Calrlsberg Taps into ABBYY IDP

Case Management at Metro North Health

How do I get more value from my Content Manager system?

The Growing Gap in Unstructured Data Strategies

4 Ways to Collaborate Externally in Microsoft 365

Automating University Records Capture

Gone digital but still doing manual data entry?

Say "NO" to Manual Data Entry

Micro Focus acquired by Open Text for $US6B

Canada's OpenText says it will acquire UK-based multinational Micro Focus in a deal valued at $US6 billion.

The Micro Focus acquisition is notable for its relative size: it's worth nearly half of Open Text's current enterprise value of $US12.8 billion, according to data compiled by Bloomberg. Information and Governance Solutions, including the Content Manager/TRIM product initially developed in Australia, represents $US325 million or 16% of Micro Focus' $US2B annual software product revenue.

In financial documents presented to investors, Open Text emphasised a major opportunity for revenue growth in "uplifting" Micro Focus customers to the cloud. It stated plans to offer Micro Focus customers "multiple paths to OpenText Cloud."

Open Text Cloud represented 44% of the company's total revenue in FY22, whereas Micro Focus SaaS revenue at $US136M was only 5% of total revenue.

"We are pleased to announce our firm intention to acquire Micro Focus, and I look forward to welcoming Micro Focus customers, partners and employees to OpenText," said OpenText CEO & CTO Mark J. Barrenechea.

"Customers of OpenText and Micro Focus will benefit from a partner that can even more effectively help them accelerate their digital transformation efforts by unlocking the full value of their information assets and core systems."

IP Australia takes on RecordPoint

IP Australia has selected RecordPoint as its data management and compliance partner. The agency will adopt Records365 to support its ongoing modernization program as it embraces a new way of working that emphasises a user centric approach and greater focus on automated compliance, data trust and privacy across its information landscape. IP Australia administers intellectual property rights and legislation relating to patents, trade marks, registered designs and plant breeder's rights in Australia. IP Australia sits within the Department of Industry, Science, Energy and Resources (DISER) portfolio.

IP Australia joins several Australian Federal agencies that have recently chosen RecordPoint, including the Prime Minister and Cabinet, and the Office of the Official Secretary to the Governor-General.

According to its 2021-2022 Corporate Plan, "Rapid developments in device connectivity, computing power, artificial intelligence and data capacity are fuelling growth in digital technologies, with implications for IP functions and processes. Digital technologies provide us with options for more efficient administration, examination and monitoring of IP rights.

"The way we interact with each other has also increasingly moved online. Customers expect leading-edge online services to facilitate their use of the IP system. Digital information systems are more important than ever and provide a powerful platform for us to interact with our customers.

"We are increasingly utilising smart analytics and improved data holdings to innovate and find efficiencies in how we conduct our work and improved methods to gain insights on our data. We aim to position IP Australia as a Government leader in digital services and leverage our knowledge and expertise to add value to the IP system both at home and abroad."

AvePoint buys tyGraph

AvePoint has acquired tyGraph, developer of platform that allows organizations to organize, measure, and analyse human interactions in the workplace. It provides analytics capabilities that enable organizations to uncover workplace engagement insights to improve decision making, optimize performance, and positively impact how people work.

"We are excited to welcome tyGraph to the AvePoint team in our mission to enable organizations to collaborate with confidence in the modern workplace," said Dr. Tianyi Jiang, Co-Founder and CEO, AvePoint.

"As more companies invest in digital transformation to move faster, become more agile, reduce costs, and improve productivity, it is essential to have relevant insights to inform how they can facilitate sustainable adoption of their investments.

Founded in 2007 and headquartered in Canada, tyGraph provides an analytics platform which aims to drive performance and solve strategic business challenges while improving employee experience, collaboration, and well-being.

Kofax completes acquisition of Ephesoft

Two strong players in the enterprise capture software market are now one, as Kofax announced it has acquired Ephesoft. Financial terms of the transaction were not disclosed.

"We're pleased to welcome Ephesoft's customers, partners and employees into the Kofax family. We've followed Ephesoft's progress in market for years as we've both focused on helping customers digitally transform their businesses," said Reynolds C. Bish, Chief Executive Officer at Kofax.

"This acquisition extends our IDP solutions and cloud capabilities, allowing Kofax to better address the needs of customers around the world."

"We've grown Ephesoft to provide a comprehensive set of value-add intelligent document processing capabilities and look forward to continuing that growth as part of Kofax," said Ike Kavas, Founder and Chief Executive Officer at Ephesoft.

"Kofax will enhance Ephesoft's go-to-market reach and ability to scale the business. Our customers will also benefit from Kofax's larger market reach, and together we'll be able to offer them the broadest range of software and solutions to accelerate their digital workflow transformation journeys."

Kofax will continue supporting Ephesoft's products and customers, and Mr. Kavas will continue leading Ephesoft's organizational efforts.

"The combination of Kofax and Ephesoft reinforces our growth vision for Kofax and brings together experience and product capabilities within the intelligent document processing industry, to provide a more comprehensive set of software solutions to the combined company's customers," said Paul Huber, Managing Director, and Erik Hansen, Vice President, of private capital investor Clearlake.

Singapore takes the lead on data & RPA

Companies in Singapore are the most likely in the Asia Pacific to use data analytics and visualisation, cybersecurity and robotic process automation (RPA) in the next 12 months, according to a survey by global professional accounting body CPA Australia.

Singapore-based businesses are already the top users of RPA in the region, with 57 per cent of local respondents saying their company deployed RPA as a business tool.

The Business Technology Report 2022 surveyed 820 professionals across various industries in Singapore, Australia, New Zealand, mainland China, Hong Kong, Malaysia and Vietnam. Respondents were asked about technology adoption in their workplaces and the impact it had on business performance.

CPA Australia Singapore Divisional President Max Loh said the take-up of technology by businesses in Singapore would pay dividends.

"New technologies enhance organisational efficiencies by automating many mundane as well as high volume tasks. This allows employees to focus on work that

needs strategic thinking, such as customer engagement or creating more value for organisations and stakeholders," Loh said.

More than 80 per cent of respondents in Singapore said their company has a digital transformation strategy, higher than the survey average at 77 per cent. About one-third of respondents said their organisation will start or continue implementing a digital transformation or technology strategy in the next 12 months.

According to Loh, "Technology will play a pivotal role in an evolving future workplace. It's critical for companies to invest in and fully embrace advanced technologies to maintain their advantage in a globally competitive marketplace."

However, the survey reveals many companies need external support to overcome barriers to digital transformation. High financial costs and a low return on investment were a challenge for 37 per cent of respondents while 35 per cent pointed to a shortage of technology talent.

Read the Business Technology Report 2022

$A200M program to digitise SA records

South Africa is embarking on a three-year program digitize 350 million civic paper records relating to birth, marriages, deaths, and amendments. Minister of Home Affairs Aaron Motsoaledi said the project expected to cost R2.4-billion ($A209 million). Speaking during a media briefing on Thursday, 11 August, Motsoaledi explained that 90% of the R2.4 billion will be used to pay the stipends of the employed graduates and the rest will be used to purchase the necessary equipment, according to News24.

"The department has more than 350 million civic paper records relating to birth, marriages, deaths and amendments. The category of records dates back to 1895 which necessitated care and reliable systems that will bear tolerance for digitization purposes. It must be noted that the department is increasingly using technology to improve the way it renders services to the people and to improve the security of our documents," said Motsoaledi.

He said they would recruit 10,000 unemployed graduates who have qualifications in information technology, information and records management to assist in digitizing their system, explaining that it used to take a long time to process unabridged birth and marriage certificates and other documents because they had to manually search through 350 million documents.

Motsoaledi said the project would run over a three-year period, effective from November 2022 until October 2025.

"Successful youth will be paid a stipend ranging from R5 000 ($A435) for entry level positions to R9 500 ($A827) for technical support level positions and R14 250 ($A1241) for manager level positions."

He said this cohort would be required to sign a three-year contract linked to the duration of the project.

"Once the records are digitized, home affairs officials will have access to them at a click of a button and would be able to finalize the applications instantly. This will obviate people having to come to the office on multiple occasions," he said.

Information Management under fire at ASIC

Information Silos and underinvestment in data and technology have emerged as issues at the Australian Securities and Investments Commission (ASIC), according to a report from the Financial Regulator Assessment Authority (FRAA).

The FRAA was established in response to the Royal Commission into Misconduct in the Banking, Superannuation and Financial Services Industry. The Royal Commission recommended the creation of an independent oversight authority to assess the effectiveness and capability of market regulators ASIC and APRA. The report into the *Effectiveness and Capability Review of the Australian Securities and Investments Commission (ASIC)* looked at three areas:

- strategic prioritisation, planning and decision-making;
- surveillance; and
- licensing.

It found that "In our view ASIC is generally effective and capable in the areas reviewed, although there are important opportunities to enhance its performance."

These include a recommendation that ASIC requires a substantial uplift in its data and technology capability, which will involve cultural change. The FRAA noted there has been long term underinvestment in ASIC's data and technology capability.

It found that ASIC has a comparatively lower annual technology spend than some other domestic public sector agencies and international market conduct regulators. ASIC's annual technology spend as a proportion of total spend, averaged over 4 years is around 10%. Comparatively, Services Australia is 12%, ATO is 16%, the United States' SEC is 17%, and the United Kingdom's FCA is 21%.

An ASIC staff survey revealed widespread dissatisfaction with the development and deployment of the new CRM system. Some staff cited cultural factors such as risk aversion, siloed teams and a short term focus as the fundamental reason for the current low level of data and technology capability at ASIC. The CRM system is designed to record compulsory requests for information, allowing ASIC staff to view all interactions with an entity in a single location and assess whether the same or similar information is already available. However, ASIC staff members who provided feedback regarding their experience with the CRM system conveyed a largely negative sentiment.

Where data is available, ASIC staff cited challenges in obtaining and accessing this information. Most staff agreed that they know what information is collected and stored across ASIC that might be useful in their team's surveillance activities. However, staff survey comments noted that accessing this data internally is problematic and that this inhibited their ability to use data to inform surveillance activities. 'Data is located on too many systems, [and so staff] cannot form an overall big picture of an entity or organisation,' commented one staff member.

The new ASIC CRM system is viewed by ASIC staff as an obstacle to effective surveillances. ASIC staff reported that the poor user interface and design of the new CRM system make tracking, reporting and coordinating surveillance activities difficult and time consuming.

Only 22% of ASIC staff agreed that their surveillance activities are supported by an easy-to-use information management system. There was broad feedback from ASIC staff members in the survey, focus groups and interviews around the inadequacy of the CRM system, it being described as time consuming and overly cumbersome. '[The CRM system] is a major hindrance – hard to search for past work, hard to record information in current work, time [intensive] in managing cases,' a staff member commented

'Many of the barriers to ASIC's supervisory activities relate to the current case management system, which is best described as a barely minimum viable product and takes up significant resources and capacity. This heavily affects information sharing, because teams avoid using the system as it's so unfriendly and time consuming, which makes it harder for other teams to learn about our work or access our information,' said another

Information Silos

Many ASIC staff members commented that teams operate in silos within ASIC and information is rarely shared effectively between teams. Some ASIC staff members also observed opportunities for improved internal collaboration and increased awareness of available resources.

One staff survey noted '[there is a need for] greater internal information sharing [as] not all teams know what activities others undertake unless you have a personal network.' Another commented 'Better coordination across ASIC could help to minimise regulatory burden on the entities under surveillance – this work has started but is in its infancy and not especially well planned.'

Of ASIC staff surveyed, only 55% agreed that there is effective coordination between ASIC and other Australian regulators. Internationally, ASIC's statutory mandate is one of the broadest. ASIC has a wider regulatory remit than comparable market conduct regulators in overseas jurisdictions, including the United States, United Kingdom, Germany, Netherlands, Hong Kong and New Zealand. Singapore is the only comparable jurisdiction with a wider remit.

ASIC has made progress to uplift its data capabilities, hiring a Chief Data and Analytics Officer in February 2020, and establishing dedicated teams of specialists to build data and analytical capabilities within stakeholder and licensing teams. ASIC also introduced a digital lead role in February 2022 to focus on ASIC's digital strategy,

ASICs clunky and unwieldy Web portal was identified as a barrier to effective and timely granting of Australian Financial Services Licenses (AFSL). The portal is old and industry stakeholders highlighted the inability to upload documents to the portal and the cumbersome process to update licensee details. In targeted interviews, industry commented that the portal was old and not intuitive, with one noting that the portal hasn't changed since 2008.

Stakeholders noted that once an application has been lodged, the licensing portal does not update on the progress of applications. Applicants must seek to obtain updates directly from the licensing team, which the team is not always resourced to respond to.

ASIC plans to upgrade a digital upgrade of the portal in 2022-2023. It also plans 2 smaller projects that will bring incremental improvements. These projects will assist the licensing team by automating record-keeping and enabling AFSL applicants to upload supporting documents, previously sent via email. These projects were scheduled to be completed by 30 June 2022 but have been delayed.

The full report is available HERE.

ASIC taps into AI and Machine Learning

ASIC is also trialling the use of artificial intelligence (AI) and machine learning in its financial market surveillance activities. Here are some examples of these initiatives.

Markets Assessment Intelligence (MAI) system: the MAI system alerts ASIC to suspicious trading activity, is used to conduct realtime monitoring of listed equities markets and post trade monitoring of listed equities and derivatives markets. In 2020–21, ASIC upgraded this system and enhanced its data and analytics capabilities by moving it to a cloud provider. The improved system stores more data securely and facilitates the analysis of a larger volume of data from financial markets to identify suspicious trading activity. The MAI system generates approximately 200 alerts per day (through assessment of approximately 200,000 daily trades) and is the source for the majority of equities surveillances.

Using AI to assess breach report data: before the October 2021 amendments to breach reporting requirements, ASIC received over 4,000 breaches every year. These breach reports were assessed manually. In 2020, ASIC trialled applying an AI algorithm to breach report data. This initiative sought to help triage breach reports to identify matters more quickly for referral to stakeholder or enforcement teams. The AI algorithm also helped identify matters where no further action should be taken. This initiative demonstrated that AI could be used to reduce manual effort in the triage process and simplify the assessment process, resulting in a more efficient, less resource intensive process. Using a representative sample of breach reports, the AI trial provided 65% accuracy in triaging breaches to the correct team. ASIC considers that the results of the trial are encouraging and it has plans to operationalise an automated AI assisted triaging process in 2022 23.

Using machine learning to review prospectuses: the Corporations team receives around 800 prospectus submissions a year. These prospectuses undergo a time sensitive manual risk rating process. Using a predefined set of keywords and machine learning algorithms, ASIC developed an automation solution that will improve the efficiency and accuracy of the prospectus risk rating process. This solution will reduce the manual work required from the Corporations team. ASIC expects the first version to be operational by 31 August 2022, noting that utility of the first version may be limited and there will need to be ongoing development and enhancements, including integration with portal data.

Carlsberg taps ABBYY for intelligent document processing

Hundreds of Carlberg Group beers in more than 150 markets will now arrive to their destinations significantly faster using ABBYY intelligent process automation. Carlsberg Group, one of the world's leading brewery groups, chose ABBYY to automate its order and delivery processes, thereby accelerating time to market and customer satisfaction.

ABBYY's intelligent document processing (IDP) solutions enable the Carlsberg Group to accelerate its digital transformation strategy and increase workflow efficiency and improve team productivity.

The integration of ABBYY IDP technology in the order process allows Carlsberg to capture incoming orders by mail automatically and transfer them immediately into the company's SAP system.

Carlsberg receives many orders through email that previously had to be checked and entered manually into their system.

Carlsberg is now saving up to eight minutes of manual work per order depending on the region. In Sweden, for example, this has resulted in 140+ hours saved per month and a touchless order processing rate of 92%.

The second process where Carlsberg is relying on ABBYY technology is delivery notes scanning. Before using intelligent automation, delivery information was registered in the company's system manually.

When trucks arrived at the warehouses, the delivered goods were checked against the delivery note at the warehouse gate.

The file was then manually typed into SAP and the goods receipt document was generated and posted.

By integrating ABBYY's IDP solution, the whole registration process is performed automatically.

The process of receiving and putting away received goods and reusing vendor labels has significantly accelerated and enables Carlsberg to have a better overview of the entire delivery process.

"ABBYY has been instrumental to our execution excellence strategy and enabling us to digitally master our data and processes," said Kamil Kropaczewski, Business Owner at Carlsberg.

"Thanks to the integration of ABBYY with our robotic process automation bot, we're able to speed customer deliveries by improving workflow and team productivity.

ABBYY's intelligent process automation platform includes intelligent document processing (IDP) and process mining and task mining solutions.

These include ABBYY Vantage, a low-code/no-code platform that applies AI to understand your documents in a fast and simple way.

Vantage makes today's digital worker and processes smarter by delivering skills that read, understand, and extract insights from documents, helping enterprises accelerate digital transformation.

ABBYY Timeline features advanced process mining and task mining technology using the latest artificial intelligence (AI).

It enables businesses to automatically build an interactive digital twin of their processes, analyse them in realtime to identify bottlenecks, and predict future outcomes to facilitate decision-making of technology investments.

For information visit https://www.abbyy.com/solutions/intelligent-process-automation-ipa/.

5 Emerging Trends in the Intelligent Process Automation Market

By Anil Vijayan, Partner, Everest Group

The pandemic's effects on the digital landscape are long-lasting. Businesses are evolving to rely on the intelligent process automation market (IPA) to promote growth and keep up with competitors. Read on to learn more about five growing IPA trends.

In a world becoming increasingly reliant on technology, financial services organizations are digitizing and automating more processes to keep up with the competition. The intelligent process automation market, growing by about 20% across all fields, is now becoming ubiquitous. IPA is defined as automation in business processes that use a combination of next-generation automation technologies — such as robotic process automation (RPA) and cognitive or artificial intelligence (AI)-based automation, including intelligent document processing and conversational AI.

Solution providers are offering solutions across RPA, Intelligent Document Processing (IDP), and workflow/orchestration, as well as crafting innovative solutions such as digital Centres of Excellence (CoE) and investing more in as-a-Service offerings. In our recent Intelligent Process Automation (IPA) – Solution Provider Landscape with PEAK Matrix Assessment 2022 report, our analysts ranked IPA technology vendors and looked at the market for IPA solutions. Based on the research, the growth of IPA technology and reliance will expand to around 25% over the next three years.

The question of how to become faster, more efficient, and more resilient is the focus for just about any organization undergoing digital transformation. Very often, the answer to this question is at least, in part, intelligent process automation. In the near future, we can see five emerging IPA trends:

IPA will get smarter - A greater proportion of cognitive elements is finding its way into the intelligent process automation market. About 60% of new automation projects involve more advanced cognitive tools such as IDP, conversational AI and anomaly detection. As the maturity of AI-based solutions increases, cognitive automation will be in greater demand. All-round adoption of IPA will be fuelled by providers entering new geographies and organizations starting IA initiatives.

IPA will be more scalable - Although many organizations are trying to adopt intelligent process automation, the real question is if it can be scaled up or, in other words, if it can be brought across the organization. To help enterprises scale automation, solution providers are investing in expanding their partner ecosystem, strengthening technology

capabilities, and enhancing their services portfolio.

Providers are also expected to help enterprises scale up through more effective change management and CoE set-up strategies. Aided by the prevalence of process intelligence solutions to form robust pipelines and orchestration tools to facilitate holistic automation, enterprises are better equipped now to move away from siloed applications of IA to scaled-up automation implementations.

Citizen development will grow - Many organizations are experimenting with what they can do with citizen development, especially with the current talent shortage. Citizen-led development also holds the power to disrupt the current state of building automation and addresses the issue of talent availability. Solution providers are expected to invest in citizen development and low-code/no-code technologies enabling business users to build automation, consequently also addressing the talent shortage in the market. Solution and technology providers are also expected to invest substantially in developing the low-code/no-code capabilities of their platforms to enable business users with limited technical exposure to build automation solutions on their own. A few solution providers are implementing citizen development programs in their own organizations and are planning to leverage the learnings to develop effective governance programs for enterprises.

IPA service providers will bring IPA solutions packages to the market - Packaged solutions are gaining traction in the IPA market due to their ease of implementation and quick Return on Investment (RoI). Solutions for F&A are the most prevalent in the market. These solutions will need training on particular data sets to make them functional for a particular process, but they will speed up implementation. Providers are expected to take conscious steps toward promoting sustainable AI by developing solutions complying with environmental, social, and governance (ESG) parameters. They are also investing in AI solutions that are transparent about their working and usage of data.

IPA service providers will pre-build connectors to legacy and other systems - There are a host of technologies, including RPA, conversational AI, process mining, and process orchestration in the IA ecosystem. Very often these IA solutions need to talk to the various other systems. Many IPA service providers are driving innovation and crafting new solutions to keep pace with the fast-moving IPA market and create a more holistic integration process. One such method is offering enabling capabilities like pre-built connectors for a faster and less complex implementation.

If you would like to learn more or discuss the intelligent process automation market and IPA trends, reach out to anil.vijayan@everestgrp.com.

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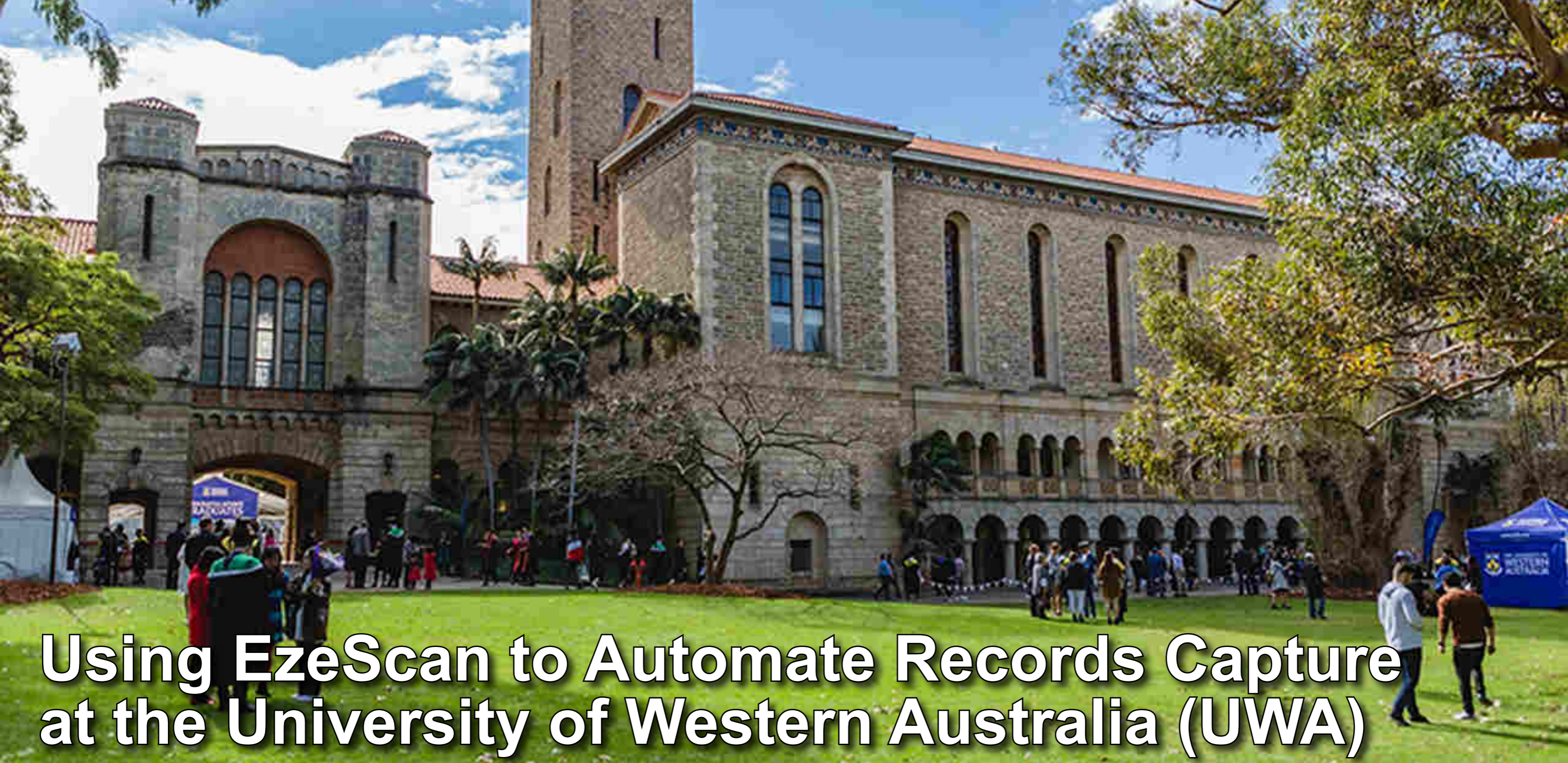
Using EzeScan to Automate Records Capture at the University of Western Australia (UWA)

By Debra Paisley, Library Manager (Records, Archives & Digitisation Services) at UWA

The University of Western Australia is the oldest university in WA, opening in 1913 with just 184 students. Today, there are more than 27,000 students, and their activity generates an average of around 250,000 individual student records annually which need to be captured into Micro Focus Content Manager.

The core function student records account for about 55-60% of the total amount of records that are captured annually to Content Manager, which has been used at UWA since 1998. I have been working in the records team at UWA for 18 years and I have been the manager of the team since 2007. Over that time there have been numerous changes in the tools, processes, and practices used to support the management of the records of the University within Content Manager.

Of those changes, which are too numerous to list separately, I can confidently state that the most significant change in terms of positive impact on record-keeping efficiency and effectiveness, was and is the implementation of automated records capture to Content Manager using EzeScan, which commenced in December 2019.

By 2018, some student processes, such as applications for admission, had transitioned to fully digitalised workflows. But almost 40% of the student records were still generated by paper-based processes then captured to CM which occurred via a digitisation service delivered by the records team.

Where records were born digital, they were primarily captured by bulk import (50%) or manually captured by end users (10%). These proportions had remained stable since about 2014 despite ongoing efforts to digitalise student processes.

So, what was stopping UWA in digitalising its student processes when the benefits of doing so were well understood and accepted?

The short answer is resourcing, but, in hindsight, the existence of the student records digitisation service, which has remained in operation since electronic student files were implemented at UWA in 2002, was the key barrier to digitalisation.

There was a very strong reluctance to commit to digitalisation of student processes if manual capture of the resulting records to CM was required. There was no identifiable benefit for end users and the benefits for the records team - in terms of a reduced volume of material requiring digitisation - were invisible to the wider University.

This barrier was also exacerbated by a whole-of-

university restructure that took effect in 2017, resulting in a significant loss of corporate knowledge and an understandable negative impact on staff morale. The records team were now reporting to University Library rather than to IT Services

The only possible conclusion was that the records team needed to remove the requirement for manual records capture in order to encourage the digitalisation. We needed an automated records capture solution.

To be clear, the implementation of automated records capture had long been the ultimate goal for the UWA records team, but the prevailing circumstances had not been aligned with or supportive of that goal until 2018.

As such, we commenced work to identify and acquire this solution by undertaking a review of the products available that supported both digitisation and automated records capture.

December 2019

Implemented automated records capture to Content Manager via EzeScan Server

October 2020

Route for auto-capture of Research Administration records including Container Creation Implemented

August 2021

Route for auto-capture for Special Consideration Applications expanded to all types of consideration

January 2022

Route for auto-capture of Special Approval applications implemented

May 2018

Implemented EzeScan to support student records digitisation (replacement of previous scanning software)

June 2020

Route for auto-capture of Special Consideration Deferred Exam Applications implemented

January 2021

Route for auto-capture of Proof of ID records Implemented

December 2021

Route for auto-capture of HR DOCUMENTS implemented to enable capture of proof of vaccination records

Records Capture at the University of WA

(From previous page)

What was the solution we identified?

EzeScan was identified as the best fit for the University context because it supported the continuing requirement for digitisation while also supporting automated records capture.

It integrates with Content Manager out of the box, and it is flexible in that it supports the digitisation of a wide variety of different types of records, unlike some other products that focus on supporting the digitisation of a large volume of a small number of document types such as invoices. EzeScan is a better match for the scope and scale of the digitisation service delivered by the UWA records team.

EzeScan was the most cost-effective option that supported automated records capture and the licensing model was simple and could be modified over time to expand functionality. This was important as it supported the planned transition away from digitisation towards automated capture without having to maintain two different products.

Finally, as has been demonstrated at UWA, once automation routes and digitisation routes are configured in EzeScan they are simple to maintain and to expand or amend as needed.

EzeScan was initially implemented to support digitisation in May 2018 as a replacement to our previous digitisation application.

In December 2019 we then enabled automated records capture to Content Manager (TRIM) via implementation of the EzeScan Server module, including email records capture.

We implemented the service to auto-capture admissions application records that had previously been captured via regular bulk imports, along with a subset of admissions related emails that had previously been manually captured to TRIM by the Admissions team.

In hindsight this timing was extremely fortuitous given the extreme disruption that occurred in early 2020 with the emergence of the COVID-19 pandemic.

While the pandemic has been very damaging for the University sector overall, it did have the benefit of clearly demonstrating the need to manage records

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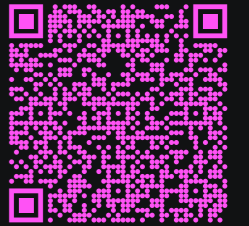
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Records Capture at the University of WA

(From previous page)

digitally as staff and students transitioned to working from home.

This lead directly to the implementation of an automated capture route for special consideration applications for deferred exams in June 2020. 1800 of these applications were captured automatically to CM during the remainder of 2020, where previously these records would have been submitted via paper forms and digitised by the records team.

In October 2020 UWA implemented a new research administration system to assist UWA researchers to apply for and manage research grants and research ethics approvals.

Due to the existence of the auto-capture service, and because Research Administration records had been managed electronically in Content Manager since 2006, we were able to successfully implement automated capture of the records arising from this system, including the automated creation of Container records, despite the challenges of working from home for the bulk of the system implementation project.

In January 2021 we expanded the existing route used to capture admissions documents to enable the capture of student proof-of-ID records. This meant that the records team was no longer responsible for the manual capture of up to 5000 born-digital records annually.

This was an example of a process we had been able to digitalise but only by having the records team take on the responsibility for manually capturing the records.

In August 2021 the auto-capture of applications for special consideration was expanded to all types of special consideration.

Previously this process had been the source of the highest number of records by volume that required digitisation by the records team. The automation of this process had long been a primary goal.

In December 2021 we configured a route to enable the capture of HR documents on to Staff Files in TRIM. This did not go live until January of this year when all university staff working on Campus had to produce proof-of-COVID19 vaccination - more than 4500 separate records were captured via this route in February of 2022 alone.

Debra Paisley has been part of the records management team at UWA since for 18 years and has been the manager of the UWA records team since 2007.

In January 2022 we also introduced a route to enable the capture of student special approval applications which was another high priority student process for the records team due to the volume of these applications submitted annually.

I want to take this opportunity to thank the EzeScan support team, in particular Tony Mulvihill, as he and they are always very responsive to any of the rare issues we have, and have been able to accommodate the quirks of how we use Content Manager at UWA, including our insistence on using classification titling for documents which I understand is unique amongst CM users.

We recently upgraded to EzeScan 5 as part of our upgrade to Content Manager 10 and the improvements included in this version have reduced the number of exceptions that are generated by our research admin routes and therefore improved auto-capture efficiency.

We are also using EzeScan to support the work of the Digitisation Centre of WA which is working to digitise the major humanities arts and social sciences collections held in WA to archival standards.

Lessons learnt

Finally, some lessons from the implementation of automated records capture to CM via EzeScan at UWA.

Firstly, don't try to automate everything at once - start small with processes that are already digitally mature and then expand, and use the success of implemented workflows as proof of concept to encourage engagement across diverse teams and processes.

Secondly, take advantage of new business system implementations, existing mature digitalised processes and don't discount the potential value of disruptive events such as global pandemics or changes in reporting lines.


records captured by month
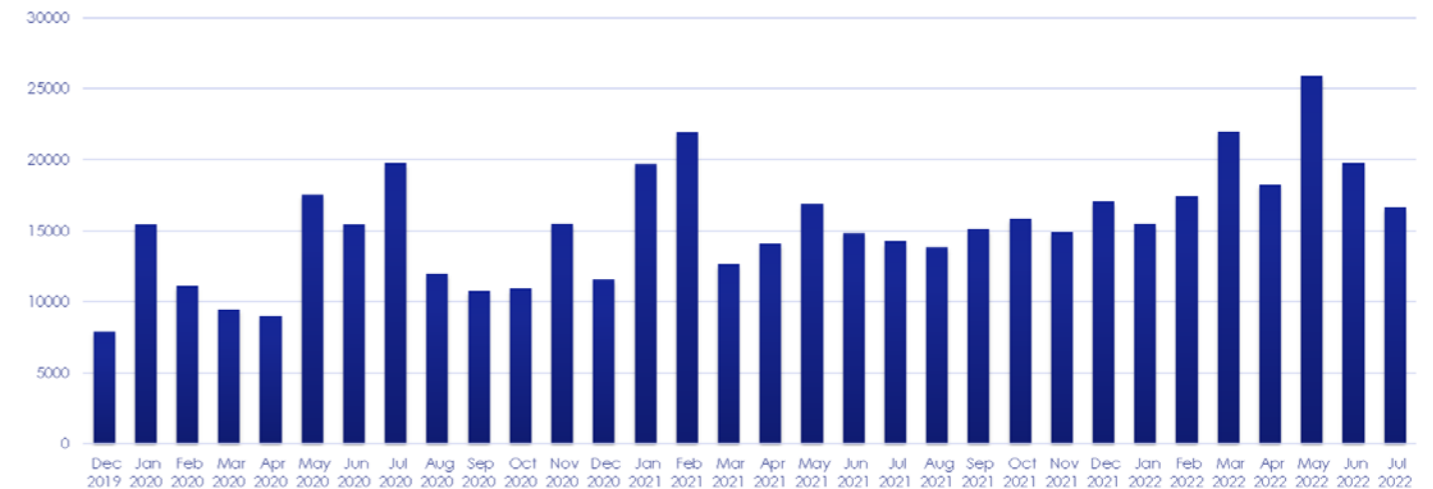
This table shows the number of records auto-captured by month since the implementation of the service at UWA. There has been a general increase in the volume of records we are auto-capturing over time as existing routes are expanded and new routes are added.

The peak in January 2020 reflects the admissions process which is most active in January, processing applications for admission, while the peak from May to June of 2020 reflects a general increase in mid-year applications for admission from domestic students due to the closed borders along with the processing of applications for deferred exams.

The November 2020 peak relates to the influx of records from the new Research Administration born system and the peak in Jan/Feb 2021 relates to the normal admission process peak along with the capture of student proof of ID records.

The peak in May 2022 reflects the expected increase in applications for special consideration that always occur at the end of semester although the actual volume of these applications processed this year is significantly more than usual - this is directly due to COVID-19.

Student Records by Capture Method 2018

Student Records by Capture Method 2021
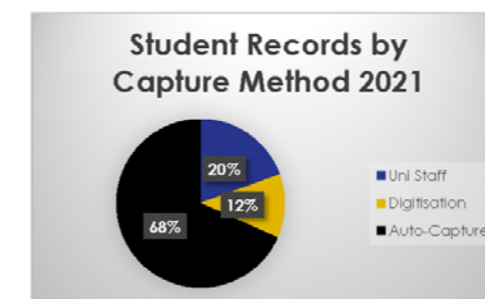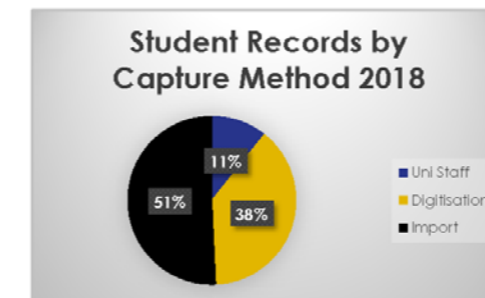
Student Documents by Capture Method
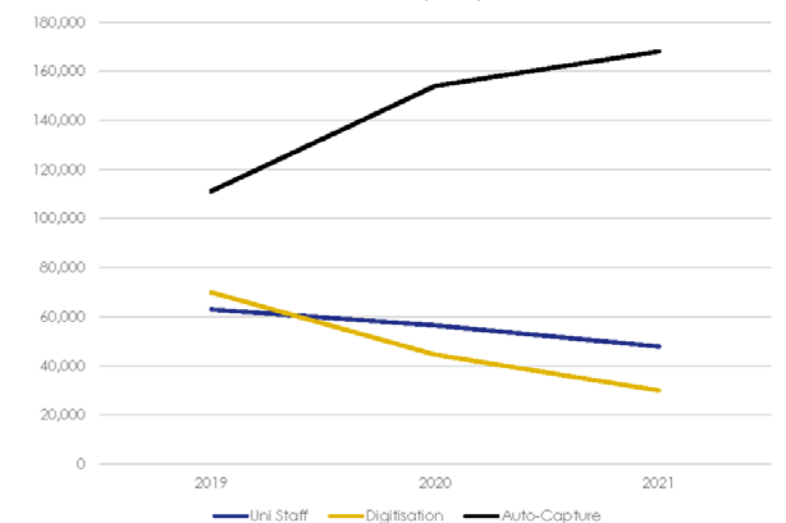
These charts show the change in capture method for student records from 2018 prior to auto-capture compared to 2021 post-auto-capture. It clearly demonstrate the benefits, particularly in terms of the reduction in digitisation, which accounted for 38% of student records captured to CM in 2018 but only 12% of student records captured in 2021.

ECM integration at Shoalhaven City Council

Located in the south-eastern coastal region of NSW, Shoalhaven City Council has completed a project to integrate the TechnologyOne OneCouncil suite with its Content Manager (CM) platform to ensure continuity for record-keeping and maintaining a single source of truth.

A long-standing CM user in its many iterations (the council went live with TRIM 4.2 in 1998) it had adopted the TechOne platform in 2018 for Finance, Property, Ratings, HR and Payroll, pretty much everything except EDRMS.

"We now have 19TB of data and 8 million records, around half created in the last 5 years," said Records Manager, Ros Ball.

"Content Manager was chosen to continue as our primary EDRMS, which presented us a bit of a problem as we needed the two systems to talk to each other.

"We knew there must be a way to do it, and in 2021 we went to market to find someone who could help us, and that someone was iCognition.

"We realised new middleware was required, so, we went out to our vendor panels for quotations. One of the key requirements was that it was demonstrable, which iCognition was successful in being able to provide as it has been implemented at other councils."

Within TechnologyOne OneCouncil, documents are produced by various means.

The iCognition middleware solution

sits outside OneCouncil and is constantly looking to see whether new documents have been created. These are then picked up by an open source CMIS tool and brought across to the Council network and registered into Content Manager via the iCognition integration tool.

In 2022 council has upgraded to Content Manager 10.0, which necessitated a new architecture with assistance from iCognition (see picture).

With CM10 bedded down and stable, Council is now exploring new features to implement such as sharing documents across OneDrive and SharePoint integration.

"Our journey is now underway and we will continue to try and expand the use of both OneCouncil and Content Manager across our organisation," said Andrew Downing, Business Analyst/Solution Architect.

Shoalhaven City Council — Our Architecture

Content Manager 10 Environment
Architected to cater for 50-70% concurrent load and a dedicated IDOL server cluster for content indexing requirements.
The Production – CM 10 environment consists of the below servers:
1. Two (2) x Content Manager 10 workgroup servers
2. Two (2) x Content Manager 10 web/ServiceAPI servers
3. IDOLsearch cluster
4. Clustered SQL server/s
5. Document Store.

The architecture is divided into three (3) tiers:
- Client Tier
  - CM 10 Client
  - Web Client (via Web Browser)
- Application Tier
  - CM 10 Workgroup servers
  - CM 10 Web/ServiceAPI servers
  - CM 10 Server Elasticsearch
- Data Tier
  - CM 10 SQL Server Cluster (SQL Server 2019)
  - CM 10 Document Store

As part of its migration to CM10 Shoalhaven City Council chose to review its entire network infrastructure. With advice from technical adviser iCognition a new architecture was devised as shown above. Andrew Downing, Business Analyst/Solution Architect, said "We were considering moving to Elasticsearch but chose to stick with IDOL because we were familiar with it."

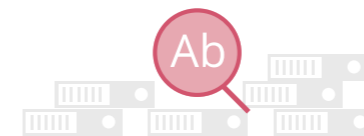# Case Management with Content Manager at Metro North Health

A custom Web interface for the Case Management System.

Metro North Hospital and Health Service received the Digital Transformation Award at the 2022 Micro Focus IM&G Forum. Tracy Formosa, Manager, Corporate Information Management, outlines a recent successful project to implement a Case Management System at Metro North Health.

Metro North Health is the largest Hospital and Health Service in Queensland with five hospitals and employs over 20,000 staff. I manage a small team of three who provide corporate record-keeping advisory services, implement information management governance and undertake a continuous Content Manager rollout function across the organisation.

Content Manager is Metro North's approved corporate record-keeping system. Our aim in implementing the system is to embed as many business processes as possible so that we can leverage and promote the system as a business enabling tool in addition to a record-keeping system.

We do this by streamlining, digitising and enhancing business processes into the system at the time that we onboard business units and customise configuration to make the system tailored to specific business needs.

We've done this quite successfully since 2014. Some examples of business processes implemented into Content Manager include executive correspondence; medical workforce onboarding and, more recently, case management for the Herston Biofabrication Institute for the manufacture and supply of 3D medical devices.

Our team recently led a project to implement case management functionality for Metro North's Information Access Units (IAUs) by tailoring the existing records management system, Content Manager. This achieved significant cost savings, streamlined processes across Metro North facilities and aligns with the Queensland Health (QH) Information Management strategy by reducing the number of unique applications in use at QH that need to be managed and maintained.

The initial challenge in finding new case management software was to go to market with the IAU teams' business requirements. A full open tender process revealed that none of the 20 tenderers were able to deliver a system within the budget for the project. The cheapest options were at least double or even triple the budget and in some cases 10 times the budget.

Doing nothing and maintaining the status quo was not an option. The existing case management software at two of the facilities was no longer supported and was incompatible with the latest version of Windows. This meant their computers were unable to be upgraded and many poor performance issues ensued.

The other two facilities were using an unsupported Access Database which was increasingly slow and at risk of becoming corrupted and losing data. Information sharing was severely limited, with siloed business process across the five facilities and no unified case management processes or templates.

In late 2020, I was approached by the project sponsor, Helen Gregorczuk (Director Health Information Policy Access and Coordination) to evaluate whether Content Manager was a potential and viable solution for the case management of information access requests.

Upon assessing the original business requirements, I identified that Content Manager's 'out of the box' software appeared to meet approximately 80% of the functional, business and technical requirements. The additional 20% functionality required included the need to generate documents from templates which some of the IAUs relied on heavily in their existing databases.

Dynamic document generation was not available in our current 'off the shelf' version of Content Manager so in 2021 we commenced phase 1 of the project to develop a proof of concept for how we could enhance Content Manager by introducing this functionality.
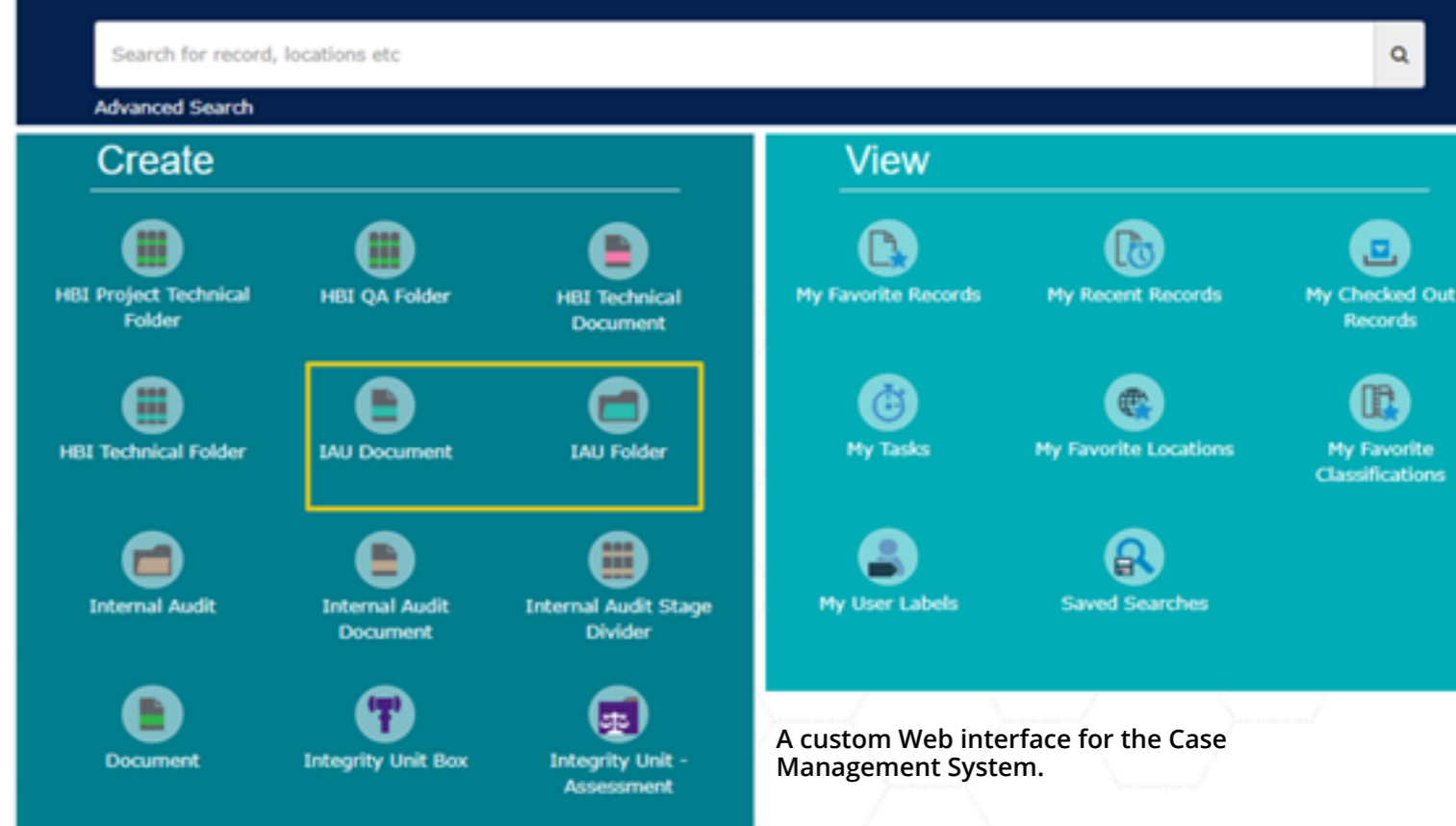
Proof of Concept

A series of intensive requirements-gathering workshops were held over 6 weeks, facilitated by WyldLynx, the successful vendor. Together we designed an innovative proof of concept for the required case management functionality which included a custom web interface that provided the dynamic document capability required by the IAUs.

The proof of concept was approved by the project sponsor and key representatives from the IAUs in 2021. Phase 2 implementation commenced in February 2022 with WyldLynx selected as the successful vendor.

The project provided a cost-effective solution for Metro North on a vendor-supported platform with a custom Web interface that generates dynamic documents and offers customised action tracking. It is a cost-saving model that can be implemented more widely across Metro North and potentially the wider QH network.

Challenges included siloed business processes, insufficient storage with network drives running out of space and non-compliant recordkeeping practices.

There were reputational, regulatory and financial risks in maintaining the old solutions, however we now have case management integrated within Metro North's approved corporate record-keeping platform.

Our solution involved the implementation of two new Content Manager record types, an IAU Document and IAU Folder with customised metadata fields to enhance workflow and reporting.

We implemented customised action tracking to enable the required case management functionality and created positions to facilitate assigning tasks.

A custom Web interface was important to allow the IAU staff to generate documents from templates saved in Content Manager. We utilised a solution that WyldLynx had originally developed for a large Queensland Government department and rebranded the interface to introduce Metro North's approved style guide and colours (see image above).

Other project benefits realised by the IAU teams are enhanced search timeframes and user experience. Previously, searching for records could take up to 5 -10 minutes and now this takes under a minute.

In addition, the capture of records is now enhanced and streamlined due to Content Manager's native integration between with Outlook, Word, Excel and PowerPoint. Instead of having two databases (plus network drives) to store case management records, we now have one repository to capture everything; a single source of truth that is compliant with Queensland Government legislation and standards.

Content Manager has improved performance by standardising processes across facilities, allowing for automation with templates and the generation of standard letters.

Having a uniform platform for all facilities allows for greater efficiencies and less siloed work. It has also allowed for the secure storage within the QH network of sensitive information and minimised any risks entailed in introducing new software.

Tracy Formosa, Manager, Corporate Information Management, Metro North Health.

How do I get more value from my Content Manager system?

By Nigel Carruthers-Taylor, iCognition

Several customers have asked us how they can change the way they manage records using Content Manager to get a better return on their investment. They tell us that they no longer want their Content Manager system to be the single source of truth. Why?

Because staff are required to understand how and when to use Content Manager. That is, Content Manager is enforcing a centralised repository model, which means staff need to take extra steps in capturing, managing or searching for records – something they would rather avoid.

These extra steps of moving or capturing the records to Content Manager are onerous in a busy work environment where staff need to collaborate on information and use certain systems or repositories, such as M365 or network drives.

Equally so, staff find it difficult to quickly find information within Content Manager. This is because they might not use it very often, can find the different search and navigation functionality difficult, or simply don't want to navigate to a different system for information retrieval.

Can we overcome these issues using Content Manager? Or does this require a radical overhaul of the systems and processes for records and information management? Before I answer this question, let's define what I'm talking about.

Who is Duranti and why should you care?

Content Manager drew inspiration from Luciana Duranti's model of records management; i.e. where records are collected together in a single system to be managed as an aggregate. Most traditional ECM systems took up Duranti's model.

They were designed with the focus of having all the organisation's vital digital content stored in a single repository where it can be managed according to governance rules, including records management.

Typically, they focused on a single repository accessed by a limited set of interfaces requiring users or processes to push content/records into the system. Users then need to understand the ECM structures and search paradigms to recall that content.

The key to Duranti's model was the capture of content to clearly defined records structures. It has made EDRMS and ECMs, including Content Manager, largely successful for over 50 years.

Using this model, Content Manager successfully evolved from a classic hard copy records management system to an Electronic Document and Records Management System (EDRMS), and then into an Enterprise Content Management (ECM) system.

More recently these models have evolved into Content Services Platforms (CSP), which is important, and I will come back to this in a moment.

Duranti's model is not all bad but it's limiting your approach.

Duranti's model remains valid where there is a need for strong governance and a single point of access to information. However, this model is limiting organisation's ability to keep up with the information explosion and seeking more innovation.

Where there's a large amount of content, or a need for users to work within their chosen applications and line-of-business systems without forcing them to find their information in a separate ECM repository, this model fails to keep up.

Records management by stealth.

To address this, we have seen the rise of the in-place records management model used by Microsoft and promoted by the US National Archives and Records Administration (NARA).

This attempts to hide records management or do 'records management by stealth' so that records are identified, auto classified, and managed 'behind the scenes' in the repository or system they are created.

While hiding records management aims to allow staff to just get on with their jobs in corporate applications, there are a few issues with in-place management.

The key issue is that in-place management usually comes along well after the horse has bolted. That is, organisations have badly organised information repositories where content is stored in poorly defined structures.

These may make sense to a small number of people at the time but certainly not when those people or the activity moves on. Often these structures also suffer from access control issues where access is limited to a few staff.

This is seen in organisations that try to implement in-place management after the Microsoft 365 or Google sprawl is out of control. All this results in poor navigation or discoverability, poor recall and re-use of information, compromised long-term preservation and disposal, and difficulties in delivering the right information at the right time.

So, circling back to the question of adapting Content Manager to overcome the issues of users not wanting to move content to another repository, the in-place model can unquestionably help to some extent.

It can take away that burden by using automated methods of identifying and managing records, thus letting users just get on with their jobs in corporate applications.

Content Manager can certainly enable in-place management, with recent versions having some in-place management capability. More in-place capabilities are on their roadmap, and there are a bunch of exciting innovations that Micro Focus and third parties add to Content Manager for in-place management, such as File Analysis Suite and Power Automate solutions.

The in-place model by itself is not the answer.

Let's look past the in-place model. I argue that staff do want to know about records management rather than it be hidden from them. Not because they care about it or want to do it, but because they want to be reassured that their records are valued and add to the overall corporate narrative.

More importantly, they want to be confident that they are creating and using the source of truth within the organisation.

Essentially, it comes down to the age-old information management dictum – staff want to know they are 'using the right information, at the right time, and in the right process'.

Unfortunately, the in-place model fails at reassuring the user that they are using the right information at the right time, as it can result in replicated content across multiple repositories.

Certainly, in the short-term, allowing staff to operate in systems and repositories that they are familiar with achieves the immediate need.

It meets the usual 2–3-week cycle of immediate information access requirements, but this is usually only for a small group of staff. What happens when the information access need exceeds these boundaries?

For example, when a staff member needs access to information beyond their normal system and repository access, or when the information they need is older, or even when they are not sure what exactly they are looking for?

The in-place model does not reassure staff that they have the latest version or are getting the right information at the right time to do their job. Even in local and well-known repositories versions can get out of control. Don't get me wrong, I'm not against in-place models.

They have their place; especially when there is a larger volume of low to medium value content that needs to be managed automatically.

The aim, ideally, is to remove the burden from staff of moving or capturing records to Content Manager, as well as assuring staff that they are using the right information at the right time.

Getting the right information at the right time goes well beyond 'just search'. It goes to the heart of what is the trusted source of information, and how can I be assured that I am using the trusted source.

A good search engine will find any information that matches your search criteria, but how do you know it's the right version, the approved information, or even valid information?

It's actually digital transformation.

This is where your information management-Tent problem is actually a digital transformation problem. That is, to consider how we make the right content accessible at the right time in the right process, we need to understand the processes and systems that we are trying to support.

To address this, we need to understand what service we are providing, what the expected outcome is, and what information is vital to that process. Once we understand that, we will understand where and how to manage the information.

Subsequently, we can investigate whether the Duranti model, the in-place model, or indeed a hybrid approach is best placed to support the desired outcome.

It is a matter of making sure the horse is before the cart. Information managers need to understand what digital transformation looks like: an organisation-wide culture of automated processes, customer-centric services and agile, seamless information flows.

Digital transformation is redesigning the way that a service is provided to make experiences and lives better and investing in technologies and processes that enable an effective and satisfying service experience.

Delivering on a digital transformation strategy requires a flexible architecture, where the users' preferred applications can provide the right content, agnostic of the repository or technology.

A flexible architecture is also a more complex one, so a Content Services Platform (CSP) that can orchestrate an integrated ecosystem of different information sources and formats is required. This platform needs to identify, classify and tag information so it can be found and retrieved by

services and applications.

The issue of how you aggregate and manage that content is then based on what the information needs are within the processes and services, and ensuring users have the best experience in accessing this information. Answering that question is critical to solving how to manage all this information.

Here is where we answer how to re-purpose your Content Manager system. Essentially, we need to apply this CSP approach to flip Content Manager usage on its head.

Content Manager is no longer a central repository for all information; it will be one of the sources of truth but importantly, it will hold a central index to where information is stored.

Content Manager becomes a compliance authority in this model, holding the central policies on classification and retention, and using these to classify and tag content across multiple repositories.

To get the most out of your Content Manager system (or any traditional ECM, for that matter), you need to take it along the digital transformation journey and make it become part of your Content Services Platform.

By doing so, where information is held is recorded (like a central index) – whether in Content Manager or some other repository – and assists in delivering the right information into the right business processes within business applications.

Making Content Manager part of your CSP.

Content Services Platform is a term that has been around for some time; Gartner replaced the term ECM with Content Services Platform back in December 2016, defining it as "a set of services and micro services, embodied either as an integrated product suite or as separate applications that share common APIs and repositories, to exploit diverse content types and to serve multiple constituencies and numerous use cases across an organization."

Let's simplify that definition: CSPs are the next generation of ECM based on APIs and integration capabilities that manage and provide access to content in multiple endpoints. It connects information sources and systems, allowing users to access relevant content.

Significantly it needs to know where important information is and needs to assure the user they are using the trusted source. Understanding this last point will help you decide if the Duranti model or the in-place model best suits your outcome, and thus how to best use your Content Manager system to achieve that outcome.

How to deliver the right information at the right time?

While there's no doubt that Content Manager can fill this need, it may need a few other technologies added to ensure it provides a comprehensive Content Services Platform.

For example, you need an integration framework that allows you to ensure the access to information in Content Manager blends into the corporate application, making it look like it's just part of the application.

Adding Artificial Intelligence (AI) smarts to your CSP is also important. AI will allow the CSP to automate classification, automate capturing, extract metadata, get rid of duplicates, secure the content, redact things like personal identification information, and a lot more.

Once content is known and validated, you will also need non-code or low-code full graphical workflow with advanced capabilities to quickly automate processes, access and route content across different stakeholders.

From that point, the ability to deliver the right information at the right time in the context of your service design is ready. The underlying records management models and information architecture become part of that design to deliver on specific service outcomes.

Even simple search and find of the right information across multiple repositories becomes reasonably easy.

Conclusion? Make Content Manager part of your service delivery.

In conclusion, to change the way you manage records using Content Manager and to get a better return on your investment, flip the problem on its head.

Begin by asking yourself what services are we transforming? How do we redesign the way that our services are provided to make experiences and lives better?

Then ask yourself what information is vital to that process. Once you understand that, consider how this information will be delivered within the service.

That will lead to how to manage it to ensure it is the trusted source, select the appropriate records management model to apply, and position Content Manager to fulfil that need.

By making Content Manager part of your Content Service Platform within your Digital Transformation program you will achieve your desired outcome.

Content Manager has the capability and the technology to achieve this outcome; it has the API and integration requirements to fit with other complimentary technologies within your enterprise platforms to ensure services are delivered effectively.

Re-purposing Content Manager in this way will achieve a greater return on investment for years to come.

Nigel Carruthers-Taylor is Principal and Executive Director of iCognition, the Information Management and Governance (IMG) specialists. Nigel has over 25 years' experience in delivering enterprise IMG strategies, solutions and services to organisations which manage information as a vital corporate asset. He has helped organisations develop IMG Strategic Plans, define solution requirements, and transition to iCognition's Content Manager cloud (EDRMSaaS).

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Top Five Characteristics of Successful Digital Transformation Leaders

By Lori Perri, Gartner, Inc.

As CIOs face ever-expanding responsibilities in their roles, they must remain effective in dealing with uncertainty and change. Digital not only disrupts business, it also transforms leadership. Gartner research shows that successful digital business initiatives demand paradigm shifts in technology leadership and new ways of thinking and approaching challenges.

"CIOs know they must function with flexibility and agility to thrive in the dynamic world. The realities of a disrupted workplace, business model transformations, operating model changes and IT delivery model changes, all force fundamental shifts in the activities and responsibilities of the given role of a CIO," says Apoorva Chhabra, principal analyst at Gartner. "All of this also creates opportunities for the CIOs to expand their executive leadership."

Business transformation can be accelerated or derailed depending on how effective leaders are at transforming themselves. Executive technology leadership must anticipate digital opportunities and threats, use technology to adapt to changing conditions, and find leverage and value from disruption. To become an effective digital CIO, it is important to understand and adopt these five characteristics:

No. 1: Neophilia: A Tendency to Like Anything New; Love of Novelty

Neophiliacs are naturally curious and attracted to new things. They seek to explore and find new ways to create value.

Neophiliacs welcome varying ideas from others that shift from the past, a key component of any successful digital transformation. A neophiliac asks, "What do we want to achieve?" rather than "What have we got?", rejecting current assumptions. The ultimate objective drives solutions to seemingly complex problems.

Effective digital CIOs also embrace innovation. They tend to have a high degree of creativity, defined as the ability to connect seemingly unrelated areas.

No. 2: Develop New Opportunities: Invent, but Also Copy

Digital leaders don't necessarily invent and innovate all the time. In reality, successful digital leaders appreciate exactly where their organizations need to be different, where they can copy and where they should improvise.

Successful digital leaders are selective, doubling down on particular areas that deliver a greater advantage, acceleration or value contribution. In areas where they do not see any clear advantage, digital leaders are comfortable copying and improvising based on already established methods. Ineffective leaders lack focus, and tend to be all over the place with innovation.

No. 3: Pioneer New Opportunities: Look Beyond Industry Boundaries

This leadership characteristic is personified by what Gartner labels "digital dragons," who actively seek value beyond any specific industry and create whole new industries as they redefine value in any industry they pursue. Strategies and digital adoption plans are often made only as a result of a market disruption mindset.

Effective digital leaders see threats that aren't necessarily distinct, and make decisions while maintaining a clear vision of their industry's future, as opposed to considering the industry static or unchanging.

No. 4: Seek New Value Creation Opportunities: Never Consider Digital to Be the Outcome

Successful digital leaders understand that digital is a means, not an end, and that simply making something digital does not necessarily increase its value. It may actually decrease it.

Digital technology tools either change the way people work, or change the products and services provided, whether through extending the life cycle of a product, adding digital features or providing goods as a service.

Consider the logic behind the product/service's value proposition before implementing digital tools. Ask how the digital offering drives the business outcomes of customer centricity, greater market share and revenue enhancement. Use digital to boost your value proposition such as on-demand services, hyperpersonalization, dynamic pricing and realtime applications.

No. 5: Focus on Technology-Driven Opportunities: Geek Out on Technology

A successful leader possesses a deep understanding of the technology underlying their business. It's challenging to get value out of technology if you don't understand what it does or doesn't do.

CIOs need to enable a technology-enriched environment, where learning is engaging, collaborative and customized. They should follow —geek out on— technology as a passion, as well as an essential way to stay innovative and relevant in the crowded and competitive business spaces.

Microsoft Power Platform deployed across NSW Government

Microsoft has extended its partnership with the NSW Government for a further five years to support the needs of agencies during their digital transformation journeys. The renewed agreement supports 25 agencies and almost 400,000 users across the Health, Transport, Public Safety and Justice departments, and civilian government, as NSW continues to execute its Beyond Digital strategy.

The renewed partnership has already resulted in several new projects between the NSW Government and Microsoft, including the following.

NSW Department of Communities and Justice - Microsoft has partnered with the NSW Department of Communities and Justice (DCJ) and KPMG to replace the department's legacy payment and contracting system with a modern, scalable and user-friendly solution.

The new system will be built on Microsoft Dynamics 365 and Microsoft Power Platform and will be used to manage the contracting and funding of approximately 1800 service providers across a wide spectrum of programs, service types and client groups.

Dams Safety NSW - Dams Safety NSW (DSNSW) has partnered with Microsoft and Datacom to enhance its auditing, compliance and water management processes by migrating Microsoft SharePoint workflows to Microsoft's Power Platform. Datacom will use Microsoft Power Apps to develop a model-driven app with predefined business process flows for internal DSNSW staff to use on any device. It will also use Power Apps to build a self-service portal on DSNSW's public-facing website to enable dam owners to track and collaborate on relevant business data.

Furthermore, Datacom will leverage Power Automate to automate workflows, and Power BI to provide DSNSW staff with timely access to accurate data insights. The Power Platform's Common Data Service will be used to improve data collection and integrity.

Local Land Services NSW - Microsoft partner Sentient Dynamics has worked with Local Land Services (LLS) NSW to develop a solution that improves the speed and accuracy of its reporting process, and helps the agency to better define its strategic objectives.

The business evidence and reporting tool sits within Teams and uses Microsoft Dataverse and Power Apps to capture business plans. The tool also leverages Power Automate for workflow automation and notifications, and Power BI to visualise data, generate reports and enable data-driven decisions.

In addition, Sentient Dynamics has developed a solution for LLS to help farmers and advisers quickly and easily report damage caused by mice plagues to a central, secure location. The reporting tool uses Microsoft SharePoint, Power BI and Power Automate.

Cloud adoption will fail because of the skills gap

By Lydia Leong, Gartner, Inc.

In order to adopt cloud IaaS and PaaS successfully (and arguably, to adopt SaaS optimally), an organization needs skills. Most of all, it needs technical skills for the whole application lifecycle in the cloud — the ability to architect applications (and their underlying stacks) for the cloud, develop for the cloud, secure the cloud, run and manage and govern the cloud environments and the applications in those environments. The more cloud-natively you can do these things, the better.

If you can't do these things in cloud-native patterns (often because you're migrating your legacy), you at least want to try to modernize and cloud-optimize — to leverage PaaS rather than IaaS, to automate everything you reasonably can, and otherwise exploit the cloud capabilities to maximum effectiveness. This, too, requires skills. Cloud skills needs — and associated "soft skills" and mindset — are needed in infrastructure and operations (I&O) teams and security and risk management (SRM) teams. They're needed in application teams, data science teams, and other technical end-user teams that exploit cloud services, along with enterprise architecture and other architecture teams. There are also non-technical skills that have to be built in the appropriate teams — effective cloud sourcing, effective cloud financial management, and so on.

My colleagues and I have previously written that the cloud skills gap has reached a crisis level in many organizations. Organizational timelines for cloud adoption, cloud migration and cloud maturity are being impacted by the inability to hire and retain the people with the necessary qualifications.

There are lots of reasons for the skills gap — insufficient number of trained and experienced people to meet demand, escalating salaries plus a globalised market for talent that results in NYC banks nabbing skilled cloud architects working for enterprises in Iowa or Missouri (or Poland) for NYC banking salaries, and the quality of the opportunities available.

For instance, an increasing number of the technical professionals I talk to care more about good executive support for the cloud program, a cloud team that's executing well and doing smart things, an opportunity to bring their best selves to work (excellent team management, great colleagues, feeling valued, etc.), and strong belief in the organization's mission, than they do about pay per se. It isn't just about pay — but at a lot of slow-moving enterprises where the pay isn't great, there are also cultural issues that make highly-skilled cloud professionals feel out of place and not valued.

While many organizations are trying to retrain existing I&O personnel especially, these efforts can fail because the DevOps emphasis of successful cloud-optimized or cloud-native adoption results in fundamentally different jobs. Not only does this require the development of strong automation (and thus coding) skills, but it also results in a more project-driven workday, greater autonomy (but also more self-starting and self-motivation), and more communication and collaboration with application teams and other cloud users. Those who prefer "IT factory work", solitarily executing repetitive ClickOps tasks driven by service requests, generally don't enjoy the change in the nature of a job.

Organizations that can't retain cloud-trained staff often react by leaning more heavily on the people that remain, which jacks up stress levels, leads to resentment, and often turns into a spiral of departures. Contractors can help fill the gap — if the organization is willing to spend the money to hire them.

Many organizations are successfully bridging the gap with consulting (professional services) and managed services (a Gartner survey showed about three-quarters of organizations use such services for at least a portion of their cloud IaaS+PaaS adoption).

Many cloud managed services deals include explicit training and gradual handover to the customer's personnel, allowing the customer to take over bit by bit as their team gets comfortable. However, MSPs, SIs, and other outsourcers are also struggling to fulfil the demand, which leads to both project delays as well as throwing less-qualified bodies into the mix in order to try to meet contractual obligations and grow revenues.

I believe that we are rapidly reaching the point where the skills gap is not only endangering the ability of individual organizations to fulfil their cloud computing ambitions, but where we may begin to see systemic back-off from cloud ambitions, resulting most notably in cancelled or substantially scaled-back cloud migrations as a common market pattern. (Disclaimer: This is a personal statement scribbled while eating lunch. It is not a peer-reviewed Gartner position.) Also, note that in no way am I claiming that this is likely to lead to repatriation!

Organizations that are late cloud adopters were already more hesitant about going to the cloud in the first place. They tend to have less of a belief that IT can help drive business success, have more technical debt, and tend to have lesser-skilled people (with less up-to-date skills).

They may have been the recipient of many people who fled early cloud-adopting organizations because those people didn't want to re-skill, so they face significantly harder internal pushback and potentially internal sandbagging of cloud projects. When they do manage to successfully train people, those people often leave within a year for both better pay and a more congenial, faster-moving environment.

Late adopters may simply not be able to generate enough internal competence to even safely and successfully use outsourced assistance.

However, even organizations that are not late adopters often have different parts of the business at different paces of adoption. Notably, they may have digital business divisions, or more ambitious fast-moving business units in general, that have substantial cloud adoption, while other parts of the organization lag behind.

Those that are charging ahead may remain successful and continue to expand in the cloud, while the rest of the organization remains unable to beg borrow or steal enough skills from those other successful outposts to overcome the on-premises inertia.

This may lead to an exacerbation of existing market patterns where the digitally ambitious have had outsized and potentially disruptive success... and where other organizations are unable to imitate those successes, leading not just to failures of IT projects, but also meaningful negative business impacts.

This, in turn, has a follow-on effect on the cloud providers. As enterprise bets on the cloud grow bigger, one might begin to see these projects, especially mass migration and transformation, as gambles more so than realistically-executable plans. Any plan that is predicated on if we can get the people who can do this stuff is fraught with non-trivial probability of failure.

The Growing Gap in Unstructured Data Strategies

By Levi Reep, Hyland

There is no shortage of attention to unlocking unstructured data as a key competitive advantage. It is a multi-market, multi-industry untapped store of significant value.

Whether seeking to engage customers, investigate legal action, assess risk, uncover marketing intelligence, or manage and enforce regulations, every industry wants its data readily available for actionable insight. They must be able to identify and extract data and insight from the billions of documents stored across content repositories, file shares and email servers.

This year's Gartner Data and Analytics Summit brought together more than 5,000 data leaders and over 150 exhibitors from all over the globe. Nearly every exhibitor at the Summit spoke to their tool's ability to work with data, including unstructured data.

Great news - sort of.

What we learned is organizations make working with unstructured files slower and more difficult than it has to be. In fact, the most prevalent approach to working with unstructured files shared by exhibitors and attendees was to ask customers to convert all of their unstructured files to PDFs and then run those files through optical character reading (OCR) engines. Relying on this approach is inefficient, incomplete, introduces OCR-base errors, and is certainly not fast.

Imagine the time it takes a large financial institution or global commercial enterprise to convert billions of emails, spreadsheets, PowerPoint presentations, Word documents and more to PDF. Then, run them through an OCR engine. Then, the process is back to the beginning of the identification and data preparation process necessary for downstream cognitive processes.

The fast path to unlocking unstructured data

The good news is a few innovative data and analytics firms are embedding document processing engines. This offers a better way to use unstructured content that is highly efficient, fast and 100% complete.

Document processing engines - like Hyland's Document Filters - offer simple-to-use SDKs embedded in existing workflows that identify and extract all the text and metadata from over 600 document types. Working with
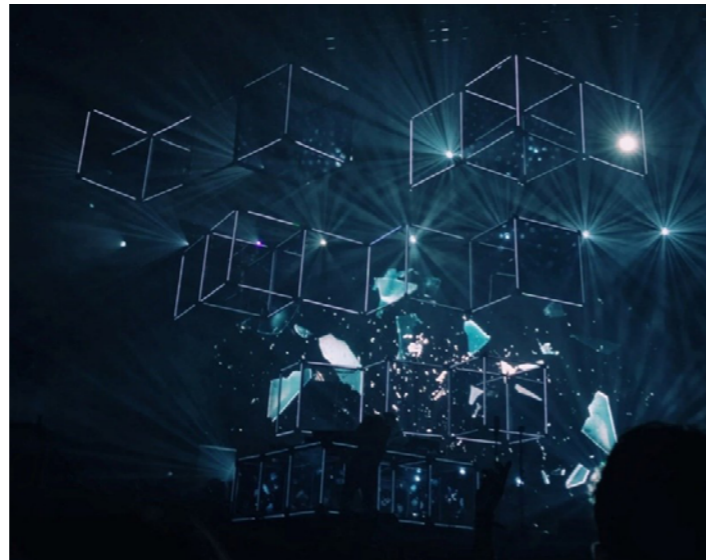
the files in their native format, Document Filters extracts all the text, including embedded files and attachments, metadata and even "hidden" information like tracked changes, annotations and comments.

All the data is output to Unicode, making it available and easily consumable for any process without wasting expensive CPU cycles converting documents, only to send them to an even more expensive OCR process.

Organizations looking to evaluate contracts, claims and reports for insights can save thousands of dollars per investigation by leveraging a document processing engine. They can automate ESG compliance, and even Right to Be Forgotten claims.

Making ALL unstructured data part of your strategy

Based on our experience at the 2022 Gartner Data and Analytics Summit, the current market is not well positioned to meet unstructured data needs with the level of accuracy, speed and efficiency necessary. This is a gap. For a data and analytics solution to remain competitive, organizations must leverage technology that can process all forms of unstructured data.

Start working natively with electronic documents and gain a significant competitive advantage.

Levi Reep is a Senior Solutions Engineer at Hyland.

Data Dynamics StorageX 9.0

Unstructured Data Management firm Data Dynamics has announced the release of StorageX9.0. The upgraded version expands and enhances the existing product functionalities to help customers manage sprawls of unstructured data and its complexities.

 It enables enterprises to categorise & analyse their data, draw actionable insights, apply security practices, maintain compliance, and enhance business performance. New features include Share and DFS analytics, NFSv4 and NFSv3 POSIX

security translation, and support for versioned object mobility. Furthermore, StorageX recently collaborated with Microsoft to develop the Azure File Migration service. This program allows enterprises to migrate their data to Azure for free with StorageX.

StorageX, when used in conjunction with Data Dynamics' unified unstructured data management platform, can help enterprises unlock the true potential of their data. The platform helps with end-to-end data management capabilities such as Data Mobility, Data Analytics, Data Security, and Data Compliance.

www.datadynamicsinc.com

Information Overload swamps Australian workplace: Report

OpenText has released the results of a survey that found Four in five (80%) Australian respondents now feel that information overload – driven by factors including information overload across devices (37%), constant information 24/7 (34%), too many passwords to remember (33%) or too many apps to check each day (31%) – is contributing to their daily stress.

This compares with just two in five (40%) who indicated in a similar OpenText survey conducted in March 2020 that information overload contributed to their daily stress.

The Australian research conducted in March 2022 polled 1,000 respondents to uncover employees' experience with 'Information Overload' during the pandemic and how their interaction with data has changed. The survey that found eight out of 10 workers are suffering from information overload due to siloed data in too many places, along with poor data access and governance.

Close to a quarter (23%) respondents say they have to use 11 or more accounts, resources, tools and apps on a daily basis. This compares with just one in six (17%) who said this was the case two years ago, proving that the information people need to access resides within an increasing number of data repositories and applications.

In fact, due to the siloed nature of where information sits within organisations, more than two in five Australian employees (41%) say that they normally spend, on average, one or more hours per day searching on company networks or shared systems for specific work files or pieces of information just to do their job.

"For businesses and their employees, the proposition of trying to manage the volume and complexity of information –structured and unstructured data that is pervasive and growing exponentially – can be a daunting one. What we've come to realise is that information on its own is not the answer," said Sandy Ono, Executive Vice President and Chief Marketing Officer at OpenText. "The answer comes when you break down siloes and centralise information. When you continuously manage and bring all your information together, it is transformed. Patterns and trends emerge, insights are gleaned, and better decisions are made. That is the information advantage."

Information scattered across multiple locations is another reason for the difficulties, with close to half (48%) reporting it's hampering their ability to find the information they need to do their job. One in five (18%) feel that their colleagues not saving the latest version of documents to shared systems also hampered their ability to do their job, and
  two in five (43%; the highest globally) feel that

not knowing where to find the most up-to-date information also contributes.

Unfortunately, poor information management and these kinds of sustained challenges are having a negative effect on employees. So much so that nearly half (48%) feel that it is having an impact on their mental well-being and stress levels, as well as having a detrimental effect on their performance at work (47%) and a direct impact on their work-life balance (44%). In addition, close to two in five (37%) feel it is negatively impacting their overall job satisfaction.

The lack of effective information management tools in many businesses is now starting to have an impact on what steps employees feel they need to take themselves. Whether they are told they can use them or not, half of Australian employees (50%) currently use personal file sharing systems (such as OneDrive, Google Drive, WhatsApp or Dropbox) for work related file sharing as a way to make things easier for them. More interestingly still, three quarters of those (73%) do it as they believe their company does not have a policy against it, despite the associated, elevated security risks. The global picture is yet more surprising with almost two thirds (63%) of employees across the globe indicating they use personal file sharing systems to share work files and almost three quarters of them (71%) doing so as they believe there is no organisational policy against it.

Unfortunately, the issues do not end there. Australian hybrid workers feel that they face a broad range of other challenges with a quarter (28%) saying that they cannot collaborate or share files with colleagues as easily when they are working from home, while two thirds (35%) indicate they cannot access corporate file systems and content as easily when working remotely. In addition, four in five (39%) are struggling with not having the same setup at home and in the office.

George Harb, Regional Vice President for ANZ at OpenText said, "As data from office workers, suppliers and customers continues to boom across every organisation, and as the number of systems and applications they use continues to rise, so too do the risks. Right now, there is an urgent need for businesses to automate information management and governance, so that content can be captured and classified, so that retention policies can be applied automatically and so that employees can easily access accurate, up-to-date information without having to trawl multiple applications. Only by taking these steps can organisations succeed in reducing complexity and enable employees to easily collaborate with their colleagues no matter what device or application they use or where and how they choose to work."

4 Ways to Collaborate Externally in Microsoft 365

By Kayla Haskins, AvePoint

In today's tech world, Microsoft 365 collaboration is the backbone of good business. This collaboration isn't limited to internal coworkers; whether partners, vendors, contractors, customers, or any other external user, most enterprises and organizations need a way to work with external colleagues.

Fortunately, Microsoft offers multiple capabilities to enable external collaboration in your Microsoft 365 (M365) tenant. To ensure your security while taking advantage of these capabilities, you need to understand the nuances of each feature and how to safely enable and use them.

In this article, we'll review four external collaboration options in M365 and when to use each.

1. External Sharing

What it is: External sharing allows your users to share content with users outside your organization. With this feature, your users can share individual files or entire libraries or sites.

When to use it: If you're working on one-off projects and don't anticipate further communication needs such as chats or meetings.

How to enable it: External sharing is enabled in your tenant by default. Admins can turn it on or off in the admin centre under service settings > sites and documents sharing.
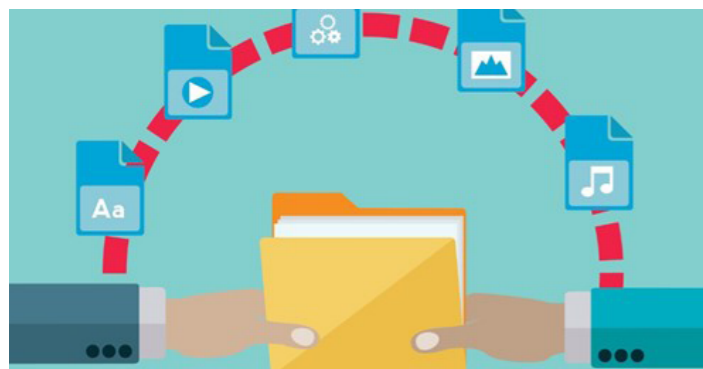
Keep in mind: Content can be shared via anonymous guest links or via a link requiring a sign-on. The sensitivity of the content will determine which is appropriate. M365 also provides many additional security and compliance features to protect your information while collaborating. Read more.

2. External Access

What it is: External access allows users of external domains to find, contact, and set up meetings with your team, and vice versa.

When to use it: If you are frequently communicating with external organizations, through chat or meetings, but do not want to grant them access to your content or tenant.

How to enable it: External access is enabled in your tenant for all domains by default. You can add or block domains in the Teams admin centre under users > external access. Note: if you allow a specific external domain, all others will be blocked; if you block an external domain, all others will be allowed.

Keep in mind: External access is controlled at the domain level, not the individual user level. You can restrict external access by allowing or blocking specific domains, or by turning off external access.
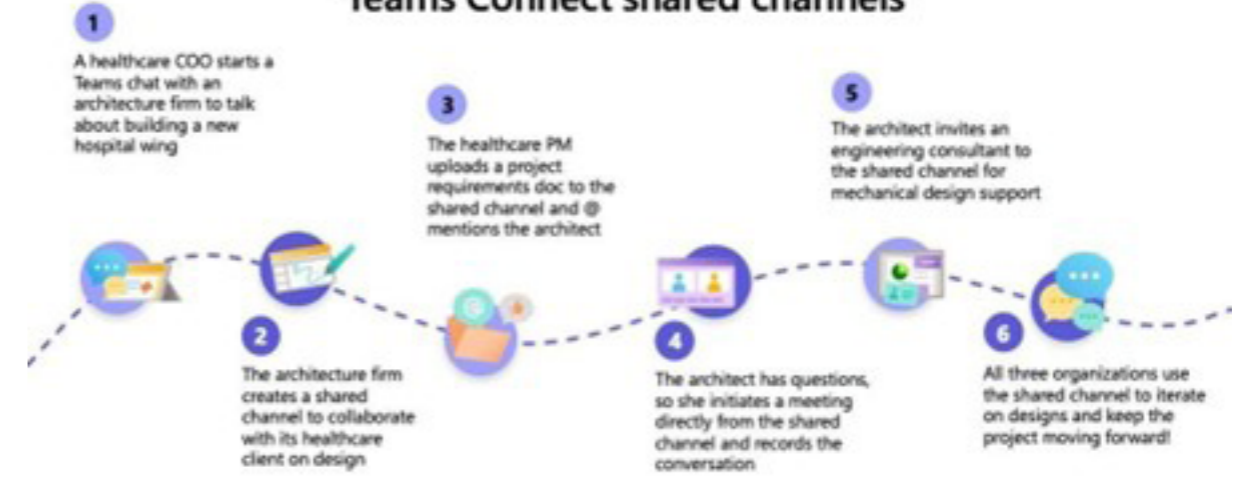
3. Guest Access

What it is: Guest access grants outsiders access to your tenant through a Team or Group with nearly all the same capabilities as internal users, such as the ability to chat, call, meet, and collaborate on files. Note: guest users do not have all the same capabilities; read Microsoft's comparison.

When to use it: If you have a consultant, vendor, partner, or other outsiders that you work with regularly and who needs access to many facets of your tenant, such as teams, documents in channels, chats, applications, and meetings.

How to enable it: Guest access is enabled by default in M365 and controlled at the individual user level. Admins must add net new guest users in their Azure portal, but once a user is in your Azure AD, admins can assign them to workspaces or Team or Group Owners can invite guests to their workspaces.

Here's how organizations collaborate with Teams Connect shared channels

1. A healthcare COO starts a Teams chat with an architecture firm to talk about building a new hospital wing

2. The architecture firm creates a shared channel to collaborate with its healthcare client on design

3. The healthcare PM uploads a project requirements doc to the shared channel and @ mentions the architect

4. The architect has questions, so she initiates a meeting directly from the shared channel and records the conversation

5. The architect invites an engineering consultant to the shared channel for mechanical design support

6. All three organizations use the shared channel to iterate on designs and keep the project moving forward!

Keep in mind: Guest access must be carefully provisioned and configured, as you are granting an external user access to your tenant, from Teams channels to files in your SharePoint. Confirm your governance policies are enforced, that you are not vulnerable to oversharing, and your sensitive information is protected with solutions like AvePoint's Policies and Insights.

4. Shared Channels

What it is: Shared channels are similar to private channels in that they provide an exclusive space for only approved members, but they offer more by allowing external users to easily participate, streamlining collaboration. External users do not need guest access or to be a member of the top-level Team to be added to a shared channel.

When to use it: If you are working on a large project, program, or event that involves multiple external users who will only need full access to the channel, but not other aspects of your tenant (which would require a guest account).

How to enable it: Shared channels must be enabled by configuring organizational relationships in Azure AD. Admins can turn them on separately for outbound and inbound.

Keep in mind: Shared channels streamline collaboration, offering member benefits without extensive provisioning, but they still must be used responsibly. Read more.

Conclusion

The reality is modern organizations don't do everything alone; they rely on networks of outsiders to perform and execute various work tasks. While Microsoft offers a variety of capabilities to enable external collaboration, it's important to understand the needs of these external users before you enable a capability to ensure you are not oversharing information, over privileging external users, or creating other security risks.

Once you decide which external collaboration features you will allow, set guidelines and rules for your users to follow and update your governance policies to protect your workspaces and mitigate any risks of external collaboration.

For a step-by-step guide on how to configure specific settings to meet your organization's needs and external collaboration best practices, read our free eBook External Sharing and Guest User Access in Microsoft 365 and Teams.

New Records System for NT Hospitals

The Northern Territory Government has successfully rolled-out the first stage of its $A259 million patient health record system 'Acacia' – which is the biggest project of its type ever undertaken in the NT.

Acacia is digital clinical care software based upon InterSystems TrakCare that is now in use at Katherine Hospital.

Katherine Hospital is a major step towards the full implementation of the health investment which replaces six legacy clinical systems, and integrates a dozen more into a single digital ecosystem.

This project is delivering more than 100 jobs during its implementation, with InterSystems also supporting IT internships at Charles Darwin University through the project cycle.

Having a Territory-wide electronic patient record system allows continuing and consistent care, including for transient and often vulnerable Territorians living in remote communities.

Doctors, nurses and other healthcare professionals are able to access information on patient allergies, alerts and medications making treatment decisions faster and with less risk.

Introduced first into Katherine Hospital, the system is being rolled-out in phases.

Minister for Corporate and Digital Development, Ngaree Ah Kit, said, "This is the biggest project of its type ever undertaken in the NT, with more than 20 years of patient data from multiple systems and care settings being migrated to Acacia."

Healthcare Organisations Don't Trust Their Data

Most Australian and New Zealand healthcare organisations struggle to use data analytics to support their business objectives. This is among the findings of The State of Healthcare Analytics & Interoperability Study – Australia & New Zealand. The new study by InterSystems and tech advisory firm, Ecosystm, surveyed 180 healthcare executives across public and private organisations, large and small hospitals, and city and rural locations.

The study found a lack of trust in data, challenges with data quality and the absence of a holistic digital transformation strategy are roadblocks to organisations using data analytics to meet their top business objectives. These include improving clinical outcomes and optimising costs.

Despite 79% of surveyed executives saying data analytics was either intrinsic to all their business priorities or a top priority, only 44% of respondents fully trust their data, and 51% say data quality is a challenge to successfully implementing analytics.

"Without trust in their data, healthcare organisations are squandering one of their most important assets and impeding their ability to achieve their main business objectives," said Darren Jones, Country Manager, Australia and New Zealand for InterSystems.

The study found that the top business objectives for many organisations include the conflicting demands to improve clinical outcomes and reduce costs. Complying with government mandates was cited as a top business objective by most (64%) respondents, followed by cost optimisation (46%) and improving clinical outcomes (42%).

Healthcare organisations' top business objectives align with the outcomes they expect from analytics solutions. These include the identification of patient risk (44%), improved patient outcomes or experience (41%), reduced clinical errors (36%) and reduced costs (34%).

"The study reveals a shift in mindset towards value-based healthcare – leveraging data analytics to improve outcomes at an optimised cost – as a way to resolve conflicting business objectives," said Jones. "Unfortunately, most healthcare organisations don't yet have that capability."

The study reveals that only 32% of healthcare organisations have a digital transformation strategy that includes interoperability, data governance and analytics. The absence of a holistic data strategy is a significant roadblock for the remaining 68% of organisations in achieving their top business objectives.

## Cloudera joins Defence Force e-health project

Cloudera has been selected as a strategic data partner and will play a role in the transformation of the Australian Defence Force's (ADF's) e-health management system. Under the recently awarded contract for the JP2060 Ph4 Project, Australia's Department of Defence, selected information technology, engineering and science firm Leidos Australia to lead a consortium, which includes Cloudera, to deliver the ADF's Health Knowledge Management System.

The project, valued at AU$299 million (excluding GST), provides for the replacement of the ADF's legacy electronic health record product with a modern, patient-centric health solution. The new system will record, store, aggregate and analyse health data and information for the ADF population, unifying multidisciplinary primary and occupational care with emergency and hospital care to enable better clinical decision-making.

Cloudera will deliver private-cloud-native data engineering capabilities using its CDP Data Engineering solution. Integral to the deployment, CDP Data Engineering will be responsible for ingesting data from multiple sources, including legacy systems and new data streams. It also will create secure data products that streamline and operationalise the data contained in the Health Knowledge Management System, as well as provide fast reliable data that will enable data scientists to extract value faster, regardless of workload, to support improved decision-making.

"We understand the challenges faced by governments in extracting value from citizen health data to improve both the clinician and patient journey from primary to emergency care, rehabilitation to recovery are extremely complex. For defence personnel, that journey from the field through evacuation to hospital and recovery is even more so," said Cloudera ANZ Senior Alliance Manager Colin Pont.

"Having an intelligent, data-driven solution that strengthens e-health record keeping across such complex settings will be key to identifying and delivering appropriate care to those who serve."
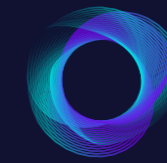
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Automation potential remains untapped

In a recent commissioned research study conducted by Forrester Consulting on behalf of Digital Workforce, findings show that F&A teams are hindered by their failure to adopt automation for strategic success. The study reveals that although many businesses have invested in RPA (Robotic Process Automation), their efforts have not gone far enough to truly digitally transform their F&A processes.

F&A departments continue to grapple with manual, repetitive tasks which result in errors, inefficiencies, unnecessarily high workloads and expenses.

The business advantages of automation were widely acknowledged by study participants who consisted of North American F&A leaders, 75% of which represented mid-sized and large enterprises with $US250-999 million in company revenue. The majority of respondents were well-versed in the technology's benefits, noting automation's ability to:

■ **Improve business insights** – 69% use RPA to enhance data and analytics in order to improve the business's ability to forecast and plan ahead.

■ **Enhance employee experience** – 65% recognize its power to improve employee satisfaction and help to retain talent.

■ **Support digital business transformation** - in order to better serve customers (63%).

However, the research also revealed that most F&A departments are facing challenges in their adoption of automation:

■ The majority of respondents (61%) struggle to generate insights and forecasts. More than half (54%) face difficulties scaling automation throughout a finance value chain.

■ 60% experience difficulties in shifting employees' focus from manual tasks and enabling them to develop new skills.

■ Over half of those surveyed (55%) struggle to manage siloed applications and integrate different systems to gain a holistic view across the entire F&A stack (51%).

As a result of these challenges, nearly 60% of organizations experience inefficiencies in their strategic collaboration with other business areas. Over half (51%) of respondents also reported increased errors, inaccurate reporting and unnecessarily high operational expenses due to lack of visibility over cost-saving opportunities.

Mika Vainio-Mattila, Co-founder and CEO of Digital Workforce said, "Forrester's study aligns with what we see when working with F&A clients. There is still much to do with RPA, but when combined with other technologies (Digital Process Automation, Conversational AI, process mining, etc.) the transformational value from automation increases exponentially. Strategic use of automation is a must-have for Finance leads who want to transform their F&A business processes and scale automation throughout a finance value chain."

The Forrester Consulting study also found that the majority of respondents (60%) are looking for guidance from technology providers around the governance and operating models for automation use cases.

AI Capabilities Lag Far Behind Ambitions: Survey

Data integration developer Fivetran has released results of a global survey that shows that although 87 percent of organizations consider artificial intelligence (AI) vital to their business survival, 86 percent say they would struggle to fully trust AI to make all business decisions without human intervention.

 Ninety percent of respondents report their organizations continue to rely on manual data processes.

Conducted by Vanson Bourne, the online survey of 550 senior IT and data science professionals across the US, UK, Ireland, France, and Germany also found that only 14 percent of organizations consider their AI maturity "advanced" -- meaning they use general=purpose AI to automatically make predictions and business decisions.

More than two in five respondents (41 percent) conceded there was vast room for improvement in how their organization used AI. That number spiked to 64 percent when looking at US respondents only.

Organizations appear to be laying the foundation for more sophisticated AI projects and plan to invest 13 percent of their global annual revenue into them within the next three to five years -- compared to the 8 percent being invested today.

Almost all of the organizations surveyed already collect and use data from operational systems, but their ability to use this data for AI models is hampered by deep-running data challenges:

■ 71 percent struggle to access all the data needed to run AI programs, workloads, and models

■ At least 73 percent find each stage of extracting, loading, and transforming the data, to translating it into practical advice for decision-makers, a challenge

Such inefficient data processes force companies to rely on human-led decision-making 71 percent of the time. Underperforming AI programs are also hitting organizations financially, with respondents estimating they are losing out on an average of five percent of global annual revenues because of models built using inaccurate or low quality data.

The prevalence of low-quality, siloed, and stale data means that data scientists, employed by all large organizations surveyed, dedicate less than a third of their time to building AI models, spending the rest of it on tasks outside of their job role.

As a result, 87 percent agree that data scientists within their organization are not being utilized to their full potential. Yet, recruitment is cited (by 39 percent) as the biggest barrier to AI adoption, highlighting the responsibility of organizations to urgently empower the talent they already have.

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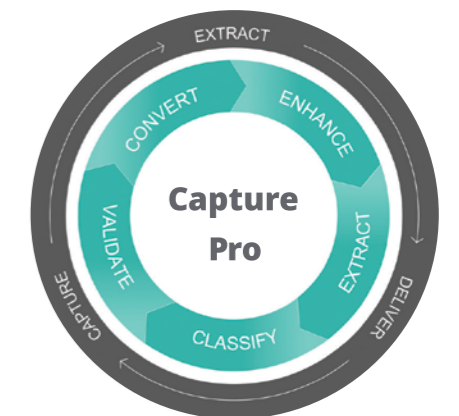
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- Purchasing: electronic processing and delivery of supply chain documents.

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

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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

FileBound Solutions

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

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

Kodak alaris

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

iCognition

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

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

UpSol

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

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ESKER®

COLLECTIONS AND CASH ALLOCATION

EMPOWER YOUR AR TEAM & REDUCE PAST-DUES

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

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

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

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

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

WHY ALLOCATE CASH WITH ESKER?

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

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

A UNIQUE USER EXPERIENCE

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

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

https://www.esker.com.au/solutions/order-cash/accounts-receivable/
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ELO launches SaaS ECM with OrionVM

ELO Digital Office Australia, New Zealand (ANZ) has announced Australian cloud provider OrionVM as its hosting partner for the launch of its SaaS Enterprise Content Management (ECM) system

The partnership combines OrionVM's expertise in providing secure and Australian-based cloud environments with ELO's scalable ECM system.

"Teaming up with OrionVM adds significant capabilities to our software solutions. The benefits of 'fast to deploy' software, in combination with a stable and a highly scalable environment, allows our customers to choose the cloud without fear of out-of-control costs," says Rainer Krause, Chairman of ELO Digital Office ANZ.

"Having OrionVM as a partner will allow us to grow into areas we've not covered since we incorporated in Australia in 2005."

The partnership between ELO Australia and OrionVM has the potential to grow beyond the ANZ region as more international companies opt for ELO as their ECM system, yet also desire a consumption model within a secure local cloud environment.

"Cloud-based information management solutions have traditionally been hindered by high storage costs. The combination of ELO's open architecture and OrionVM's leading cloud technology finally provides a high-performing, affordable and scalable alternative to traditional retail cloud providers," said Seth Butcher, CEO at ELO ANZ.

"Deploying ELO within OrionVM's environment enables our clients to be up and running with a fully-featured information management solution in hours instead of days, whilst the system intelligently assigns optimal resources to meet the workload at any given time."

Deploying ELO in the cloud allows remote workers and in-office workers alike to stay productive. Thanks to OrionVM's global reach, efficiency can be achieved wherever ELO customers choose to base their workday. The desire to work from anywhere, along with the growing demands of artificial intelligence and machine learning are all contributing factors to the expected growth of the ECM market, which is expected to reach a market worth globally of USD 29.64 billion by 2028 according to a recent report by Fortune Business Insights.

"One of the many exciting and rewarding aspects of our offering is helping businesses like ELO Digital Office Australia transform their product offering and achieve business goals that they have in mind but weren't able to attain before the availability of our cloud offering," said OrionVM CEO Sheng Yeo.

"We look forward to seeing what the efficiency and scalability of our two platforms together translates to for customers in Australia, New Zealand and beyond."

https://www.elo.com

Arcserve expands SaaS Backup

Arcserve has extended its SaaS Backup offering to provide scalable data protection for Microsoft 365 and Dynamics 365, Google Workspace, Salesforce, and Azure Active environments.

Arcserve SaaS Backup gives organisations of all sizes and channel partners complete control of critical data by safeguarding against data loss and ensuring continuous availability with automated cloud-to-cloud backup and rapid data recovery.

When data moves to a SaaS provider's data centre, many organisations do not realise they are responsible for their data, no matter where it's located.

Recent research from Arcserve found that almost half of businesses (44%) believe protecting and recovering data stored in public clouds is the cloud provider's responsibility.

Therefore, they don't back it up, which exposes them to cyberattacks and data loss caused by human error, intentional deletion, and programmatic issues.

Arcserve SaaS backup capabilities, include:

■ **Security by design:** Immutable backups of cloud data, using a blockchain-based algorithm; data encrypted at rest and during transit; and Multi-Factor Authentication (MFA) to ensure secure and reliable services.

■ **Scalability to future-proof SaaS workloads:** The solution can scale seamlessly across millions of users with unlimited storage capacity to comply with regional, industry, or company policies.

Data is always available with four copies of the backups stored in at least two data centres within the same region, guaranteeing data resiliency across SaaS-based workloads.

Data is stored in one of five data centres located in Denmark (Copenhagen), Germany (Frankfurt), the United Kingdom (London), the United States (Washington, DC), and Australia (Sydney).

■ **Simple and easy to use:** The solution allows easy deployment, with the initial setup taking less than five minutes before protecting data across critical SaaS workloads. A simple interface helps users easily navigate data and completely control the protected data.

■ **Fast retrieval and restoration of data:** Universal restore view gives a complete overview of all backup sets. A search can be performed across all historical data sets to restore data deleted years ago or in the recent past.

Ultra-fast search lets users quickly locate, securely preview, and restore data. The secure preview feature makes it easy to identify the correct data that needs to be restored, eliminating multiple restore iterations.

https://www.arcserve.com/

CyberRes Voltage File Analysis Suite adds proactive data protection

CyberRes, a Micro Focus line of business, has announced a new version of Voltage File Analysis Suite (FAS), a cloud platform that combines data discovery and data protection.

Among the new features in Voltage FAS is SmartScan, a tool for intelligent sampling and dynamic tagging for petabyte scale data discovery, enabling data analysts to find the areas of higher data risk faster.

Reiner Kappenberger, director product management, CyberRes, said, "The new CyberRes Voltage File Analysis Suite takes data security to the next level with its data discovery and protection capabilities within one solution.

"Since it is delivered as a Software-as-a-Service (SaaS) solution, it possesses the scalability needed to meet the needs of any user's data estate. Furthermore, the dynamic Voltage SmartScan tool provides users with the resources needed to conduct more prescriptive, deeper scans of their data infrastructure, and take more focused protective actions."

Voltage FAS is not limited by the constraints of geographic or political boundaries, enabling users to achieve and maintain compliance standards for the growing number of privacy regulations around the world.

Voltage FAS enhances global privacy awareness with dynamic data masking and contextually aware entity detection for 39-plus countries and economic regions.

Also with this release, Voltage FAS is now available as an MSSP offering, which goes hand-in-hand with its availability as an SaaS platform. Voltage FAS works with cloud, on-premises and all hybrid models by understanding and managing data in place.

As some regions require data residency for organisations, Voltage FAS can also be deployed on private clouds, enabling organisations to effectively find and protect their sensitive data without having any data leave the region.

Marianne Van der Pluym, VP global MSSP strategy and sales, CyberRes, said, "The release of our Voltage as a Service MSP/MSSP offering is designed to enable managed security services providers with flexible go-to-market options, pay-as-you-grow models, unified data discovery use cases to build managed services catalogue offerings, thereby solving customer requirements for outcome-driven data discovery and protection with extremely quick time to value."

Voltage FAS supports more than 1,000 file types and discovery across the most common sources of unstructured data and collaboration platforms on premises and in the cloud, including Microsoft 365, SharePoint, Exchange, Azure file and object stores, Google Workspaces, SMB (Samba), Amazon S3 object stores, as well as other source via a custom connector application programming interface (API).

Voltage FAS includes the latest optical character recognition (OCR) technology to enable users to discover sensitive data in images, such as scans of identifications and contracts.

https://www.microfocus.com/en-us/cyberres/data-privacy-protection/file-analysis

Document Workflow and Automation

airSlate has acquired online PDF editor and document signing platform, DocHub. The deal will enhance airSlate's document workflow automation platform which includes pdfFiller, airSlate, and signNow.

airSlate is a global SaaS technology company that serves over a hundred million users worldwide with its document workflow and automation solutions.

DocHub's PDF editing and eSignature platform helps individuals, schools, and businesses transition from paper-based processes to digital workflows.

DocHub's browser-based functionality, eSigning and editing capabilities enable users to seamlessly edit and manage PDF documents online, streamline eSignature workflows, improve team collaboration, and speed up data collection.

AvePoint adds Azure Backup

AvePoint has extended its Cloud Backup solution to now provide protection to Microsoft Azure workloads to help businesses collaborate with confidence across their Microsoft deployments.

As more companies rely on Microsoft Azure, which currently captures over 20% of all public cloud spend, it is imperative they properly protect all stored data. AvePoint Cloud Backup complements native Microsoft backup, ensuring companies can comprehensively satisfy their compliance, productivity and business continuity requirements.

The addition of Microsoft Azure Backup as part of Cloud Backup includes:

■ **Periodic Full and Incremental Backup:** To incur minimal data-loss risk, business critical applications and data are backed up every six hours or up to four times per day.

■ **Cloud to Cloud Backup:** Accommodating multi-cloud needs and preferences, customers have the option to securely store their data in AvePoint's Azure Storage or a private cloud.

■ **Point in Time and Granular Level Restore:** Providing a seamless experience for customers, AvePoint provides time or object-based restores, which can be adjusted based on the scope of the backup, within minutes as opposed to days.

■ **Full Fidelity Recovery:** To simplify the restore process and maintain business continuity, specific users, groups, group memberships and applications remain intact.

Today, AvePoint's SaaS solution for multi-cloud backup offers capabilities for Microsoft 365, Google Workspace, Salesforce, Dynamics 365, and now Microsoft Azure, which includes Virtual Machines (VMs), Active Directory (AD), and Storage.

AvePoint recently introduced Ransomware Detection, which proactively detects suspicious behaviour within Microsoft OneDrive, and, if necessary, restores all or specific data for Cloud Backup customers.

https://www.avepoint.com/products/cloud/backup/azure-backup

Data Protection for Email Platforms

Concentric AI, a vendor of intelligent AI-based solutions for autonomous data security posture management, has launched functionality that protects sensitive data shared as text or attachments across popular business messaging platforms, including e-mail, Slack, and Microsoft Teams.

The new capabilities, available as part of the Concentric Semantic Intelligence platform, autonomously evaluate and manage data security posture to give security professionals the powerful, centralized remediation tools they need to identify access issues and prevent data loss.

The company's AI technology, which currently protects millions of users across cloud and on-premises data stores, now extends accurate, comprehensive, autonomous protection to data shared using these increasingly popular tools.

This capability reveals sensitive data shared across email and business messaging platforms and highlights who has inappropriate access to mission-critical content. As messaging and communication tools explode in popularity, organizations struggle to control data leakage and prevent sharing abuses and mistakes. Limited visibility into content, context, and access routinely allows regulated personal information, critical business documents, and other sensitive data to fall into the wrong hands.

Concentric's deep learning and natural language processing (NLP) technologies help organizations:

■ Identify sensitive and regulated data, such as PII/PCI/PHI, confidential business content, and financial information as it flows across messaging and e-mail platforms

■ Evaluate an organization's data security posture to determine who has access and whether that access is appropriate and authorized

■ Centrally remediate issues by disabling access, recalling messages, or integrating with end-user and SOC workflows for redress

Concentric's natural language processing (NLP) technologies and MIND deep-learning-as-a-service capabilities work together to automate sensitive data discovery, analyse content and context, assess risk, and mitigate problems without the burden of writing hundreds of rules to spot sensitive data or relying on end users to enforce appropriate security policies. Concentric's Semantic Intelligence works without additional staff overhead, end-user frustration, or gaps in protection coverage.

https://concentric.ai/

AI-based Content Intelligence

Messagepoint has announced the launch of Semantex, its new division providing an artificial intelligence (AI)-based content intelligence platform designed to empower developers tackling complex content-related challenges. Powered by AI, machine learning and natural language processing, Semantex enables developers to make API calls to assess text-based content fragments, blocks, documents or an entire content corpus. Semantex provides intelligent content extraction, classification, analysis, outlier detection and enrichment services in support of a wide range of use cases including text comparison, search, cross-document analysis, digital transformation, platform migration, content clean-up, compliance assessments, contract analysis and more.

"The proliferation of unstructured enterprise content over the last thirty years has created significant challenges for organizations as they try to effectively classify, manage, improve, standardize, or even migrate content," said Steve Biancaniello, CEO of Messagepoint.

"Through our robust set of APIs, developers can easily leverage and deploy powerful AI content intelligence services to extract, classify, compare, search and analyse any amount of content required, while getting faster, more accurate and intelligent results. This makes it possible to automate content analyses and tackle content clean-up or migration projects that were previously considered too complex, time-consuming or costly."

Trained on enterprise content, Semantex is initially targeted to understand the context and meaning of text used in customer communications, legal clauses, disclosures, policies, contracts, etc. Semantex provides a variety of intelligent capabilities, including document parsing, content identification and extraction, syntactic, semantic and cross-language text comparison, search, sentiment and reading comprehension levels.

Semantex can be used to perform a one-time analysis of a single content fragment, or it can enable a team to work with a set of documents over time using its Content Hub APIs. Using the Content Hub, multiple documents of different formats can be added to a single hub application, making it possible to perform search, comparison and analysis for every piece of text-based content within the hub application. This supports both projects that take place over time, or frequent one-off analysis requirements such as those ensuring compliance of a new piece of content.

Developers can explore the APIs and AI capabilities through documentation, a text comparison demo and a free trial. For more information, visit Semantex.ai or contact info@semantex.ai.

Crime-to-court forensic solution

MSAB has launched a 2022 update to its mobile forensics solutions which come with a range of new and improved capabilities designed to help forensic specialists and digital investigators to accelerate their investigative efforts and solve cases faster combined with full support for windows 11.

"MSAB has been working persistently on developing solutions that allow access to critical information in the first hours of a criminal investigation to reduce time collecting digital evidence. With our latest releases, operational officers can not only recover critical data quickly and easily using our frontline digital forensics solutions such as the MSAB Kiosk and Tablet; they can also offer victims and witnesses a consent-based authorization form which can be signed digitally at the scene", says Joel Bollö, CEO of MSAB.

The updated mobile forensics solution for digital data extraction, XRY, comes with a secure file format, now supporting over 39,300 device profiles. We enable forensic specialists access to the increased amount of data, even from the latest mobile devices. Additionally, XAMN, our forensic analysis tool, gives investigators a complete crime to court-solution allowing them to present their findings with confidence.

The MSAB mobile forensics extraction solution, XRY, improves the chain of custody with the next level of secure XRY file format. The upgraded security framework will enable law enforcement agencies to show that they are taking all reasonable technological steps when conducting criminal investigations.

www.msab.com

Unstructured Data Edge Protector

Nasuni Ransomware Protection is a new add-on service to the latest release of the Nasuni File Data Platform that offers in-line ransomware edge detection capabilities for file data.

The new service gives businesses greater confidence that their file data can not only be quickly recovered following an attack, but that they can now rapidly detect live attacks and reduce the time and resources needed to uncover the source of the threat.

Combined with a robust ability to restore millions of files in seconds, Nasuni now offers a scalable and cost-effective level of cyber resilience for unstructured data that is claimed to be far more powerful and effective than traditional file storage, backup solutions and other cloud file service offerings.

The new Nasuni Ransomware Protection service, together with existing recovery features of the Nasuni File Data Platform, aligns with The National

Institute of Standards' (NIST) model for mitigating ransomware through identification, protection, detection, response and recovery capabilities. The Nasuni Ransomware Protection add-on service detects attacks earlier than traditional solutions that rely on a centralized approach to file scanning. Since Nasuni's ransomware detection capability is in-line and executing, as soon as new file data is created by users or applications at any edge location, emerging ransomware attacks are detected in real time. The service can also easily scale to protect hundreds of edge locations and petabytes of file data.

Unlike other ransomware detection offerings that require expensive and complex third-party components, Nasuni Ransomware Protection can be easily activated by new and existing Nasuni customers without additional infrastructure.
In recognition of the unique capabilities and features of Nasuni's new ransomware protection solution, the United States Patent & Trademark Office is awarding Nasuni U.S. Patent No. 11,336,685, titled "Cloud-native global file system with rapid ransomware recovery."

Unstructured file data is one of the top targets for ransomware attacks because it is critical to most businesses, making up more than 80% of all data in the enterprise, and the attack surface has exploded with more employees working from home.

Traditional data protection offerings from backup vendors cannot respond quickly enough with their second copy architecture. The time required to locate the data and 'copy' it back to a 'live' state for the business can be days or weeks. Nasuni's architecture, leveraging cloud object storage, enables customers to store unlimited, immutable snapshots that can be retained for as long as they are needed. This drastically reduces the time needed to recover from a ransomware attack - including identifying the source and scope of the attack and restoring uncorrupted versions of files – by hours or days.

Russ Kennedy, chief product officer, Nasuni, commented, "Typical NAS solutions lack ransomware detection and recovery capabilities, even though they house up to 80% of an organization's data, and detecting an attack can take hours, days or even months. The goal of our new Ransomware Protection service is for our customers to prevent data loss and avoid paying ransoms to attackers."

"Nasuni transforms legacy file infrastructure with a set of file data services that simplifies global infrastructures, provides 24/7 business continuity, optimizes users' productivity, delivers game-changing business insights and the ability to choose any or multiple cloud providers. This latest innovation augments Nasuni's core data protection capabilities and meets the market's growing need for ransomware detection that is embedded into storage solutions themselves."

In the latest release of the Nasuni File Data Platform is also Nasuni Dashboards, which provide customers with pre-built dashboards to monitor the health and performance of their Nasuni managed platform.

https://www.nasuni.com/video/ransomware-protection

Email Automation to Speed Processing
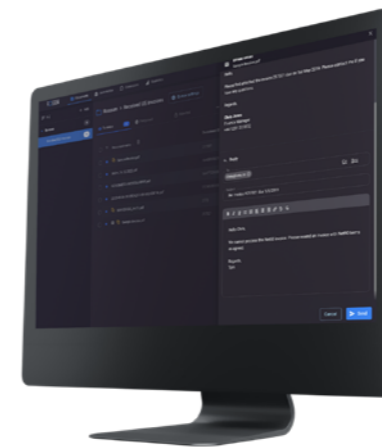
Rossum has announced new email automation capabilities that help users manage and proactively respond to a myriad of document communication tasks. These new capabilities make it possible to automate notifications and alerts, route payment and invoice information, acknowledge receipts, provide status and follow-up updates, all automated via email.

Today, a significant amount of manual effort is spent communicating back and forth about documents; for example, correcting errors, following up on payment status, and answering questions. This latest release solves this problem by automating email communications based on business rules like missing attributes or wrong values early in the process. This helps streamline data intake while reducing validation time, making it possible for customers to proactively keep suppliers in the loop with automated notifications and status updates. It also enables internal teams to align and manage responses in a unified brand voice.

"Data extraction accuracy is and will continue to be core to Intelligent Document Processing (IDP), but ultimately there are many other areas where companies spend time processing documents," says Petr Baudis, co-founder and CTO of Rossum.

"Only when workflows are optimized end-to-end are the real efficiencies in document processing realized. Our vision for this latest release is to provide automation options that cover a broader spectrum from pre-processing, data capture, to validation and post-processing."

Rossum dramatically reduces the massive time commitment and organizational burden associated with managing and processing forms and documents. The company delivers highly adaptable document layout data extraction while accelerating document collaboration and workflow automation via email or through integration with existing CRM and database applications.

https://rossum.ai/

Newgen adds new RPA offering

Newgen Software has announced the launch of an all-new integrated Robotic Process Automation (RPA) offering for its Digital Transformation Platform, NewgenONE.

"Newgen's RPA complements our low-code application development capabilities and will further empower our customers to achieve end-to-end process automation," said Virender Jeet, CEO Newgen Software.

"We have designed our RPA engine to offer task automation for a user with desktop recorder and scripting tools while also integrating with the entire process model so that businesses can optimize processes that take more time.

"Furthermore, it can integrate with legacy applications where APIs are not available and deploy bots more effectively. It will also solve for intelligent document processing through AI bots to improve customer experience," he said.

"With powerful auditing controls and impeccable exception handling capabilities, enterprises will remain compliant to regulations with bots working within the ecosystem. Its highly scalable architecture and bot control orchestration engine supports hundreds of bots that can be coordinated to serve complex business use cases across industries," Jeet added.

"RPA has been one of the key enablers of Hyperautomation over the last 4 to 5 years, and global enterprises have invested in personal task automation tools in a big way. However, enterprises and analysts have realized that personal/task automation that does not have access to business applications, process models, and work automation can deliver limited results," said Arvind Jha, Global Product Head, Newgen Software.

"As a result, nearly all vendors are trying to acquire BPM platforms and force-fit/integrate RPA into them. With our new RPA engine, they can now add "bots" to the process orchestration journey and supplement human agents to accelerate business processes, address real-life problems, and achieve efficiencies like never before. This makes us a unique vendor globally, helping operation workbench to be more effective with their digital co-workers and reduce overall TAT drastically."

With in-situ integration, RPA will have access to the whole gamut of decision tables, business rules, process data, and lot more. Enterprises will be able to make legacy apps talk to modern ones directly from the workflow non-invasively through a bot.

For example, all third-party verifications like sanction and BL/AML checks in the onboarding journey, and claim settlement can be handed over to bots. Document validation and extraction of data from invoices can be accelerated.

Newgen Software Technologies Tel: +61 2 80466880
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UiPath/Adobe team up on workflow

UiPath has integrated its automation platform with digital document generation and e-signature capabilities from Adobe.

According to a Forrester Consulting study commissioned by Adobe, 97% of organizations with minimal digital document processes are seeing a negative impact on productivity.

Automation and artificial intelligence (AI) technologies have triggered a paradigm shift in existing ways of managing processes and repetitive tasks – creating the productivity and efficiency gains that these fast-moving organizations demand.

"Whether it's onboarding new hires, creating NDAs, or ordering standard equipment, employees and customers spend a lot of time repeating manual, paper-based processes," said Deepak Bharadwaj, Vice President of Product Management, Adobe Document Cloud.

"These tasks not only take too much time, but they also introduce inefficiency and risk into every step of the process

"In today's hybrid world, every department across an organization needs modern tools that accelerate document and e-signature workflows.

"And with UiPath and Adobe's integration, organizations will have easy access to the best digital document experiences that drive productivity and scale in a secure manner."

More specifically, these integrations:

■Accelerate document generation and e-signature: With UiPath, customers can reduce the time and effort required to gather data, create documents, and request signatures. They can collect data from any source, including business applications, databases, legacy systems, and other documents to effortlessly generate contracts, invoices, sales proposals, forms, and more. This means they can route documents for signature and downstream processing without delay.

■For example, when onboarding a new vendor that vendor is required to complete an NDA. With the Adobe Acrobat Sign connector for UiPath, customers can automate the process through a web form by indicating the recipient and selecting the type of document that is needed. The connector triggers an automated process to find the most recent version of the NDA that automatically descends to requesting the vendor's e-signature. Meanwhile, customers can view the progress at any time – what documents were reviewed, who signed them, and more.

■Automate document processing within business workflows: Customers can leverage Adobe Document Services to modify and optimize key documents supporting their business workflows. They can integrate processes with any system using UiPath Integrations and automate document workflows across any business function, including create,

export, secure, and compress PDFs, and many more.

■Ensure scalable, reliable, and secure automations: Customers are empowered to build consistent document workflows that meet enterprise security and reliability standards. This ensures conformity to PDF specifications for compatibility across applications and improves reliability by reducing human error from document and signature processes. It also reduces the time to prepare documents, strengthens compliance with audit trails, and adds real-time visibility into the status of a document.

For more information on the integration, visit the UiPath Marketplace.

Zaloni releases free Data Governance E-Learning Course

Zaloni has unveiled a Data Governance 101 course that is free and open to the public. Covering beginner to intermediate knowledge of the topic, the course provides learners with an opportunity to learn about data governance and best practices for implementation.

Zaloni University, the company's online hub for various e-learning courses, provides mostly training and education surrounding the Zaloni Arena platform.

The Data Governance 101 course is hosted by Zaloni University and marks the expansion of a new topic available among the educational e-learning courses offered. Knowledge of the Zaloni Arena platform is not needed to benefit from this course.

"One of the bigger goals for Zaloni is to expand its education footprint. We employ industry-leading data management and data governance experts, and the Data Governance 101 course is a testament to the knowledge collectively shared here at Zaloni," says Michele Reister, vice president of marketing at Zaloni.

"This e-learning course is an exciting opportunity for anyone interested in learning more about data governance and how it relates to today's modern data management styles, tech stack, and best practices."

The Data Governance 101 course is now live at Zaloni University and is available for learners everywhere. Those who complete the course will receive a digital certificate that can be shared on social media channels.

Ultimately, the data governance course is expected to fill in the knowledge gap on the subject and provide learners with a trustworthy resource to learn about data governance topic and its associated practices.

To sign up for the e-learning course, visit https://www.zaloni.com/data-governance-101-ecourse/

Translate PDF scan documents on Azure

The Document translation feature of Translator, a Microsoft Azure Cognitive Service, has added the ability to translate PDF documents containing scanned image content, eliminating the need for users to preprocess them through an OCR engine before translation.

Document translation was made generally available last year, May 25, 2021, allowing users to translate entire documents and batches of documents into more than 110 languages and dialects while preserving the layout and formatting of the original file. Document translation supports a variety of file types, including Word, PowerPoint and PDF, and using either pre-built or custom machine translation models. Document translation is enterprise-ready with Azure Active Directory authentication, providing secured access between the service and storage through Managed Identity.

Microsoft claims translating PDFs with scanned image content is a highly requested feature from Document translation users who find it difficult to segregate PDF documents which have regular text or scanned image content through automation. This creates workflow issues as users have to route PDF documents with scanned image content first to an OCR engine before sending them to document translation.

■Document translation services now have the intelligence:

■to identify whether the PDF document contains scanned image content or not,

■to route PDFs containing scanned image content to an OCR engine internally to extract text,

■to reconstruct the translated content as regular text PDF while retaining the original layout and structure.

Font formatting like bold, italics, underline, highlights, etc. are not retained for scanned PDF content as OCR technology does not currently capture them. However, font formatting is preserved while translating regular text PDF documents.

Document translation currently supports PDF documents containing scanned image content from 68 source languages into 87 target languages. Support for additional source and target languages will be added in due course.

Now it's easier for customers to send all PDF documents to Document translation directly and let it decide when and how to use the OCR engine efficiently.

For customers already using Document translation, no code change is required to be able to use this new feature. PDF documents with scanned content can be submitted for translation like any other supported document formats.

Microsoft has also announced that the Document translation adds support for scanned PDF document

content with no additional charges. Two pricing plans are available for Document translation through Azure — the Pay-as-you-go plan and the D3 volume discount plan for higher volumes of document translation. Pricing details can be found at aka.ms/TranslatorPricing.

Learn how to get started with Document translation at aka.ms/DocumentTranslationDocs.

Satori unveils workflow tools

Satori is accelerating secure data accessibility with the launch of two new data access workflow features, the Satori Data Portal and Satori for Slack, as well as the availability of Satori on the AWS Marketplace.

Whether used alone or in conjunction, both the Satori Data Portal and Satori for Slack boost productivity by cutting the time and resources required to find, request, secure and approve access to data. By alleviating friction around approvals for data access, these new tools make secure data access the easiest path for employees to follow, eliminating risky and non-secure workarounds such as credential sharing by co-workers or default-to-know access. In addition to these two new features, Satori has also made its platform available on the AWS Marketplace for customers looking to secure their data on AWS.

Existing data access solutions range from manual ticket-based workflows using outdated spreadsheets to cumbersome bureaucratic procedures taking weeks. A recent DataSecOps survey, conducted by community partner Data Science Connect, revealed that 75% of data engineers and architects are working on data democratization as a priority.

The new Satori for Slack and Data Portal addresses this business need by moving from manual ticket-based workflows and outdated spreadsheets to a fully automated solution, with Satori driving secure data sharing. The new Satori Data Portal allows users to search for datasets themselves and then immediately request access based on the type of data needed and the nature of the activity.

With Satori for Slack, the entire data access workflow can be managed in the employees' Slack workspace. Once access is granted, users are instantly credentialled, and access is governed by policies configured on the Satori platform. The entire end-to-end process is continuously audited and monitored to adhere to the security and compliance requirements.

Data-driven companies use Satori to simplify their data access processes and apply automated data access workflows without requiring any engineering resources.

Data owners and security teams can approve and control access to datasets across any platform in a straightforward way, by approving temporary or permanent access to data.

https://www.helpnetsecurity.com/tag/satori/

Next Generation Capture Pro

Kodak Alaris has released an update to its Capture Pro document capture software. Engineered to work seamlessly with any document scanner, the latest release introduces platform enhancements, security updates, and integrations with third-party applications. Kodak Capture Pro now supports Windows 11, Windows Server 2022, and TLS 1.2. The solution's OCR and barcode engine libraries have also been updated to the latest version available. This release also includes SharePoint Online MFA (multi-factor authentication) methods. When enabled, logins by individuals registered as domain users are not required to enter credentials. Non-domain users will still be required to authenticate when processing the first batch after launching Kodak Capture Pro.

Other new features include conformance with PDF/UA, which ensures accessibility for people who use assistive technology to navigate and read electronic content, and an option to mark images for deletion. This allows business process outsourcers (BPOs), service bureaus, and other organizations that are legally required to keep scanned images, to deliver 'marked for deletion' status to their customers.

www.alarisworld.com

Workato enhances security/scalability

Workato, the enterprise automation platform, has announced a series of new product capabilities. A recent McKinsey study found that two thirds of global businesses surveyed are piloting the automation of processes in one or more business units or functions. However, the majority of common business processes organizations use are still managed using email or spreadsheets. Legacy approaches to this problem such as business process management (BPM) and robotic process automation (RPA), have grown ineffective because they are not built for the systems and agile methodologies companies utilize today.

Workato has introduced Secrets Manager which allows customers to utilize external secret managers in Workato connections instead of providing their credentials to establish connections. This provides for stronger security postures and audit capabilities.

The newly released zero data retention feature gives users who process sensitive data in Workato the ability to prevent the storage of transactional data such as address or social security number in Workato logs to stay compliant with data protection policies. The company also recently introduced Workato Enterprise Key Management (EKM) giving customers in highly regulated industries control, flexibility, and compliance over their encryption keys and their data inside of the Workato platform.

With increasing collaboration across builders of varying skill sets and capabilities, the ability to quickly understand changes between different versions of an automation recipe is critical. The introduction of Recipe Diff allows users to visually see the difference between versions of a recipe.

https://www.workato.com/

ArchTIS released in Azure Marketplace

ASX listed archTIS, a provider of software solutions for the secure collaboration of sensitive information, has announced the availability of NC Protect for Microsoft 365 in both Microsoft Azure Marketplace and Azure Government Marketplace, online stores providing applications and services for use on Azure.

NC Protect from archTIS leverages Microsoft security investments to protect sensitive and classified information against data loss and insider threats using highly granular attribute-based access control (ABAC) and protection policies to secure content at rest and in motion. By combining Microsoft Information Protection (MIP) sensitivity labels with NC Protect's dynamic ABAC policies to control access, usage, and sharing of files, chats and messages, the solution allows users to benefit from expanded protection and control over the collaboration of sensitive and classified information. NC Protect's easy-to-configure policies scale to support data security and compliance requirements across Microsoft 365 apps including Teams, SharePoint, Exchange, OneDrive, and Office 365. The Azure Marketplace is an online market for buying and selling cloud solutions certified to run on Azure. Visit HERE

akaBot and Soroco Partner on Process

Vietnam's leading robotic process automation (RPA) solution provider akaBot has signed a partnership agreement with Soroco, a global work graph platform leader. Under the partnership, akaBot and Soroco will offer an automation solution integrated with Process Mining and Task Mining to businesses worldwide.

Aiming to achieve hyperautomation in the near future, akaBot continuously seeks ways to improve its technology capabilities by amplifying RPA with Artificial Intelligence, Machine Learning, OCR and other cutting-edge tools including Soroco's work graph platform Scout. Built for scale, Scout combines the power of Task Mining and Process Mining to help discover the work graph, guide digital transformation across the enterprise and drive optimum business outcomes. It gives organizations a near realtime, structured, and data-driven view of how work happens on the ground and estimates benefits from applying a portfolio of change levers across automation and process improvement. With this, targeted change programs can be delivered at scale.

https://akabot.com www.soroco.com

SAP and Icertis expand Partnership

SAP and Icertis have announced an expanded partnership and increased investment into enhanced contract management to provide greater compliance and AI-powered business insights and automation.

"The expanded cooperation with Icertis will help our customers take advantage of market-leading innovations for contract management from Icertis while managing core business processes with SAP solutions," said Christian Klein, CEO and member of the Executive Board, SAP SE.

"This partnership is a great complement to our portfolio, with multiple touchpoints to SAP systems across ERP, finance, procurement, sales and HR."

This expanded partnership builds on the existing relationship between SAP and Icertis, which began in 2020 to transform the source-to-pay and lead-to-cash processes through the integration of Icertis Contract Intelligence (ICI) with SAP Ariba and SAP Customer Experience solutions.

The enhanced partnership will develop ICI capabilities for smart contract creation, online negotiation, AI-assisted risk identification, obligation management and contract-driven insights for decision support while operating their core source-to-pay and lead-to-cash processes within SAP solutions.

"With this partnership, SAP and Icertis customers will be able to derive end-to-end value across the enterprise, so the intent of every contract is correctly memorialised and fully realized," said Samir Bodas, CEO of Icertis.

As part of the expanded partnership, Icertis Contract Intelligence (ICI) for SAP Ariba solutions and ICI for SAP Customer Experience solutions are now SAP Endorsed Apps, premium certified by SAP with added security, in-depth testing and measurements against cloud operations best practices.

Contracts are the foundation of commerce, governing the rights and obligations between parties. Traditional contract management is often manual and siloed, creating inefficiency and risk while leaving value unrealized. ICI helps structure and connect data within contracts across an enterprise, enabling businesses to increase efficiencies, identify and mitigate potential risk, and drive bottom-line value throughout the contract lifecycle. Icertis solutions including ICI for SAP Ariba solutions and ICI for SAP Customer Experience solutions are available in SAP Store, the digital marketplace for solutions from SAP and its partners.

Process Mining for 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.

"As the market continues to evolve, the huge value which Task Mining can bring to the enterprise is becoming ever more apparent.

"The scale at which it operates, and the granularity it provides, delivers a basis for identifying target areas that can be significantly improved through automation and robotics," Alan Pelz-Sharpe, founder of Deep Analysis.

"However, the market has been missing the bridge that connects Task Mining and RPA, this development from UltimateSuite presents a solid next step in the journey towards true automation."

"While there is massive interest across the industry in RPA and the organizational efficiency and employee benefits it brings, the reality is that many customers are struggling to achieve effective returns on investment," said Robert Samanek, CEO and Founder at UltimateSuite.

www.ultimatesuite.com

MuleSoft completes IRAP Assessment

Salesforce has announced that MuleSoft completed the Information Security Registered Assessors Program (IRAP) assessment, providing government users with compliance with IRAP assessment guidelines to PROTECTED. IRAP, governed and administered by the Australian Cyber Security Centre (ACSC), provides a comprehensive process for independently assessing a system's security against Australian government policies and guidelines.

MuleSoft completed the IRAP assessment at the PROTECTED classification level, which allows workloads to be processed and stored on MuleSoft systems up to PROTECTED and below. Mulesoft now supplies both fully air gapped integration platforms for the highest levels of security & flexible cloud & hybrid cloud solutions at PROTECTED.

Rob Thorne, Senior Vice President, MuleSoft Asia Pacific & Japan, said, ""With IRAP assessment, we are adding and meeting Australian specific requirements that complement our global compliance with ISO 27001, SOC 1, SOC 2, PCI DSS and HIPAA, making sure that government agencies know they can build a trusted partnership with Salesforce. We can now give them the confidence to embrace innovative integrated solutions and ensure their data is safe, providing significant value to all Australians and employees."

NetDocuments to automate workflows

NetDocuments is releasing PatternBuilder, a document and workflow automation tool that enables law firms, legal teams, and the public sector to automate their own expertise and processes. Using a "no code" approach that's both flexible and intuitive, PatternBuilder puts an organization's experts at the centre of custom document creation, according to the company. The technology was developed based on NetDocuments' acquisition of Afterpattern last November. By making it easy to capture data and create documents, PatternBuilder best suits organizations ready to move away from manual processes and improve quality of outcomes, according to the vendor.

"Our customers are asking their technology providers different types of questions compared to just a few years ago. They are increasingly looking to scale their business and seek a competitive edge, which means automating and streamlining document processes and workflows," said Josh Baxter, NetDocuments CEO.

"PatternBuilder is our answer. Built directly into the NetDocuments platform, organizations of all sizes will be able to leverage this new capability while inheriting all of the security, governance and accessibility benefits of being in the cloud."

www.netdocuments.com

Newgen's Content Services on Azure

Newgen Software's content services platform, OmniDocs, is now available on the Microsoft Azure Marketplace, with streamlined deployment and management. OmniDocs, which also received the Microsoft Azure IP Co-sell status, enables enterprises to manage the end-to-end content lifecycle, from capture to disposition while ensuring security and scalability. By leveraging Newgen's OmniDocs, Microsoft Azure customers can build a modern and boundaryless workplace with anytime-anywhere access to content.

"Our collaboration with Microsoft will empower both the organizations to accelerate the partner-to-partner selling. Combined with Azure, our solution will leverage a cloud-based infrastructure to meet the evolving business needs, integrate seamlessly with existing IT systems, and offer the best-in-class solution," said Rajvinder Singh Kohli, SVP at Newgen Software. "Furthermore, the platform will enable customers to modernize their applications and content-centric processes, and deliver transformed experiences."

With Microsoft Azure, the platform enables a modern and boundaryless workplace with anytime-anywhere content access and document management. Furthermore, it ensures security of business-critical information and compliance with regulatory standards while driving enterprise-wide digital transformation.

www.newgensoft.com

Proofpoint adds Intelligent Compliance Platform

Proofpoint has announced the launch of its Intelligent Compliance Platform, offering enterprises modern regulatory compliance safeguards while simplifying corporate legal protection practices.

The platform leverages Proofpoint's proprietary machine learning engine to provide AI-powered collection, classification, detection, prevention, search, eDiscovery, supervision, and next generation predictive analytics while meeting complex compliance and information governance obligations.

The platform enables intuitive compliance, insider risk, and data management controls to classify and predict risks across a wide array of digital communications channels, files, email, and endpoint activities. This enables Compliance, IT, Information Management, and Legal teams to gain visibility and access information with superior fidelity and context to growing volumes of enterprise data while detecting and preventing corporate and regulatory risks in real time.

https://www.proofpoint.com/us/solutions/enable-intelligent-compliance

UiPath expanded integration with Box

UiPath has expanded its integrations with Box, to make it easy for users and teams to automate content collection, routing, distribution, and document e-signature processes.

UiPath for Box already makes it easy for users and teams to leverage UiPath's automation technologies, building workflows that rely on files, data, or documents in Box. With the expanded capabilities of Box Sign, organisations can now accelerate cross-platform automation to modernize their work with employees and customers alike.

UiPath has also recently acquired Re:infer, a London-based natural language processing (NLP) company for unstructured documents and communications. Founded in 2015 by Ph.D. scientists from the AI research lab at University College London, Re:infer uses machine learning (ML) technology to mine context from communication messages and transform them into actionable data.

Re:infer allows users to deploy custom machine learning models to analyse documents and communications data generated by a typical business each day – data previously lost or ignored due to processing limitations. Their no-code interface allows business users to train their own AI models for greater specificity and flexibility.

The self-learning capability continuously improves model accuracy to assist customers in identifying bottlenecks and inefficiencies. Today, this is helping many of the world's leading enterprises – including large banking, insurance, and e-commerce organizations – scale their services, enhance customer experience, and drive process improvement. This includes UBS, Deutsche Bank, Hiscox Ltd., and Farfetch.

FormKiQ Document Management suite

FormKiQ has announced the launch of FormKiQ Enterprise, an open-source document management system with robust functionality, professional on-boarding, and operational support to provide better scalability and customization for enterprise clients.

FormKiQ Enterprise builds off of FormKiQ's foundational product FormKiQ Core, which delivers electronic document management system (EDMS) functionality, including document collection and storage, organization and classification, processing and transformation, and discovery, presentation, and integration.

FormKiQ Enterprise offers an enhanced solution for more complex enterprise use cases, including deploying a customizable enterprise content management system (ECMS), adding EDMS features to existing applications, ensuring safety and compliance, and providing advanced functionality for document capture, processing, indexing, and more.

FormKiQ installs directly into a client's existing structure, giving them complete control over the product's code and data. The system is also built on Amazon Web Services' serverless model, eliminating any server configuration or maintenance since AWS manages these features.

"We're continually surprised by how many possibilities this new model for enterprise applications is opening up," said Regan Wolfrom, co-founder of FormKiQ.

"With our Software-In-Your-Cloud model, it's never been easier to customize software and integrate with services and vendors. While we initially aimed to improve web forms, we soon realized that the true potential for industry change lies in managing documents and other information. We're now recognizing that FormKiQ provides the building blocks for a multitude of enterprise content management requirements."

https://www.formkiq.com/

Dynamsoft SDK aids Mobile Capture

Dynamsoft has updated its document capture software development kit - Dynamic Web TWAIN - to allow developers to build a more customized document scanning Web application.

Upon capturing an image, it can be automatically cropped if border detection is enabled. The crop viewer is opened first, or the main viewer opens up where users can edit the image manually by clicking on the crop, rotate, or mirror icon. Catering to different document scanning workflows for businesses is made easy.

Built-in image filters improve the quality of the captured document images for different usage scenarios, such as the clean mode which produces a clean document image by removing shadows.

Applying the Save toner filter reduces ink usage when the document is printed. The Black and white filter binarizes the image which can be easily used for further image processing or to reduce file sizes.

This new version also made an improvement on personalizing the document viewer by adding, removing any built-in icons, or modifying the icon's size, colour and style.

When embedding Dynamsoft's document scanning module into a Web page, developers can create a more cohesive user interface to match their entire Web site's style.

The improved user experience also extends to keeping a copy of the original image just in case a user needs to start the editing from scratch.

Dynamsoft's Dynamic Web TWAIN version 17.3 SDK is now available. It can be purchased and downloaded at the company's website. The company also offers Dynamic .NET TWAIN for developing scan and image capture components for desktop document management applications.