health industry where insurance documents still have doctor's notes in handwriting.

■ **Workflow Canvas** - Indico's new Workflow Canvas document orchestration tool uses an intuitive visual interface to help users build and review the steps of each automation process. The easy to follow set up doesn't require platform domain expertise and allows users to easily create and audit their process. Indico 5 makes it easy to build a no code/low code workflow solution from end-to-end.

https://www.indicodata.ai/indico-5

More Flexibility Skills and Accuracy in the Latest ABBYY Vantage Release

By Bill Galusha

When discussing intelligent automation with our customers, one key challenge that rises to the top of the conversation is how the data trapped in their documents is the lifeline to many of their processes. They lack the ability to automatically identify the documents, extract the data, and connect it to their employees and processes, and they're feeling the pain both in back–office operations and on the customer experience.

We hear you loud and clear, and that is why we're excited to announce the new capabilities of the latest Vantage 2.2 release that align to your company's business goals and outcomes.

There's something in this release for all users, whether you're a non-coder (aka Citizen Developer), someone with experience in training document models, or simply the human operator whose job is to work with the data that is being processed. Request a demo today to access the leading ABBYY Vantage Intelligent Document Processing (IDP) platform and download the latest skills from the ABBYY Marketplace.

Check out the ABBYY Vantage 2.2 highlight recording!

Last year, we introduced the ABBYY Marketplace, providing every user with access to a catalogue of trained skills and other intelligent document process assets like connectors. In this release, we're excited to let you know that the marketplace has now grown to over 100 assets, including 15 new document skills that jumpstart automation projects to process a variety of different document types.

All document skill automations, connectors, and other assets are built by ABBYY or certified partners so that your business can easily download and get started quickly, while at the same time further training and customizing the skills to meet your business needs.

The latest set of automations include document skills that are production ready:

■ Remittance Advice – process proof of payment documents sent by a customer to a business, including capturing all header, footer, and line-item details.

■ Utility Bills – extract supplier name, statement date,

customer name and address to verify an individual's residency.

■ Personal Earnings Statement – extract data from payslips, including name, business, amounts, etc. Key to verifying an individual's recent earnings and employment status.

■ Bank Statement – extract data from bank statements including name, account, balance, and other fields which are key to verifying an individual's or business's financial assets.

■ Identity Documents (ID) – a specialized trained model that extracts information from over 10,000 identity documents in 248 different countries. Utilize this ID skill as part of verifying individuals' identity or other status during client onboarding.

■ Arrival Notice – automatically process arrival notice documents issued by a carrier including extracting the shipper, consignee, parties, carrier, and many other details about delivered goods and delivery terms.

Introducing ID Skill to accelerate client on-boarding and servicing

Every business wants to deliver a seamless online mobile experience to customers. The ability to verify the identity of an individual is becoming increasingly important. With the new Identity Document (ID) skill, ABBYY is delivering the most comprehensive trained model that extracts information from passports, driver licenses, and many more. In fact, the new ID skill recognizes and extracts information from 10,000 different document types in 248 countries.

Using the Vantage Mobile App, users can snap a photo of the ID (front and back) and submit it along with other trailing documents for processing. This could be part of the process for opening a new account or other client services.

To request a license and try out the new ID Skill, visit the ABBYY Marketplace.

More flexibility and higher accuracy with document training

In this release, we have introduced several capabilities designed to give users more control over training document skills using the Vantage Advanced Designer. The result is more advanced flexibility in how you can combine activities in the training pipeline to get the optimal extraction results from even the most complex unstructured documents.

Skill Designer users can leverage the following activities to tackle documents that have a high degree of variation and complexity like contracts, lease agreements, financial documents, and more.

■ **Deep learning activity** – skills are trained to extract field data from semi-structured documents using ABBYY's underlying machine learning technology. It learns based on image patterns, the spatial structure of the document, field content, and surrounding labels. The user simply labels the document, trains the skill, and reviews the results. Deep learning training is complementary to the fast machine learning that Vantage uses and only requires a couple documents to train.

■**Scripting activity** – a low-code design that allows users to add another layer of validation checks to the extracted data.

Improved accuracy for all document types and languages

At the core of what ABBYY has been building for years that thousands of enterprises use today is our optical character recognition (OCR) technology. Some might try to say it's old, but at ABBYY, we like to say it is PROVEN. Still, we are constantly evaluating and finding new ways to deliver better accuracy not just through OCR but in all our underlying artificial intelligence (AI) and machine learning (ML) technologies. In this release, we've included new handwriting capabilities to tackle many common forms and documents that still come filled out with handwritten text. This means no document passes through Vantage without being read and processed.

Finally, image quality is a challenge, and we see early AI vendor companies struggling to find the right solution. Through pretrained models, we've overcome challenges related to documents with complex backgrounds like birth certificates, IDs, or any document that embeds watermarks and other types of document marks that make it difficult to recognize the data.

Monitor and optimize document processes

If data is the lifeline to your business, then second up is knowing that operationally the systems and processes are performing optimally. To have that visibility we have introduced a new data warehouse into Vantage that stores all process transactional data, and in the future, quality analytics data will be available.

Built to connect into ABBYY Timeline, the new data warehouse provides a clear path forward to:

■Analyze and monitor process execution

■Manage quality and operational controls

■Ensure processes are meeting SLAs

■Analyze and monitor end-to-end flow of work

■Get an end-to-end view by combining document transactional process data with other key systems

Get started today!

At ABBYY we are moving fast, and we continue to focus on advancing our core AI technology and deliver the best no-code / low-code IDP platform. It's why our IDP solutions have been recognized as a leader by Everest Group's IDP PEAK Matrix 2022, read about it here.

If you have a trial of Vantage in the cloud today, you already have access to all these incredible capabilities. If you are just learning about Vantage now and have a project in mind, contact us today for a personalized meeting and demo, and then get started with your trial.

Get started

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StorageMAP Charts a Course through the Data Lake

Datadobi has launched StorageMAP, a new solution that provides a single pane of glass for organizations to manage unstructured data across their complete data storage estate. Built upon Datadobi's vendor-neutral unstructured data mobility engine, the software enables enterprises to visualize, organize, and act on their data in hybrid vendor and cloud environments.

StorageMAP is the evolution from Datadobi's field-hardened data migration and protection solutions to a fully-fledged data management platform. The new solution is the culmination of Datadobi's developments over the last few years in response to the growing unstructured data management market – including the most recent launch of its vendor-neutral unstructured data mobility engine, an API that allows organizations to programmatically configure unstructured data management projects, the Datadobi Query Language which optimizes and organizes data lakes internally, and many other rich features for the management of unstructured data.

Unstructured data is expected to reach 144 trillion gigabytes by 2025, according to IDC. The sheer magnitude of unstructured data combined with the increasing complexity of today's heterogeneous storage environments has caused 95% of organizations to cite the need to manage unstructured data as a problem for their business. The four major critical concerns for enterprises that StorageMAP addresses are:

■**Cost Control** – Reducing costs in the data centre has always been a top priority for organizations. Although the cloud has delivered a lot in the way of flexibility and cost reduction, data storage continues to get more complex by the day. StorageMAP helps organizations cut costs by enabling intelligent cloud adoption, moving data to less costly on-premises storage, accelerating the decommissioning of inefficient storage, and deleting Redundant, Obsolete, and Trivial (ROT) data.

■**Conformance to Environmental, Social, and Governance (ESG) Policies** – Reducing carbon footprint has become a top concern of enterprise board members and CEOs. According to 451 Research, 53% of enterprises currently have a formal ESG program in place or are planning for one. StorageMAP helps organizations to meet CO2 reduction targets through carbon accounting of unstructured data storage in the cloud and in the data centre. Cloud adoption (which claims to have up to an 80% carbon reduction rate compared to on-premises storage), data centre optimization, and reduction of ROT data all contribute to a lower carbon footprint.

■**Risk Reduction** – Threats such as ransomware, human error, insider maliciousness, phishing attacks, and more are increasingly putting organizations at risk. Adding to this danger is that many organizations are harbouring large amounts of ROT and sensitive data. StorageMAP bolsters unstructured data protection by allowing IT leaders to understand what data they have, why they have it, where it is, and who owns it. The software then enables companies to take action to properly backup their unstructured data and delete ROT, disowned, and dangerous data.

■**Getting More Value from Data** – Having massive amounts of unstructured data and not actively using it is a cause of frustration for many stakeholders. Unstructured data can make a competitive difference, give valuable information about customer behaviour, or provide insights into new business opportunities not previously explored. StorageMAP allows companies to move their data to the right place, at the right time, all the time. For example, data can be quickly copied to the cloud where it can be analysed by cloud-native apps. StorageMAP enables companies to exploit their data's hidden value, transforming it from a liability into an asset.

StorageMAP is sold as a "pay-as-you-grow" model that allows customers to first understand their unstructured data environment before committing to take any necessary actions required by the business. IT leaders, business unit managers, and the C-suite can see reports optimized to their needs that will help them make clear decisions according to their business priorities.

Once they have the visibility, they can then organize the data according to multiple criteria such as ownership of the data, the role of the data, where the data belongs, the risk profile of the data, and the type of action to take on the data. Only then do customers need to commit to purchasing the necessary Action Add-ons required to meet their immediate needs.

This model allows enterprises to truly manage the unstructured data and not just the storage.

http://www.storagemap.com/