

idm.

information & data manager

AUGUST-SEPTEMBER 2022



SOLVING "BAD DATA":
A \$3 TRILLION-
PER-YEAR PROBLEM



A Prize Winning Project to open up City Archives

Is Microsoft365 Information Governance Enough?

Why creaky EDRMS pose a significant business risk

Tips for
Reducing Email
Overload

Dealing with
documents during
arbitration

A Digital
Drive in the
Outback

Enterprise Records Capture

ezescan.
WebApps



Automatically align your records capture with your business processes.

www.ezescan.com.au

Compu-Stor acquires Avantix

Compu-Stor has acquired Queensland-based imaging bureau Avantix, becoming the major shareholder. Duncan Lord will stay on as CEO and shareholder.

Avantix was established in 2001 and is on several federal and state government panels reflecting its scanning and document management solution expertise from a diverse range of media.

Avantix will continue to operate as a standalone business supported by the Compu-Stor brand. It offers access the specialist services in scanning bound books, microfilm, large format, and photographic collections.

Dynamic Software Solutions buys Softlog Systems Australia

Dynamic Software Solutions (DSS) has announced its acquisition of Softlog Systems Australia, an IT specialist in the provision of Cost Management and Cost Recovery solutions.

"The print management, document workflow and reforestation solutions we offer are all well established in the marketplace and have a reputation for delivering feature-rich capability. They will provide Softlog customers with greater choice when it comes to meeting their IT solution needs both now, and in the future," said Andrew Tsiorvas, General Manager, Dynamic Software Solutions.

"By integrating the technical know-how in the two firms and Softlog's great solutions with our cloud-based technology, we will be able to increase the breadth and depth of functionality and features available to both Softlog and DSS customers.

<https://dssolutions.net.au/>

Kofax snaps up Tungsten Cloud Invoicing

Kofax has acquired Tungsten Corporation, a global B2B e-invoicing network that facilitates and streamlines complex invoice-to-pay processes.

Tungsten provides a platform for onboarding of suppliers, PO exchange, invoice processing, e-invoicing, compliance, and payment processing.

Combined, Kofax and Tungsten will support organisations at every level of maturity in their journey towards true e-Invoicing, with a cloud platform of solutions for direct supplier onboarding, e-invoice exchange, interoperability, scanned and OCR paper invoices, machine readable PDF invoices, PDF data extraction and payment processing.

Grace crowdsources with ScaleHub BPO

ScaleHub's global roll-out of its intelligent crowdsourcing solutions continues with the latest addition to its growing BPO network, Grace, an information management provider headquartered in Sydney, Australia.

Torsten Malchow, ScaleHub CRO, said that "Grace did extensive research before deciding to utilize ScaleHub's crowdsourcing solutions to cover client requirements around intelligent automation."

"In the end, they found ScaleHub was the provider able to safely meet those requirements. We are headquartered in Germany but have global reach and the ability to cater to any need in any part of the world; for example, we can offer the same SLAs for character-based languages."

"BPOs have extensive understanding of their customers' challenges," said Torsten. "That's one reason why we work to form long-lasting and mutually beneficial partnerships through our BPO Crowd Boost program."

Dean Beatty, General Manager, Digital Solutions at Grace, added, "ScaleHub has significant experience working with BPOs. Their crowdsourcing portal is industry leading, and thanks to very modern system architecture, all the data and documents we process with ScaleHub remain in Australia."

"We have several use cases in the making, which we plan to announce soon. ScaleHub technology opens new business opportunities for us and for our clients."

<https://scalehub.com/>

Artifex Software acquires PyMuPDF

Artifex Software, Inc., developer of MuPDF, has acquired the exclusive rights to PyMuPDF from its long-time maintainer Harald Lieder.

Artifex is a developer of core technologies that drive PDF, print, file conversion, and document management solutions. It provides essential software tools to major printer manufacturers, SaaS and Cloud developers, and PDF tools/creation companies.

PyMuPDF provides access to a broad range of MuPDF functionality from within the Python environment, including PDF rendering, page manipulation, data extraction, annotations, form filling, digital signatures, redactions, OCR, and more.

<https://artifex.com/>

idm.
information & data manager

Publisher/Editor: Bill Dawes

Email: bill@idm.net.au

Web Development & Maintenance: Cordelta

Advertising Phone: 02 90432943

Email: idm@idm.net.au

Published by Transmit Media Pty Ltd

PO Box 392, Paddington NSW 2021, Australia

All material in Information & Data Manager is protected under the Commonwealth Copyright Act 1968. No material may be reproduced in part or whole in any manner whatsoever without the prior written consent of the Publisher and/or copyright holder. All reasonable efforts have been made to trace copyright holders. The Publisher/Editor bears no responsibility for lost or damaged material. The views expressed in Information & Data Manager are not those of the Editor. While every care has been taken in the compilation of editorial, no responsibility will be accepted by the Editor for omissions or mistakes within. The Publisher bears no responsibility for claims made, or for information provided by the advertiser.

Austrade goes live with Kapish cloud ECM

The Australian Trade and Investment Commission (Austrade) has now gone live with Kapish's secure cloud-based record management system [Kapish Content Manager Cloud](#).

Kapish (a Citadel Group company) was selected to support Austrade's complex record, regulatory, data and content management needs in the secure cloud.

As the Australian Government's international trade promotion and investment attraction agency, promoting Australian trade, investment, tourism and education across the globe, Austrade uses its global network to turn local market connections and insights into valuable export and investment support.

Covid-induced radical transformation of work practices saw the agency look to transform its entire operational model to enable secure remote connection around the world, delivering global collaboration with a protected cloud-first approach.

Austrade went to market seeking a futureproofed and IRAP protected cloud EDRMS solution to cover both physical and digital records, many of them containing highly sensitive information.

Accelerating the move to a remotely-connected and cloud-first system of working, Kapish's solution is now managing half a million Austrade records spanning over 30 years of corporate information and will continue to capture significant amounts of newly generated material.

This means Austrade's sensitive information enjoys the highest available level of protection, thanks to [Kapish's dual achievements](#) of assessment at the PROTECTED level by Information Security Registered Assessor Program (IRAP) and ISO 27001 certification.

Kapish Content Manager Cloud enables organisations and businesses to fully manage and maintain compliance and functionality across a suite of platforms including Microsoft 365 and [Content Manager](#).

Whereas traditional approaches to capturing and managing information via an electronic document and records management system (EDRMS) require significant change management and ongoing user training in additional vendor interfaces, Kapish's secure solution enables automatic capture of information assets invisibly and in place without any direct end user interaction.

Austrade's system recently went live soon after initial engagement. The contract is for two years with options for further extension.

Austrade now joins the growing list of significant clients supported by Kapish including [CSIRO](#), [The ACT Government](#), Brisbane City Council, [NSW Crown Solicitor's Office](#) and [Yoorrook Justice Commission](#).

Stewart Hollingdrake, Head of Business Development at Kapish, said: "Austrade is implementing a modern workplace for their staff using Teams for all their document collaboration. They were looking for a way to manage their records compliance in that environment and wanted a secure cloud-based record solution.

"By going live with Kapish Content Manager Cloud, we can provide them with a SaaS solution that supports remote working and will continuously evolve

to give them the best protection from increasingly sophisticated cyber threats."

Mark McConnell, Citadel's Chief Executive Officer, said: "Kapish's IRAP protection was a game-changer for Austrade. They had a clear focus and requirement around advanced cyber security and our assessment provides that peace of mind. Here is the perfect way for government departments, agencies and private businesses to meet increased records management demands and comply with stringent regulations around secure cloud management, without the need for further training or adding additional layers to workflow."

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

Companies Spend 3x Over on Cloud Costs

CAST AI, an AI-driven cloud optimization company, analyzed infrastructure utilization reports for more than 400 organizations to quantify how much they overspend on cloud costs.

These organizations included large enterprises running applications across tens of thousands of CPUs down to small companies running their applications on just a few nodes.

The company used its free cluster analysis tool that provides detailed insight into how a company's cloud resources are provisioned, as well as specific opportunities for optimization and cost savings.

According to Laurent Gil, co-founder and chief product officer at CAST AI, the company's advanced AI engine "provides full visibility into how much you're currently paying for cloud resources as well as how much you would save if those resources were optimized."

Among CAST AI's key findings, both in terms of overprovisioning and how much companies overspend as a direct result, include:

- On average, organizations spend 3x more than they should on cloud costs
- The main driver for overspending is the over-provisioning of expensive resources, resulting in significant cost with no material benefit
- Almost two-thirds of money wasted is the result of CPUs and memory that are provisioned but not utilized, combined with the selection of cost-inefficient VMs with expensive CPUs and a too-large memory ratio
- The remaining waste comes from under leveraging the use of spot instances for containers that are qualified to be spot friendly

Provisioning remains a significant challenge for organizations of all sizes. Cloud providers typically have more than 600 different instance types to choose from, so even the most experienced and technically adept DevOps and SRE professionals benefit considerably from automation; it is difficult and time-consuming to select the right types and quantity of VMs while making sure that the infrastructure is continuously rightsized.

With new advances in AI it is now easy to make this process both instant and automated, so that requested, provisioned, and utilized CPUs are 100 percent in sync and remain in sync over time.

<https://cast.ai/>

Scanner Rentals Made Easy!

POWERED BY
ezeScan



- ✓ Fast Scanners
- ✓ EzeScan Software
- ✓ Expert Advice
- ✓ Delivery
- ✓ Set Up & Training
- ✓ Ongoing Support

*Terms and conditions apply

Call: 1300 EZESCAN (1300 393 722)

www.ezescan.com.au

PM&C moves ahead with RecordPoint

The Department of the Prime Minister and Cabinet (PM&C) has selected RecordPoint as its records and information management platform. The department supports the Prime Minister as head of the Australian Government, while supporting Cabinet activities, and includes a range of important portfolio agencies. It has over 1000 staff mostly based in Canberra.

With Records365, PM&C will deliver automated classification, data management and retention capabilities across its federated array of information platforms. This will enhance the organization's compliance and privacy posture and play an important role in supporting the Department's crucial role in promoting Australian policies both nationally and on the global stage. PM&C joins several Australian Federal agencies that partner with RecordPoint, including: Digital Transformation Agency; ASIC, Australian Prudential Regulation Authority; and Aged Care Quality and Safety Commission. Also, the Office of the Official Secretary to the Governor-General has selected RecordPoint as its records and information management partner, supporting its digital transformation program. The department supports the Governor General and stakeholders in their work to promote Australia's values and interests nationally and around the globe.

<https://www.recordpoint.com>

Councils click with Doc Assembler

Through a joint tender with the City of Marion, the City of Port Adelaide Enfield evaluated several vendors and selected Harbour Software's Doc Assembler platform to enhance their governance and internal processes.

The City of Port Adelaide Enfield originated from the merging of two cities, the City of Port Adelaide and the City of Enfield, making up one of the largest metropolitan Councils in Adelaide. The City of Port Adelaide Enfield's goal is to improve processes using innovative digital tools and enable workplace optimisation. To achieve this, they required an agile software technology that was able to integrate with their existing technologies and create more efficiency with automation.

"What appealed about Doc Assembler was how quickly it could generate an agenda. It used to take us days to compile the report and now it's within minutes," said Danniele Worden, Senior Governance Project Officer – City of Port Adelaide Enfield.

"Our team needed a Software as a Service solution that would be easily accessed on any device in any location for real-time collaboration with multiple users."

Doc Assembler has been specially engineered to significantly reduce the time and effort involved in building large documents and reports. Users can leverage robust and modern technology to add value to their organisation and transform the way they work.

SaaS integration is key to connecting digital applications, enabling them to work cohesively and "talk to one another". Integrated with other technologies, including Microsoft Office 365, Azure Cloud and Power BI, Doc Assembler offers a holistic approach to improving organisational performance.

The City currently uses a Corporate Performance Management digital tool and enquired if it was possible to integrate the platform with Doc Assembler so they can share information and streamline business operations. Harbour Software extended the functionality to integrate the Corporate Performance Management system to work with Doc Assembler by customising the Power BI data warehouse to suit the City's reporting requirements.

iCognition launches Government cloud

Information Management and Governance (IMG) specialist, iCognition, has transitioned another 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>

Cybersecurity, Privacy, Data and Compliance are Top IT Audit Risks: ISACA

A new survey conducted by Protiviti and ISACA found that cybersecurity is the chief risk for IT audit departments, yet despite heightened concerns, one in five organisations do not expect their 2022 audit plans to address the risk of cybersecurity breaches. Other related risks such as privacy and data as well as regulatory compliance also rank as top concerns.

Responses to this year's edition of the annual technology and audit benchmarking survey, titled *"IT Audit Perspectives on Today's Top Technology Risks,"* indicate that IT audit teams are perceiving the current technology risk landscape as much more threatening than in the past. More than 7,500 IT audit leaders and professionals from around the world participated in the survey.

War-related cyberattacks are on the rise, the surge of sophisticated ransomware attacks is ongoing and remote work continues to subject many organisations to new cybersecurity risks.

"Given the increasingly complex and rapidly changing technology risk landscape we're in, it's imperative for IT audit leaders to understand they are responsible for maintaining a holistic view of IT risks impacting the entire organisation," said Angelo Poulidakos, a managing director at Protiviti and global leader of the firm's Technology Audit practice.

"This requires tech-enablement from an audit standpoint and regular calibration of risk assessments to suit the current environment, rather than 'rinsing and repeating' the work from previous years."

"The elevated cybersecurity concerns evidenced in this year's survey underscore that cyber threats are no longer concentrated within specific industries. This is an industry agnostic concern, and every organisation should be mobilising to protect itself. While IT audit teams may not be on the front lines managing these risks, it's essential that they take a proactive approach to regularly assess the efficacy of these efforts while confirming the proper controls and protections are in place," added Poulidakos.

The Top 10 IT Audit Risks for 2022

The survey asked respondents to rate the significance of 39 technology risk issues. Of those, the top 10 IT audit risks identified were as follows:

- Cyber breach
- Manage security incidents
- Privacy
- Monitor regulatory compliance
- Access risk
- Data integrity
- Disaster recovery
- Data governance
- Third-party risk

- Monitor/audit IT, legal and regulatory compliance

The top risks cited in this year's survey highlight the vital yet sensitive role that data plays in organisations today, with respondents expressing significant concerns regarding the way in which data is gathered, governed and secured. Respondents also demonstrated that IT audit professionals are acutely aware of the evolving compliance requirements facing their organisations, related to data stewardship, industry standards, and national and regional requirements.

"With a global focus on data regulation, it may be easy to view data solely through a lens of compliance," said Paul Phillips, ISACA director of Event Content Development and Risk Professional Practice lead.

"However, consumer concern with how their data are used and stored and other operational matters that can quickly become reputational matters must not be discounted. As IT auditors assess risk and evaluate controls associated with data, the tremendous organisational value (and responsibility) of data and the importance of trust should always be top of mind."

The benchmarking report is based on a survey, fielded in the fourth quarter of 2021, of over 7,500 IT audit leaders and professionals, including chief audit executives (CAEs) and IT audit vice presidents and directors, representing a wide range of industries globally. The survey was conducted in collaboration with ISACA, a global professional association of more than 165,000 digital trust professionals.

Key Findings:

- **The greatest IT audit concerns lie with cybersecurity-related breaches and related risk issues (ransomware, loss of data, etc.)** — Across nearly every industry and organisation type, cybersecurity is the top-ranked technology risk. Related cyber issues such as data privacy, managing security incidents, disaster recovery, access risk and third-party risk also rate as top concerns given that they can lead to reputation damage, loss of revenue/customers and regulatory fines/scrutiny.

- **Data governance and data integrity are being scrutinised** — These risk issues are proving difficult given the frequency and magnitude of internal changes and transformations as well as external disruptions and volatility.

- **Regulatory compliance burdens and risk are increasing rapidly** — IT audit teams, as well as other departments (e.g., legal, compliance, IT), are scrambling to keep pace with new data privacy and data security rules as well as changing legal and regulatory compliance requirements that have growing implications for organisational data management and technology-related activities.

The full report is available for download [HERE](#).



Is Microsoft365 Information Governance Enough?

By Brett Knudson, Micro Focus

With the rise of unstructured data, a well-thought-out information governance process is necessary for success. However, is Microsoft enough to get the job done, or do you need more? Read on to see if Microsoft 365 is sufficient for you.

In a recently published white paper titled, [Does a Microsoft-Only Approach to Information Governance Make Sense?](#) Osterman Research lays the groundwork for determining if an organization should consider more than just Microsoft 365 for its information governance strategy. If you use Microsoft 365 for your information governance, you may want to reassess your needs to determine if it's enough.

Here's a brief highlight reel of the report:

What is Information Governance?

Defining the term in question will probably be helpful. [Information governance](#) involves the rules and procedures set out by organizations for handling their data. This process is even more important for organizations in highly regulated industries.

Information governance involves organizations determining what types of information are in possession, properly classifying it, and removing irrelevant information. Then, proper access to certain information must be ensured for regulatory compliance and communication audits. Further, information must be available and easily searchable for eDiscovery

requests and for external review. While information governance sounds complex, it doesn't have to be.

Best Practices VS Microsoft

To best determine if using only Microsoft for your information governance is enough, let's compare Osterman's suggestions for best practices with information governance capabilities within Microsoft. Here are approaches to consider in various information governance aspects when evaluating vendors to understand the Microsoft approach against what Osterman considers best practices:

Data Discovery and Data Mapping

When an organization begins the information governance journey, an early step in the process involves identifying, storing, and categorizing the information that exists in its repositories.

Best Practice: Connects with multiple repositories, whether on-prem or in the cloud. It should work across data repositories, services, and file formats. [Machine learning](#) algorithms can be used to identify sensitive information like PHI, PII, and PCI. The system identifies ROT (redundant, obsolete, and trivial) data and reduces the storage of unnecessary bits of information.

Microsoft 365: The system focuses on data stored in M365 workloads and contained in supported Microsoft file types. For a higher price tag, organizations can use data discovery capabilities for multiple cloud services and on-prem data Microsoft data repositories. About 100 sensitive information types are used to analyse and

label content in files.

The types rely on keyword and regex matching. Identifying ROT data is supported when an organization migrates its data to M365 but is out of luck for ongoing analysis. Microsoft is focused on storing everything in – surprise – Microsoft 365, bumping ROT removal down the priority list.

Retention and Deletion

Identifying what information should be kept and what information should be thrown out is vital for any organization, especially those in regulated industries.

Best Practice: An emphasis is placed on the [removal of ROT data](#). This streamlines what data is retained, reducing the risk of litigation, the vulnerability of sensitive data to an attack, and storage costs. Reporting can support collaborative decision-making. It is also best practice to create a separate backup of email, document, and file data for long-term storage and archival. Archived data is stored in a non-editable format that is signed and held in a different location than the original source.

Microsoft 365: Microsoft 365's data governance capabilities focus on applying retention labels to content that must be kept for a pre-scheduled duration, but largely ignores the rest of the organization's data. (Much of this is ROT.) Users are then expected to select the correct retention label.

A single source architecture in M365 for current and archived data means that incorrect classification of pertinent email, document, and file data leads to indefensibly early deletion. This can be very bad.

Data Access Governance

The threat of insider data breaches is high when organizations don't have a strong approach to access governance with their data. Many organizations have poorly organized files servers with decades-worth of unstructured data that isn't managed.

Best Practice: A good information governance approach involves scoping the [data access](#) analysis across data repositories for on-prem and cloud-based. It offers a user-centric analysis of the data people are trying to access with automated remediation of inappropriate access privileges.

Microsoft 365: Microsoft approaches scopes data access analysis across applications where identity and access are managed through Azure AD and requires Azure AD Premium P2 licensing. There are no provisions to prevent "sharing" of content with users who shouldn't have it and it's not possible to validate the reason someone has access to data. Microsoft assumes a thorough access approach to M365 already exists and it provides the tools to keep it that way.

eDiscovery Capabilities

Organizations are likely to face litigation over the course of their existence, but without proper and comprehensive eDiscovery capabilities in their information governance solution(s), trouble could be lurking. If the data can be quickly attained, cases can be closed faster with much higher success rates.

Best Practice: Content searches should use standard indexing processes for the quick and responsive presentation of search results. Only responsive content is assembled for external legal review, to substantially decrease the cost of the external review process. Legal holds for content in question are created by guarding data in a separate repository for each case, allowing for multiple legal holds to be applied to the same content.

Microsoft 365: Content searches for eDiscovery force a



re-indexing of all selected data locations in M365 for a custodian. This adds time and slows the process of data discovery. M365 does not offer the ability to pre-process potentially responsive content and search results must be exported before they can be viewed. Legal holds can be put on responsive content wherever it is stored in production M365 workloads and multiple legal holds can be applied to the same workload.

Endpoint Backup

Endpoints are how organizations get work done. With the rise of remote workers, [endpoint backup](#) is increasingly important. Endpoints also serve as an organizational risk. Endpoints house corporate data and can be costly and difficult to obtain crucial data from.

Best Practice: [Policy-based enterprise endpoint backup solutions](#) safeguard all data on an endpoint in the network. Data retention on enrolled endpoints is a policy-based decision. All endpoint data is captured and preserved to support eDiscovery and enterprise search requirements. Organizations can define how long files should be kept available in an archive.

Microsoft 365: Content in OneDrive and SharePoint can be synchronized to an endpoint for simple access and collaboration. Users can avoid data retention requirements easily by storing documents outside the OneDrive folder hierarchy. Data stored on endpoints outside the OneDrive is excluded from eDiscovery, creating dark data. OneDrive automatically captures deleted files in a couple of tired duration recycle bins, but when a file is removed from the second storage bin, it is gone forever.

For some organizations that are Microsoft-centric and rarely face eDiscovery cases, Microsoft 365 provides all the information governance capabilities they need. For many others, especially those in regulated industries, their approach requires more.

Microsoft 365 offers some capabilities for information governance, but third-party vendors complement and extend what Microsoft offers. Organizations should examine their information governance needs and look to third-party solutions to extend what Microsoft offers and fill in the holes in their complete information governance strategy.

Micro Focus offers a broad line of [information management and governance](#) solutions that help organizations complete the information governance puzzle. Micro Focus' portfolios of products help organizations create a holistic strategy and offer capabilities for [secure content management](#), [unstructured data analytics](#), [data protection](#), [unified endpoint management](#), and [team collaboration](#). Are you unable to use Microsoft 365 or simply looking for an alternative? Check out our [Microsoft 365 alternatives](#) that offer all the same M365 capabilities and a whole lot more.

Read the [full report](#).

Mixed Report on NSW Planning Portal

A NSW Auditor-General's Report into the implementation of the NSW planning portal by the Department of Planning and Environment has found it may be completed by 2023, 10 years after it commenced.

Although the department is yet to publish a roadmap of the services it expects to release on the portal across 2022 and 2023, something the Auditor-General wants to see done by the end of 2022.

In late 2019, the government mandated the use of the portal for all development applications. This decision took effect across 2020–21.

The portal will have cost \$A146m when it is completed, \$A38.5 more than was planned in the initial business case.

The department reported \$A334 million of benefits in September 2021 due to the ePlanning program. However, the Auditor-General concluded this calculation is overstated

Councils across Central NSW are reporting their frustration with the Planning Portal. The introduction of the portal has required councils to re-engineer aspects of their own business systems and create new ways of integrating council information systems with the state government's portal

"The Portal was designed to 'deliver a more efficient and optimised planning system for NSW' and fast track the DA process, but it has become an extra level of administration to navigate through for both the developer and Council," said Murray River Council Acting Mayor, Frank Crawley.

"Councils are having to employ extra staff to manage the administration burden when the region is already experiencing a significant shortage of Planners and Building Surveyors."

"Councils want to get on and assess applications, so that people can get on and build. It is hard enough with rising costs, skills shortages and supply shortages without the significant frustration this Portal is causing."

"The idea of a one-stop streamlined, online system is welcomed – but the portal has not been implemented in that fashion," Cr Crawley said.

Council said one of the major issues is that the Portal has limited filtering ability to determine the minimum documentation required depending on the Council area and type of application. This is causing applicants to spend money on documents that Council may not actually need to make a decision.

Currently, an applicant lodging a simple application for a dwelling located within a residential housing estate is given a wide-ranging list of documents to choose from via the Portal instead of a more clearly defined list of the minimum legal documents that

are required as a starting point.

"A simple development is creating unprecedented inefficiencies at a time when Councils have received and are processing an unprecedented number of applications," Cr Crawley said.

"There is a lot of repetitive, time-consuming processes and a noticeable lag time between information requests. The download and upload capability in the system needs to be increased; this is not a function of individuals or councils' internet speed, it is a system issue."

"We are calling for the Department of Planning and Environment to review the system, listen and implement Council's suggested improvements to the system and adapt it to significantly increase efficiencies and processing times whilst also providing a user friendly, intuitive and streamlined facility that works for all stakeholders."

Riverina and Murray Councils have contacted the Digital Analytics and Insights section of Department of Planning & Environment NSW seeking an urgent meeting to highlight issues and frustrations being encountered across regional NSW with the Portal.

A DPE spokesperson told the ABC the system was effective.

"The Planning Portal is modernising and improving the process for progressing development applications and complying development certificates, and providing greater transparency," the spokesperson said.

"Since its introduction, we have made improvements based on feedback from users."

The spokesperson said the government had provided \$4.8 million in funding to regional councils "to assist them with funding technical adjustments to transition away from the old slow and complicated paper-based system".

"A further \$80,000 is being made available to each council to continue to help with their integration and automation," the spokesperson said.

"We have also invested \$1 million to establish a squad of planning consultants to help regional councils clear development applications for new homes faster."

According to the Audit report "Implementation was initially hindered by deficiencies in planning and it has taken the department significantly longer and cost significantly more to implement the portal than first anticipated.

"While the portal's implementation has delivered financial benefits, the department has overestimated their value. As a result, the department cannot yet demonstrate that the portal has achieved overall financial benefits, relative to its costs."

Aim for the clouds!



Keep the costs grounded

AT THE  OF YOUR BUSINESS

Click to Slam Dunk

Local Land Services NSW automates workflows to drive reporting efficiencies



When it comes to business planning and reporting, organisations need to be able to show what they've delivered and clearly articulate their strategic direction. Achieving this requires ready access to reliable data, and the ability to drill down into metrics to provide richer insights. This is particularly crucial for organisations such as Local Land Services (LLS), an Executive Agency of the NSW State Government.

The regions-focused NSW Government agency helps farmers, landholders and the wider community make better decisions about the land they manage. It also helps rural and regional communities become more profitable and sustainable. LLS operates in 11 regions across NSW, which means it has 11 different strategic plans that feed into a statewide strategic plan. And the agency's 1,073 employees are spread across 110 towns and cities.

According to Emily Kearns Business Partner Strategy and Performance at LLS, the agency was using multiple disparate systems to manage business reporting and planning. This resulted in data that was inconsistent and unreliable, and took a long time to collate.

"There's a lot of moving parts in our framework, achieving central oversight and the ability to see how we were delivering on our strategic plans was always challenging," she explains.

"If we were ever audited or we ever needed to deliver something to Treasury, there were a lot of spreadsheets, there was a lot of paper, and there were a lot of files that we had to go digging through to find out what we were delivering and how we could prove that."

Improving data integrity and reducing effort

LLS engaged Microsoft partner Sentient Dynamics to design and build a business evidence and reporting tool (BERT) that guides staff at LLS through the planning and reporting process, and helps align the agency's state and regional strategies. The first version of BERT was built for the agency's North West region, which assists farmers and landholders in several areas such as controlling weeds and invasive species, and monitoring travelling stock reserves.

Scott Wallace, a Microsoft Power Platform Consultant for Sentient Dynamics, says the solution sits within Microsoft Teams and uses Microsoft Dataverse and Microsoft Power Apps to capture business plans. BERT also leverages Microsoft Power Automate for workflow automation and notifications, as well as Microsoft Power BI to visualise data, generate reports and enable data-driven decisions.

"We have notifications and approvals in Microsoft Teams being triggered through Power Automate Flows. And then we integrated Microsoft SharePoint, which is used to store all the evidence files," he says.

James Diekman, Principal Consultant at Sentient Dynamics, adds: "One of the reasons for building the solution initially in Dataverse and Teams, and using as many Microsoft tools as possible, is because LLS already had an existing investment in Microsoft [technology] and was familiar with those tools. So, we were able to get engaged and spin up a solution quite quickly."

Sentient Dynamics built the solution in just three months, and implemented it for the agency's North West regional division in July 2021. Dale Kirby, Team Leader for Agriculture at LLS across the North West region, says BERT has saved approximately 45 days per year for data gathering, and around 10 days per month for generating reports.

"It alleviates all of the multiple reporting channels that we have been putting data together for," he says. "We could have an annual report by calendar year and then another annual report by financial year, and that would change the data. So, we would be going back to spreadsheet-based data collection to then slice that data to give accurate reports for each of those different cadences. Being able to put it in as we go within a day or a week allows us to keep our data up to date, and it just makes us that much clearer on where the organisation is heading."

Kirby says BERT provides operational staff at LLS with a clear picture of their day-to-day responsibilities and how they contribute to the agency's overall strategic direction.

"It captures all of our evidence, which just makes us that much more audit-ready than we had been previously," he says.

"BERT also gives us what is effectively a lightweight CRM to

track how we're engaging with customers, because that is a key state metric for us. It gives us much more visibility over where we were getting enquiries, which we can then report on and rejig our strategic priorities accordingly."

LLS and Sentient Dynamics are set to roll out an upgraded version of BERT to all regions in April and May 2022. It will offer improved scalability and more integrations into other applications and systems the agency is using.

"We haven't really seen what BERT can do at a state scale across the organisation," says Kearns. "That's where we'll get some real value in driving organisational improvement - by delivering savings and efficiencies around how we are delivering on the outcomes in our strategies."

"We'd like to see the regions using BERT initially to put their business plans in and commence reporting on statewide metrics. And then we could see future modules embedded from other platforms such as risk and finance down the track."

Kirby adds that the roll-out of BERT to multiple regions will help LLS identify any overlap in business planning.

"We have 11 different regions that all might be doing something different, or there could be similarities where we can work closely together," he says.

Mice reporting made easy

One of the recent challenges that LLS has helped farmers and landholders in NSW overcome was a mouse plague, which began in mid-2020 and continued into 2021 following a period of increased rainfall and crop growth.

"Climatic conditions were just ideal for mice population building across all of NSW," says Kirby. "We were starting to see mice impacting on crop production in various parts of NSW, and we wanted to make adjoining landholders aware of where that damage was occurring, so that they were better able to implement control strategies at an early point in time."

"We also wanted to be able to report back to the public and to government to make them aware of the scale of the damage that was occurring across NSW."

However, Kirby says it was an onerous process to collate that data and present it to the public.

"It was taking one staff day per week to collate all of that information together, so we wanted to create a platform that allowed the public to report that data and then be able to visualise that data quickly."

Once again, LLS engaged Sentient Dynamics to build a solution that allows farmers and advisers to report their mice damage quickly and easily to a central, secure location. Wallace says the mice reporting solution isn't connected to BERT, but shares a similar user interface.

"We took a fairly simple approach. It's a Microsoft form that stores data into a SharePoint backend that's connected to a Power BI dashboard. So, it's a lot simpler than BERT - there are no Power Apps involved," he explains.

"We're using Power Automate to take the form responses and save those in a SharePoint list. And then the SharePoint list can be directly connected to the Power BI dashboard, and the dashboard is set to refresh regularly."

Since going live in July 2021, the mice reporting solution has recorded almost 200 entries. Kirby says the solution provides easy, public reporting on the severity and spread of damage across NSW. This allows farmers, advisers, suppliers and the government to be more informed and better able to reduce the impact of mice. Kirby explains:

This system saves four staff days per month, just in our region, so it would be more like 15-plus staff days across the state if each region had to do the same thing.

"The form itself saves about the same time, and the key benefit is that the data entry is open to anyone, allowing for an integrated approach to pest management."

Kirby has also been fielding requests from other teams within LLS to understand how the platform could help farmers and landholders manage locust plagues.

"While a system hasn't been built for that at this point, we've had indications from my counterparts who are saying, 'Yeah, this would be suitable for us going forward,'" he says.



The reporting tool (BERT), powered by Microsoft technologies such as Microsoft Teams and Power BI, has assisted farmers in areas such as controlling weeds and invasive species

ASIC looks to drop under-investigation Nuix software

As it continues to investigate alleged irregularities in financial reporting at Nuix, the Australian Securities and Investments Commission (ASIC) has revealed it is seeking a replacement for its existing deployments of Nuix Workstation and Nuix Discover.

Earlier this year (ASIC) dropped an investigation over allegations of insider trading at Nuix. Driven by its failure to achieve ambitious projected revenue growth, the company's share price has collapsed by 92 per cent since its \$A1.8 billion IPO in 2021.

Co-founder and former CEO Eddie Sheehy is currently in court, demanding \$A180 million in damages for options he argues he didn't receive while CEO in 2016.

There are also three class actions underway, with investors insisting they were misled regarding the growth prospects of the company, which provides the software platforms that regulators, police investigators and tax officials around the world use to run sensitive investigations.

Last month ASIC issued a tender for new Evidence Management and Early Case Assessment (ECA) Software, which are presently hosted on Nuix.

Asked whether there a specific problem statement that is driving this procurement activity, ASIC responded: "This tender is to ensure that ASIC has access to the tools it requires to take it into the future.

"ASIC requires a platform that can help it efficiently

process and manage growing quantities and types of data over the next decade."

Although it has left the door open to potentially remain with Nuix.

"This could be with the current platform, or a new tenderer," ASIC stated.

"ASIC currently uses a different platform for Early Case Assessment and Evidence Management (Nuix Workstation and Nuix Discover, respectively). ... this tender is to replace either one or both platforms. The question of integration if two different systems are chosen will form part of the evaluation and post-evaluation process.

"Beyond the requirements to support a variety of load file formats, tenderers need not specify how their platform integrates with ASIC's current platform (Nuix) or any other platform that may be selected."

ASIC is presently hosting 32TB of Evidence data on Nuix Discover and is adding 5TB of new material each year.

The Early Case Assessment platform hosts 95TB of data and the new data added each year fluctuates wildly depending on the number of search warrants ASIC undertakes and the type of data it seizes during those warrants.

"On average, over the past few years and using our current workflow, we use an on-prem copy of our ECA system to process onto local storage approximately 200TB pa with only a small proportion of that (approximately 10%) extracted out of the on-prem system and moved to our cloud-based ECA system for review.

"If the workflow was to remain unchanged, we would assume an increase of 20TB pa of new material being hosted in the ECA review platform, with 10TB becoming inactive each year and with each of these factored to increase by 15%pa," ASIC notes.

Maddocks moves to the iManage Cloud

Australian law firm Maddocks has selected Morae to migrate the firm's knowledge and information management system to the iManage Cloud.

The project will entail migrating more than 600 users and 27 million documents from the firm's current on-premise system to iManage's cloud-based Work 10 platform.

The new platform will provide the firm with improved information security and privacy controls; greater system accessibility and reliability; tighter system integrations; document lifecycle management; and AI-powered insights.

"Maddocks is well known for leading the market in service standards for our clients. In choosing the right platform for us, this was our key priority," said Brad Kay, Chief Information Officer at Maddocks.

We evaluated three leading platforms on the market and found that iManage offers the best overall solution to meet our client needs, especially in the areas of ease of administration, automated information governance, improved productivity, team collaboration and mobility.

"We selected Morae as our implementation partner because of their track record of success and depth of experience in performing large cloud migrations to iManage."

"We're delighted to help Maddocks modernise their firm with the latest iManage digital technologies to empower their team with more agility and responsiveness in addressing market needs with an increased competitive advantage," said Chris Davis, Managing Director at Morae.

"The firm's move to the cloud also brings reduced operational costs and improved risk management."

"We see an increasing number of law firms looking to digitally transform the way they operate and future proof their businesses, and Morae is ideally suited to help them," said Mathew Crocker, Chief Strategy Officer at Morae.

"Our experts have been working with law firms for the past 18 years, with a particular focus on cloud migrations."

<https://www.moraeglobal.com/document-management>

INTRODUCING RIGHT-SPEED™ SCANNING

Traditional high-speed scanning requires extensive prep and lots of labour, especially as jobs get messier and messier. High-speed scanners sometimes require multiple operators to keep them in continuous operation. This leads to additional labour hours driving up cost per image and driving down profitability.

The OPEX® Gemini™ scanner is designed for maximum versatility and configurability and handles documents at the right speed while requiring minimal prep and controlling costs.



Visit digitiseyourdocuments.com.au to learn more or contact info@opex.com to schedule a demo today.

OPEX®



A Digital Drive in the Outback

The town of Normanton, Queensland is a long way from pretty much anywhere, but the peace and isolation suits many who now make it their home, including Julianne Meier, Director Corporate Services at Carpentaria Shire Council.

The Local Government Authority covers a huge land area of over 64,000 square kilometres, larger in fact than the nation of Norway, but sparsely populated with just under 2,000 permanently living there. This number is boosted considerably in the dry season, from April until September, when the caravans and campervans of southern state 'Grey Nomads' descend on the Gulf region for its sunny and warm winter climate and spectacular scenery and wildlife.

Carpentaria Shire Council is headquartered in Normanton, a small remote town with a population of around 1250, comprised of about 41% Aboriginal and Torres Strait Islander people. There is a small team of around 20 council staff working on the network in the Shire Head Office.

While grappling with many of the same issues in digital transformation and records management compliance as their larger rural or city cousins, outback LGAs face a range of unique challenges. Asked to name the chief among these, Meier quickly responds by highlighting the difficulty in attracting staff with specific skillsets.

"It's a peaceful community and a neat and tidy little town, said Meier, "But it's a bit rude when you look at the services or the lack thereof, or how far it is to anywhere. We're incredibly isolated. It's five hours southwest to Mt. Isa which is the next major centre, 8 hours to Cairns and 9.5 hours drive to Townsville.

"Also, there's only one flight a day in from Cairns and its expensive. It's challenging and it's one of the reasons we can't get and retain skill sets. Retaining staff is really important to us, our Councillors would like us to have everyone local. Or if you have to use a consultant have them on-site, but even that's becoming difficult.

"Definitely, what we're trying to do is look at skill sets that we need and when you look at a Position Description (PD). What is the PD asking for? If you're

asking for a Cert IV for someone to work on the front counter, you don't need Cert IV. It's all about attitude, willingness to work, and then we'll teach them everything else. If they need a Cert IV, we will coach them through that. So, it's about really looking at what you're asking for and making sure you're not making it any more difficult than it needs to be because there is a lot of low skill set in the community."

Every local business struggles with attracting and retaining staff. The motels and clubs and pubs are a little bit more advantaged because they can offer accommodation. Another real challenge here is housing or lack thereof. It is very costly to get all the materials to Normanton or Karumba to build a new house.

"Council does own a number of houses which we can offer when seeking someone with the necessary skillset in IT or accounting for instance," said Meier.

Cattle, mine processing, fishing and tourism are the predominant industries across Carpentaria, with the dry savannah presenting a harsh landscape for owners of the vast cattle properties that are spread across the region.

Since arriving in Normanton around 18 months ago, Meier has been assisting with improving its digital workplace practices. A full-time records officer was recently employed, and the Shire is now underway with a deployment of the Magiq Documents EDRMS (formerly InfoXpert), a popular platform for many small Australian and New Zealand LGAs.

Shire HQ recently upgraded to a 200MB dedicated fibre link from Telstra, which has improved the network operating environment significantly. The town has Telstra 4G available, although Internet access and mobile data is patchy in nearby satellite town of Karumba, located at the mouth of the Norman River where a number of Shire facilities including childcare, health services, a library and sporting facilities are located.

An A3 scanner (Epson DS-70000) has been acquired for the Normanton HQ with a scanner operator dedicated to digitising extensive paper archives.

The Shire completed an ICT Strategy last year but has unfortunately had difficulty with recruiting an ICT officer to assist with implementation. It is presently outsourcing management of its Line of Business Applications and Microsoft365 in the cloud to a Managed Service operator.

"We've got a lot of feedback from the staff and a lot of opportunities for improvement, so we will be working on those over the next three years," said Meier.

"We are in the improvement process for records management. In procurement for instance, our staff just want to get in and get the job done. We need to get them to understand that they need to keep records of the tender and the evaluation, etc."

"We are also aiming to get our systems to talk to each other, which may take some time as we don't have a huge budget. For instance, our financials are run on SynergySoft which is a legacy system that does not have API integration. This means other systems can't talk to it and presently you can't send a letter from our finance system and have it integrate with our document management system.

"Implementing new systems is something that we need to get better at. It's not just getting it in and that's the end. It's making sure people understand why and supporting them through that transition to when they start using it and have a level of comfort with it. It's a handholding process."

Another issue of concern in the Shire is an increasing expectation that the local Councils in remote areas take over more and more services initially funded by the state government or private businesses, for example childcare services.

"We won't get the police officers or the teachers or hospital staff if we don't have the services they need. So, we take it on but there's limited ratepayers here to fund these services."



Julianne Meier, Director Corporate Services at Carpentaria Shire Council.

When legislation requires half of childcare staff to have diploma qualifications, this makes staffing the centres more of a challenge in the outback.

Carpentaria recently had this scenario play out when it was unable to attract staff with the appropriate diplomas, and so had to shut down childcare services for a short time.

"The trouble is with that there's a whole flow on effect, because you've got police, teachers, doctors and nurses, all state government employees that are impacted by having no childcare centre," said Meier.

One of the advantages of living in an isolated community was there was less of an impact from COVID while the rest of the country was locked down.

"We went through without being overly affected. It was only towards the end we had to actually put masks on," said Meier.

"Apart from being a long way from everywhere, it's a really nice place to live work and play."



A popular tourist attraction in Normanton, 'Krys the Savannah King' is not one of those 'Big Things' popular across country Australia, but a life size replica of a giant 8.6m estuarine (saltwater) croc shot locally in 1957, the largest ever captured.



First infringement notice penalty under Consumer Data Right

Bank of Queensland has paid a penalty of \$A133,200 after the ACCC issued it with an infringement notice for allegedly breaching the Consumer Data Right (CDR) Rules by failing to provide a service enabling consumers' data to be shared.

The CDR is an economy-wide data sharing program that enables Australians to leverage the data businesses hold about them for their own benefit. The CDR was first rolled out to banking in July 2020 for the major banks, with all other banks required to share certain data by 1 July 2021.

The transfer of consumer data is at the direction of consumers.

Under the CDR rules, Bank of Queensland was required to be in a position to share data for financial products, including savings accounts, term deposits and credit cards, by 1 July 2021.

The ACCC alleges that Bank of Queensland did not meet this obligation on 1 July 2021 as required.

Bank of Queensland did not make the required services available until 13 December 2021, which meant that the bank's customers were unable to share their CDR data for more than five months after the date by which this service was required to be available to them.

"Under the CDR, consumers have a right to safely and securely share certain data with accredited providers, including fintech firms and other third parties, who in turn can use that data to create better customised products and services for the consumer," ACCC Commissioner Peter Crone said.

"For the CDR to work effectively for consumers, participants including all banks must meet their data sharing obligations within the timeframes set by the regulations" he said.

"In the current environment of rising interest rates, consumers benefit from greater access to information and tools to help them compare products and make informed decisions about switching banks, and the CDR assists this" Mr Crone said.

The ACCC closely monitors compliance with CDR obligations and provides support for participants to assist them in preparing for and entering the CDR program.

"As it is rolled out, the CDR will increase consumer choice and promote the innovation needed to improve competition in financial services and other areas. It will

play a central role in enhancing productivity," Mr Crone said.

If CDR participants do not comply with their obligations, the ACCC will consider taking enforcement action in line with the CDR Compliance and Enforcement Policy. This can include administrative outcomes, enforceable undertakings, infringement notices, suspension or revocation of accreditation, or commencing court proceedings.

This is the first infringement notice the ACCC has issued for an alleged breach of the CDR Rules.

A number of banks were delayed in implementing their CDR solutions, in part due to issues related to the COVID-19 pandemic and a shortage of skilled IT resources. In deciding to issue an infringement notice to Bank of Queensland, the ACCC took into account a number of factors, including the period of alleged non-compliance, the number of customers potentially impacted, the resourcing constraints Bank of Queensland faced in developing its CDR infrastructure and the steps it took to limit the duration of its non-compliance.

The payment of a penalty specified in an infringement notice is not an admission of a contravention of the CDR Rules. The ACCC can issue an infringement notice when it has reasonable grounds to believe a person or business has contravened certain provisions in the CDR Rules.

CDR gives consumers the right to safely access data about them, held by data holders, and direct this information to be transferred to accredited third parties, potentially to access new products and services, including better deals on everyday products and services.

CDR is an economy-wide reform that will be rolled out sector by sector. CDR has already been rolled out to banking. For banking, all Authorised Deposit-taking Institutions (ADIs) are designated data holders with obligations to share data through CDR. The energy sector is set to commence sharing product (general) information in October this year, and to commence sharing consumer data from 15 November this year.

CDR is designed and overseen by the Australian Government and independent regulators to ensure it is safe and secure for consumers. The ACCC, together with its co-regulator, the Office of the Australian Information Commissioner, is responsible for ensuring CDR participants, including accredited providers and data holders, comply with their CDR obligations.

Information management driving you nuts?



It doesn't have to be that way.

With almost 20 years as trusted information advisors and over 500 deployments across the public, private and not-for-profit sectors, iCognition have made the complicated simple, secure and reliable.



Contact the iCognition team today to learn how our award-winning advisory and implementation solutions can help you save the day!

icognition.com.au

Products



Partners





one of the best ways to nurture any leads.

Highly accessible, highly reliable

With the ability to quickly and easily send electronic files – documents, images, data sheets and more – to contacts located anywhere in the world, email has become the default option for businesses worldwide, now ingrained into a vast range of processes.

The [DMA](#) has revealed that the majority of individuals keep their email addresses for 10 years or longer, demonstrating the longevity of the platform and the attachment people have towards it.

Email enhances reliability in business as it increases productivity, efficiency and therefore business readiness. It is a cheap and convenient option, as the same message can be delivered to multiple people, where it can be stored until the recipient is ready to read them.

These email chains document when messages are sent so users can keep accurate track of liaisons with correspondents.

Reinforcing Security

In recent years, as conversations increasingly take place online, cybersecurity has become a key consideration for businesses. Although some email providers have integrated 'unsend' functions, which can recall an email after it has been sent, they are renowned for their temperamental nature.

Incorporating dedicated email security software can provide stable message revoke capabilities, alongside encryption to protect the sensitive information

held within emails and engage customers with full compliance.

Encryption works by scrambling and disguising email content, including attachments, ensuring that only the intended recipient can read emails.

Security can also be further strengthened by the use of two-factor authentication via SMS message or code. With this in place, email users can be certain that important information remains out of reach of the wrong hands when handling sensitive documents.

Email is certainly not dead

Email use remains steadfast, and businesses will continue to rely on it heavily. Naturally, the popularity of email makes it the perfect target for phishing and other cyber attacks. However, having the right parameters in place can enhance email security and therefore reduce business risks.

Companies acknowledge the importance of email encryption as it protects confidential information and prevents sensitive data from being intercepted.

Being a widely used medium, it is increasingly important for companies to invest in email protection so that the content of sent messages is only read by the intended recipient.

Email is certainly alive: it's reliable and accessible and as global corporations continue to advance within the realms of technology it will continue to provide a platform for smooth communication and security within businesses.

Paul Holland is CEO at [Beyond Encryption](#).

Is email really dead? 3 reasons why it's very much alive

By Paul Holland

With the pandemic forcing professionals to work remotely for nearly two years, the implementation of digital platforms for organisations swiftly increased

We saw the likes of Slack and Microsoft Teams flourish, both offering instant messaging and video call capabilities to create nearly seamless communication for organisations.

This rise in popularity has led cynics to suggest that email is now an 'archaic' and unpopular system that only slows down an otherwise fast-paced business environment.

However, when all the benefits are considered, it is clear to see the kind of leverage that email has over other mediums.

Email is a useful tool for business success, especially for the not-so-tech-savvy. It offers straightforward file sharing which reliably aids business interaction and engagement. With that in mind, here are three reasons why email is certainly not dead.

Versatile Usability

As digital mediums continually adapt and change, many

tend to get more complex, creating an issue for those who simply want to communicate efficiently.

There are a variety of file sharing applications available online, but how does one know which is the best, the most effective or even the least complicated to use? For those unused to using newer tech, utilising email is a far easier option.

Not to mention that it's free – a checkmark in anyone's book. An estimated [99% of email users](#) are thought to check their personal and professional inboxes daily.

Email use by businesses has also remained steadfast and is the most well-known form for file sharing. [319 billion emails were sent and received worldwide last year alone](#), with this amount predicted to increase to 333 billion by the end of 2022.

Furthermore, companies worldwide can maintain an audit trail so that sensitive information can be tracked, creating transparency and keeping communication flowing smoothly.

In addition, many Web sites needed for business use email address sign-ups to access the necessary online services and subscriptions. There is a wide range of companies that rely on e-newsletters for business exposure and can attest to its success, as around [31% of B2B marketers](#) have expressed that email newsletters are

FileBound Solutions

Drive Success with FileBound Solutions

Amanda & Sean are leading their organisation to success

FileBound's digital work processing solutions save time, increase productivity, enhance transparency and provide control over their business.

Let's Talk Solutions

filebound.solutions
1300 375 565



Tips for Reducing Email Overload – And The Meta-Tip That Makes Them Work



By Craig Roth, Gartner, Inc.

Managing email is a perennial problem, whether you're a Hoarder or a Zen Master (to find out read [Which Email Personality Type Are You? Ten Approaches to Email Overload](#)). I spoke earlier this week with Danielle Abril at the Washington Post about why this problem worsened during the pandemic and some ideas on what you can do about it (see [Your work inbox is a mess. These tips could help manage your emails](#)).

According to our user study last year, 43% of users failed to notice important information because of too many applications or the volume of information. So, help is needed.

The ending contains an especially important issue: "You should experiment with your email boundaries, Roth says."

I do say that indeed, and often. I consider this a "meta-tip" since it helps sort through and rationalize the tips one can find on reducing information stress.

What I mean by exploring boundaries is that each person and job is unique. Tips that could be implemented with positive results (and no adverse consequences!) for one person may not work for another. We all deal with constraints due to the nature of our jobs, the technology we have, company policy, and culture.

If one person's overload may be eased by turning on an "out of office" at the end of each day, another may get fired.

And remember that "overload" is subjective; it's the mental state of the worker, not an objective threshold. So your personality impacts your boundaries as well, such as whether you are fine telling people to wait for your response or you don't like seeming unhelpful.

Meta-Tip: Explore Your Boundaries to See Which Overload Tips Can Work for YOU

Think objectively about where you have constraints and where you have freedom to make some changes. If the

first few tips you read sound like a fantasy where you work, walking it backwards from what you can change may help.

Don't just look for hard boundaries, such as company policy. There are fuzzy boundaries as well, such as changes that you haven't dared to try. You have to balance risk and reward in those cases.

Here are some questions to help you explore those boundaries:

- What is the level of responsiveness of others in your role? For those who reply very quickly or take days to respond, how is that impacting their effectiveness, career progression, or perception among peers?
- What are the expectations for response time from the people you communicate with? What is the expected trend in the future?
- What drives your need to respond quickly? Is there more you could do with your email client to help? Such as folders, filters, rules, spam detection, AI driven recommendations, conditional highlighting, parameter-driven notifications, etc?
- What is the potential risk to not seeing an email more quickly? Do you have a good idea of how it would be interpreted if you told message senders that you are reducing your responsiveness, such as using "out of office" responses after working hours or on Fridays?
- Is blocking work or think time on your calendar culturally acceptable? Are you in a position to influence the actions of others around you or that report to you? Do you have to go it alone, or could you get others you work with to adopt changes at the same time?
- Have others of the same role and level pushed the bounds of common email practice to reduce their information stress? Did it succeed or fail?
- Is your proposed solution replicable to others? If a majority of your peers adopted the same new approach, would the organization likely be better or worse off?

These are not rhetorical questions. Reducing information stress is not done in a vacuum. For lasting improvements you'll need to know the boundaries you have to work within.

Digital Mailroom solves data entry dilemma

Wollens Solicitors has grown into one of the largest solicitors in the southwest of the United Kingdom, with over 150 employees positioned across three offices. As a result of their rapid company growth, the law firm struggled to keep up with the volume of paper within the business. Wollens Solicitors needed to find a solution that would help improve efficiency and drive everything towards a digital process. The key issue was to find a system that any team member in the organisation could use easily and efficiently to find important matter documentation.

Having been on their digital journey well before the pandemic, a new office move to an agile working environment was the key driver for a more virtual mailroom system. Despite investing in a digitisation process some time ago, employees were still spending hours manually processing correspondence. Whilst post was still being scanned, there was no way of integrating the existing solution into their case management system which meant the process was still very manual.

Wollens needed a solution that would allow employees to effortlessly capture all of the incoming mail from the 3 different office locations. The solution needed to automatically file and name their documents into the correct location in their case management system and eliminate as much manual indexing as possible.

Wollens approached EzeScan to implement a **digital mailroom solution** that allowed employees to scan incoming correspondence via **EzeScan Desktop Scan Workstations** located across the three office locations. The scanned mail is then processed at a central office location, where **EzeScan SERVER** captures the case matter number and distributes it to the correct recipient utilising database lookups with the case management system. Using the **EzeScan WebApp**, employees can then view and register their mail from any device, with EzeScan automatically naming and filing it against the correct matter in the case management system.

"It was very clear from the outset that EzeScan would really solve a number of the problems we were facing

in integrating into our SOS system. It made the second part of the digitisation process once mail was scanned much simpler by auto filing it in our case management system." – Clive Meredith, Practice Director at Wollens.

The use of the EzeScan WebApps solution has resulted in fee earners and legal practitioners having the ability to triage their mail items in a similar process of going through traditional paper-based mail but with the benefit of approving these post items for upload into the correct folder/sub folder within SOS Connect via the click of one approval button.

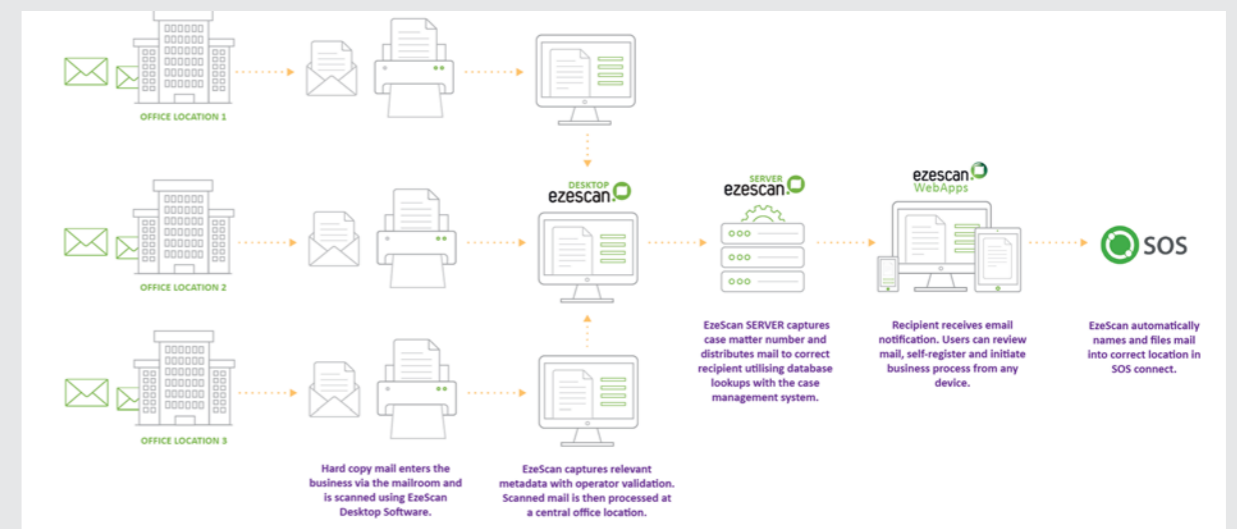
With the help of EzeScan's Digital Mailroom Solution, the law firm has been able to identify the areas in their business that weren't working efficiently, particularly where staff were being consumed by paper.

The big benefit for Wollens IT department is that there is nothing to install on a user's device, since EzeScan WebApps is a web-based solution that can be used anywhere, that a user is safely connected to the internet and office infrastructure. Additional benefits include the future proofing of delivery of mail items and reducing manual data entry. All staff have a view of their post for any given day, and access to it in a timely manner. The solution also provides the ability to easily route mail to another user if needed.

From a management point of view, Clive agreed that this solution solved all of the challenges that Wollens employees needed solving. "Unlike other solutions, within a few days from installation people had already started to bed down with it. If I took it away now, there would be uproar from our staff."

Clive also noted that because EzeScan is really adaptable, they are now looking at other areas of the business where they can drive efficiency with EzeScan.

"EzeScan is a very clever bit of software. It can grow with us as a business and we have future development plans for it. We are now looking to develop EzeScan to scan our invoices and post them onto the nominals for us. It's a very flexible solution and will help us drive many more efficiencies within the business." – Clive Meredith, Practice Director at Wollens.



Wollens EzeScan Virtual Mailroom Deployment Workflow

Why creaky EDRMS pose a significant business risk

By Rachael Greaves

A recent system breach at the US Department of Justice (DoJ) has us asking: is paper safer if records management and security priorities aren't in sync?

We learned recently that, back in 2020, three hostile foreign actors did in fact [breach the Department of Justice's case management and document filing system](#), known as the Case Management/Electronic Case Files system (CM/ECF). The system holds highly sensitive non-public documents, including sealed filings. These documents may describe restricted information about how investigators work cases, or details of people under surveillance, for example.

The Court noted that it was focused on modernising the system, and the related online portal known as PACER (Public Access to Court Electronic Records). The Court was also affected by the SolarWinds breach in 2020, and these significant incidents have had impacts not just on privacy and security, but also on the way the judiciary does its business.

Back to the future

In 2021, following the SolarWinds breach, the DoJ was concerned the CM/ECF was vulnerable, and so introduced [new procedures](#) for information handling.

"An apparent compromise of the confidentiality of the CM/ECF system due to these discovered vulnerabilities currently is under investigation."

"Under the new procedures announced today, highly sensitive court documents (HSDs) filed with federal courts will be accepted for filing in paper form or via a secure electronic device, such as a thumb drive, and stored in a secure stand-alone computer system. These sealed HSDs will not be uploaded to CM/ECF."

So, in response to a vulnerable electronic document and records management system, the DoJ reverted to paper and offline processing. This was obviously the fastest and most reliable way to address the threat, which indicates that the electronic system just couldn't be patched that easily. The software is also decentralised, with each court running their own copy, making uplift challenging across the [more than 200 versions](#) of the software. And in fact, the directive still stands, meaning that the CM/ECF still isn't secure.

In this case, security has won out over records compliance and information accessibility, as it should. But, this is a timely reminder that records management systems can't get away with underperforming on the cyber security front – they can and will be abandoned if they don't meet expectations.

The flow on effects

The sensitive records are more secure now, theoretically (noting that it's hard to manage an audit trail of people photocopying a sensitive record, for example, or [smuggling it out of the building](#)).



But one trade-off comes in the form of overhead:

"We fully appreciate the practical implications of taking these steps and the administrative burden they will place on courts, yet any such burdens are outweighed by the need to preserve the confidentiality of sealed filings that are at risk of compromise."

It's clearly much less efficient to manage paperwork offline – that's why the CM/ECF was developed in the first place back in the 1990s. But the biggest burden here was working out what was in scope for the change. There is no standard pattern for what constitutes a Highly Sensitive Document (HSD):

"If they have not done so already, courts will issue standing or general orders regarding these new procedures. While they are intended to apply to all HSDs filed with a court, not all currently sealed filings should be considered an HSD. It is anticipated that court orders will address the type of filings a court does and does not consider to be HSDs."

This had to be determined on a court-by-court basis, [more than 100 times](#). Another key trade-off must be made to public accountability. Public records, which should be accessible by the public in the interests of transparency, are held in the same system infrastructure as highly protected records. Turning off the access to the sensitive records can affect the integrity of the court process, as it can hamper access and accountability to the public.

The impact of technical debt

Technical debt commonly afflicts record-keeping systems, for a few reasons.

One, these systems are old. We have needed them since records first went digital, and decisions made in the 90s and 2000s couldn't have predicted the rate of change and technology evolution.

Two, they are mission critical. They don't get taken offline for a rebuild or migration, or totally re-platformed, because people are too dependent on them for business as usual. The DoJ has been trying to deploy its 'NextGen' CM/ECF for a decade, and more than 50 courts still haven't transitioned.

Three – they aren't prioritised. Records management and security teams [still don't work hand in glove](#), managing risk as well as value.

But the debts are being called in. We will see more records management practices come off-line unless we can ensure security – it's better to be ineffective and inefficient than insecure in this threat climate.

Rachael Greaves is CEO, Castlepoint Systems.

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:

1. 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. Organisations also need to examine the data flows between structured systems, both within the company as well as to third parties.

2. 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.

3. 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.

4. 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.

5. 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.

Brandon Voight said, "Customers share their personal information trusting that organisations will be effective custodians of this information. Organisations that cannot properly protect personal information will lose the trust of their customers while privacy capabilities implemented today will let companies run a better overall business tomorrow.

"Any strategy for complying with privacy needs to incorporate the right technology. Companies need systematic and preferably automated processes for tracking, managing, and securing all of their personal information, and to continue that tracking for the life of the data."

Digital shortfall in Australian Govt.

Adobe commissioned Forrester Consulting to research what challenges Australian government agencies face, what they can do to accelerate successful digital transformations, and the importance of digital document processes. To explore this topic, Forrester conducted an online survey with 150 senior business and technology decision-makers responsible for digital document processing at government agencies in Australia, Singapore, and India.

Forrester's study yielded the following key findings:

- Australian government agencies underutilize digital document process solutions, which impedes citizen and employee experiences. Agencies are ill-equipped to address digital-document-enabled delivery. Sixty-eight percent of respondents said a lack of technology and tools is impacting employee productivity, and 58% said their agency has difficulty maintaining security and confidentiality and ensuring that only the right people can access specific documents.
- Digitising document processes is an essential building block to secured digital government services. Sixty-two percent of respondents said ensuring data security and compliance is an essential benefit of digitizing document workflows. Sixty-six percent of respondents said reducing fraud risks with better audit trails is a significant benefit.
- Using a phased deployment delivers immediate benefits. Digital document process solutions can be deployed in isolation or with application-based

integrations ahead of full process digitization. In the meantime, agencies can plan how to optimize these solutions and deploy them more widely as they modernize their legacy technologies and digitize cloud-enabled processes at scale.

The disruptions brought by the pandemic forced Australian government agencies to accelerate their digital initiatives, including how they create, distribute, sign, and store documents. While they rely more heavily on paper-based processes than other verticals, government agencies have undergone a mindset shift in the last 18 months when it comes to document digitization.

- Australian government agencies currently use a mix of paper and digital document processes. Only 14% of respondents said their agency has fully digitized its document processes as most continue to use a mix of paper-based and digital document workflows. For instance, respondents said 32% of law enforcement, corrections, and court forms are not yet digitized. Twenty percent of respondents said legal departments rely the most on paper-based document processes, and 26% said procurement departments do.
 - The rise of digital government services brought a mindset shift within agencies. The pandemic's disruptions pushed Australian government agencies to further digitize their document processes. As a result, barriers to adopting digital document process technologies (e.g., e-signatures) are fading away. Fifty-six percent of respondents said they were concerned about the complexity of integrating e-signatures with day-to-day productivity applications prior to the pandemic, but this is down to 18% today.
- Download the full report [HERE](#).

New data retention challenge for Banking/Finance sector

A new Credit Reporting Code was introduced in Australian on July 1, 2022, providing a new and additional layer of complexity for banking and financial institutions seeking to comply with records management obligations. The new code addresses amendments to the Privacy Act to introduce a separate category of Financial Hardship Information which can now only be retained for 12 months.

A financial hardship arrangement is an agreement between a borrower and a lender to adjust the borrower's loan repayments because something unexpected has happened which has a big impact on your ability to repay. Payment deferrals caused by natural disasters are good examples of when this might happen, but other circumstances such as illness or relationship breakdown might also lead to such an outcome.

A Records Management specialist with banking sector experience warns that this will be a challenging exception to implement into existing business systems.

"It does indeed create extra complications when either sentencing physical client files or attempting to automate conflicting retention policies enterprise-wide," they said

"In the financial services sector, existing client files attract a retention of 7 years. And that is after the account is closed. Automating this exception to occur after one year will mean designing and building multiple decision points for successful selective culling of a client file.

"Selective culling of information from a file, prior to the file's actual scheduled disposal date, is not an orthodox management practice. Maintaining regulatory compliance, however, will continue to pivot any contrary operational practices.

"Mind you records/content containing personal data already have lower maximum retentions than statute legislation's minimum retention! It's an existing and ongoing challenge globally, to achieve full retention regulatory compliance which covers the privacy exceptions."

The change to the Code also impacts the three major credit reporting bodies in Australia, illion, Experian and Equifax, which must now remove financial hardship information from individual credit report safter 12 months (compared to 24 months for regular repayment history information) so that a temporary setback doesn't have a lasting impact on your credit report.



microfocus.com/imgforum

7-8 September | Australia & New Zealand Information Management & Governance Forum 2022

Know your data. Govern your data.

IM&G FORUM YEARS
35

IM&G Forum celebrates 35 years!

Join us at the 35th IM&G Forum and engage in records management and governance innovations and best practices that are shaping the industry including a compelling keynote by Simon Froude from National Archives of Australia.

Festivities include in-person networking cocktails events in Sydney, Melbourne, Canberra and Brisbane to celebrate our exciting 35-year milestone and toast this year's Customer Innovation Award winners!



Register Now!

#MicroFocusRealize #MicroFocusIMGForum

Hyperautomation: Four emerging technologies to have on your radar



By Ken Payne, Hyland

Hyperautomation is one of the most talked about trends in the business world today. The “hyper” prefix, while pointing to a higher level of automation, suggests the state of automation today needs to be even more rapid so organizations can not only keep up, but also stay ahead of the accelerating pace of change.

It describes the overarching strategy of how organizations can achieve end-to-end automation, at the core of which is technology like artificial intelligence (AI), machine learning (ML) and robotic process automation (RPA) — essential digital building blocks that automate tasks and create a data-driven culture.

Gartner, in its “[Emerging Technologies and Trends Impact Radar: Hyperautomation](#)” report, published in the beginning of 2022, named a list of emerging technologies in hyperautomation based on time to adoption. Of the more than a dozen technologies predicted to make an impact in the next 0–8 years, four stick out to our digital transformation experts.

Here’s a breakdown of four hyperautomation trends Hyland believes will help create the most impact for your organization in the coming years.

#1: Low code

What it is: [Low-code platforms](#) make it quick and easy to build applications through visual design elements (think point-and-click and dropdowns), bypassing costly and time-consuming custom coding. In a business context, this accelerates the delivery of mission-critical applications like business process management (BPM), enterprise content management (ECM) and case management tools as and when needed.

Why low code matters:

- Lowers the technical bar for line-of-business users that need the agility to configure their applications in response to change
- Eases the pressure on stretched IT departments and competition for resources internally while freeing up IT to work on strategic projects

- Cuts down on lengthy development cycles significantly so you can rapidly design solutions and achieve ROI faster

Gartner’s impact prediction: 0–1 year

#2: Process mining and discovery

What it is: [Process mining](#) reveals what processes are happening, by examining event data and applying pattern recognition techniques to create workflow models.

Process discovery, on the other hand, answers how the processes are happening, and combines digital tools and the human element to model how processes and people interact within your organization.

Why process mining and discovery matters:

- Extracts useful information about the history, and future potential, of all your processes comprehensively
- Pieces together a complete view of what’s happening and where bottlenecks are occurring
- Prepares your employees and business better to withstand disruptive forces

Gartner’s impact prediction: 1–3 years

#3: Intelligent document processing

What it is: Intelligent document processing harnesses the combined power of ML, optical character recognition (OCR) and [intelligent automation \(IA\)](#) to unlock the power of your content and deliver it to the right person at the right time.

Why intelligent document processing matters:

- Finds and extracts crucial data on your incoming documents automatically
- Captures data accurately, especially in unstructured formats, so it moves efficiently through your organization
- Speeds up the [capture process](#) and reduces input errors from manual entry

Gartner’s impact prediction: 1–3 years

#4: Cloud ERP suites for product-centric enterprises

What it is: [Hosting solutions on the cloud](#) moves software from a physical server to a virtual server. It provides your employees with secure, scalable access to the critical information they need, where and when they need it.

Why cloud accessibility matters:

- Fuels the hyperautomation engine by hosting all essential technologies in a decentralized space, so they can integrate and interact with each other
- Enables you to swap solutions out, upgrade or downgrade depending on your business needs
- Paves the way for true business agility and scalability as you’re not handcuffed to any one solution

Gartner’s impact prediction: 3–6 years

What you stand to gain with hyperautomation

The benefits of hyperautomation are clearly seen in how it improves processes, but it doesn’t end there. In fact, it creates an enhanced experience for the people involved in the process — your employees and customers. In the wake of [The Great Resignation](#), organization leaders have had to examine what contributes to employee retention. One of the top two reasons cited for the mass exit is lack of opportunities for advancement, according to [Pew Research Center](#). Hyperautomation alleviates this dead-end by allowing your employees to shift from low- to high-value work, throwing open the windows of opportunities for increased involvement in driving organizational success.

Resiliency within the organization

Once you’ve shifted the burden of repetitive, manual tasks from the employee to the technology, you can start creating resiliency within your processes. As organizations embrace new ways of working, be it hybrid or decentralized, hyperautomation helps to ensure day-to-day business operations continue to run seamlessly even as your workforce evolves around it.

A survey by [ABBYY](#) revealed that “six in 10 (61%) employees say their job is made more difficult through trouble accessing data in documents, and nearly a quarter (24%) lose a full day of productivity per week searching documents for information they need, to serve customers.”

With hyperautomation, even if that information is scattered in multiple systems and departments, employees can get a complete view of their customers. This translates to quicker response times and more productive interactions, making your customers feel valued.

5 steps to developing a resilient hyperautomation strategy

You likely have some automation technology in place, so your hyperautomation strategy should not overwrite what you’ve established thus far but rather augment and push your processes to the next level.

Here are five steps to help you get started with your hyperautomation initiative.

Step 1: Identify your business goals

Ask: What existing processes will benefit most from automation? Automation doesn’t have to be turned on at the same time across your entire organization. Instead, there are many low-hanging fruits that are easier to begin with and can immediately impact ROI. To pinpoint what areas to tackle, identify which processes are the most important to achieving business goals.

Step 2: Use process mining to automate discovery

Ask: What’s happening on a process and people level? Once you know your starting point, talk to the people involved to understand the current state of things. Complement this with process mining tools that automate the discovery process, so you know exactly what processes are happening and how your employees interact with those processes.

Step 3: Create a workflow map

Ask: How do our processes and people work together?

Look at how your processes flow into each other, and what information needs to feed into each stage. This gives you a view of the type of tasks that’s being run and where potential obstacles are likely to crop up.

Step 4: Connect your resources

Ask: What needs to change and how do you handle that change? Communicate how the technology works and how it benefits the people within the process. Change is difficult, but effective communication is key to building the skillsets, confidence and inertia within your team to manage more complex tools and take on larger automation projects.

Step 5: Review the outcomes

Ask: Have you achieved your goals? At the end of the day, hyperautomation isn’t about how much more advanced your modernization strategy is. All that means nothing if the capabilities you’ve turned on did not help you achieve success. Set checkpoints to review how far you’ve advanced the goals you identified in step 1.

Deliver on the promise of hyperautomation

Hyperautomation is the next evolution in the automation journey. Regardless of how you choose to get started or what [digital transformation trends](#) you eventually incorporate, the technologies you use have to integrate and work together to truly deliver on the promise of hyperautomation.

Learn more about how your organization can [grow smarter](#), starting with building a strong intelligent automation foundation.

Ken Payne is Hyland’s Product Manager for Automation.



Worldwide Digital Transformation Spend to Reach \$US1.8 Trillion in 2022



Global spending on the digital transformation (DX) of business practices, products, and organizations is forecast to reach \$US1.8 trillion in 2022, an increase of 17.6% over 2021. According to a new update to the International Data Corporation (IDC) Worldwide Digital Transformation Spending Guide, DX spending will sustain this pace of growth over the 2022-2026 forecast period with a five-year compound annual growth rate (CAGR) of 16.6%.

"IDC expects to see aggressive DX technology investment growth in 2022 following a minor slowdown during the pandemic period," said Craig Simpson, senior research manager, Customer Insights & Analysis at IDC.

"As organizations accelerate their pursuit of a digital-first strategy, they are channelling these investments into both internal operations and external direct engagement. The investments in internal operations are largely focused on improving efficiency and resilience while customer experience transformation has become a DX priority for many companies."

Operational investments stand out among the 51 strategic priorities included in the DX Spending Guide. The DX priorities that will see the largest investment in 2022 include Back Office Support and Infrastructure, Smart Manufacturing, and Digital Supply Chain Optimization. Together, these three investment areas will represent more than \$US620 billion in DX spending this year.

Other operational priorities that will see significant investments in 2022 include Connected Assets, Facility Management, and Operationalizing Data and Information. Customer experience investments, such as Omni-Experience Engagement, and Omni-Channel Commerce, will account for more than \$US300 billion in DX spending in 2022.

The DX strategic priorities that will experience the fastest spending growth over the five-year forecast include narrowly focused priorities like Frictionless

Insurance (27.4% CAGR) and Legal (27.0% CAGR) as well as operational priorities such as Enterprise and Resource Management (26.0% CAGR).

From an industry perspective, the discrete and process manufacturing industries will account for nearly 30% of worldwide DX spending this year, followed by the professional services and retail industries. The utilities and banking industries will also see DX spending of more than \$US100 million this year.

Meanwhile, the financial services sector will deliver the fastest DX spending growth over the 2022-2026 forecast period, with the securities and investment services, insurance, and banking industries all forecast to have five-year CAGRs of 19% or more.

The United States will be the largest geographic market for DX spending in 2022, accounting for nearly 35% of the worldwide total. Western Europe will be the second largest region for DX spending, followed closely by China. China will also deliver the strongest growth in DX spending with a five-year CAGR of 18.5%. Latin America will be the region with the second fastest growth with a CAGR of 18.2%.

"Digital transformation spending in EMEA will be nearly \$US469 billion in 2022, an increase of 16.7% over 2021 and underlining the strong importance of DX projects across industries in Europe," said Angela Vacca, senior research manager, European Industry Solutions, Customer Insights & Analysis.

"The highest growth will be in the finance and manufacturing industries where Big Data and Artificial Intelligence related use cases will dominate across financial institutions and IoT and robotics related use cases will be growing very dynamically among manufacturing companies. In Central and Eastern Europe, the Russia-Ukraine war will delay investments for the current year impacting across many sectors, particularly the resource industry. Supply chain disruptions will also impact some manufacturing and distribution segments while disruption of networking and IT supply chains will contribute to the postponement of some DX projects in the telecom industry."



EncompaaS

Makes your digital workspace compliant

EncompaaS:



- Delivers manage in place compliance across M365 including Teams and SharePoint Online
- Connects Content Manager to Teams, SharePoint Online and on-premises repositories such as file shares, moving content smoothly and compliantly between them.
- Discovers, analyses and manages content in place on File Shares and can safely migrate content to the cloud.
- Provides a single interface to manage content, and compliance across enterprise systems and repositories

EncompaaS ticks all the boxes and is certified to ISO/IEC 27001:2013.



A partner you can trust

INFORMATION is an innovative professional services organisation specialising in the design and implementation of modern information management, collaboration and governance systems for the digital workplace.

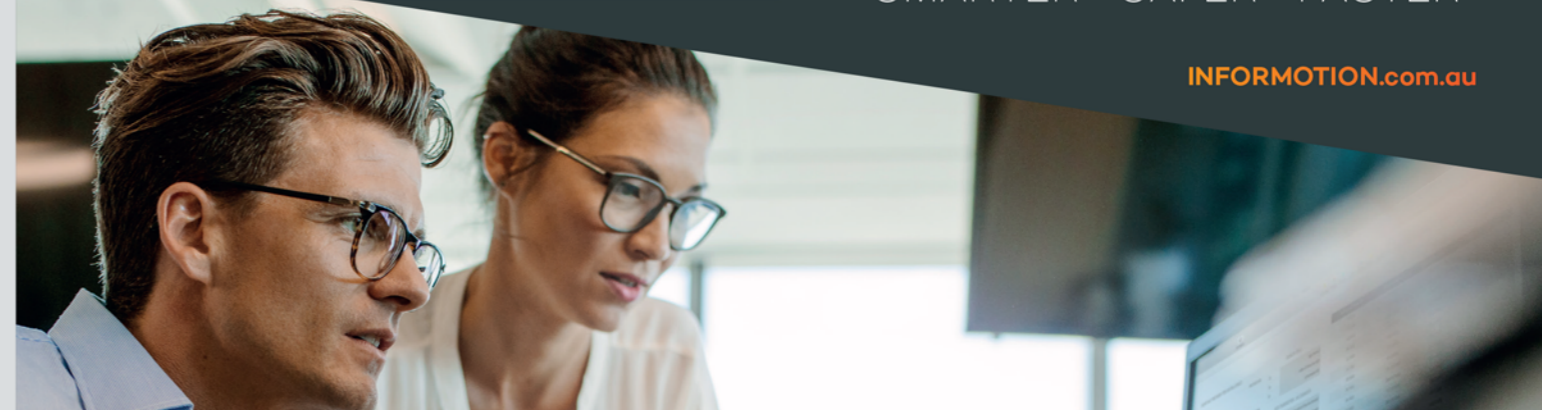
Our expert and experienced team is passionate about helping you deliver your digital transformation objectives - we have been helping our clients for 20+ years.

Let INFORMATION show you how EncompaaS seamlessly integrates with Content Manager to expand your compliance capability. We can help you safely adopt cloud services and close out risk across your organisation

Reach us at 1300 474 288 or via info@information.com.au

INFORMATION
SMARTER SAFER FASTER

INFORMATION.com.au



Solving “Bad Data” -- A \$3 Trillion-Per-Year Problem



Data quality is still a struggle for many enterprises, and new types of data and input techniques are adding to the burden. Jonathan Grandperrin, CEO of Mindee, explains the impact of bad data and how enterprises can use deep learning and APIs as part of their “good data” strategy.

What are some examples of “bad data” and how has bad data changed over the last five years or so?

Jonathan Grandperrin: Bad data is incorrect or even inaccessible information that exists within the enterprise. Although it has always existed, what has changed in the past five years is the effect it can have on an organization’s well-being. As the world has become more digitized, the reliance on accurate and available data has increased. Today, more than ever before, leaders need relevant information at their fingertips, and failure to achieve such agility results in leaders drawing inaccurate conclusions that can have costly short- and long-term repercussions.

What are the causes of bad data and what does bad data mean for businesses?

Jonathan Grandperrin: Bad data stems from the erroneous entering of information into systems. Take, for example, the struggle that enterprises face in extracting data from paper and digital-based documents. Many companies manually enter key information from important documents (usually scanned docs, PDFs, images, or even pictures of said documents), which results in poor or unreadable data and an increased chance of human error due to time-exhaustive extraction processes. Although it’s 2022 and a lot of what we do is virtual, you might be surprised to learn that there are [2.5 trillion PDF documents](#) in the world. It only makes sense to focus efforts on perfecting document processing.

Businesses running on bad data experience grave monetary loss, among other things. A few years ago, [IBM reported](#) that businesses lost \$3 trillion per year due to bad data. Today, [Gartner estimates](#) the yearly cost

of poor-quality data to be \$12.9 million. Apart from the major impact on revenue, bad data (or the lack of data) also leads to poor decision-making and business assessments in the long run. The truth is, data can’t help business leaders if it’s not accurate and accessible. To maximize efficiency, processes need to run with real-time data.

Luckily, businesses can act fast by implementing advanced technology. Application programming interfaces (APIs), for instance, help organizations build fast and efficient workflows that operate smoothly, decreasing error and efficiency waste. The problem is that multiple industries and companies have yet to implement such technology into their processes, which is why they lack proper access to their data and real-time agility.

Why is the ability to access data in real time so critical for today’s organizations?

Jonathan Grandperrin: Data powers the modern world. Organizations of all types depend on digital efficiency to deliver more intelligent services and achieve business growth. Given its importance and ubiquity, data must be easily accessible across the enterprise. True decision-making power lies in being able to pull together company data quickly and with the peace of mind that it is accurate. Controlling data holds an enormous value because it ensures the quality of the information used to build your business, make decisions, and acquire customers. In our fast-paced world, making the right decision early in the cycle can make or break a company or a new product launch. Agility is necessary to survive industrial globalization because companies are no longer competing locally but with everyone, even those on other continents.

In today’s digital landscape, data serves as a main source of efficiency. How can companies put together “good data” strategies that will power their frictionless digital environments?

Jonathan Grandperrin: The first step for putting together “good data” strategies is establishing a strong information base. By adopting advanced technologies that help with robust data management, leaders can

begin to power frictionless environments. When it comes to setting up the base for success, data extraction APIs, as I mentioned, are a game-changer because they can make data more structured, accessible, and accurate, increasing digital competitiveness. A few other things are important: ensuring data portability, adopting proper data extraction algorithms, being security conscious, and establishing strong learning models.

What key organizational challenges do APIs solve? What are the benefits for data-driven organizations? Are there any drawbacks?

Jonathan Grandperrin: Taking the example of extracting text from a document, this is now a common thing in the tech industry with the help of optical character recognition (OCR) technology. Being able to translate bits of information into malleable text is the first step, but more often than not, not all the information in a document is needed -- it creates noise. Too much data or too much non-useful data can prevent proper data analysis. Selecting just the necessary information is the key for being able to make the right decisions.

However, extracting the right information from documents is not an easy task. Documents can come from different sources, and even if they contain the same type of information, they may not display it in the same fashion.

Think about the receipts you get when buying clothes at different stores. They both contain pricing, taxes, items bought, date, store name, and so on, but how this information is displayed differs from store to store. For example, the date can be written in U.S. format as 05/26/2022 (MM/DD/YYYY) or in non-American format starting with the day first, 26/05/2022 (DD/MM/YYYY), or may even be written textually, as May Fifth 2022 (MMM DDD YYYY). Not to mention that different vendors use different fonts and that many documents include handwritten information.

With the intake of so many different document types, leaders looking to have efficient, effective, fast, and reliable processes need to turn toward machine learning and computer vision. Those services often provide APIs in two categories. The first category consists of APIs with predefined data models -- meaning the information and type of information we want to extract from a document are preset -- and algorithms already trained with massive amounts of documents for common use cases such as receipts and invoices.

Second, there are data extraction providers that make it easier to extract special cases of information. Without deep learning knowledge, users can define specific data models for their API and train the API by uploading their documents and selecting the proper information on the document related to the specific field to be extracted. The more documents used to train the model, the better the results will be.

This second option requires a bit more work than using a predetermined API, but it is still easier than building all the logic yourself. However, keep in mind that properly implementing this type of API requires a certain level of expertise to use and define the right algorithm for each occasion and to best manage the data at hand. It requires a team of data scientists and machine learning software engineers to go from the idea to the data-driven reality, which is why adopting tools already in existence may be the easier path for busy enterprise leaders looking for a faster and more robust implementation.

Jonathan Grandperrin is co-founder and CEO at [Mindee](#). You can reach the author [via email](#) or through [Twitter \(@JGrandperrin\)](#) or [LinkedIn](#).

Fusion makes Content Manager integration simple

Integrating Content Manager with business systems delivers benefits greater than the sum of their parts...if only you could minimise the complexity, cost and time to manage these integrations.

Now you can with **Fusion** an integration engine specifically for Content Manager that makes it easier to connect your business systems.

- Simplify integration management
- Improve user experience with automation
- Reduce risk by capturing critical content

A partner you can trust

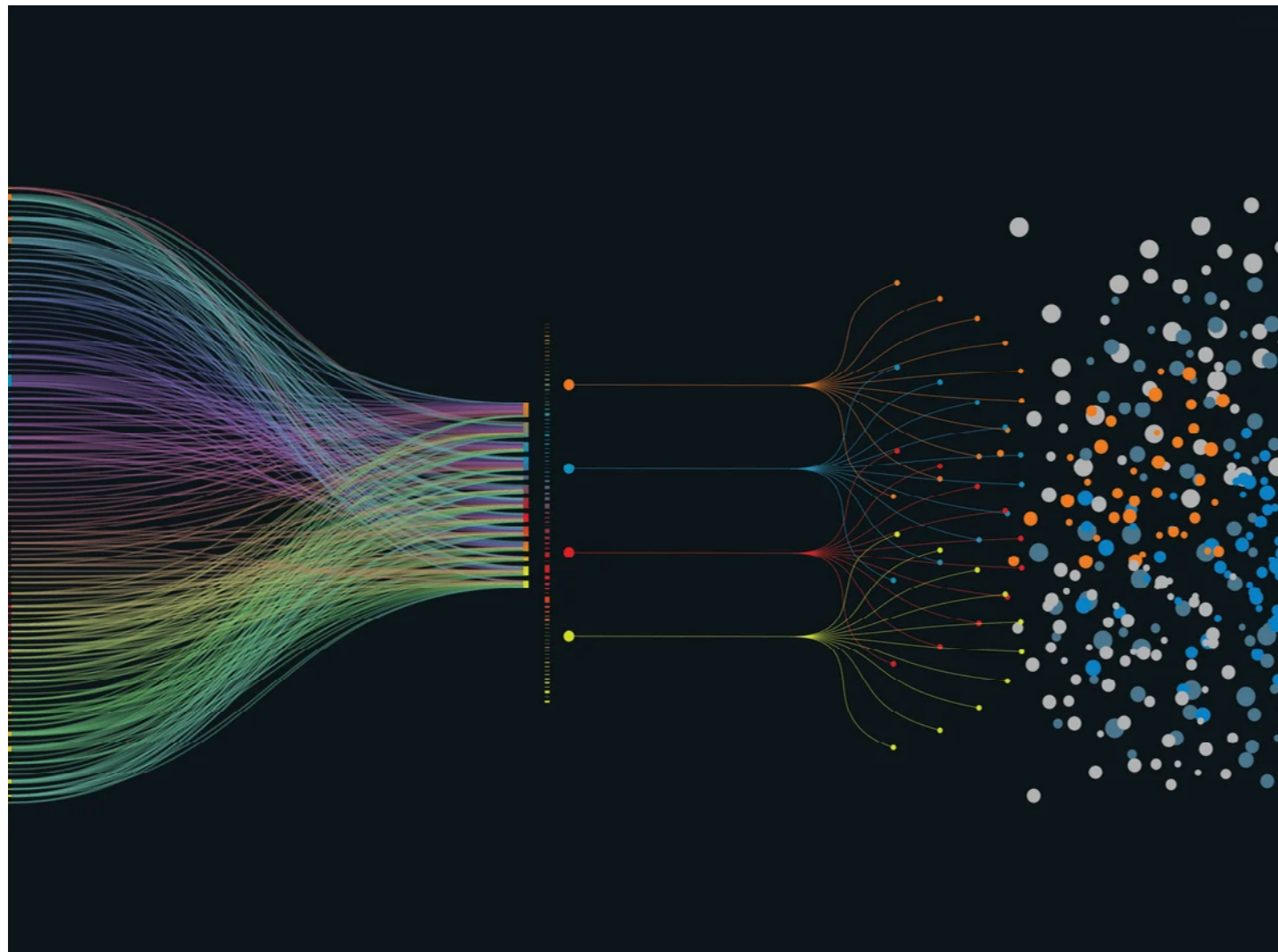
INFORMATION is an innovative professional services organisation specialising in the design and implementation of modern information management, collaboration and governance systems for the digital workplace.

Reach us at 1300 474 288 or via info@information.com.au

INFORMATION
SMARTER SAFER FASTER

INFORMATION.com.au





The Need For Policies To Corral Your Unstructured Data

By Randy Hopkins

Unstructured data management policies ensures that data is always stored in the appropriate environment according to its usage, age, value and business priority.

For instance, an electric car manufacturer wants to understand how its vehicles perform under different climate conditions.

Therefore, they may want to create a [data management policy](#) to continually pull trace files from cars at regular intervals into [data lakes](#) and analyze them.

Once the study has completed, that policy will retire and the moved data could be deleted or moved to deep archive storage.

A hospital may have a policy to retain medical images for the life of the patient and the policy could dictate where and when those images move to cold storage.

Managing policies manually is no longer a viable option given the scope of data stored in enterprises today.

With data growing at an unprecedented rate, comprising [30% or more of the overall IT budget](#) on its storage, now is the time to hunker down on the idea of unstructured data management policy automation. The benefits of adopting a systematic way to create, execute

and manage policies for data include:

- Automated policies align data strategy with business goals;
- Simplifies data management by reducing manual effort and ad hoc decision-making;
- Deliver the means to maximize cost savings by continuously moving cold data tiering to less expensive storage;
- Ensure compliance with industry regulations;
- Add ransomware protection by copying data from primary storage into [object lock](#) storage where it cannot be compromised;
- Automatically feed data pipelines into data lakes and tools for analytics and AI programs.

The notion of data management policies isn't new, but historically, this activity took place within storage vendor technology.

A storage vendor-centric approach was all well and good before data hit the petabyte and growing levels of today and before organizations were using multiple storage vendors and clouds to manage their data.

But now, the storage-centric approach to policy management creates vendor lock-in and silos, making

it onerous to cost-effectively manage data and move it expediently to different storage technologies and services as needed to support users, big data analytics initiatives and cost-saving mandates.

Considerations for Unstructured Data Management Policies

■ **Access anywhere:** Distributed workforces now require instant access to data—regardless of where it's stored—with a transparent user experience.

■ **Automate as much as you can:** Many organizations still employ IT managers and spreadsheets to create and track policies. The worst part of this bespoke manual effort is searching for files containing certain attributes and then moving or deleting them.

These efforts are inefficient, incomplete and impede the goals of having policies - it's so painful to maintain them and IT professionals have too many competing priorities. Plus, this approach limits the potential of using policies to continuously curate and move data to data lakes for strategic AI and ML projects.

Instead, look for solution with an intuitive interface to build and execute on a schedule and which runs in the background without human intervention.

■ **Measure outcomes and refine:** Any data management policy should be mapped to specific goals, such as cost savings on storage and backups. It should measure those outcomes and let you know status so that if those goals are not being met, you can change the plans accordingly.

This is akin to a smoke detector which is always checking its own battery and then alerts you when it's time to change it out. For instance, if you have a data management plan which tiers data after it reaches one year of age into [object storage](#) in the cloud, you'll expect a

certain percentage of savings.

However, if this cold data ends up being frequently pulled back into local applications and storage, you face high egress fees which counteract those savings. At that point, you would want to consider a different tiering model. Better yet, a data management solution can recognize the trend and applies the declarative action to right-place it.

■ **Align staff roles:** Data management policies should be managed by a team within the organization that identifies how policies are created and used and align with business units to ensure retention and protection considerations are consistent.

The team is also responsible for managing, enforcing and refining policies and communicating them to employees with a need to know. Large enterprises should consider including top executives who contribute to discussions concerning data governance, protection and monetization.

■ **Metadata management:** Another consideration is to simplify searches across all file metadata from a unified [global file index](#) but also enables actions to copy, move, archive, tier and report on unstructured data files.

In closing, enterprise data is not owned by any individual or business unit; it is owned by the enterprise and needs to be managed holistically and strategically to meet stakeholder needs and broad organizational objectives. Data should be accessible to users no matter where it resides. Ultimately, a data management policy should guide your organization's philosophy toward managing data as a valued enterprise asset.

Randy Hopkins is VP, Global Systems Engineering & Enablement at Komprise.

UPFLOW

Driving Digital Transformation in the workplace

Discover why your business should chose our products for Digital Transformation

upflow.com.au

City of Sydney Archives project delivers a glimpse of the past

A multi-year project to enhance public access to the extensive historical archives held by the City of Sydney has been recognised with the Australian Information Industry Award (iAward) for Government and Public Sector Solution of the Year in 2022. City Archivist Janet Villata outlines the development of the City Archives Management and Public Access System (CAMPAS), which transformed the management and access to over 1 million archives and history resources, rationalizing thirteen outdated systems into a single innovative user-centred digital solution that has been embraced by its communities.

The City Archives is both a business archive of the City of Sydney from 1842 and a collecting archive.

The collection consists of approximately 12,500 shelf metres of archives as well as digital records. There are over 1 million listed items in the catalogue including photographs, documents, volumes, maps, plans, books and journals.

The Archives team consists of the City Archivist, 5 staff and about 35 volunteers.

In 2015 our key archives management system was a bespoke system called BOS (Business Operating System) with Archives Investigator at the front end. These had been developed in the early 2000s in collaboration with

State Archives and were used by both organisations.

By 2015 BOS/Archives investigator was unsupported and becoming obsolete. Expectations for systems had changed dramatically in that time, and users found Archives Investigator difficult to navigate.

12 other systems were also being used for Archives management at the City. Very few of these systems allowed for public access and some did not allow digital objects.

At the same time the City was struggling to meet increased public demands for information, exacerbated by the introduction of the Government Information Public Access Act in 2009. We were receiving over 5000

requests yearly. Many requests required the expertise of our staff to navigate these complex systems. This was resource intensive and unsustainable.

CAMPAS Aims

So, the CAMPAS Project was born. We were looking for:

- An archives management system to manage/integrate all of our processes and metadata about the collection and to house both scanned and born digital objects
- A low touch digital preservation tool to maintain the integrity of digital objects
- A user portal to allow the public to access the collection and self-serve where possible and reduce our request load.

We were really keen to have a user focus. We wanted to innovate to remove traditional design impediments, connect with our existing users and engage untapped audiences.

Early stages

We developed a business case to secure executive approval and funding, which was approved in 2016. A small project team was established consisting of staff members from archives and information management and an IT project manager and business analyst. We also had stakeholders from various other teams to draw on.

Representatives from many teams provided advice and assistance to the project over time including Information Governance, Information Access, Document Services, Technology and Digital Services, Planning, Web Team, History team, Curatorial team, Spatial Information Services, Data Services, Marketing and Communications.

The City of Sydney has a strong cloud-first preference and a desire to buy and configure a system rather than build one. We examined existing products on the market and developed an extensive set of requirements for the project. We also developed a Data Model based on the Australian Series System, and a draft metadata schema.

After a competitive tender process, the City selected the product Recollect by New Zealand Micrographics Services (NZMS) to develop and configure to our needs. We started implementation in June 2017.

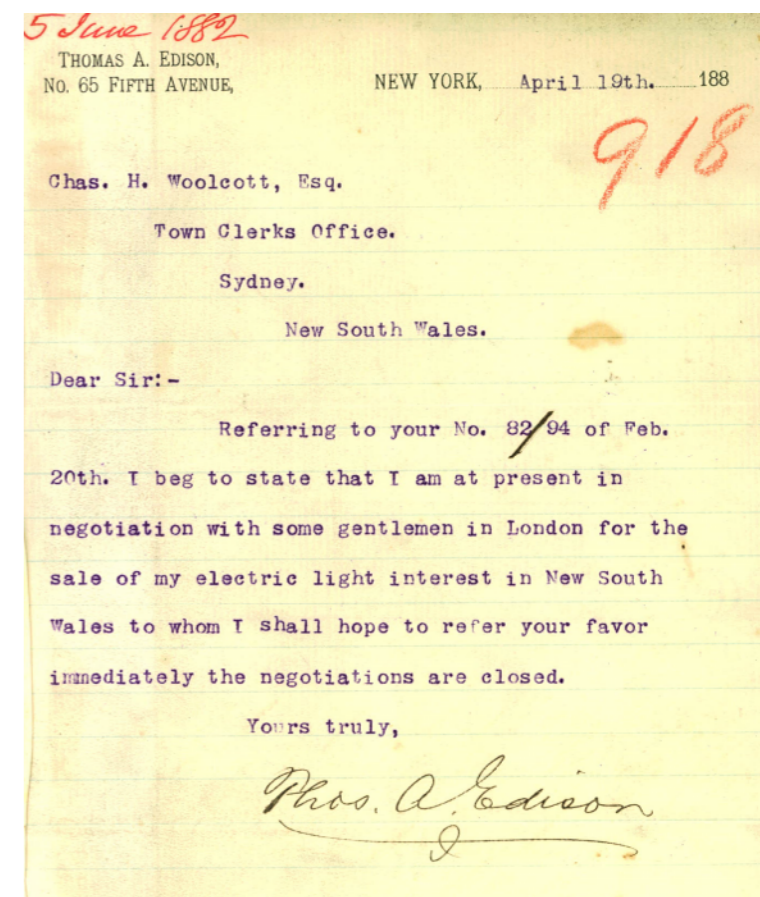
User-centred design methodology

We chose a user-centred design methodology. We referred to existing user studies and ran workshops to define our key user groups.

We determined that one of the issues with archival systems is that they often focus on contextual metadata – such as series, organisations, agencies, functions and activities – and they become prevalent in search results and browsing options.



Janet Villata, City Archivist at City of Sydney



CAMPAS included a vast increase in metadata capture (from 3 to 35 data elements), providing increased searching and filtering capability. It is now possible to search on anything from building plans to trams to a letter from Thomas Edison (pictured above (A-00308483) all in one place.

But what users really want is items - photographs, letters, maps, plans etc. The contextual metadata can often confuse users. We decided to make contextual metadata available, not in a search but via hyperlinks from items.

We also made a policy decision to waive fees for the provision of digitised or digital objects to the public, even those in high resolution. Charges were seen as an unnecessary impediment to access.

These user centred design decisions continued throughout the project with every decision made with a user lens.

Definition of metadata

While earlier systems had limited metadata, a key benefit of Recollect was that it could store unlimited metadata. The more metadata, the more ways items in the collection can be located by current and potential users.

Migration

One of the biggest elements of the project was the migration of data from our 13 systems, which took us 9 months. It was labour intensive and time consuming as each of the systems had a different data model and metadata. Much of the older data required significant transformation.

Design of user interface

While migration was underway, we were also designing a user friendly interface based on the user pathways identified. There are options to conduct a simple or more advanced search and to filter results.

(Continued over)



The Canadian Dining Rooms at 4 George Street West (today's Broadway) in the late 19th Century (City ID: A-00040865). The photo is included in The City Building Surveyor's Condemnation and Demolition Books, a key photographic collection held in the City Archives comprising almost 5000 photographs and associated glass plate negatives. The photographs are also available in the [catalogue](#): and are featured in a very innovative story map on the City's [Data Hub](#).



Missenden and Parramatta Roads, Camperdown, c1912 (A-00040988)

Developing Sydney exhibition

While the system was being implemented, the History Team was leading a project to research and create a new exhibition for the City called Developing Sydney: capturing change, 1900 – 1920. It was opened at Customs House in early March for 2 weeks before the Covid-19 lockdown.

A virtual tour of the exhibition was created and made available on the Customs House Web site and the items themselves are highlighted in a collection in the catalogue.

The exhibition will still be available on Levels 1 and 2 of Customs House until September 2022.

Post go-live developments

We worked with the vendor to review and improve features since go live. For example, they introduced a new search in July 2020. We also helped the Curator of the Civic Collection at the City release details of over 100 objects through the catalogue. More curatorial and historical content will be added over time.

The system was not introduced in isolation – it was part of several innovations designed to improve our archives management including:

- A comprehensive Archives Collection Management Policy that acknowledges archives as core organisational and community assets and defines collection parameters;
- New access directions based on the City's transparent and access-driven philosophy;
- Process innovations/procedures that reinvented how archives are collected, processed and managed;
- A staff development program to raise team skills;

- A disposal strategy involving regular transfer of selected assets;
- A staff engagement strategy to assist the organisation to connect with archival collections and enrich and improve their community service delivery; and
- A community engagement strategy to promote the City Archives to traditional and new audiences.

Outcomes re achievement of aims

- We obtained the three things we were looking for: an integrated archives management system, some digital preservation functionality and a public user portal.
- We migrated over 1 million records with over 450,000 digital objects available.
- We have a flexible and configurable system that meets a variety of current user needs and can be adapted for new audiences .
- The system is continuously improving as new features are introduced and we are learning more. This is happening faster than expected due to the growing user base for Recollect.

Ultimately we only consider it successful if it is used and appreciated by the public. Our statistics show unparalleled levels of engagement with over 11,000 users per month and 130,000 page views per month on average.

- Catalogue items are available via TROVE and Google, which helps us reach new audiences.

- Our information requests have dropped by approximately 15% as people become more comfortable and able to self-serve.

We have had wonderful feedback from the public which we feel has validated our user-centric approaches. We have also received industry and international recognition for our efforts.

- CAMPAS won a Gold Gov Design Award in the DrivenXDesign Awards Program 2022. Previously, the Archives & History Resources catalogue was awarded first place for the "Best finding aid to an Archival collection held by an Australian Institution or about Australia." Mander Jones Awards Oct 2021 (Australian Society of Archivists).

- We also received a Local Government Excellence Award for CAMPAS in the category of Innovative Leadership.

- In November we were one of six finalists for the 'City Award' at the World Smart City Awards in Barcelona ('User centred design for access to archives & history'). The prize in our category was "awarded to Cities for developed global strategies combining projects, initiatives and policy implementations for their citizens".

- Praise also came from the NSW Information & Privacy Commission. In their Report on the Operation of the Government Information and Public Access Act, the IPC made a case study of the catalogue and described it as a method to increase information access and reduce costs to citizens and "a positive example of proactive release of information using contemporary technology."

Alternatively users can choose one of a number of 'collection tiles' to browse content. Some of the collection tiles highlight archives in former systems, such as Assessment Books or the Historical Atlas (maps of Sydney). Others are curated collections by the archivists to provide a 'taste' of rich content, such as the Villages & Suburbs, Places of Interest and Special Occasions tiles. The Special Collections tile highlights key donated collections.

There is also an interactive map to allow location-based searching. Only 83,000 of the 1 million items are geotagged to date, but volunteers are adding more over time.

Alternative pathways are also provided, such as a page for developers looking for content for use on historical hoardings.

Staff and user testing

The archivists were involved with the system in multiple ways. They did data cleanup prior to migration, they tested features within the system and conducted user acceptance testing. We also tested a Beta version on a number of users, including volunteers, historians, genealogists. We also chose people of different age groups who had never encountered archives before. Feedback was analysed and where possible improvements to the system were made.

We use Google Analytics and a PowerBI report so that we can obtain insights into user behaviour and better insights into the collection.

The system, now known as Archives & History Resources catalogue, was launched to the public on 5 February 2020. It can be found at <https://archives.cityofsydney.nsw.gov.au/>

The official launch was planned for 25 March 2020 at Customs House. Unfortunately, with the first Covid-19 lockdown on the 16th, the launch had to be cancelled.



Spanish Influenza pandemic, Hunter and O'Connell Streets, 1919, with the public wearing masks (A-01000471).

How important is an Enterprise Architect?

Most organizations still consider enterprise architecture primarily as a department that supports technology instead of seeing it as the essential backbone for business development, according to a survey of enterprise architects conducted by Enterprise Strategy Group on behalf of MEGA International.

For their part, enterprise architects remain optimistic about the evolution of their job and its relevance in organizations. The survey included 300 enterprise architecture professionals in Europe (50 percent) and the United States (50 percent), and provides information on:

- The challenges faced by organizations in terms of enterprise architecture
- The impact of enterprise architecture on business
- The current and future priorities of the organizations and the means they intend to implement to achieve their objectives

According to the study results, 44 percent of companies have a vision of enterprise architecture centred on IT compared to 26 percent centred on business. Only 18 percent of architects surveyed say they are systematically consulted on company development projects.

However, internal collaborations with enterprise architects mainly concern the security, R&D, and application development departments, areas in which the added value of enterprise architecture no longer needs to be proven.

In particular, the security department recognizes 77 percent of the high added value of EA associated with risk and compliance management (GRC). Similarly, organizations that consider enterprise architecture primarily as technological support recognize 46 percent of its undeniable value in data governance (collection, use, modification, prioritization, security, and confidentiality) as well as for its efficiency in IT cost management. Furthermore, 80 percent of enterprise architects surveyed say their company still suffers from too many manual processes and 79 percent of them report they have difficulty collaborating across their entire organization.

When the main purpose of enterprise architecture is to support the company's businesses and their transformation, it comes up against difficulties related to collaboration with the businesses and objectives that conflict with IT priorities.

As a result, for a large majority of respondents, projects take longer to set up (77 percent) and incur higher costs (78 percent) than expected. Yet, despite projects deemed difficult, long, and expensive, the architects are satisfied. Additionally, 7 out of 10 respondents believe that their EA teams add value in the key areas they have identified. Seventy percent of organizations report that their investments in enterprise architecture have increased (by 15.7 percent on average) and 97 percent of them are planning several significant investments in the next two years.

The main motivations for these investments are to facilitate information, improve business processes, and for cloud architectures. Automation and reinforcement of artificial intelligence are the two major arguments put forward by respondents for obtaining funding. They

will be able to count on major allies to convince their management: CTOs and CIOs.

There is reason to remain optimistic about the future of enterprise architects as a role. The value of the business architect profession is considered positive within organizations with 56 percent of architects who feel recognized internally. For 6 out of 10 architects, the profession offers both an increase in skills and development prospects.

RPA users fed up with Broken Bots

A survey seeking to understand the challenges users face with current RPA solutions has concluded that while RPA is a growing industry, 69% of respondents experience broken bots at least once per week.

While the number varies across industries, it is particularly high in healthcare (80%), finance (84%), and manufacturing (70%). Almost half of those surveyed (41%) said it takes over 5 hours to fix a broken bot. However, some respondents noted it takes 24 hours or more to fix a broken bot – specifically in the healthcare (44%), finance (48%), and manufacturing (38%) industries.

Conducted online in May 2022, The State of RPA was undertaken for vendor Robocorp, and includes the perspectives and opinions of RPA users, specifically IT teams. According to Gartner, robotic process automation (RPA) is the world's fastest-growing enterprise software segment.

The survey found RPA is a growing industry, with 67% of respondents investing in the technology in the past year. Further, 81% of respondents plan to invest in RPA in the next year. Respondents reported a plethora of benefits from using RPA, including:

- Speed of task completion (35%)
- Handling of repetitive tasks (30%)
- Accuracy of task completion (26%)

Additionally, respondents reported varied reasons for investing in and using RPA, including:

- The ability to adapt current tech to meet evolving needs (34%)
- The ability to scale and meet evolving processing needs (22%)

However, 33% of respondents agreed that the primary reason to invest in more RPA is improved customer service to get up and running quickly.

Second, The State of RPA helped Robocorp to uncover several challenges users are facing with the technology:

- 69% of respondents experience broken bots at least once per week.
- 34% of respondents say the primary value of RPA during digital transformation is its ability to adapt current technology to meet evolving needs, while 22% say it's the ability to scale and meet evolving processing needs. That totals 56% of respondents who would benefit from the speed and flexibility of open-source RPA solutions, but 81% of respondents say half or less of their RPA technology is open source.

- 65% of respondents agree that they would benefit from usage-based pricing.



Meet Content Manager Cloud

Simply put it's the world's most secure cloud platform and managed service for Micro Focus Content Manager.

- Save up to 50% on your total cost of ownership
- Fully managed service
- Fully integrated with Microsoft 365
- Fully extend CM features with our add-ons
- Fully IRAP assessed, end to end
- ISO 27001 and ISO 22301 certified

[EXPLORE NOW >](#)

[KAPISH.COM.AU](https://www.kapish.com.au)

Dealing with documents during arbitration

By V. Scott Foster and Chris Russell, FTI Consulting
Tribunals and senior lawyers typically don't get involved in document production until just before the hearing. But perhaps they should.

Preparing and producing documentary evidence in arbitrations requires legal teams and their service providers to deal with multiple complexities and trade-offs. These trade-offs often occur due to an asymmetry present between tribunal and document production obligations – whereas the overriding obligation of a tribunal is to provide a timely, cost-effective and fair resolution of the dispute, in document productions, tribunals have to also balance these considerations with an additional one of timeliness.

In these circumstances, taking a strategic approach to document collection, storage and production from the outset, can help practitioners to avoid complexity and improve hearing efficiency, as practitioners familiar and comfortable with how documents are formatted and where they are located will find they can more easily review, produce and present documents in arbitration.

Plan Your Document Strategy Early

Firms often have their own internal document management systems, but legal teams and their providers need to work collaboratively to establish a fit-for-purpose collection and storage methodology. In most instances, this will require understanding and balancing the following trade-offs:

■ **Expediency vs. Access** - The importance of collating all of the available documents into the document management system as soon as possible must be balanced with ensuring the data is structured in a way that's going to be useable and accessible at the later stages of the arbitration.

■ **Broad vs. Targeted** - Collection expediency also needs to be balanced against effectiveness and the need to prevent re-collection. Collecting a broad universe of documents and then narrowing to an effective set once the issues have been identified will normally be more efficient overall than attempting to narrow the document pool up-front which often can result in re-collection or re-review.

Consider All Document Types

Now the world is working remotely, it's important to consider the full spectrum of electronic communications and their relevance to the issues in play. In many cases this may mean not just emails, but messaging apps (e.g., Microsoft Teams, Twist, Slack, WhatsApp and WeChat) and collaboration platforms (e.g., OneDrive, Dropbox) require consideration. In cases where non-email data is at play, or larger volumes are present, it will generally be wholly impractical for documents to be available in hard copy, and tribunals themselves are using document review platforms where all types of documents are readily accessible. In either instance, obtaining advice from the right service provider can be highly assistive to scope, collect (or rule out) data sources, and assist in the selection of the appropriate platform to review unusual data types.

Manage Security Constraints

Privacy rules and data transfer restrictions, sovereign-state confidentiality, and other security requirements often mean documents cannot be physically taken out of a region, country – or sometimes even a building.

To address these issues, in-house or in-region eDiscovery environments need to be set up in order to review and store documents on location. Another option is to use a staging database or a repository to enable analysis

and filtering so a more refined set of review documents scrubbed of any privacy or security concern can be made available for case development.

Whatever accommodation is used, it's vital that service providers record exactly what is stored where, how documents are stored, what searches have been conducted, and which documents have been accessed and produced. Proper authentication and tracking of documents is critical, and lawyers should expect some push back from providers when they receive a document and ask about its source and where it came from.

Make Document Production Categories More Granular

Often, the most painful part of any arbitration is the document production process – partly because of a lack of detail in institutional rules, the International Bar Association Rules, and Chartered Institute of Arbitrators and International Chamber of Commerce guidelines on e-disclosure.

Lacking detailed guidance, tribunals typically follow a document production approach which the Federal Court is increasingly using in commercial cases:

1. A party wanting documents must request them as a 'category', explaining why the request is material to the case.
2. The opposing party can then accept or oppose the request on grounds such as relevance or oppression.
3. The requesting party has a right to reply.
4. Finally, the tribunal decides on all requests and issues a document production schedule.

The problem is, when you have potentially millions of documents, that merely ruling on categories for parties to engage in a proprietary search may not produce the right documents and can lead to unnecessary costs. To address this, introducing parameters which reduce the document universe perhaps by identifying date ranges, limiting potential custodians or agreeing on repositories which will not be relevant, can be assistive. Rather than leaving it up to a tribunal, which is unlikely to be sufficiently familiar with the data, it's important for the parties to come up with reasonable and proportionate search methods to deal with categories effectively.

Consider Technology-Assisted Reviews

When millions of documents need reviewing, technology can help. For example, sampling is a technique that can be used to work out what search parameters are likely to retain the most responsive documents (keywords can only get you so far) and, upon completion of a review, sampling the unreviewed documents will also help defend and validate the review methodologies. In cases where an experienced service provider has been engaged, it may also be appropriate to consider whether artificial intelligence and analytics can be deployed. These are powerful tools that can quickly pinpoint concepts and cluster of documents of interest together for a prioritised review. They can also support quality control to ensure consistency in the review.

Rather than being a last-minute consideration, effective arbitration document productions require the early collaboration of all parties. Teams should take the time to look at the bigger picture, including what may be needed down the track, and prioritise from there.

Chris Russell is Managing Director and Scott Foster Senior Managing Director at FTI Consulting.



ABBYY® FlexiCapture®

Take the data. Leave the paper.

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



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



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



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



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



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



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

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

ABBYY Australia: abbyy.com.au • +61 (02) 9004 7401 • sales@abbyy.com.au

COMPANIES WITH ANSWERS AND SOLUTIONS FOR YOUR DIGITAL TRANSFORMATION INITIATIVES



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.

www.ezescan.com.au | info@ezescan.com.au | 1300 393 722



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.

newgensoft.com/home-anz/ | info@newgensoft.com | +61 2 80466880



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.

informotion.com.au | info@informotion.com.au | 1300 474 288



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](#).

www.abbyy.com | sales@abbyy.com.au | 02 9004 7401



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.

kapish.com.au | info@kapish.com.au | 03 9017 4943



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.

www.esker.com.au | info@esker.com.au | 02 8596 5100



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.

www.upflow.com.au | info@upflow.com.au | 1300 790 360



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.

digitiseyourdocuments.com.au | DMA_APAC@opex.com | 1800 945 247

COMPANIES WITH ANSWERS AND SOLUTIONS FOR YOUR DIGITAL TRANSFORMATION INITIATIVES



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



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.

www.alarisworld.com/en-au | Angelo.Krstevski@kodakalaris.com | 0419 559960



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.

www.icognition.com.au | info@icognition.com.au | 1300 00 4264



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.

www.elo.com/en-au | eloinfo@elodigital.com.au | 02 9460 0406



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

upsol.co.nz | sales@upsol.co.nz | 0800 003 115



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/>

Esker Australia Pty Ltd • +61 2 8596 5100 • info@esker.com.au

ABBYY Vantage gets SOC2 Type II tick

SOC 2 compliance verifies the existence and effectiveness of security controls relevant to Trust Service Principles (TSPs) of Confidentiality, Availability, Processing Integrity, Privacy, and Security.

There are two SOC 2 reports: Type 1 and Type 2.

- Type 1 describes the Service Organization's systems and evaluates whether they can meet the TSPs as of a specified date.

- Type 2 details the operational effectiveness of those systems throughout a disclosed period.

ABBYY has been awarded SOC 2 reports for the following products.

Product	Type
ABBYY Vantage Cloud	SOC 2 Type 2
ABBYY Timeline Cloud	SOC 2 Type 2
ABBYY FlexiCapture Cloud	SOC 2 Type 2

The auditors concluded the controls were fully designed to provide unquestionable assurance that ABBYY's service commitments and system requirements would be achieved based on the applicable trust services criteria.

SOC 2 reports are available upon request and a signed NDA. To request an SOC 2 report, which includes scope, methodology and findings, please contact us at legaloperations@abbyy.com.

Learn more about ABBYY Vantage by visiting [intelligent document processing for the Digital Workforce | ABBYY Vantage](#).

Document Viewer speeds Search

CogniVision OneView is a newly launched patented universal viewer for Enterprise Content Management (ECM) systems that is claimed to reduce the time to review and find information from search results by a factor of ten.

"Search typically takes one to five seconds. However, reviewing search results and finding specific information within documents is often tedious, time-consuming, and takes a long time," said Basker Krishnan, chief executive officer, CogniVision.

"We reinvented the display technology from the ground up to address this persistent problem."

Today's traditional search technologies display results as textual summaries organized by relevance and importance. However, the human brain operates in an analogue world, storing and recognizing information as images rather than text. CogniVision OneView leverages a person's innate pattern recognition and cognitive capabilities in finding information extremely fast without having to read through pages of tedious text.

CogniVision OneView offers a unified user experience and faster search across multiple systems and repositories within an enterprise, such as ECMS, core business systems, shared drives, and other sources. It can also display search results from any AI search engine to improve relevance and information findability.

Initial deployments have proven invaluable to banks and financial institutions and can address significant pain points in other enterprises.

CogniVision OneView is provided on a subscription basis and is available for deployment on-premises, in a private cloud, or as a secure SaaS.

<https://cognivision.com/cognivision-oneview/>

Couchdrop adds file automation

SFTP platform Couchdrop has released new file automation and workflow functionality to make transferring critical data faster and easier.

The new functionality enables organizations to automatically send or retrieve files between platforms, whether a remote SFTP server to a cloud storage endpoint such as SharePoint, or between two cloud storage platforms, automatically based on timed intervals, or near realtime.

Previously, getting different platforms and systems to communicate together simultaneously has been unreliable and time consuming.

Couchdrop Chief Operating Officer Jayden Bartram says this new feature-set provides enterprises more control, visibility, security and simplicity.

"Transferring files between organizations can be complicated - often unnecessarily - and users just want it to be easy and reliable," Bartram says. "By automating processes that would normally rely on manual intervention, additional third-party apps or a cronjob, Couchdrop has simplified the experience and robustness of critical file workflows."

Couchdrop's update allows users to manage processes by routing or copying files across the same or different platforms when meeting certain conditions.

Another key aspect of file transfer - that of security - has also been developed further.

"Enterprises can now leverage realtime PGP encryption and decryption as part of the automatic file transfer or workflow process," Bartram says. "This advantage has been widely adopted by our finance, health and government customers, and we're now seeing other industries adopt this process too."

Couchdrop is continuing to invest in its enterprise support and has also recently released antivirus and malware support, Microsoft SSO and federated services, as well as continuing to commit heavily in its compliance and security posture.

<https://couchdrop.io/>

Speed boost for i4000 Scanners



Kodak Alaris has enhanced its Kodak i4000 Series Scanners. The [Kodak i4650](#) and [Kodak i4850](#) Production Scanners now deliver faster scanning speeds of up to 160 pages per minute (ppm).

A 500-sheet input elevator delivers continuous document feeding with a straight-through paper path for materials such as cardstock, file folders, and long documents - all with faster throughput. The new Kodak i4650 scans up to 145 ppm and the Kodak i4850 scans up to 160 ppm.

The Kodak i4000 Series also has four layers of document protection to safeguard important documents. Length detection protects papers from getting overlapped and appearing as one long document.

Double document feed detection ensures that only one document enters the scanner at a time, while Intelligent Document Protection 'listens' for a tell-tale crumpling sound and immediately stops the scanning process. In addition, metal detection prevents forgotten staples and paper clips from jamming the scanner and scratching the scanner glass. An intuitive interface and one-touch scanning simplifies the user experience, and combining these document scanners with [Kodak Capture Pro Software](#) enables intelligent data processing capabilities that can significantly increase productivity.

<https://www.alarisworld.com/en-us>

TCG Process mobile capture app

TCG Process' latest product release, the DocSnap mobile app, addresses two key user requirements: the need to react quickly to changing process requirements and the ability to connect remote workers with controlled, centralized processes.

DocSnap is available to download from both the Apple App Store and Google Play Store. It combines the ability to enable remote workers to capture documents and data directly from a mobile device

with dynamic-yet-centralized app configuration. This provides IT, business analysts and compliance teams the necessary control and flexibility to keep processes up to date and simple. Organizations can easily stay in line with corporate policies around sensitive business or personal data often contained in app-submitted images.

Combining TCG Process' process automation platform, DocProStar, with an app that provides flexible, white-labelled mobile document capture, further extends use case possibilities for its customers and partners by removing friction in collecting content.

"It was important to us and our customers to provide IT teams control beyond just use of the device camera, extending the benefits into data privacy and security with options like automated image deletion from the user device following capture," says Neil Walker, Head of Product at TCG Process.

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

Hyland taps into SAP SuccessFactors

Hyland has launched its latest product enhancements and solutions including SAP SuccessFactors integration. Hyland's new OnBase integration connects HR content to corresponding employee data. Customers can use the integration to solve several business challenges, including general employee HR administration, HR onboarding, document compliance and more.

The OnBase integration for SAP SuccessFactors removes document silos and improves HR processes by providing content management capabilities directly from within the SAP SuccessFactors user interface. With simple clicks within a modern interface, SAP SuccessFactors users can capture and view employee documents, execute document tasks through workflows, and store content in OnBase - all without ever leaving the SAP SuccessFactors application.

New enhancements across Hyland's Alfresco platform are focused across the user experience - including Alfresco Digital Workspace, Mobile Workspace and Desktop Sync - and provide a range of options for delivering engaging user experiences that present relevant content in the appropriate context.

-Additional features include an update to Enterprise, Hyland Healthcare's enterprise imaging solution, which now supports chromium-based browsers and has increased flexibility for web-based applications. Within the solution, Image Link DICOM Modality Worklist streamlines encounter-based workflow by associating critical metadata for better image management and clinical visibility.

Users now can deploy Hyland's Content Composer solution for customer communications management (CCM) in the Hyland Cloud.

<https://www.hyland.com/en/innovation/whats-new>

APPS & APPLIANCES

Intapp Documents for Corporate Legal

Intapp, a global provider of cloud-based software for the professional and financial services industry, has launched Intapp Documents for Corporate Legal.

Developed specifically for in-house legal teams, it reduces legal operations' dependence on file-shares and email chains to manage, track, and report on legal matters across their lifecycle. The comprehensive corporate legal matter management solution enables matter-centric document management capabilities in Microsoft SharePoint and provides the tools needed for professionals to effectively file emails and access content, all from within Microsoft Outlook.

Intapp Documents for Corporate Legal helps in-house legal teams:

Improve visibility and productivity — Provide a clear view of the matter lifecycle and enhance management of work through centralized and automated matter triage and allocation, data-driven insights, and real-time reporting.

Provide a legal front door for matter management — Introduce self-service, automation, and alerts for simple, routine matter management, freeing up legal professionals' time.

Facilitate connectivity — Connect people, processes, and data to increase collaboration, helping lawyers improve matter management and drive value.

Maximize Microsoft 365 investment — Enhance and extend usage of Microsoft Outlook, SharePoint, and Teams while also leveraging a secure, compliant Microsoft 365 tenant for content storage.

<https://www.intapp.com/collaboration/documents-corporate-legal>

Power PDF 5 adds Text Recognition

Kofax has announced the availability of Power PDF 5, the new version adding advanced document conversion using Kofax's text recognition, fuzzy search, seamless e-signature workflows, and support for the latest industry PDF standards.

PDFs are searchable and usable after OCR scanning. Users have access to all information in their documents with fewer errors. Proximal fuzzy search can find a variety of terms and phrases – helping users broaden what they're looking for.

Kofax's OCR engine is now tightly integrated with Power PDF 5.

As the only PDF editor with fuzzy search, Power PDF helps teams in any industry quickly find similar or relevant words and phrases. Legal departments, in particular, are now much more efficient when searching for terms to redact.

Support has been added for the PDF/A-4 format, the latest ISO standard for industry conformance and accessibility requirements. With this release, Kofax is the only competing vendor at the forefront of PDF formatting, ensuring backward compatibility and removing the risk that features will be lost.

Power PDF 5's cloud collaboration capabilities enable realtime teamwork globally, while the new browser extension allows teams to operate Power PDF within Chrome and Edge browsers.

Kofax's new Power PDF Mobile app enables teams to view and work with PDF files on their favourite phone or tablet. Users can sign documents remotely by drawing on the screen, or print and email PDF files straight from their mobile device.

<https://www.kofax.com/products/power-pdf/release-highlights>

Koverse Zero Trust Data Platform

Koverse, Inc. has announced availability of Koverse Data Platform (KDP) 4.0, a security-first data platform that introduces attribute-based access controls (ABAC) to enforce Zero Trust for data, allowing users to safely work with complex and sensitive information to power the most demanding analytics, data science, and AI use cases.

KDP 4.0 creates a flexible, unified security model across data at the dataset and record level, increasing the value and utilization of all data within an organization, particularly of mixed sensitivities, by delivering fine-grained control to ensure authorized use.

KDP 4.0 provides Zero Trust for data management, rapidly ingesting, indexing, storing, and securing all data including structured and unstructured, batch and continuously streaming, and classified and unclassified data, from any source.

Built by the architects behind the software that protects the NSA's data, KDP goes beyond conventional security approaches to Zero Trust for data by applying ABAC, which takes the unique properties of each individual data element along with the attributes of each user into account to make an unlimited number of unique complex authorization decisions in realtime.

As a result, organizations are shifting focus from making one decision to allow users into the security perimeter, to an environment in which thousands of individual authorization decisions happen every second, based on each user and each piece of data.

KDP's open architecture ensures users remain in control of their data at all times, and supports the tools and technologies teams already use, including popular AI/ML libraries, data science notebooks, and BI tools. KDP 4.0 is available as a service (SaaS) or self-managed.

Organizations can try KDP 4.0 free for 30 days at koverse.com/get-started

Kodak alaris



Kodak Info Input Solution

Fast, smart, efficient web-based capture

Improve your process, energize your workflow

Kodak Info Input Solution is a powerful web-based solution that enables capture for centralized, distributed, and remote locations to validate, index, and route information to the right business applications.

By ensuring you capture valid, complete information on your first scan, Info Input can –

- Determine document type for correct processing after scanning via barcodes or advanced classification

- Validate scripts and database lookups to ensure flexibility for administrators to enforce business rules, perform multiple database lookups and validate data
- Ensure validation is carried out effectively with a range of tools and features – such as drag and drop OCR – to help minimize rework later
- Simplify data archiving and ensure a consistent chain of custody across multiple platforms, essential for compliance and audits

Key advantages



Accomplish more everywhere

Browser-based platform for ease of capture solution deployment across your organization



Everywhere. Really.

Capture business-critical information via phone and mobile device app and get documents into your business application(s) quickly



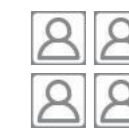
Capture accuracy and streamlined workflow

Advanced indexing and expert extraction with speed and precision



Fast, easy integration with business systems

Works with your existing infrastructure, features centralized, consistent job set-up regardless of platform



Future proof your capture and integration

A single server can support 1,000s of users – ready to grow with your needs

For a complete list of system requirements and want to learn more?

AlarisWorld.com/en-au/solutions/software/browser-based-capture-application/info-input-solution

Contact us:

AlarisWorld.com/en-au/landing-page/servicesupport

Kodak alaris



Services from
Kodak alaris

All trademarks and trade names used are the property of their respective holders. The Kodak trademark and trade dress are used under license from Eastman Kodak Company. © 2020 Kodak Alaris Inc. TM/MC/MR: Alaris 10/20

Open-source collaboration tools

The London based startup, Open Web Systems, which provides surveillance-free email and collaboration tools has launched a new service for businesses and groups.

The new tools include surveillance-free email, an all-in-one collaborative office suite to rival Google Workspace and Microsoft 365, and an instant messaging platform which provides an open-source alternative to Slack, Telegram or WhatsApp.

Hosted in Europe, the new services are powered entirely by renewable energy, offering groups an easy way to reduce the environmental impact of their online operations.

The new group tools are powered by Nextcloud, which features military-grade encryption and a large number of advanced security protections, including SSL/TLS encryption for data in transfer. Additionally, data in storage can be encrypted using AES-256 encryption with server-based or custom key management. Open Web Systems was established to offer a cooperative alternative to the surveillance-capitalism model favoured by the big corporate players, which lure users with the offer of 'free' services but exploit their data.

Open Web systems' group tools leverage the collective knowledge of a huge community of security experts. Nextcloud, the package which powers the Open Web System office suite, protects its users' security with a powerful Security Bug Bounty program. Anyone reporting a security vulnerability in Nextcloud can earn up to \$US10,000, making it one of the highest security bug bounties in the open source industry.

<https://openweb.systems/group-tools/>

Nitro Software enhances efficiency

Nitro Software has introduced a combination of new product features, enhancements and integrations across the entire Nitro Productivity Platform, including Nitro PDF Pro, Nitro Sign and Nitro Analytics. These include:

- Nitro Analytics: New ROI Dashboard with an automatic ROI Calculator and actionable data to fuel document workflow decisions;
- Nitro PDF Pro for Mac: Improved UI design and feature enhancements;
- Nitro PDF Pro: Expanded integrations with Microsoft SharePoint, Microsoft Azure Information Protection (AIP), and iManage;
- Nitro Sign Premium (formerly Connective): Premium offering with advanced security, eID, and high-trust eSigning.

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

Automated Workflows in any App

OnTask, a workflow automation and eSignature tool, has launched a new API that provides flexibility for developers and companies to seamlessly add eSignature, forms, and automated workflow functionality to any Web site, digital technology, or app. With OnTask API, companies can securely request digital signatures, track progress, and download completed documents that contain legally binding signatures. Documents and eSignature requests can be sent to users through SMS text, email, or embedded URLs and can be completed from any device and in any location without leaving the website or app.

In addition to eSignatures, OnTask API:

- Collects data for documents;
- Automatically generates document packets;
- Stores and routes documents; and
- Easily imports and exports from other systems.

Users can use the free sandbox to test eSignature API integration and all API-related workflows before going live. It takes only a few minutes to create a free account with OnTask and begin testing the integrations.

<https://app.ontask.io/>

3D workflow inside Esri ArcGIS Pro

Presagis, a developer of 3D advanced modelling and simulation software, is releasing the 3D Environments Add-In application for Esri's ArcGIS Pro. 3D Environments allows ArcGIS users to rapidly transform 3D Tiles Next data formats, such as One World Terrain, into ArcGIS Pro projects to create 3D scenes from 2D vector data and 3D models.

Available on the Esri ArcGIS Marketplace, the 3D Environments Add-In leverages Presagis' building templates and texture libraries that analysts can use to create enhanced 3D visualizations of GIS environments, thus helping increase collaboration across the enterprise. The Presagis 3D Environments Add-In contains tools to create, transform, and extract a wide variety of 3D formats to provide seamless interoperability between ArcGIS Pro and modelling & simulation applications.

"The 3D Environments Add-In is the result of the close relationship we have built with Esri. We are excited to bring our modelling and simulation expertise to the Esri Marketplace and the ArcGIS community," said Jean-Michel Briere, President of Presagis, "the convergence of GIS data and simulation is critical to create accurate and realistic digital twins – and Presagis can help lead the way."

To learn more and sign up for a 30-day free trial, visit: <https://www.presagis.com/en/product/3denvironments-addin/>

Sinequa Neural Search Platform

Enterprise search vendor Sinequa has announced the addition of optional neural search capabilities to its Search Cloud Platform, using four deep learning language models. These models are pre-trained and ready to use in combination with Sinequa's advanced Natural Language Processing (NLP) and semantic search for the best relevance and question-answering capability, optimized to run efficiently even at scale.

"Quality and breadth of information retrieval and search have long been recognized as primary drivers of productivity, but relevance is key to enabling business insights and more informed decision-making," said Alexandre Bilger, President and CEO of Sinequa. "With Sinequa's Neural Search capabilities, we've added best-in-class neural search to our existing best-in-class statistical search."

Neural search models have been used in internet searches by Google and Bing since 2019, but computing requirements rendered them too costly and slow for most enterprises, especially at production scale. Sinequa optimized the models and collaborated with the Microsoft Azure and NVIDIA

AI/ML teams to deliver a high performance, cost-efficient infrastructure to support intensive Neural Search workloads.

Neural Search is optimized for Microsoft Azure and the latest NVIDIA A10 or A100 Tensor Core GPUs to efficiently process large amounts of unstructured data as well as user queries.

Sinequa's Neural Search improves relevance and is often able to directly answer natural language questions. It does this with deep neural nets that go beyond word-based search to better leverage meaning and context. Sinequa's Search Cloud platform combines neural search with its extensive NLP and statistical search. This unified approach provides more accurate and comprehensive search results across a broader range of content and use cases.

Sinequa's four deep learning models are trained for specific tasks and work in concert for the best possible relevance for any enterprise scenario. All four models are fully pre-trained, configured and optimized for enterprise content.

This eliminates the laborious and costly process of tagging large training sets, training custom models, and updating them over time. <https://www.sinequa.com/product-enterprise-search/neural-search/>

Unleashing Human Potential in the New Zealand Workplace.

- AP Automation
- Health Records
- Contract Management
- HR Automation
- Web Forms & Document Workflow
- Document Archival



upsol.co.nz

RPA-enhanced Task Discovery

UltimateSuite has added Robotic Process mining to its platform to enhance Task Discovery. The new addition helps its customers to automatically identify repetitive tasks which can be automated or streamlined to maximize efficiency and increase business return on investment.

The company's on-premises deployed software operates at scale to pinpoint and understand activities which offer the biggest potential efficiency gains or are the best candidates for automation. It then outputs a Process Definition Document (PDD) which can be used by Robotic Process Automation (RPA) systems to create robots that automate the tasks.

Unlike competitor products which rely on optical character recognition and are based in the cloud, or measure limited processes across few workstations, UltimateSuite's platform can be deployed on site at scale – making it ideally suited for use in secure data environments and to help identify tasks to optimize across the organization.

The company's software captures data including frequency of task, number of users and total time spent on an activity, it then processes it to identify activities based on repetitive patterns which can be eliminated, streamlined or automated to make cost savings. It can also help suggest routine, mundane tasks better suited to be done by a computer, freeing employees of boring activities and creating more fulfilling work.

www.ultimatesuite.com

Key Value Pair Data Extractor

ORPALIS has announced the first implementation of a key-value pair data extractor in its OCR engine for intelligent document understanding and processing.

Key-value pair extraction is at the heart of Intelligent Document Processing systems. About 90% of all documents used by any company or organization are not structured. As a result, extracting information from invoices, contracts, forms, bank statements, or emails can be tedious. It is also difficult to index and reuse this information elsewhere.

A KVP engine automatically extracts meaningful information from unstructured and semi-structured documents.

Like the other OCR technologies developed in-house by the company (MICR, MRZ, OMR, contextual OCR, and more), the KVP extractor benefits from a hybrid approach that includes heuristics, mathematics, and ML capabilities.

The engine relies on adaptive layout understanding and the same underlying elements techniques as NLP technologies.

The KVP extractor engine automatically adapts to the document and searches for the right approach, making the best use of resources available.

This approach gives excellent results on the usual weaknesses of traditional OCR and pure Machine Learning engines, especially with:

- Text recognition in documents with lots of noise,
- Dotted lines,
- Touching & broken characters,
- Text on coloured background,
- Underlined text,
- Skewed text,
- Text in graphics and tables.

In addition to Key and Value, the ORPALIS engine also provides Type (nature of the content) and Accuracy (confidence level). The KVP extractor is available with the latest GdPicture.NET and DocuVieware SDKs download. More information on the [GdPicture.NET website](http://GdPicture.NET).

PDF Agile speeds PDF workflow

Singapore developer DocuAgile has announced the release of PDF Agile, a full-featured PDF editor and converter with a powerful full-text OCR engine. PDF Agile brings a new way to accelerate PDF workflow. A Windows version is now available to free download.

"PDF Agile is our new product that can enhance your PDF editing, converting, organizing, translating, and reading experience," said Peter Zhong, the product director of PDF Agile.

"The robust Optical Character Recognition (OCR) integrated engine enhances the PDF editing and converting experience of every PDF editor. In addition, PDF Agile can recognize 22 languages, including but not limited to English, Russian, Simplified and Traditional Chinese, French, German, Spanish, and Japanese."

Significant features that PDF Agile offers include:

- Edit PDF: Update PDF documents by modifying text, font, font size, line spacing, layout, pages, and columns, and add multimedia.
- PDF Converter: Convert PDF from and to Word, Excel, PowerPoint, TXT, JPG, PNG, BMP and DWG without losing its format.
- Electronic Signature: Enhance security and save paper and time with three types of electronic signatures on contracts and other PDF documents.
- OCR and Support to 22 Languages: Extract text from any image with the robust full-text Optical Character Recognition (OCR) feature and it can recognize 22 languages.
- Compress, merge, split, crop, rearrange pages and rotate PDF documents.

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

Helping make RPA more manageable

Founded in 2018 to reduce the operational inefficiencies of robotic process automation, RPA Supervisor has raised \$US20M in a new funding round. RPA has been criticized for falling short on its promises, primarily due to the under-estimated costs of managing and maintaining a robotic workforce.

RPA Supervisor adds advanced monitoring and orchestration capabilities to an enterprise's automation tools. It is claimed to reduce total cost of ownership (TCO) by increasing license utilization by at least 50% and reducing manual effort and remediation by 85% across platforms such as UiPath, Blue Prism, Automation Anywhere and Microsoft Power Automate.

This latest investment will fuel RPA Supervisor's expansion in the US market and accelerate its mission to propel the role of intelligent automation in achieving successful digital transformation – including the development of new platform capabilities that will elevate Microsoft Power Automate Desktop to an enterprise-grade automation solution with more sophisticated orchestration and queuing functionality built into the platform whilst providing a single interface to monitor, manage and control digital workers, employees and IA technologies across the enterprise.

<http://www.rpasupervisor.com/>

Risk Score for Sensitive Data

Spirion has announced the release of new enhancements to its Sensitive Data Platform, providing greater visibility into sensitive data risks and automated controls to prioritize, manage and reduce exposure. It features a first risk score that automatically prioritizes and reports on sensitive data risks across the enterprise.

A new SDV Sensitive Data Risk Dashboard helps security professionals better control the threat surface of enterprise data by understanding where its greatest risks are located. The risk score and dashboard provide an objective way to measure the three main components of sensitive data risk: data value, volume, and vulnerability.

Spirion's SDV3 Sensitive Data Risk Dashboard gives visibility into an organization's attack surface and where the greatest risks are located, so limited resources can be optimized based on business risk and what matters most.

The Sensitive Data Risk Dashboard provides a quantitative measure of data risk that is directly tied to the sensitivity of personal data stored across IT systems along with actionable visualizations, allowing organizations to effectively manage their overall risk associated with the sensitive data they are entrusted with. It scores the overall risk value of sensitive data assets and accurately assesses the potential costs

of data exfiltration based on the three primary characteristics of sensitive data risk:

■ **Value:** The relative value an organization assigns to a data asset (dollar amount or ranking). This could include high value data (PII, PHI, company secrets, etc.) or highly regulated data based on industry.

■ **Volume:** The volume of sensitive data in an asset to help security teams quickly spot opportunities to remove unneeded ROT (redundant, outdated, or trivial) data to minimize their sensitive data threat surface.

■ **Vulnerability:** Based on location and overall data posture, how vulnerable is an organization's data to being compromised or misused, either inadvertently or maliciously?

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

Updated PDF SDK Framework

Visual Integrity has upgraded its PDF SDK framework to version 14 with new features, more API calls, and cloud-based development support. In addition, all three modules making up the PDF SDK Framework, PDF Conversion SDK, PDF Creation SDK, and PDF Objects SDK benefit from an improved PDF and PostScript parsing engine, support for the latest versions of Windows Visual Studio, LINUX, and macOS, full Unicode file support, and more source code examples. New features include:

■ **PDF Conversion SDK** – direct conversion to DWG, pdfuni2xxx command-line executable, Unicode character set support for SVG and DXF/DWG, 8-bit soft mask images for DXF, convert characters to strings with 90-degree rotated text, and improved vector cropping engine

■ **PDF Creation SDK** – Unicode encoding strings and embedded and referenced fonts in PDF output, API functions to combine PDF files, add/change PDF pages, improved PDF/A generation, extract 3D annotation, New API functions for bookmarks, string width, clipping, and alpha-setting.

■ **PDF Objects SDK** – Read GeoSpatial and TerraGo Geo data from a PDF file plus new functions to resize a PDF page. Produce an inventory of page contents, including the number of text, vector, and image objects. Import PDF page contents directly into your application without using an intermediate format.

The PDF SDK framework enables developers to create, convert and modify vector-based PDF files. With two API calls using the PDF Conversion SDK, PDF files render in the target application's format, such as DWG and DXF for CAD programs or WMF/EMF for Visio, PowerPoint, and other Windows applications.

The Visual Integrity PDF framework is modular and licensed on an annual subscription basis, with prices starting at \$US399/year. A free trial is available on the Visual Integrity website.

<https://convertpdf.today/pdf-api-for-developers/>