**SaaS AI Projects Could Be Undermined by Bad Data**
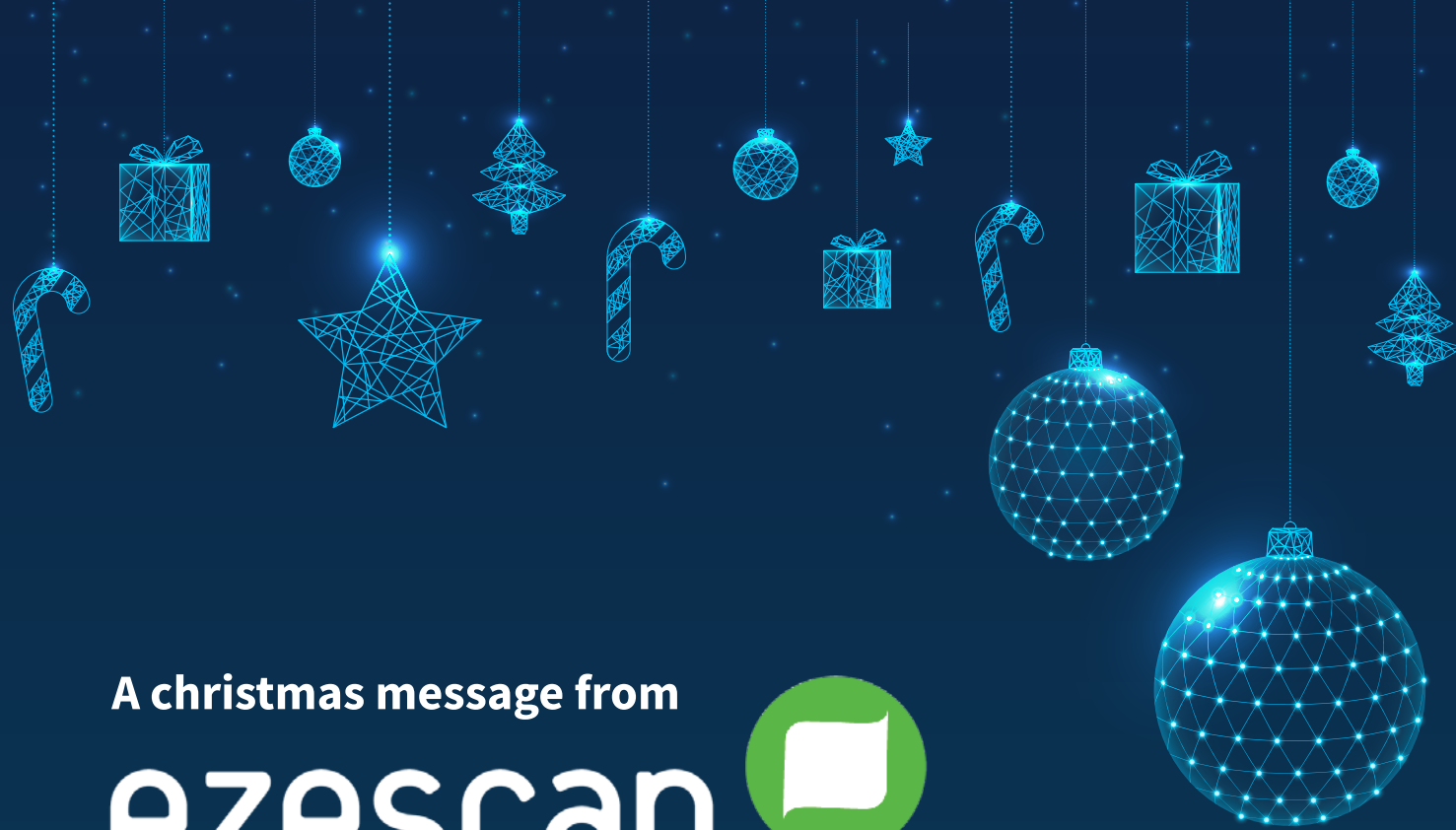
# OpenText Customer Innovation Awards 2023

**Goulburn Valley Water**

**Synergy WA**

**Queensland Museum**

**City of Wanneroo**

# Government Pledges to Demystify Automated Decision-Making

# How is AI transforming Enterprise Document Accessibility?

# The First Six Months of Your New Data Governance Initiative

## A christmas message from

**ezescan.**

As the festive season wraps us in its warm embrace, EzeScan extends a heartfelt 'Thank You' to the remarkable Information and Data Management community for your unwavering support throughout 2023.

As we approach the magical season of Christmas and prepare to bid farewell to 2023, we want to extend our warmest wishes to you and your loved ones. May this holiday season be a time of joy, reflection, and renewal. May the twinkling lights of your Christmas celebrations brighten your hearts and homes.

At EzeScan, we are excited to embrace the promise of 2024 with you. It's a year that holds boundless opportunities for growth, innovation, and shared success. We look forward to continuing our journey together, working hand in hand with the IDM community.

Wishing you a Christmas filled with love, laughter, and cherished memories, and a New Year brimming with prosperity, health, and happiness.

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## AvePoint Announces $US110M Investment

AvePoint has announced a major investment by 65 Equity Partners through its purchase of 16,666,600 AvePoint shares (representing approximately 9.0% of AvePoint's total outstanding common stock) with a value of over $US110 million.

Backed by Temasek, 65 Equity Partners has $US3.3 billion in funds under management. Sixth Street, which led AvePoint's Series C Preferred Equity investment in January 2020, remains an investor in AvePoint.

"AvePoint is a leader in digital workplace transformation, and we believe it has a strong competitive advantage in the market," said Michael McGinn, Partner at Sixth Street Partners and Co-Head of Sixth Street Growth.

"We are proud to have been a part of AvePoint's journey from a private company to a public one, and we look forward to the company continuing to execute against its strategic priorities."

## Cloudian signs new A/NZ Partners

Cloudian has signed up a range of new partners across Australia and New Zealand (A/NZ) as demand for object storage and immutable data backup surges following a rise in ransomware attacks and data breaches.

New partners include Baidam, Elysium, Nueva, Qirx, Secure Agility, and Vectec. The company has also expanded existing partnerships with Communications Design & Management (CDM) on the back of the demand.

The partners cover a range of regions across A/NZ as well as IT disciplines such as cloud, cyber security, and government-specific ICT services.

https://www.cloudian.com/

## FileTrail secures Australian top 10 law firm

FileTrail, a developer of information governance and records management software for law firms and highly regulated industries, has announced the addition of its first law firm client in Australia and key investment in new cloud infrastructure to facilitate secure, compliant support of this and future clients.

With increasing threats to information security, many of Australia's government, legal, banking and other organisations are taking action to modernise their information systems while keeping their data stored onshore.

To support its first law firm client there as well as the company's anticipated growth in the country, FileTrail has established a new Microsoft Azure instance in Australia. The investment in this data centre underscores the company's commitment to optimising and localising its service offerings in the region.

FileTrail already serves clients throughout North America, the UK and Europe. Its newest international client is an Australian top 10, full-service firm with offices in Sydney, Melbourne and Perth. The tech-progressive firm selected FileTrail's physical records management solution to replace its aging legacy solution and will integrate FileTrail's information governance solution with its NetDocuments document management system. The firm's platform upgrades to FileTrail will begin in the coming months with implementation scheduled for completion in 2024.

https://filetrail.com/

## NRMA deploys Informatica's Intelligent Data Management Cloud

The National Roads and Motorists' Association (NRMA), Australia's largest member-owned organization, has chosen Informatica's AI-powered data management cloud platform Intelligent Data Management Cloud (IDMC) to enhance customer engagement across multiple lines of business such as roadside assistance, travel, tourism and lifestyle services.

With 2.77 million members, the NRMA had more than 3,000 data sets and over a decade-old on-premises technology architecture that was hindering the organization's business growth. Since implementing Informatica's IDMC to support the NRMA's single data strategy and single data platform for data management, user productivity has already increased ten-fold and data ingestion and data transformation load times have reduced by 60%, achieving faster processing and analysis of data for quicker insights and decision making.

With a modern data management platform featuring self-service functions, data silos are removed and data is democratized across the organization for key IT and business users including data engineers, system integration architects and the marketing team. Users can access and deliver high-quality, reliable data in minutes instead of days to support marketing campaign launches and generate trusted data for seamless claim settlements and membership redemptions, which enhances the customer experience.

https://www.informatica.com/au/

# 55% of Organisations are Piloting or Underway with Generative AI: Gartner

In a recent Gartner, Inc. poll of more than 1,400 executive leaders, 45% reported that they are in piloting mode with generative AI, and another 10% have put generative AI solutions into production. This is a significant increase from a Gartner poll conducted in March and April 2023, in which only 15% of respondents were piloting generative AI and 4% were in production.

"Organizations are not just talking about generative AI – they're investing time, money and resources to move it forward and drive business outcomes," said Frances Karamouzis, Analyst at Gartner. "In fact, 55% of organizations reported increasing investment in generative AI since it surged into the public domain ten months ago. Generative AI is now on CEOs' and boards' agendas as they seek to take advantage of the transformative potential of this technology."

The poll included 1,419 respondents who participated in a Gartner webinar in September 2023 discussing enterprise cost and risks of generative AI. Results of this poll do not represent global findings or the market as a whole. Seventy-eight percent of respondents believe that the benefits of generative AI outweigh its risks. This is higher than the 68% who reported this sentiment in the earlier poll.

"Executives are taking a bolder stance on generative AI as they see the profound ways that it can drive innovation, optimization and disruption," said Karamouzis. "Business and IT leaders understand that the 'wait and see' approach is riskier than investing."

The poll found that 45% of enterprises are scaling generative AI investments across multiple business functions, with 22% scaling across more than three different functions. Software development is the function with the highest rate of adoption or investment in generative AI, followed closely by marketing and customer service (see Fig. 1).

Growth initiatives were cited as the primary business focus of generative AI investments by 30% of respondents, followed by cost optimization (26%) and customer experience/retention (24%).

## Copilot not in the box seat says DTA

The Digital Transformation Agency (DTA) maintains there is still a level playing field for competing generative AI platforms within the Australian Government, despite Prime Minister Anthony Albanese announcing a six-month trial of Microsoft 365 Copilot in a meeting with CEO Satya Nadella in San Francisco.

At an industry briefing for a Request for Information (RFI) on services and support for generative AI, Lisa Jansen, a/g General Manager at the DTA, said, "that is still just a limited trial that we're only doing for six months and there is no commitment from government to further invest in that.

"We're using this RFI around understanding what's possible and what makes sense to consider into the future. Similarly, we're doing that through the Copilot trial."

During the six-month trial, which will run from January to June 2024 and was arranged through the DTA, Microsoft will provide training, onboarding and implementation assistance with participating agencies. Microsoft will provide digital training to help APS staff to develop their AI skills and literacy.

The government states this trial "positions Australia as a leader in adopting artificial intelligence that increases productivity, and is functional and fit for purpose."

Alex Roberts is Lead, Sourcing and Infrastructure at the DTA, and a member of the AI Taskforce, led by the DTA and the Department of Industry, Science and Resources. Asked during the Generative AI RFI industry briefing "What is the big problem you are seeking to resolve?", he responded, "We're really trying to understand how we can use these technologies to achieve better outcomes while maintaining public trust.

"There are a lot of ways that we are starting to see how this technology can be applied. Part of the work of the taskforce is understanding the different use cases.
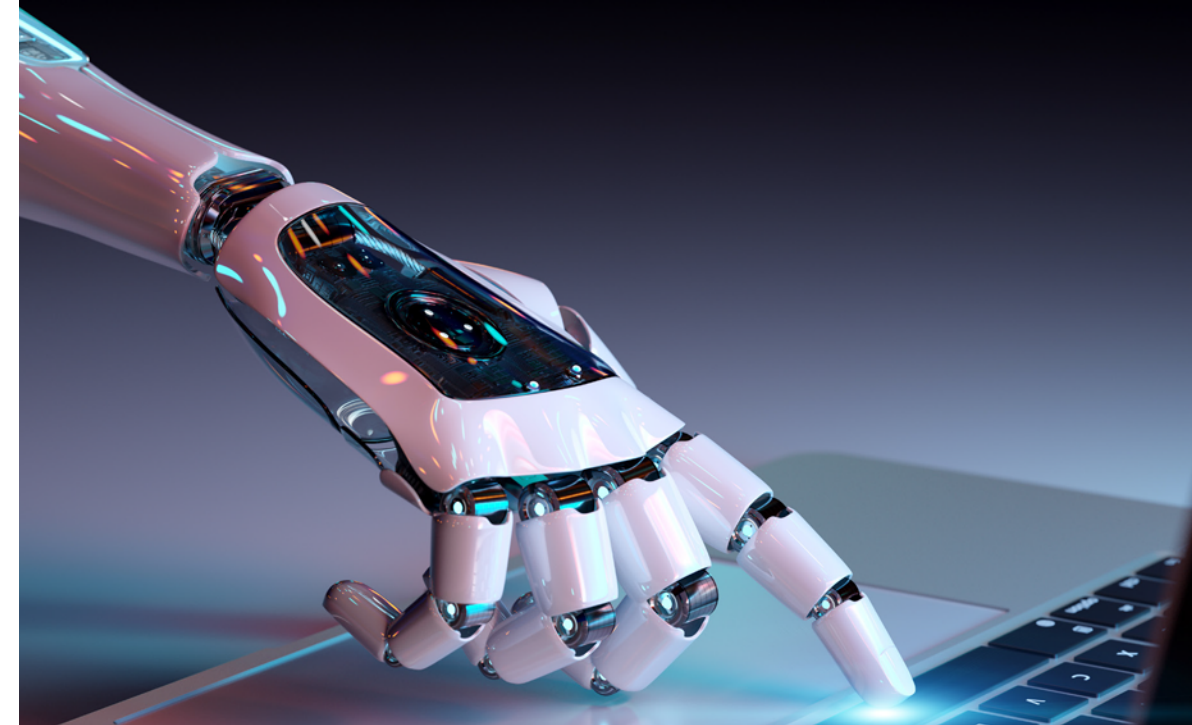
"The federal government in the US has published a use case inventory of over 700 use cases detailing all sorts of ways that this technology might be applied in their context, and other governments are looking in other ways. What we're trying to do is help the collective Australian Public Service learn as quickly as possible about these things and act as a bit of a central coordination point for some of these things. But we are not setting hard and fast limits on what other government agencies can and can't do in terms of using generative AI solutions.

"We really want to understand it before our government takes too big a step in investing and the Australian Public Service takes too big a step in integrating this in our ways of working and day to day operations."

Copilot is predicted to be a big moneymaker for Microsoft, with one analyst predicting that it could generate $US10 billion a year by 2026. CEO Satya Nadella claims 40% of companies in the Fortune 100 are already testing Copilot.

Launched at Microsoft Ignite 2023, Copilot Studio is a new platform that delivers tools for connecting Copilot for Microsoft 365 -- the Copilot in apps like Excel, Word and PowerPoint as well as Microsoft's Edge browser and Windows -- to third-party data.

# Security Breaches Multiply: Report

The top four countries with organizations most likely to report a data breach over the last 12 months were the US, Singapore, Australia and New Zealand, according to a report commissioned by cybersecurity company Armis.

Global organizations are facing an unprecedented level of cyber risk due to blind spots in their environment and that security teams are being overwhelmed with significant amounts of threat intelligence data lacking actionable insights. As a result, 61% of global organizations confirmed they had been breached at least once over the last 12 months, with 31% experiencing multiple breaches during the same period.

Armis' 2023 Global Attack Surface Management Research was compiled leveraging insights from IT security and IT decision-makers across the U.S., U.K., Germany, France, Singapore, Australia and New Zealand.

Key findings include:

■ The entire organizational attack surface is not being fully monitored, introducing significant exposures and unseen cybersecurity risks.

■ On an average business day, 55,686 physical and virtual assets are connected to organizational networks. Global respondents shared that only 60% of these assets are monitored, leaving 40% unmonitored.

■ Employees increasingly are using their own assets in business environments, with clear gaps in the enforcement of BYOD policies: 22% of respondents report having an official BYOD policy that is not enforced across all employees, 23% say they either have guidelines that employees are encouraged to follow or admit they don't have any policies or guidelines around BYOD.

■ Organizations, on average, can only account for around 60% of their assets when it comes to knowing things like asset location or the support status of these assets. Forgotten assets, like printers, can introduce critical security gaps – especially if security updates aren't installed or patches applied.

■ An influx of data without automation and prioritization of threat intelligence is hindering security and IT pros' ability to effectively remediate threats to protect the organization.

■ Twenty-nine percent of respondents report that their cybersecurity team is overwhelmed by cyber threat information. Respondents from Germany (38%) were the most likely to report this.

■ Just under half (45%) of those surveyed report using 10 or more different sources to collect data relating to threat intelligence and only between 52% and 57% of the processes relating to threat intelligence are automated on average, meaning that a lot of the work needed to make use of the intelligence is a manual effort.

Organizations are struggling to effectively manage physical and virtual assets connected to their network using too many tools to effectively action cybersecurity plans. Global respondents indicated that their organizations use 11 different tools to manage assets connected to their network, while 44% admit to still using manual spreadsheets.

Employees are able to bypass security and download applications and software onto assets without the knowledge of IT or security teams. Three-quarters (75%) of global organizations report that this happens at least some of the time, with a quarter (25%) reporting that this is happening all the time.

# ACL taken to Court over 2022 data breach

The February 2022 data breach of Australian Clinical Labs' (ACL) Medlab Pathology business has resulted in the Office of the Australian Information Commissioner (OAIC) taking an action in the Federal Court.

However, the company will not be subject to the much higher penalties of up to $A50 million enabled in the amended Privacy Act 2022, which only came into force after the ACL breach.

The OAIC was notified of the breach 5 months after it occurred, in July 2022. An investigation commenced in December 2022. The Commissioner is alleging that from May 2021 to September 2022, ACL seriously interfered with the privacy of millions of Australians by failing to take reasonable steps to protect their personal information from unauthorised access or disclosure in breach of the Privacy Act 1988. The Commissioner alleges that these failures left ACL vulnerable to cyberattack.

ACL will be defending the claim and asserts that its cybersecurity systems are robust. After more than 223,000 individual records were accessed in the data breach, including medical records, names, credit card numbers and Medicare numbers, ACL stated that the compromised Medlab server had been decommissioned and its broader systems and databases were not affected by the incident.

It also stated there was no evidence of any misuse of any of the information or any demand made of Medlab or ACL.ACL generated revenue of $A995.6 million in the financial year ending June 2022.

The OAIC alleges that following the data breach, ACL failed to carry out a reasonable assessment of whether it amounted to an eligible data breach and then failed to notify the Commissioner as soon as practicable.

"Organisations are responsible for protecting the information they hold, including effectively managing cyber security risk," Australian Information Commissioner Angelene Falk said.

"We consider that ACL failed to take reasonable steps to protect personal information it held for an organisation of its size with its resources, and considering the nature and volume of the sensitive personal information it handled.

"When a data breach occurs, organisations are responsible for notifying the Office of the Australian Information Commissioner and affected individuals as a way of minimising the risks and potential for harm associated with a data breach.

"Contrary to this principle, ACL delayed notifying my office that personal and sensitive information had been published on the dark web.

"As a result of their information being on the dark web, individuals were exposed to potential emotional distress and the material risk of identity theft, extortion and financial crime," said Commissioner Falk.

# Govt. Pledges to Demystify Decision-Making

**In a push to improve data transparency and safeguard privacy, the Australian government has set out its intentions to overhaul the landscape of automated decision-making and data protection.**

In a response [pdf] to a two-year-long review [pdf] of the Privacy Act, it promised to shed light on the often opaque world of automated decisions while simultaneously cracking down on the malicious re-identification of sensitive information.

Attorney-General Mark Dreyfus has given his stamp of approval to a portion of the 116 proposals presented by his department during the review of the Privacy Act.

Out of these, 38 have garnered full agreement, with plans to enshrine them into law in the coming year. Another 68 proposals have been deemed "agreed in principle," necessitating further consultations, while 10 have been acknowledged and noted.

The forthcoming amendments to the Privacy Act will define "types of personal information that will be used in substantially automated decisions" that impact "an individual's rights."

Moreover, they will establish "a right to request meaningful information about how automated decisions are made." The government emphasizes that this information should be free of jargon and readily comprehensible, all while safeguarding commercially sensitive details.

The Attorney General plans to "introduce a right for individuals to request meaningful information about how substantially automated decisions with legal or similarly significant effect are made.

Entities will be required to include information in privacy policies about the use of personal information to make substantially automated decisions with legal or similarly significant effect.

This proposal should be implemented as part of the broader work to regulate AI and ADM, including the consultation being undertaken by the Department of Industry, Science and Resources."

"This would include decisions on denial of consequential services or support, such as financial and lending services, housing, insurance, education enrolment, criminal justice, employment opportunities and healthcare services, or access to basic necessities such as food and water," the government response said.

## Robodebt Response

These reforms are seen as a response to the Royal Commission's recommendations regarding Robodebt. The Commission urged the implementation of a legal framework to scrutinize government agencies' use of automated decision-making systems, coupled with the establishment of an enforcement authority.

To ensure transparency, individuals affected by automated decisions will have a clear path to review and comprehend the implications of these decisions. The process will be explained in plain language, with business rules and algorithms made available for independent expert scrutiny.

In addition to transparency measures, a regulatory body will be tasked with monitoring and auditing automated decision-making processes, assessing their technical aspects, fairness, avoidance of bias, and client usability.

In late 2022, the government bolstered data protection by imposing increased civil penalties for organizations facing "serious" or "repeated" privacy breaches.

However, the specifics of which organizations these penalties will apply to, especially regarding the exemption for around 2.3 million small businesses under the Australian Privacy Principles, remain uncertain. The introduction of a tort of serious privacy invasion is also under consideration.

## Criminal Penalties

Nonetheless, the government intends to introduce criminal penalties for "malicious re-identification," targeting those who intend to harm others or gain an illegitimate advantage through such actions. Defining the terms of de-identification and re-identification is still to be done.

Acknowledging a gap in the current framework, the government agrees that the Office of the Australian Information Commissioner should offer guidance to entities on taking reasonable steps to secure personal information and to destroy or de-identify it.

While the government acknowledges in-principle that entities should adhere to a set of baseline privacy outcomes aligned with the Government's 2023–2030 Australian Cyber Security Strategy, the specifics of this alignment are yet to be finalized.

"This is a vital set of proposals that will deliver significant gains for the Australian community," Australian Information Commissioner and Privacy Commissioner Angelene Falk said.
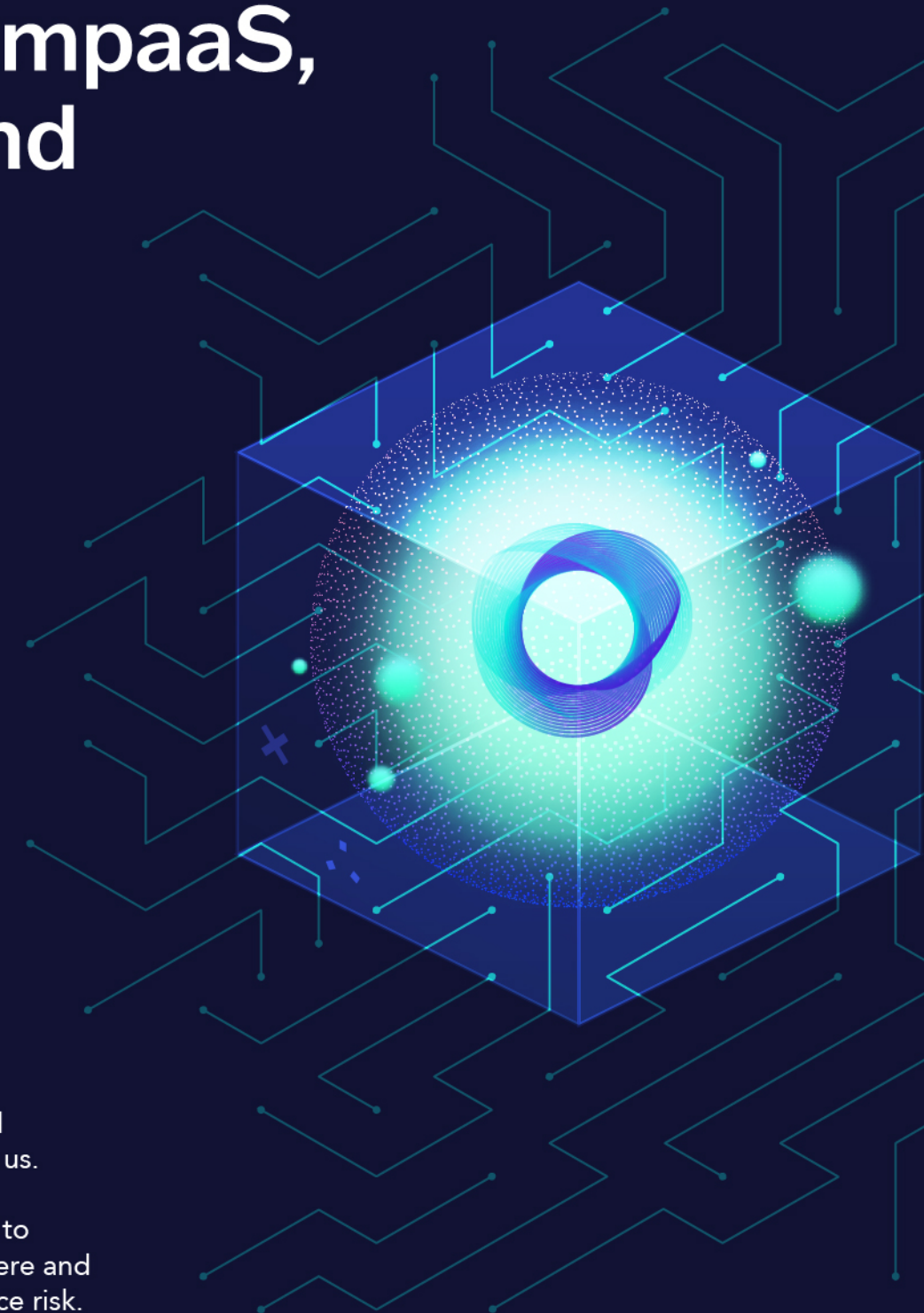
"With increasing use of high impact technologies, it is critical that these reforms proceed as a priority alongside other key initiatives that rely on a strong privacy foundation such as the Australian Cyber Security Strategy and Digital ID framework."

"This is the most significant change to the Privacy Act in decades, and will require organisations to ensure that their practices are fair and reasonable in the first place.

"Key developments include enabling individuals to exercise new privacy rights and take direct action in the courts if their privacy is breached. These initiatives reflect the baseline privacy rights expected by our community," Commissioner Falk said.

# Unleashing Digital Workflows at Goulburn Valley Water

**By Rachael Howden, Team Leader of Records Management, Goulburn Valley Water**

**A stopgap digital signature solution that was implemented in 2014 was soon to be decommissioned, which left our organisation facing a challenge to continue the rollout of digital approvals. With the assistance of our partner iCognition and the implementation of their RM Workflow solution, we now have created over 18,500 workflows and have 25 different analytics charts and we are really only just getting started.**

Goulburn Valley Water (GVW) have been committed users of Content Manager or TRIM since 1996, but it's always good to find software that can enhance its capabilities and, in this case, provide a solution that ticked a number of boxes for us: Workflow, Approval, User Experience, Mobility and more.

In the five months since inception, we now have 90 different workflow templates. And while this may seem like too many to some, there are access controls applied so people can only see the templates that are relevant to them which makes their lists manageable.

GVW is a Victorian utility that provides water and



wastewater services to a population of 128,000. We have over 60,000 customers across 54 towns who are connected to 37 water supply systems and 26 wastewater management facilities.

The GVW region extends from the outskirts of Melbourne in the south to the Murray River in the north, covering approximately 20,000km².

We implemented a DocuSign signature platform in 2014 to transition from 'wet' signatures and move to an electronic process to eliminate our hard copy records. This was envisaged as a temporary measure to enable everyone to become accustomed with electronic approval, very similar to many other electronic approvals which were already being conducted including invoice approvals and timesheets.

After working well for us for many years, we were beginning to experience issues with the DocuSign product and then learned that in May 2023 it was being removed from the market and decommissioned.

Requiring an alternative solution, we were also keen to make the approval process more efficient for our end users.

While DocuSign was the signature platform we'd been using to approve documents, these were being workflowed via Content Manager (CM) using stepped Actions. We had previously looked at using the built-in CM Workflow module, however it was felt our users would find this too difficult to adjust to, and so we continued using the stepped actions.

Now, while CM stepped actions are fine for simple processes, they're very limited compared to the functionality that CM Workflow provides.

Due to GVW internal processes and many of our users using custom set ups, we also faced the added complexity of people being able to complete other people's actions, a problem in itself that needed to be addressed.

The approval process also required two steps: signing the document and completing the action. This would sometimes cause problems when users would complete one of the steps but forget the other.

Users also complained that any minor change to a document would invalidate the signature and trigger a new round of review and signing by all relevant parties. This was resulting in extra work and unnecessary delays.

## So, what were we looking for?

We investigated a number of different options and considered the pros and cons of continuing with another signature solution to mimic our current processes or move to what we felt would be a more streamlined workflow.

We needed to maintain a robust internal approval method for a large number of documents and forms. But we wanted a simpler and more powerful approval mechanism which would improve and streamline business processes.

The solution needed to be robust and provide a detailed audit log of approval, showing who was the approver and when and when actions had occurred.

With the decommissioning of the DocuSign (CoSign) product looming, we trialled iCognition's RM Workflow which looked to fit well to our requirements. We then worked with a select group of users who we'd identified would benefit from the improvements that were being offered, and this really helped engage them early on in the trial.

Although, we faced some significant challenges:

■ We were extremely time poor - despite over 12 months' notice, we really struggled with resources to test the new solution and packed a lot of work into the last months prior to rolling out.

■ The transition period - if we were to move away from actions how was the transition going to work? There were 65 multi-step actions which would all need to be re-created as workflows. But if we were going to this effort there was no point creating a mirror image of them – we wanted to be able to make the most of workflow's capabilities and improve processes at the same time.

■ It was going to be impossible to have a clean-cut date of ending all actions and starting with workflows so how were we going to manage this?

■ Having to run the multi-step actions in parallel with the new workflows would mean two methods for end users and how much confusion was this going to cause.

■ And training - what was going to give us the best take-up from a training perspective.

## Implementation of RM Workflow

Having only tested the RM Workflow solution for a short period, we still felt comfortable that it would meet our requirements.

We worked closely with iCognition and I can honestly say we wouldn't have met our deadline without the strong commitment from Principal Consultant Alix Campbell who was very patient and helpful as we worked through the translation of our actions into workflows.

Alix tackled the more complex workflows we'd drafted, helping us to ensure the best pathways were developed and pointing out areas that could be improved or needed further work or consultation from process owners.

After some one-on-one training with Alix, I was quite comfortable creating other workflows myself and relatively quickly picked up the logic, start conditions and relevant options that were necessary, but also felt reassured that Alix was only a msg or phone call away and nothing ever seemed too much for her.

Alix may have quite possibly been cursing us on the inside but that never once showed through. Within 6 weeks between us both we'd created 45 different workflows of varying complexities ready to go live.

We also engaged Alix to provide the introduction training to our staff, which gave us the opportunity to observe and assist users as they were guided through using the product. This was predominantly done in person, but users did also have the option to attend online where necessary.

Alix effortlessly engaged our staff across 20 individual sessions with 6 different themed workflow or focus areas. Staff could choose what best suited their requirements across three days.

Without hesitation Alix was adapting sessions and making changes to workflows on the fly, following questions raised or problems identified as we worked our way through the sessions. I cannot speak highly enough of her expertise and support throughout our development, training and implementation phases.

## Outcomes and Value

The improvements which have been seen following the implementation of RM Workflow have included:

■ The user-friendly interface has appealed to a lot of people, particularly those that weren't frequent CM users. They like being able to edit or review a document without having to open CM. In particular, casual and non-tech savvy people really seem to be able to take it all on board a lot easier.

■ Efficiency gains have been seen in various aspects, but the most resounding is having a single point of approval and the ability to have everything in one place having associated documents encompassed within the workflow, rather than navigating to them all individually.

■ With the instructions that can be included as part of the workflow templates the guesswork has been taken away for users. Likewise, when they receive an activity to complete they also know what is required just by looking at the instructions.

■ Detailed audit logs and timelines were imperative for many of our workflows, such as payroll processing approvals. There are now different options available to view these and the easy-to-follow storyboard view has been a big winner amongst our teams.

■ The placeholder prompts within the workflows have been extremely useful in ensuring everything within the process is followed appropriately and nothing is accidentally overlooked.

■ Often notes were missed by some staff within CM but the ease of being able to add them within the workflow and the obvious positioning of them within the interface has been appreciated throughout all teams.

■ The ability to provide our users with more complex workflows is much appreciated. Plus being able to send them sequentially or in parallel. Rather than just uncompleting an action or deleting and starting again, workflow has enabled us to 'Roll back" to a particular spot in the workflow and restart from there which has been particularly beneficial for us.

■ The analytics page has been invaluable for some teams, but also an area which we see will continue to grow. It provides a great visual which shows an overview of how many activities are sitting within a particular team, person, who has overdue activities being a handy tool for managers to monitor workloads.

I think the numbers really speak for themselves and show how much we've gained from the implementation of RM Workflow. I'd really like to thank iCognition, in particular thank Nicholas Fripp and Alix Campbell for all their time and support.

We are looking forward to continuing to improve our business processes and automation into the future and our further growth within the RM Workflow workspace.



# Queensland Museum uncovers and safeguards sensitive and historic data

**Queensland Museum is custodian of the state's natural and cultural heritage, caring for more than 15.2 million items and specimens in Collections that tell the changing story of Queensland. For 160 years, Queensland Museum researchers and curators have preserved and shared the stories of Queensland across earth and sea. Queensland Museum delivers museum services across the state through a network of public museums. It consists of four public tourist attractions and many outreach services.**

Over the past 12 months it has been on a data discovery and data lifecycle management journey. Some of the accomplishments include:

■ Moving from Content Manager 9.4 to 10.1

■ Moving from a locally hosted to a cloud environment

■ Installing the SharePoint Governance app to expose data in Content Manager for policies and procedures, with future plans for managing information in place.

■ Implementing Content Manager workflows for sign offs and approvals.

For a museum, data privacy has many different dimensions. Of course, its financial and legal records need to meet the same regulatory compliance as in other organizations. But it also manages data of huge historic value, and providing curated access to this is vitally important, as Kerry Cody, Head of Digital and Information Services for Queensland Museum, explains:



"Our team's role is to make information more visible and accessible. Much of our historic collection data has been digitized, and instead of big archiving rooms, we now have a plethora of virtual 'filing cabinets' containing millions of records.

"With repositories such as Exchange, SharePoint, and OneDrive, as well as external drives and USBs, data visibility is not an easy feat."

She continues: "Some of our records have been classified as sensitive as they relate to objects from Australia's First Nations communities, this data may have access restrictions placed onto it by those identified communities.

"The Queensland Museum must be extremely careful how we manage sensitive data, for example storing on a network drive with no access controls.

"But of course, we don't know what we don't know. Although we have clear information governance processes, these rely on users being diligent about how they capture and store their information.

"Manual processes can be fallible and, as we planned to upgrade our existing electronic document and records management system (EDRMS) based on OpenTextContent Manager, we decided to take the opportunity to conduct a full data discovery and information governance optimization"

At the same time, Microsoft Teams was introduced to provide an effective collaboration platform. While initially just using Teams for its video conferencing and chat capabilities, the Museum will ultimately create, store and share information to support project teams.

However, Kerry wanted to ensure that the data that enters Teams, or any other repository, has been cleaned up first.

Unstructured, and generally unmanaged, data is more vulnerable because often its value to the organization has not been adequately assessed. Having made an initial attempt to manually inventory its 20 terabytes of data, the Queensland Museum team realized there had to be a better way.

### Fusion Realizes Substantial Storage Cost Savings

Kerry consulted with Queensland-based trusted partner WyldLynx on how to upgrade Content Manager, introduce automated information workflows to support enhanced information governance, and integrate Content Manager with Teams.

WyldLynx recommended Voltage Fusion (formerly File Analysis Suite) by OpenText. Fusion supports data preservation, disposition, and records management capabilities for more effective data lifecycle

### Challenge

Discover 'lost' as well as sensitive data in a wide range of repositories; including Content Manager and network files with over 20TB of data to provide secure access while ensuring regulatory compliance

### Products and Services

Voltage Fusion
Content Manager

### Success Highlights

• 11% duplicated and 38% obsolete files highlighted in Voltage Fusion proof-of-value

• $60,000+ annual storage cost savings

• Enhanced data visibility, access, and search capabilities

• Improved data lifecycle management with automated and secure file transfer to Content Manager

• Uncovered previously 'lost' historically valuable files

management while ensuring full compliance with data privacy regulations.

It can quickly identify redundant, obsolete, and trivial data, helping organizations reduce clutter and costs associated with managing sensitive data.

WyldLynx suggested a Fusion proof-of-value project involving 500GB of data over a period of 30 days. In close co-operation with WyldLynx experts, nearly 400,000 files were scanned against pre-defined criteria and keywords.

In a large data landscape, it is very easy for data to be duplicated as files are often stored across several different repositories due to various applications performing different functions. Still, the team was surprised to discover that 11 percent of the scanned files were duplicates.

"So much duplication is clearly a waste of our storage resources," comments Kerry.

"Financially, Fusion sold itself as we anticipate over US$60,000 annual storage saving. While this is great, there is an additional hidden cost associated with the potential reputational damage if a data breach occurs. This is where we feel Fusion really comes into its own."

### Uncovered Treasures, Improved Data Life-cycle Management, and Secure Sensitive Data

A third of files had passed its retention date and could be disposed of in accordance with data regulations. This is important to save on storage, but also to mitigate risk by not retaining sensitive information for longer than is required.

"Fusion is incredibly user-friendly and gave us visual heatmaps to easily assess our sensitive data risk," says Kerry.

"With some tool support from WyldLynx, Fusion now automatically moves qualifying files from their source location into Content Manager, masking sensitive information in the process."

The proof of value also highlighted many files that the team were unaware of, often very valuable to the Museum. With such a long history, it is easy to lose track of files when long-serving researchers leave their post, for instance.

Video footage that might have been taken on an important fieldtrip can be misfiled somewhere. Or an analogue photo of a rare parrot has been digitized but not tagged correctly.

Using artificial intelligence, Fusion finds file pathways that might otherwise not have been discovered.

The Museum found an old register in this way. It contained valuable information about the Museum's collections and is now considered a great asset and categorized as such.

Kerry concludes: "Fusion has taken us on an incredible journey with surprises at every turn. We have found real treasures among our millions of files, as well as ways to drastically reduce our storage costs and safeguard the sensitive data that is our museum's legacy.

"Through Fusion and Content Manager, guided by WyldLynx expertise, we have optimized and streamlined our information governance. Our staff now has all the collection information they need at their fingertips. This helps them serve our public better and continue to tell the changing story of Queensland."
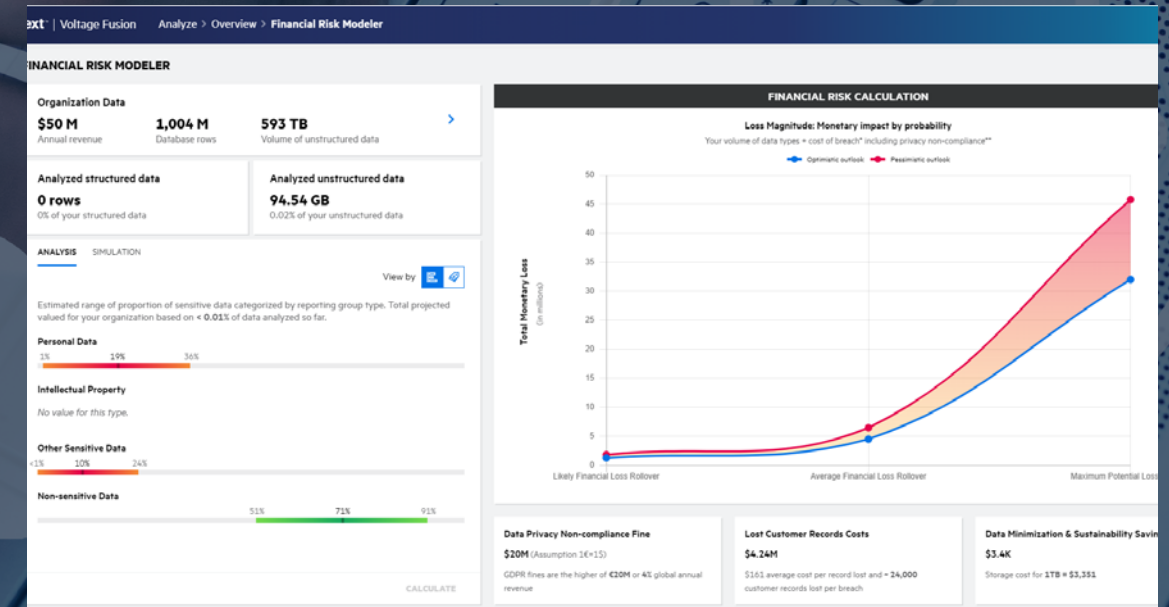
# A revealing look inside a Local Government Authority



**By Catherine Chick, Coordinator Business Systems, City of Wanneroo**

**The City of Wanneroo has been on a data discovery and data lifecycle management journey with OpenText Voltage Fusion, which allows organizations to find and manage information, but also reduce duplication.**

Located north of the Perth metropolitan area, our Local Government Authority is one of Australia's fastest growing, with a population of approximately 225,000. We collect, store and use a broad range of data regarding our customers, local residents, ratepayers, and our employees.

I first encountered the Voltage Fusion product in 2019 but the challenge at that time was convincing management of the value of privacy. PII wasn't really on their radar back then.

Fast forward four years, we've had so much change. The data explosion, global pandemic, data privacy laws and then at the end of 2022, the big Optus and Medibank breaches. So, organizations all of a sudden are very aware of managing the risk of data breach.

Earlier this year I was at the WA Content Manager User group where I was lucky enough to see another demo of the Fusion product and I just thought that there's no better opportunity than now to get management support for a tool like this and to and the value it could provide us in the data discovery around PII.

Also, with new privacy legislation in WA soon to come into effect we wanted to be on the front foot. The City considers the responsible handling of personal Information a key aspect of effective governance and we have adopted a Personal Information Privacy Policy to ensure that all reasonable steps are taken to ensure privacy in the collection, use, disclosure and handling of all personal information.

Another strategic initiative for us is to be able to identify our information.

We use Content Manager as our EDRMS, but we know that documents and information is stored outside of the EDRMS in file shares in Teams and in OneDrive. And if we don't know where it is, then we can't manage it.

We undertook an initial Proof of Value project with WyldLynx, primarily to understand our PII/sensitive data holdings so that we can effectively manage our risk, but also as a tool for managing our redundant, obsolete and trivial (ROT) information.

When the results came back from scanning our network, it was quite overwhelming, just the volume of data and the amount of PII: the bank account details, Medicare numbers, drivers' licenses, etc.
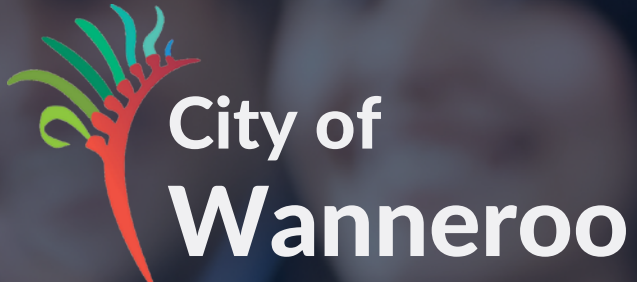
These were the kind of things that we were expecting to find, but the sheer volume was a shock. The next steps for us are unpacking the results from the Proof of Value and there's still so much more to be done. I'm really excited to carry on the journey with Voltage Fusion and Wyldlynx.

# Powering up Drawing Management at Synergy WA

**By Debbie Cutts, Manager of Enterprise Information Management at Synergy WA**

**The intelligent energy future is here, and Synergy is leading Western Australia's energy transformation by delivering the State Government's $3 billion investment in renewable energy infrastructure.**

We have many large-scale projects underway, such as the battery storage project at the Kwinana Power Station. These provide many information management challenges for Synergy.

One of our most significant challenges is management of technical drawings. People across the organization need to access over 250,000 drawings to perform their work safely on our site assets across all of our sites.

Some of the challenges we faced with an existing solution included:

- Lack of version control
- Transmitting our drawings from site to site to be approved was difficult
- We didn't have any kind of workflow assigned to our drawings so approvals was fairly clunky.
- People had problems finding drawings.

We implemented a new system to manage our drawings. We migrated a third of those 250,000 drawings across to the new system and the new system was great for some things, but it actually didn't suit our purposes for drawings.

So, we were brave enough to advise our stakeholders that we should look at a different solution within our OpenText environment.

We were already managing technical documents in OpenText, meaning we were managing drawings in one system and supporting technical documents in OpenText.

Having technical documents and drawings in two separate footprints was complex when people wanted to run their work orders for the day.

This could include accessing a technical document and technical drawing relating to a particular site asset, such as battery for instance. Those drawings are really important, and this is where our partner Atturra has helped us implement a better solution.

Operationally, we need to access drawings if we're doing maintenance within our sites. For us its very much a safety issue. We need to have access to drawings 24/7.

People need to be able to access drawings quickly and efficiently without having to conduct extensive searches, whereas in the past that was the situation, they'd spend a lot of time unnecessarily searching for drawings.

In the end, an Atturra SME and our draftsman from Synergy got together and essentially solved the problem very quickly in the space of 2-3 weeks.

They white boarded, they drew pictures and it turned out the solution was right under our nose all the time using the OpenText product out-of-the-box.

There was no complex development or system training needed. The end result was simply a portal where our operational employees could access the drawings that they wanted to access almost immediately.

With 250,000 drawings in our OpenText environment, running searches was really difficult. The new portal has those drawings readily available without having to search for them.

The user experience for our operational employees, who are on site on a daily basis, has been greatly enhanced. Whether on the cloud or a phone and they need to access the drawings quickly.

The team worked together on developing the new drawing portal by building prebuilt searches and then applying filters within the OpenText environment.

An example of a filter might be 'all of the engineering drawings to do with Unit1 at Muja'.

When we rolled it out to our first site the feedback that we got from our people was fantastic.

We were very excited to then roll it out to the remaining sites within 8 weeks.

It was an awesome journey, and we also got some great feedback from our Chief Information Officer who has been a great support throughout.

I'm grateful to work at Synergy, which supports innovation and allows us to be brave, take risks, and we learn from our mistakes.

We tackle every challenge we encounter, pushing us to evolve and we must continue to innovate and strive for excellence in a world that's constantly changing.

# 65% of Cybersecurity Teams in Oceania are Understaffed: ISACA



**In Oceania, higher levels of understaffing (65 percent); somewhat or significantly underfunded cybersecurity budgets (61 percent); and lower confidence in their organisation's ability to detect and respond to cyber threats (only 36 percent are completely or very confident), have been revealed in ISACA's annual research report, *State of Cybersecurity 2023, Global Update on Workforce Efforts, Resources and Cyberoperations*.**

Interestingly, only 42 percent of respondents in Oceania say their organisation conducts a cyber-risk assessment at least annually – compared to 43 percent in 2022 – despite 56 percent reporting an increase in attacks over the past twelve months.

Globally, the ninth annual survey reveals soft skills, cloud computing and security controls are emerging as the biggest skills gaps in today's cybersecurity professionals.

Jo Stewart-Rattray, Oceania Ambassador, ISACA said the State of Cybersecurity research has been highly anticipated considering the escalating threat landscape experienced in our region over the past twelve months.

"It is concerning that sixty-five percent of cybersecurity leaders in the region said their teams remain understaffed, considering 93 percent say they are experiencing the same or increased number of attacks compared to a year ago," said Ms Stewart-Rattray.

Among those with cybersecurity positions open in their organisations, 51 percent of respondents have job openings for non-entry level roles, compared to 19 percent with job openings for entry-level positions. Oceania sits just behind India and alongside Africa, anticipating an 82 percent increase in demand for technical cyber professionals over the next year.

"Under-staffing remains a critical issue facing the sector and it's time for organisations to create real change by re-considering hiring practices and increasing opportunities for entry-level positions and training up staff," added Ms Stewart-Rattray.

"A key element of the Australian Federal Government's

newly announced 'six cyber shields' is to ensure cybersecurity is a desirable profession for young people. ISACA's research indicates 58 percent of organisations don't require entry-level applicants to hold a University degree.

"As a sector, we must therefore ensure mentoring and other methods of training, support and incentives are escalated so young people, and those transitioning from other sectors, feel equipped to pursue a cyber career and supported to remain in one."

## Staffing and Skills

The research indicates some strides have been made in addressing employee retention, but it continues to be a challenge. More than half of cybersecurity leaders in Oceania (70 percent) say they have difficulty retaining qualified cybersecurity professionals.

This is despite benefits offered to cybersecurity pros increasing. In Oceania, university tuition reimbursement is 15 percent (compared to 9 percent in 2022), recruitment bonuses are 21 percent (compared to 13 percent in 2022) and reimbursement of certification fees at 58 percent (up from 55 percent in 2022).

## Cybersecurity Threats

When looking at the cybersecurity threat landscape, 93 percent of Oceania respondents reported the same or increased cybersecurity attacks, compared to only 8 percent who reported fewer attacks. Despite this, only 36 percent of respondents are very or completely confident their organisation's ability to detect and respond to an attack.

The top three attack concerns in Oceania remain the same as last year—enterprise reputation (86 percent), data breach concerns (70 percent) and supply chain disruptions (55 percent).

A complimentary copy of the State of Cybersecurity 2023 survey report can be accessed at www.isaca.org/state-of-cybersecurity-2023, along with related resources.

The ninth annual survey, sponsored by Adobe, explores the latest cybersecurity threat landscape, hiring challenges and opportunities, and budgets, with insights from more than 2,000 security leaders around the world.

# Two thirds of SaaS AI Projects Could Be Undermined by Bad Data



**A new report published by Panintelligence, a provider of SaaS analytics software, indicates the extent of the AI rush in the SaaS (Software-as-a-Service) industry and warns that up to two-thirds of SaaS companies currently investing in AI could be training their models on poor quality data that undermine accuracy and could lead to unfair or discriminatory outcomes.**

Panintelligence's report – AI value or vanity? How SaaS companies are approaching innovation – was informed by research conducted during July and August 2023. It reveals that three-quarters (76%) of SaaS companies are currently using or testing AI in their businesses, and a further 23% are considering use cases. Just 2% of SaaS companies said they had no plans to use AI.

Two-thirds (67%) of SaaS companies have already added AI capabilities to their products. While machine learning is the most commonly used form – with nearly half (43%) of SaaS companies using it in their products – more than a third (38%) have launched Generative AI capabilities in the last 12 months, and another 15% are testing Generative AI applications ahead of planned launches.

Panintelligence's report shows that the adoption of AI in SaaS picked up pace in 2023, but raises concerns that many companies need to pay more attention to data quality. Just 28% of SaaS companies – around a third of those developing AI functionality – are working on the kind of data quality initiatives required to support highly robust and accurate AI models.

Panintelligence's research suggests the AI rush will continue into 2024, with more than half (56%) of SaaS companies planning to progress new AI innovations within the next six months:

28% of SaaS companies are testing predictive analytics that add data-driven functionality to their core products (nearly twice the number (15%) that have already adopted this form of AI).

The proportion of companies using deep learning could also double in 2024, with 17% testing this form of AI. 15% of companies have introduced deep learning to products so far.

Causal AI will also grow in prominence during 2024, driven by a desire to improve the accuracy of AI models and increasing regulatory pressure to show how they work. 6% of SaaS companies are now testing Causal AI for product use and 8% for operational purposes.

"AI hype is now a reality in SaaS: We've witnessed an AI rush in 2023, primarily around Generative AI, as the SaaS sector raced to put powerful new capabilities into the hands of hundreds of millions of people and businesses worldwide," said Zandra Moore, CEO of Panintelligence.

"The SaaS sector is well placed to embrace AI and make it available at scale. However, companies that haven't prioritised data quality could be training their models on data that compromise prediction accuracy and create unfair or discriminatory outcomes. Neglecting data quality today could cost SaaS companies dearly in regulatory action and retrospective data cleansing and processing fees."

https://panintelligence.com/

# How is AI transforming Enterprise Document Accessibility?

**By Alex Martinez, OpenText**

**The rapid advancement of Artificial Intelligence (AI) is reshaping various industries, and one significant area where AI is poised to make a profound impact is Enterprise Document Accessibility.**

In today's digital age, businesses rely heavily on documents and data for their day-to-day operations, decision-making processes, and compliance requirements. Ensuring that these documents are accessible to all individuals, including those with visual impairment disabilities, is a legal and ethical imperative and a crucial aspect of business sustainability and inclusivity.

The expectation is that AI technologies will be revolutionizing how enterprises approach document accessibility, making documents more inclusive. Let's discuss how Generative AI is set to greatly enhance the world of Enterprise Document Accessibility.

## Automated document conversion

Traditionally, converting documents into accessible formats for individuals with disabilities, such as Braille, large print, or screen reader-friendly versions, has been time-consuming and labour-intensive. AI-powered document conversion tools have streamlined this process significantly.

These tools can automatically detect text and images in documents and convert them into accessible formats, reducing the need for manual intervention. This saves time and enhances the overall accessibility of documents, making them available to a broader audience.

Natural Language Processing (NLP) for content tagging AI, particularly NLP, is pivotal in improving document accessibility. NLP algorithms can analyze and tag documents with metadata, making it easier for individuals with disabilities to navigate and understand the content.

Through semantic analysis, AI can identify key concepts, relationships, and important sections within documents, improving the effectiveness of screen readers and assistive technologies. Furthermore, AI can adapt document accessibility interfaces based on individual preferences and needs. For instance, it can adjust the font size, colour contrast, and screen reader settings to match a user's preferences. This level of personalization ensures that documents are accessible and comfortable for all individuals.

As the world population becomes a global village, realtime translation and accessibility will become more prominent, and localization barriers could challenge the broader global accessibility landscape. AI-powered translation tools can provide realtime translation of documents into multiple languages, breaking down language barriers and making documents accessible to a global audience.

High-volume PDF document composition is a demanding task that involves the creation of large quantities of documents, often within tight deadlines. Customer communication composition applications create many document types, such as bank account and credit card statements, utility statements, internet and cell phone provider statements, retail credit card statements, explanation of benefits statements, and government services statements.

These document types must be accurate, informative, and accessible to all users, including those with visual impairment disabilities. The legacy traditional print methods of document composition involve time-consuming manual processes, making it challenging to meet accessibility requirements for high volumes of documents.

Generative AI, powered by machine learning and deep learning algorithms, is poised to revolutionize high-volume PDF document composition.

AI can leverage NLP algorithms to understand the context and content of documents. This enables it to create documents that are not only accessible but also coherent, clear, and tailored to the needs of different audiences. It can learn and adapt over time.

As it processes more documents and receives feedback, it can continuously improve its accessibility features and document composition accuracy, ensuring ongoing compliance with accessibility standards.

The scalability of Generative AI makes it well-suited for high-volume document composition. It can handle large volumes of data and documents, reducing the burden on human operators and increasing overall productivity.

## Benefits of generative AI in high-volume PDF document composition

The integration of generative AI in high-volume PDF document composition engines can offer a multitude of benefits.

For example, generative AI streamlines the document composition process, especially by enhancing the existing composition templates on the fly, reducing manual effort and minimizing errors, leading to faster document delivery.

In addition, by facilitating automatically generated accessible document services, one can ensure that all users can access and interact with content regardless of their abilities. The ability to dynamically generate personalized content allows organizations to create tailored documents for individual users or clients at scale.

Generative AI helps organizations meet accessibility standards and legal requirements, reducing the risk of non-compliance-related issues.

At the same time, it provides cost savings through a much more mature automated document composition and accessibility process that can reduce operational costs associated with manual or semi-automated processes.

Finally, embracing any advancement with generative AI for document composition demonstrates a commitment to innovation and inclusivity, providing a competitive edge in the market.

Learn more about how OpenText™ can help your organization make documents fully accessible and compliant.

# Data privacy preventing Business Uptake of Generative AI: IDC

**The number 1 most frequently cited roadblock to adoption of Generative AI (GenAI)is concern about releasing the organization's proprietary content into the large language models of GenAI technology providers, according to a just published IDC report.**

IDC conducted a market research study, underwritten by Box, that surveyed over 400 business and IT decision makers, from large and mid-size organizations across industries and geographic regions.

Results of IDC' research highlight the benefits of a unified approach to the management of unstructured data as a foundational capability in driving value in the age of AI.

Organizations expect to gain several benefits from GenAI. An underlying theme of these benefits is improved productivity - in business process optimization, creative content generation, human-computer interaction, knowledge creation and sharing, and other areas.

In IDC's 2023 CEO survey, 61% of North American CEOs and 78% of European CEOs said there is an expectation to reduce the "run" part of their IT budgets to fund the new "build" initiatives in 2023. Organizations that don't take advantage of this new opportunity risk losing ground to competitors.

Some specific use cases of GenAI included:

■ Identifying risky clauses in a contract

■ Triggering a realtime business process via AI-extracted metadata

■ Providing greater security at scale via AI-automation replacing manual interventions

■ Quick search and validation of 3rd-party financial records to determine if a potential customer is a good fit for an offer

■ Assessing the intent and tone of an email to determine the correct workflow

When asked about the biggest roadblocks to GenAI adoption, half (49%) of respondents noted concerns about releasing their organization's proprietary content into the large language models of GenAI technology providers, and almost half (47%) of respondents cited lack of clarity about intellectual property rights around the content used to train large language models.

The third most frequently cited roadblock to GenAI adoption is managing employee perceptions about automation of existing job functions (41%).

"As the excitement about the potential of GenAI has grown, so has the realization that its effectiveness depends on strategic management of an organization's unstructured data," the report concludes.

"Both GenAI and classic AI use cases depend on various AI models trained on a mix of internal, proprietary unstructured data and external open data.

"Whether that means training new models on long-form text, video, or image files, the expectation is that technology leaders develop a strategy to identify, classify, and unify all the available unstructured data in a secure manner and make it available to AI and data science experts without the risk of intellectual property leakage.

"Half (50%) of our survey participants told us their company's unstructured data is mostly or completely siloed. A quarter (25%) of organizations rate themselves as not being good at knowing and/or cataloging all the sources of unstructured data across the organization. That isn't surprising when you consider that the typical employee regularly uses 37 software tools for their day-to-day work activities, and 70% of those are used to create, consume, or act on unstructured data. That introduces significant complexity into the work environment."

In fact, the top-ranked issue for organizations was the fact that the number of connections or relationships between various unstructured data sources and/or repositories is growing faster than employees' ability to use/process/manage them. Twenty-eight percent of survey respondents noted that the fast growth of connections or relationships between various unstructured data sources and/or repositories was a top challenge for them, while 40% find it difficult to integrate unstructured data technology with other technologies.

"In 2022, 90% of the data generated by organizations was unstructured, and only 10% was structured. That year, organizations globally generated 57,280 exabytes of unstructured data — a volume that is expected to grow by 28% to over 73,000 exabytes in 2023.

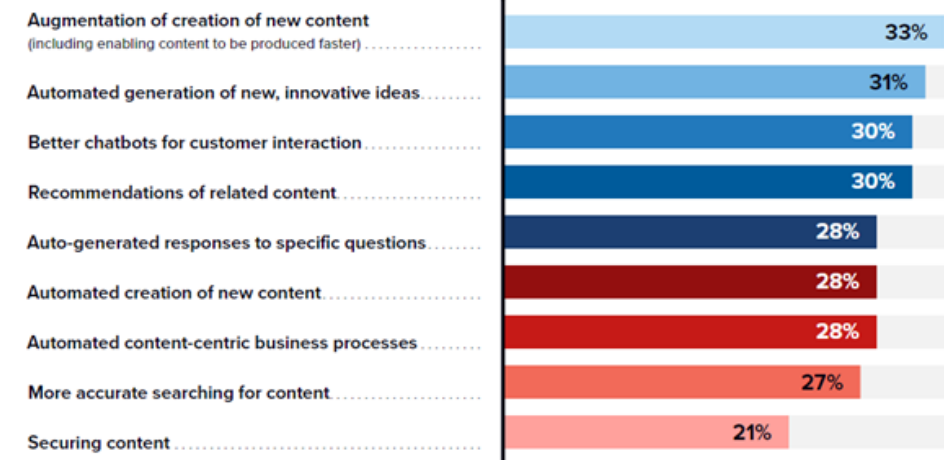**Methods for Analyzing Unstructured Data**

What is your best estimate of the percent of unstructured data that is analyzed using the following methods? (% of respondents)

26% Mostly automated (people only handling exceptions)

34% Partly automated (people augmented with software that analyzes unstructured data)

40% Mostly manual (people reviewing and extracting information of potential value)

n = 414; Source: IDC, Unleashing the Opportunity for Unstructured Data Survey, May 2023

**Impact of Generative AI**

Where do you expect to have the greatest positive impact from using generative AI? (% of respondents)

| | |
|---|---|
| Augmentation of creation of new content (including enabling content to be produced faster) | 33% |
| Automated generation of new, innovative ideas | 31% |
| Better chatbots for customer interaction | 30% |
| Recommendations of related content | 30% |
| Auto-generated responses to specific questions | 28% |
| Automated creation of new content | 28% |
| Automated content-centric business processes | 28% |
| More accurate searching for content | 27% |
| Securing content | 21% |

n = 414; Source: IDC, Unleashing the Opportunity for Unstructured Data Survey, May 2023

"Unstructured data, or content, is mission critical for organizations. It is integral to supply chains, where it is in purchase orders product inventories, and import/export records. It is in sales agreements, marketing content, contracts, patents, movie scripts, patient treatment notes.

"It exists in financial earnings reports and employee performance records; it represents the core of design and engineering documents, product specifications, and product roadmaps. It constitutes the overwhelming bulk of human communication in the form of emails, meeting transcripts and notes, presentations, and instant messages.

"Perhaps most importantly, most of our knowledge is captured, curated, and shared in the form of unstructured data. Content is therefore essential to running a business, enabling organizations to embrace complexity, manage business risk, and increase business productivity in the era of data and artificial (AI)."

View the IDC report HERE

# Unveiling the Next 25 Years of PDF Technology

**By Riley Kooh, Apryse**

**In the fast-evolving landscape of technology, few formats have stood the test of time like the PDF (Portable Document Format). Born out of the need to digitize paper documents, the PDF has become a standard for sharing and archiving information over the last 30 years.**

So, what's to come? We're just as curious as you, so join us on a journey through our top five predictions of what the future holds for PDF technology.

## What Are Some Possible New Features Coming to PDFs?

From its inception, the PDF was moulded in the shape of physical pages. However, as our world increasingly shifts towards digital consumption, the need for rigid page page formats is diminishing. This theory envisions a future where PDFs break free from the confines of traditional paper sizes. As digital devices become the primary medium for consuming information, PDFs could adapt to various screen sizes and orientations dynamically.

Imagine AI-infused PDFs that assemble themselves upon opening. Gone are the static pages; instead, these documents could consist of blocks of text, images, and media components that are reconfigured on-the-fly to optimize the reading experience. Font sizes, layouts, and styling could be personalized by AI to suit the reader's preferences, ensuring optimal engagement.

Moreover, AI could offer contextually relevant suggestions, guiding readers to related sections within the document. While numbering information locations might remain, transitioning from page numbers to section identifiers would enhance navigability.

This vision aligns with existing Liquid Mode's available in PDF readers, albeit on a much grander scale. Rather than limiting the experience to mobile devices, the PDF of the future could be a data repository masterfully presented by AI across a range of devices, from traditional monitors to augmented reality glasses.

As technology continues its relentless march, the way we exchange information is undergoing a paradigm shift. The PDF Association is exploring this very topic, with working groups dedicated to PDF Reuse and Deriving HTML from PDF. What this shift means is that we are transitioning from Portable Document Format to Portable Data Format. This evolution suggests that future PDFs may function less as static documents and more as dynamic data containers.

In theory, these would be PDFs that seamlessly interface with databases, constantly updating to reflect the latest information. Rather than distributing separate documents, organizations could share data-rich PDFs



**Fluid Content: The Liberation from Traditional Constraints**



**Personalized Cognitive Document Assistants**

### Dynamic Realtime Collaboration

that automatically pull real-time data into their content. This transformation could redefine how we collaborate, communicate, and share information.

While the PDF format has been a staple in our digital toolbox, its file size can sometimes be cumbersome. One of the most pressing challenges that the PDF industry has yet to fully embrace is compression advancements. As we enter the next quarter-century, the demand for smaller file sizes becomes paramount.

Modern advancements in image compression, such as WebP, AVIF, and JPEG-XL, have demonstrated their ability to significantly reduce file sizes while maintaining quality. For scanned documents, this could unlock unprecedented gains in storage efficiency. The transition from DEFLATE to more versatile algorithms like Zstandard presents a tantalizing opportunity to further shrink PDF sizes, particularly for content streams.

Some developers raise an intriguing prospect for the PDF of the future: enhanced version control. In a world where collaborative editing and continuous updates are the norm, having the ability to compare and revert to previous versions of a PDF could be a game-changer. This vision entails an optional entry in the catalogue dictionary that tracks and indicates the version of a document. This feature would enable users to seamlessly compare changes, aiding in collaborative projects, legal documentation, and content creation.

In the evolving landscape of PDF security, the future promises a heightened focus on trust and integrity. As we further down a path the digital transformation and the document format continues to serve as a pivotal interchange for data collection and validation, the assurance of information accuracy and security is ever import. As we progress, advanced measures like blockchain technology and sophisticated security algorithms will be seamlessly integrated, operating at a deeper level to establish unwavering security. This integration ensures a comprehensive audit trail, offering certainty about the identity of readers, signatories, and preservers of documents. Quantum computing's also has the potential to add another layer of encryption, fortifying the immutability of records. In this future, PDFs become not just repositories of data, but pillars of verifiable trust, reshaping the way information is shared, validated, and preserved.
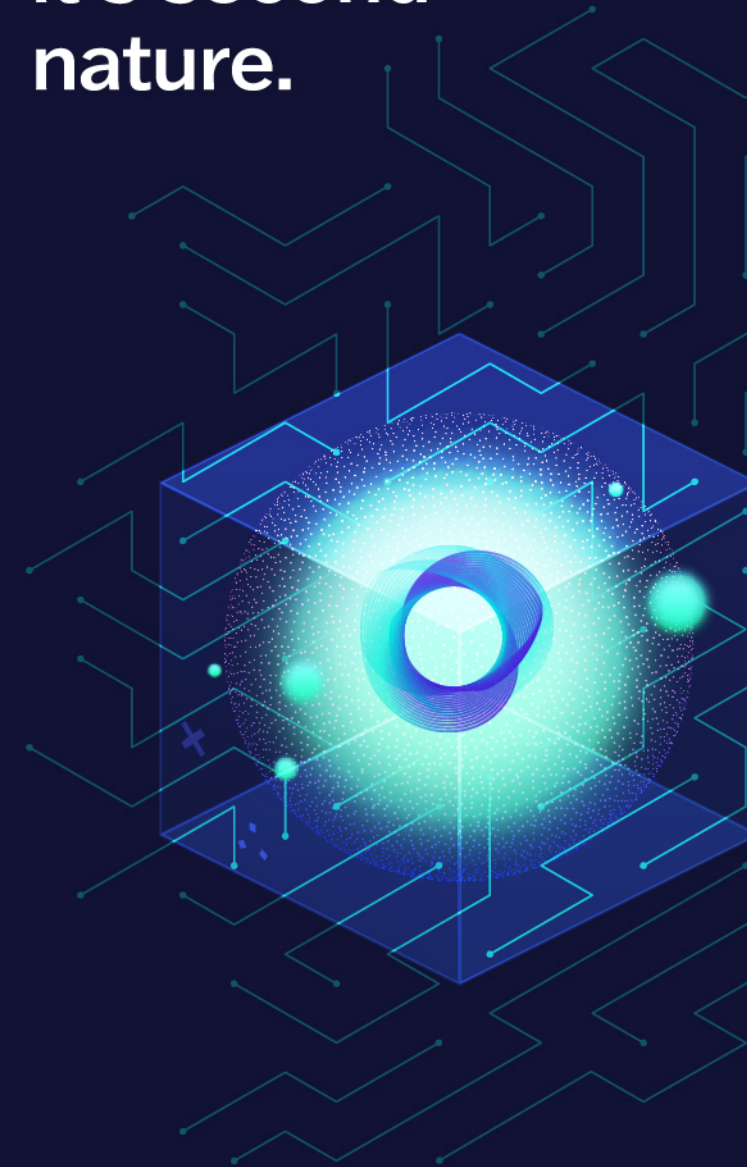
### But What Will Document Interaction Look Like in 2050?

Looking beyond the feature capabilities of PDFs, it's fascinating to contemplate how the human race will actually engage with digital documents in the year 2050. When tasked with predictions, these are the four

**Data Exchange Revolution: From Documents to Dynamic Data**

potential possibilities we see occurring over the next 25 years.

By 2050, the static confines of traditional document viewing will have given way to a new level of immersion. Extended Reality (XR) will transform how we perceive and interact with digital documents. Augmented Reality (AR) and Virtual Reality (VR) will blend seamlessly, enabling users to surround themselves with documents in a 3D space. Imagine manipulating charts and graphs with gestures, physically traversing through voluminous reports, or attending "document meetings" in virtual spaces.

assistant. These assistants will understand our preferences, work patterns, and even our emotions. They'll be capable of summarizing complex documents in realtime, answering questions conversationally, and adapting content to cater to individual learning styles. The result: a more intuitive and personalized document interaction.

Pushing the boundaries of human-computer interaction, brain-computer interfaces will enable us to interact with digital documents through neural signals. This direct link between the mind and documents will offer a new dimension of control, allowing thoughts to navigate, highlight, and annotate documents effortlessly.



**Size Matters: Revolutionary Compression Algorithms**

Collaborative work on documents will become a dynamic, real-time experience. AI-driven algorithms will anticipate our collaborative needs, suggesting revisions, summarizing content, and seamlessly integrating inputs from multiple sources. Picture a global team working together on a virtual document canvas, each contributor leaving a real-time mark, transcending geographical boundaries effortlessly.

AI will evolve from being a mere tool to a truly cognitive

**So... What's Next?**

Through fluid content, dynamic data exchange, revolutionary compression, and enhanced version control, the PDF format is poised for a transformative evolution. Just as the PDF has been a steadfast companion in our digital journey, the PDF of the future promises to adapt, empower, and captivate us in ways we are only beginning to imagine.



**Holistic Immersion Through Extended Reality (XR)**

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# Government Organisations …

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# Supply chains must be 'future ready': KPMG



**Australian businesses must increase their investment in their supply chain workforce and in technologies such as AI in order to be competitive. KPMG's latest Future of Supply Chain report shows global supply chains are further advanced than Australia, but also face challenges.**

Peter Liddell, KPMG Global Head of Supply Chain said that Australian businesses remained focused on building resilience after surviving multiple years of disruption and crises but needed to ensure they stayed abreast of change, especially in the areas of advanced technology.

"Supply chains were required to develop resilience post COVID and are now faced with a new set of issues. Supply chain challenges are expected to continue and therefore being 'future ready' is key," he said.

"Our report shows that increased adoption and maturity of technology is being used to ensure the business is future ready. It's significant that 63 percent of global businesses believe many repetitive tasks humans do will be replaced by automation – while 87% see improved visibility of suppliers as vitally important."

AI and technology development

Peter Liddell said that while Australian businesses are still building resilience global leaders have invested in advanced automation, robotics and adopted AI and machine learning across the entire supply chain to become future ready.

"For Australia, while the adoption of advanced robotics and automation is in its infancy the agility and efficiencies these bring will shape the skills and roles required in future supply chains," he said.

"Already, automation is in action, with 37% of survey respondents using it to replace warehouse labour. Over half the companies surveyed are preparing to heavily invest in technologies and implement advanced robotics

into their supply chains. What's more, 59 percent expect manual activities that have a high risk of injury will become automated."

Australian Supply Chains – risk and opportunities

Despite Australia's domestic transportation and logistics industry having access to a highly skilled workforce and a reasonable quality of infrastructure assets, Mr Liddell says Australian supply chains also perform below the level of global standards and those of their regional neighbours.

Peter Liddell said: "With insufficient investment in Australian supply chains, they remain highly manual and inefficient. Compared to global leaders, we can see there's a lack automation applied to key supply chain tasks, less data and analytics used to support strategies and decision making, and so the Australian transport and logistics process is slower, less agile, and not as responsive to customer needs. In addition, it is still more expensive than global competitors."

According to Mr Liddell, Australian businesses needed to act now to keep up with global developments. "You need to analyse and understand your supply chain, prioritise its management and invest in it."

He said that many of the industries that supply chains support are on the brink of innovative change themselves: "Companies that hope to maintain a competitive advantage should keep a very close eye on how product innovation and advanced supply chain technologies are progressing, and which modernisations they can embrace."

Mr Liddell said a key shift over the coming years will be how humans and automation work together, and redirecting human focus towards creative, innovative, and collaborative tasks that elevate the supply chain's potential.

"Businesses must 'seize the day', by investing to become 'future ready'. The biggest risk to supply chains in Australia right now is to do nothing."

# BUSINESS BENEFITS OF RPA

Robotic Process Automation (RPA) refers to software that can be easily programmed to do routine, repetitive human tasks quickly, accurately and tirelessly. Relying on structured data, RPA automates workflows or clerical processes by emulating human interaction within a graphical user interface (GUI) — helping businesses:

- Reduce overall costs & process redundancies
- Facilitate business security & scalability
- Improve speed & quality in data management
- Free up staff time to perform more strategic, value-added activities
- Ease the replication of tasks & processes across multiple locations & business units
- Empower employees to be more productive & professionally fulfilled



## GOING BEYOND RPA WITH ESKER'S AI ENGINE



Although both deal with automation, RPA and AI are not one and the same. RPA doesn't "learn" on its own and only works with structured data, whereas the AI technologies built into Esker's AI Engine can automatically adapt based on user's behaviour.

Combined with RPA, machine learning and deep learning help bring automation to a whole new level!



Learn about benefits of Esker's RPA and AI-driven solutions and how leading organisations are using the technology to increase customer, supplier and employee satisfaction.

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# The First Six Months of Your New Data Governance Initiative



**By Nicola Askham**

**If you're considering starting a Data Governance initiative, you may be wondering what the first six months of work might look like - and that is a very good question because it is challenging… and even though I have done it many times before, sometimes it still surprises me exactly how involved and challenging those first few months can be!**

Here I am going to set out roughly what you should expect when on your Data Governance journey – but please remember, this is just a guide based on my many years of experience, every organisation and therefore every Data Governance initiative is different.

The first thing I was you to remember is that data governance is all about cultural change and therefore you're probably not going to get things within your organisation moving very quickly and one of the very first things you need to do is manage the expectations of whomever you're reporting to and what you're trying to do.

Six months down the line you're not going to have a fully embedded data governance framework, but you will have designed and begun the implementation process.

## Early Days

It's important they understand why your company is doing Data Governance, and why your role is being created, because once you understand those drivers it makes it much easier to engage with and sell your Data Governance initiative to senior stakeholders.

This is what you will spend some of the first month of your journey doing – establishing and selling your 'why'.

What we're talking about is speaking to senior people within your organisation and talking to each individual to understand what their challenges are, what their views on data at your company, what challenges have they got.

Use their feedback to build your framework and work out which bits of Data Governance you need in place and establish which parts you are going to focus on first. So, once you've designed something, the next stage is to

start socialising it with the senior stakeholders and get them to really buy into it and let them think that they've helped shape it and their input into it, because it's going to address the issues they've brought to your attention around data.

Once you've done that then you need to try and get them engaged and explain to them that it's not going to be quick - you've not got a magic wand that you're going to wave… but you're going to be able to try and put in place some frameworks and processes and roles and responsibilities that should ease the pains of some of those challenges.

## Next Steps

In the next stages of your Data Governance journey, you are going to start fleshing out some of those roles and responsibilities and perhaps even start working on a data glossary.

This is another great way to ensure team members and senior stakeholders feel engaged in the process, as you'll need their input to flesh out these things to ensure everyone within the organisation is singing from the same hymn-sheet.

Appointing the wrong people to key roles can cause the wheels to come off any well thought out initiative pretty quickly.

So, getting the basics right and the most effective and suitable team in place from the outset will stand you in good stead for successful data governance implementation.

In order to appoint the most appropriate people to these roles, it is important to understand what they involve and what their responsibilities will be.

From the top to the bottom of an organisation, it is crucial to your data governance initiative that you

identify fit and proper people to take on each of these important roles and that they also understand what role each other plays in the big picture.

Again, getting the basics right and the most effective and suitable team in place from the outset will stand you in good stead for successful data governance implementation.

Now, this article is titled '*What to Expect in the first SIX months of your Data Governance initiative*' and you are probably wondering why the creation of these things would take up such a large chunk of time and it is understandable that people look for ways to quicken this process up.

One of the ways I am often asked if this can be done is by fast-tracking the creation of items like a data glossary by using standard definitions.

However, it's not a part of the process that can be skipped or glossed over, so to speak. Part of the reason for this is that organisations, even those within the same industry, very rarely use the same terminologies in exactly the same way.

This means there is no bank of standard definitions to pick and choose from; what works for one will very rarely work for the next. Only by creating your own data glossary can you be sure that everyone fully understands the definitions within it.

## Moving On

The next step may possibly be to implement a data quality issue resolution process because whilst you're doing the initial engagement, maybe creating conceptual data models, people will be starting to tell you anecdotes - their data quality horror stories - and this is a great time to start identifying where some of your biggest quality issues lie

and begin logging which of them need investigating and fixing.

You're not going to solve everything in six months, but at the very least, I would start logging issue and once I've designed my process for investigating and resolving them, I would roll the process out on a phased basis for key consumers of data first.

## Full Circle

You may not feel like this is very much to have achieved in six months, but trust me, from my years of experience I can assure you it is.

And to bring you full circle, please remember – you MUST manage both you and your organisations expectations when it comes to the early phases of implementing your Data Governance initiative.

You're dealing with people and organisational change. It's going to take time and don't underestimate the amount of energy and effort it will take. I think a lot of people just assume that they can sit at their desk, design a framework, send it out and people will start doing things.

It takes a huge amount of effort and energy and preparation. It's a standing joke that my husband believes that what I do is go to meetings! In reality what I'm doing is meeting people and trying to influence them to change their behaviours - and I'm not going to do that sitting at my desk sending out emails.

At the end of six months, if you can have designed your data governance framework perhaps created a some conceptual data models and use that to identify and agree data owners, you'll be doing really well.

Originally published on www.nicolaaskham.com

# Digital Transformation Demands a New Approach to Infrastructure

**IT research and advisory firm Info-Tech has published its "Assess Infrastructure Readiness for Digital Transformation" blueprint which highlights factors organizations should consider to unlock the full potential of their infrastructure with a digital transformation strategy.**

According to Info-Tech's research, infrastructure and operations (I&O) teams can face several significant challenges during the digital transformation process.

These challenges include dealing with legacy infrastructure technical debt, addressing skill gaps and talent shortages within the IT team, and managing culture that is resistant to change. These obstacles can impede organizations' progress and hinder the successful execution of digital transformation initiatives.

To overcome these obstacles, the firm advises in the new industry blueprint that organizations prioritize investments in modernizing their infrastructure, focus on training and hiring skilled professionals, and foster a culture that embraces and supports digital transformation efforts. By doing so, organizations can position themselves for success and thrive in the ever-evolving digital landscape.

"A lot of organizations think of digital transformation as just an investment in technology, with no vision of what they are trying to achieve or transform," explains John Donovan, principal research director at Info-Tech Research Group.

"So, out of the gate, many organizations fail to undergo a meaningful transformation, change their business model, or bring about a culture of digital transformation needed to be seriously competitive in their given market."

It's crucial for organizations to adopt a customer-centric approach rather than being purely technology-driven. This approach should involve organizational leaders seeking to comprehend the business needs and pain points to deliver effective solutions efficiently.

To unlock the full potential of infrastructure with a digital transformation strategy, the firm recommends organizations consider the following factors:

■**Business Alignment:** Digital transformation requires strong collaboration and alignment between I&O, applications, data, analytics, and business teams.

■**Technology Modernization:** Update and modernize the tech stack, including infrastructure, network, servers, storage, and tools. Adopt emerging technologies such as cloud, automation, virtualization, software-defined infrastructure, AI, and machine learning.

■**Process Optimization:** Optimize and realign processes to transformational goals. Include IT service management frameworks, implement agile processes, adopt DevOps methodologies, and streamline workflows.

■**Data-Driven Decisions:** Gain insight into performance issues across the network and perform predictive and preventive data analysis.

■**Security & Compliance:** Enhance cybersecurity measures and establish role-based access controls, monitoring, and threat-detecting systems.

■**Talent & Skills Development:** Recognize the importance of having a highly skilled team to support I&O digital transformation.

The firm's research underscores the importance of cultivating a culture of innovation for organizations aiming to go on the path of digital transformation. Developing clear goals and crafting a compelling vision are key steps in this direction.

ITo learn more, download the complete Assess Infrastructure Readiness for Digital Transformation blueprint.

# AvePoint's Next Generation of AI Powered Information Lifecycle Management

**By Alyssa Blackburn**

**Every day, businesses generate more and more data – in fact, IDC predicts the data sphere will more than double in size between 2022 and 2026. Executives believe having a high level of data quality is essential to their success, but 75% of them don't trust their data. Two-thirds of organizations rate themselves below average in managing information lifecycle and applying governance and compliance, according to the Association for Intelligent Information Management (AIIM).**

While data is a valuable asset, managing all this data can be a real challenge – and cause real issues. AIIM also found that the number of data repositories organizations use is doubling every five years, and nearly three-quarters of the content systems organizations use today aren't connected with their other core line of business systems.

This makes it critical for businesses to have a comprehensive information management solution to get a handle of this data to ensure it can put this data to good use – while still maintaining compliance with regulatory requirements.

That's why we're excited to introduce AvePoint Opus, a comprehensive information lifecycle management solution that ensures organizations can manage all stages of the data lifecycle and represents the next generation of AvePoint's Resilience solutions.

A key component to AvePoint Opus is AvePoint Maestro, our AI Smart Classification system powered by Azure Machine Learning to analyze content and metadata, and assign policies to documents.

Now, you can manage your information and ensure compliance, optimize cloud storage and streamline data management processes.

AvePoint Opus combines this cutting-edge AI technology with mature and field-tested storage optimization and information lifecycle technology to optimize data storage, minimize risks, and build a more robust data strategy – the critical foundation of responsible AI use.

Let's dive into how AvePoint Opus can help your organization manage its data more efficiently and effectively, transforming your information lifecycle management by solving storage costs, productivity issues, and cybersecurity risks.

Opus Dashboard

Train AvePoint Maestro to find valuable content and apply lifecycle policies automatically

## Too Much Data is Expensive

SharePoint Online and many other products have storage limits. Once you exceed that limit, you're typically hit with a hefty premium for additional storage. AvePoint Opus is an evolution of our storage optimization technology and aims to create more success stories like Surf Life Australia and Hero. Storage Optimization identifies data for archival based on business rules that an organization can configure to best suit their requirements. This data could be sensitive in nature, needs to be documented for compliance purposes or is just plain old.

AvePoint Opus doesn't just archive and/or securely delete this data but provides you with a dashboard that easily communicates the value of the solution with just a quick glance.

## Too Much Data Hurts Productivity

The move to the cloud has brought the promise of incredible boosts of efficiency but also new challenges when it comes to finding the right data and resources to get the job done quickly. A staggering 47% of workers report difficulty in just being able to find the information they need. Just imagine the additional risks of using data that might be old and inaccurate as well?

By regularly scanning data and classifying it automatically using AvePoint Maestro, organizations can classify data at scale, ensuring that regardless of where it is stored in SharePoint Online or OneDrive, it can be accurately classified with appropriate lifecycle rules attached. Users also benefit from a much cleaner search experience because data is properly classified and tagged. Content is accurate, easier to find and users become more productive.

## Too Much Data is a Risk

When attackers get access to your data they're not just taking a small amount, they go for everything they can get. Data that no longer has business value is an unnecessary risk. It should be defensibly destroyed instead of waiting for the cyber attackers to get their hands on it.

Even with a strict process in place it can take a lot of manual time to identify, find and remove stale data. With AvePoint Opus' dynamic business rules it becomes easy to take a complex set of governance policies and operationalize them. Rules ensure that as soon as data meets certain conditions it is archived automatically without costly manual intervention.

With the exponential growth of data, it's clear that organizations need a comprehensive solution to manage their information lifecycle. AvePoint Opus provides that end-to-end capability to optimize storage, enhance productivity, and mitigate risk.

By leveraging AI-powered classification, mature retention and disposition policies, and seamless integrations, AvePoint Opus enables organizations to take control of their data. It transforms disconnected repositories into an intelligent information ecosystem, ensuring that data delivers value. In today's complex regulatory and threat landscape, getting an accurate handle on your data is mission-critical.

This also extends to our growing channel partner ecosystem, where there are tremendous opportunities to bring this approach to information lifecycle management.

"Through the strategic partnership between AvePoint and Datacom, we have consistently provided our customers with unrivaled benefits, revolutionizing their approach to information management and digital transformation," said Janine Morris, Team Lead M365 Enterprise Information Management, Datacom.

AvePoint Opus represents a next-generation approach to information lifecycle management, providing the insight and automation needed to master your data. With AvePoint Opus, your organization can confidently pursue innovation while still maintaining compliance, security, and productivity.

*Alyssa Blackburn is the Director of Records & Information Strategy at AvePoint.*

# COMPANIES WITH ANSWERS AND SOLUTIONS FOR YOUR DIGITAL TRANSFORMATION INITIATIVES

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

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

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

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

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

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

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

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**

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**

Hyland is a leader in providing software solutions for managing content, processes and cases for organisations across the globe. For 30 years, Hyland has enabled more than 16,000 organisations to digitise their workplaces and fundamentally transform their operations. Hyland has been a leader in the Gartner Magic Quadrant for Content Services for the past 12 years and named one of Fortune's Best Companies to Work For® since 2014, Hyland is widely known as both a great company to work for and a great company to do business with. Our solutions are intuitive to use so organisations can focus on what they do best. Managing information doesn't have to be complicated. At Hyland, our mission is to empower efficiency and agility so our customers can grow and innovate with confidence. We help organisations handle their most critical content and processes with flexible, configurable software solutions.

**www.hyland.com/en/ | info-onbase@onbase.com | 02 9060 6405**

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

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

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

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

- Collections Management: streamlined post-sale collection interactions

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

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

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

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

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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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# Purview takes aim at comms compliance



**Microsoft's Purview Communication Compliance, integrated with Viva Engage, now employs state-of-the-art machine learning classifiers and keyword recognition to identify and address inappropriate conduct.**

This includes the ability to detect and remediate regulatory compliance violations.

In 2022 the United States Securities and Exchange Commission imposed a combined $US1.8 billion in fines on investment banking firms because employees had violated communication requirements by discussing business matters using company apps on personal devices.

As part of a multifaceted compliance strategy, Viva Engage users can now report concerning posts and inappropriate conduct within their conversations.

Designated investigators, equipped with role-based access control permissions, have the authority to review reported posts and take necessary actions.

This empowers a community-driven commitment to maintaining a respectful and productive communication environment.

## Detection of Sensitive Information

The Microsoft Purview Communication Compliance also introduces a comprehensive approach to address regulatory compliance requirements.

It can now detect the inappropriate sharing of various advanced Sensitive Information Types (SITs), including:

■ Named Entities: This encompasses a sophisticated dictionary- and pattern-based classifier capable of identifying a person's full name, physical addresses, and medical terms and conditions, such as blood test terms and brand medication names.

■ Credentials: Sign-in credentials and passwords for supported services and environments, like Microsoft Azure, Amazon, GitHub, Google, and Slack.

■ Exact Data Match: This feature allows the creation of custom SITs referring to exact values in a database of sensitive information.

These advanced SITs are readily available to designated administrators during policy configuration through the Microsoft Purview Communication Compliance portal.

## Insights to Bridge Compliance Gaps

To address the challenge of missed policy matches from other users due to policy scoping constraints, Microsoft has introduced a feature that provides designated administrators with policy scope insights, enabling them to understand the aggregated volume of policy violations that might go unnoticed within the current policy scope.

These insights utilize advanced analytics to identify communication patterns, content, and trends, ultimately aggregating potential violations from other users within the organization who may fall outside the current policy's scope.

By enabling this feature, administrators can gain insights and recommendations regarding users whose communications align with policy conditions but are not included in the current policy definition.

This bridge compliance gaps, ensuring precision, and bolstering overall accuracy.

Microsoft Purview Communication Compliance is a part of Microsoft 365 E5 Compliance Suite and available for AU$18.00 user/month.

Microsoft also recently introduced a new feature that detects regulatory compliance and business conduct violations in Microsoft Teams meeting transcripts.

## Automation Anywhere transforms with GenAI

Automation Anywhere has launched new generative AI automation models built to accelerate business transformation efforts and scale enterprise automation. The foundation of these innovations is a Responsible AI Layer which includes new, custom generative AI automation models developed on top of leading Large Language Models and trained with anonymized metadata from millions of automations. The new layer also includes additional AI tools and security and governance capabilities.

Automation Anywhere's Automation Co-Pilot for Business Users and Document Automation solutions, now available with generative AI, have expanded to include new use cases and LLM integration capabilities.

**Automation Co-Pilot for Business Users:** Now with generative AI, Automation Co-Pilot can handle use-cases that were not previously possible, including email triage and routing for customer service teams, anti-money laundering alerts and reporting in the banking sector, and generating after-visit summaries for patients in healthcare. Automation Co-pilot also serves as a crucial built-in guardrail for responsible AI use, controlling how business teams interact with generative AI.

**Document Automation:** an intelligent document processing solution, is now designed to leverage generative AI for faster understanding, extraction, and summarization of data. It supports semi-structured and unstructured document types and supply chain use cases, such as waybills, packing slips, POs, and contracts, thus eliminating manual data handling time by up to 80% and increasing team productivity.

Automation Co-Pilot for Automators and Autopilot products are available in beta and will be generally available in early 2024.

Autopilot stitches together Process Discovery, CoE Manager, and Automation Co-Pilot for Automators, allowing for faster automation development. Automation Co-Pilot for Automators empowers both citizen and professional developers to turn natural language prompts into end-to-end automations, lowering the barrier to automation across every team. Automation Anywhere has also introduced AI tools, governance, and best practices for responsible scaling

https://www.automationanywhere.com

## Workflow Automation steramlines SaaS

Relay.app has announced the general availability of its workflow automation product, which combines AI assistance, human-in-the-loop collaboration, and a robust multiplayer experience to help teams save time on repeated tasks.

Relay.app was founded by Jacob Bank, who was previously the Co-Founder and CEO of Timeful (acquired by Google in 2015) and then a Director of Product Management at Google. The founding team includes the product, design, and engineering leaders from Gmail and Google Calendar.

The problem that Relay.app is solving - streamlining workflows across tools - is more urgent than ever, as the average company now uses 130 SaaS applications. As apps proliferate, the workflow automation market is rapidly growing and expected to reach $US78b by 2030.

Existing players have excelled in automations that trigger in one tool and take an action in another. But the advances in AI have created an opportunity to automate a broader set of use cases.

Relay.app enables users to add AI extraction, summarization, or text generation to any step in a workflow. Crucially, Relay.app also includes a human-in-the-loop ability to double check the output of automated steps.

https://www.relay.app/

## Bloomfire KM adds AI

Bloomfire, a knowledge management platform provider, has added generative AI and Enterprise Search solutions that are purpose-built to keep data secure, deliver accurate results, and augment employee performance. Bloomfire's enhanced features are built for creators, stakeholders, and administrators of knowledge across the company:

AI Author Assist brings speed and efficiency to content creators by simplifying the time-intensive process of writing and refining high-quality, actionable posts. Authors can build summaries, key takeaways, and insights from their original work using a suite of generative AI tools with cutting-edge prompt engineering.

AI Chat equips employees and front-line support agents with direct answers sourced from vetted company knowledge. Teams can trust that they will receive accurate responses because Bloomfire's AI technology only provides answers if relevant company knowledge is available.

Enterprise Search enables organizations to easily scale access to company knowledge through a single AI-powered search engine that integrates with SharePoint and Microsoft Teams document libraries. Streamline content and document management with automated processes for curating, migrating, and updating content in bulk.

http://www.bloomfire.com/

## GenAI-Powered Cybersecurity

Symantec is teaming up with Google Cloud to embed generative AI (gen AI) into the Symantec Security platform in a phased rollout for detecting, understanding, and remediating sophisticated cyber-attacks.

Symantec is leveraging the Google Cloud Security AI Workbench and security-specific large language model (LLM) - Sec-PaLM 2 - across its portfolio to enable natural language interfaces and generate more comprehensive and easy-to-understand threat analyses.

With Security AI Workbench-powered summarization of complex incidents and alignment to MITRE ATT&CK context, security operations centre (SOC) analysts of all levels can better understand threats and be able to respond faster. That, in turn, translates into greater security and higher SOC productivity.

Symantec Cloud Secure Web Gateway (SWG) and Cloud Access Security Broker (CASB) were recently migrated onto Google Cloud.

As part of the partnership, Symantec shared query language samples with Google Cloud to help its Sec-PaLM 2 LLM better interact with its specific systems - resulting in improved workflows. Symantec's Global Intelligence Network provides deep visibility into threats and customers will be able to leverage this telemetry more effectively with advances in gen AI.

## Celigo brings GenAI to Process Automation

Celigo has announced the launch of Celigo AI, a suite of embedded artificial intelligence (AI) capabilities to bring the power of generative AI to business process automation.

The suite of embedded AI functionalities within the Celigo integration platform include:

AI Error Management – Researching and resolving errors drives up the cost of ownership for any integration platform and consumes valuable IT resources. Celigo AI Error Management categorizes errors from any API and utilizes auto-recovery policies to take action based on error category, as well as automatically resolves historical errors once it has detected the original error condition is no longer present.

This model automatically resolves 95% of 500 million integration flow errors each month, which optimizes run-time management, allows Celigo customers to collectively reclaim an average of 52,000 hours per week, and eliminates the need for experienced developers to manually manage API and data errors.

OpenAI Connector – Customers can harness the power of generative AI and reimagine their business process automations using Celigo's prebuilt connectivity to OpenAI. This capability creates a competitive advantage for platform users by incorporating OpenAI into an integration flow, delivering a level of intelligence that encourages innovation.

For instance, end users can take data from multiple sources and push it to OpenAI to train a custom GPT bot, generate images or summarize information as a step in any flow.

AI Assistance – Celigo is accelerating time to value for developers and business technologists by embedding AI-guidance throughout to bridge knowledge gaps and provide expert help via an answerbot that has been trained using millions of successful integrations and the company's extensive knowledge base. This lowers the barrier to adoption because more users can build new automations with the assurance of using proven best practices.

https://www.celigo.com/

## Cognidox adds eSignature Integration

Cognidox , a provider of document management solutions for the high-tech, medical device, and life sciences industries, has announced an integration with DocuSign eSignature. Designed to streamline digital collaboration with third parties, the new integration adds to the existing e-signature options for Cognidox users.

It already provides a robust digital signature solution for FDA 21 CFR Part 11 compliance, which gives full control over the approval processes required by regulators around the world for medical device development. However, as this is a closed-loop system to ensure data integrity, signing and approving documents digitally requires all parties to have Cognidox log-ins.

The new integration provides a simple, secure, and court admissible alternative for approvals and signatures, such as procurement agreements, financial documentation, employment contracts and equipment calibration verifications. It means that signatories don't have to be granted access to Cognidox – they simply sign PDF documents via eSignature.

Importantly, the whole e-signature process is managed from within Cognidox. Documents are created within the solution, and then users select the designated signing locations and parties. The documents are then turned into PDFs and email requests are sent to the required signatories.

Signatures are captured directly within the PDF, including date and time stamps, and the signed PDF is automatically updated within Cognidox. All signatories then receive a final emailed copy of the document for their records.

A dashboard provides complete visibility over the process. The integration enables organisations to use their existing DocuSign corporate credentials, saving money and simplifying management.

https://www.cognidox.com/

# Human-centred Generative AI



Cognizant and Vianai will leverage conversational Large Language Model capabilities to help users better explore their data, predict outcomes and unlock actionable insights

A partnership will leverages Vianai's hila Enterprise platform alongside Cognizant's Neuro AI, to unlock predictive, AI-driven decision making.

Vianai's hila Enterprise provides a platform to safely and reliably deploy any large language model (LLM), optimized and fine-tuned to speak to their systems of record – both structured and unstructured data, enabling better analysis, discovery and exploration of data leveraging the conversational power of generative AI.

In addition, the LLM monitoring capabilities within hila Enterprise (vianops) is a next-generation monitoring platform for AI-driven enterprises, which monitors and analyzes LLM performance to proactively uncover opportunities to continually improve the reliability and trustworthiness of LLMs for clients.

"In every business around the world, there is a hunger to harness the power of AI, but serious challenges around hallucinations, price-performance and lack of trust are holding enterprises back. That's why we built hila Enterprise, a platform that delivers trusted, human-centered applications of AI," said Dr. Vishal Sikka, Founder and Chief Executive Officer of Vianai Systems.

"In Cognizant, we have found a strategic partner with a distinguished history of delivering innovative services. Together we will deliver transformative applications of AI that businesses can truly rely on, built on the trusted foundation of hila Enterprise and Cognizant's Neuro AI platform."

"Being able to monitor and improve LLM performance is critical to unlocking the true power of generative AI," said Ravi Kumar S, Cognizant's Chief Executive Officer. "With Vianai's platform and our Neuro AI platform, we believe we will be able to offer our clients a high-quality solution to support seamless data analysis with predictive decision-making.

# How Data Lineage aids Management

Concentric AI has announced that its Semantic Intelligence DSPM solution now offers data lineage functionality for organizations to better protect their data. The update to Concentric AI's Semantic Intelligence allows organizations to make better business decisions around securing their data by understanding data's entire journey with a clear and comprehensive view of how it is sourced, processed, modified, entitled, and consumed.

While data lineage exists in the industry from other classes of products, Concentric AI's new functionality is differentiated by leveraging large language models (LLMs) and semantic analysis to identify near duplicates of data records (such as 30 different versions of a redlined contract), where they are located, how they have proliferated across the organization from first record to the latest, and who has and had access to them to better protect sensitive data.

Advantages of data lineage delivered in a DSPM solution include being able to identify all versions of similar sensitive data across the organization's data repositories, as well as remediating risk to that information from inappropriate entitlements, wrong permissioning, and unauthorized access. In addition, data lineage can help enterprises move redundant and obsolete data to secondary storage for effective data management.

Data lineage allows organizations to understand how data flows across their environment and who has access and has accessed it, in order to address risks associated with inappropriate access, inaccurate entitlements and risky sharing, as well as ensure effective data management.

Organizations can make better business decisions from data protection to data management by understanding data's entire journey and identifying redundant processes or changes that might affect risk to sensitive data. In the event of a data breach, understanding data lineage can help organizations quickly identify the source of the breach and the affected data, accelerate response time, and improve damage control.

Concentric AI's Semantic Intelligence DSPM solution scans organizations' data, detects sensitive or business critical content, identifies the most appropriate classification category, and automatically tags the data. Concentric AI uses artificial intelligence (AI) to improve discovery and classification accuracy and efficiency to avoid endless regex rules and inaccurate end user labelling.

In addition, Concentric AI can monitor and autonomously identify risk to financial and other data from inappropriate permissioning, wrong entitlements, risky sharing, and unauthorized access. It can automatically remediate permissions and sharing issues or leverage other security solutions and cloud APIs to quickly and continuously protect exposed data

Concentric AI's Semantic Intelligence automates unstructured and structured data security using deep learning to categorize data, uncover business criticality and reduce risk. Its Risk Distance analysis technology uses the baseline security practices observed for each data category to spot security anomalies in individual files.

It compares documents of the same type to identify risk from oversharing, third-party access, wrong location, or misclassification. Organizations benefit from the expertise of content owners without intrusive classification mandates, with no rules, regex, or policy maintenance needed.

www.concentric.ai/product

# Docketry IDP on Azure Marketplace

Nuvento has announced the availability of Docketry in the Microsoft Azure Marketplace, an online store providing applications and services for use on Microsoft Azure.

Docketry is Nuvento's flagship, industry-agnostic intelligent document processing solution that revolutionizes how businesses work with documents and capture relevant document data.

A technology consulting and advisory firm established in 2007, Nuvento specializes in artificial intelligence and automation, business platforms and transformation, cloud engineering, and data engineering.

Docketry offers a solution for organizations in document-heavy industries such as banking, financial services, and insurance (BFSI), logistics and supply chain, legal, healthcare, retail, and manufacturing.

With its advanced automation capabilities, Docketry significantly reduces manual intervention by automating the extraction of crucial information from documents and forms from diverse sources.

Organizations relying on manual data entry face productivity losses, extended processing times, and soaring operational costs. By securely automating processing with high accuracy and speed, Docketry eliminates these challenges.

It effortlessly captures data from scanned documents such as images, PDF files, and handwritten or typed documents, processes the extracted data, and converts it into structured data for downstream processes.

"Docketry has already proven its ability to drive remarkable efficiency gains for our customers. With its presence on the Microsoft Azure Marketplace, it becomes an even more potent tool for businesses seeking to streamline their operations." said Ramesh Iyengar, Chief Digital Officer, Nuvento.

https://azuremarketplace.microsoft.com/en-us/marketplace/...

# Dynamic Web TWAIN SDK V18.4 Enhances Security

Dynamsoft has announced the release of Dynamic Web TWAIN SDK version 18.4 which places a stronger emphasis on data security.

The following enhancements have been made:

■ **Advanced Encryption Algorithm:** Dynamic Web TWAIN has strengthened local cache security by implementing a new encryption algorithm. This algorithm ensures that data stored in the local cache is better protected by changing encryption keys under different sessions.

■ **Security Review of Third-Party Libraries:** To maintain the highest standards of security, Dynamic Web TWAIN now conducts regular security reviews of third-party libraries incorporated into the SDK. This ongoing process ensures that the SDK remains resilient against emerging threats.

Dynamic Web TWAIN SDK v18.4 also introduces new features that enhance its flexibility, making it even more adaptable to diverse scanning and imaging needs while streamlining the document scanning and editing experience:

■ **Advanced Blank Page Detection:** This release introduces a more robust blank page detection method with IsBlankImageAsync.

Users can customize sensitivity levels, allowing them to overlook minor marks or disregard background patterns based on specific circumstances. This feature enhances the accuracy of document scanning and processing.

■ **Easily Extract Selected Area:** With the introduction of the brand-new OutputSelectedAreaAsync function, users can now export selected image areas to either a blob or base64 format. This powerful capability allows users to edit any selected area without modifying the original image, enabling greater control over document editing and manipulation.

■ **Customizable Selection Box:** Users now have the ability to tailor the appearance of the rectangular selection box when choosing image areas within both the Viewer and Image Editor. This includes modifying the in-viewer selection indicator's colour, border width, and line dash, offering greater visual customization options to suit individual preferences.

■ **Flexible Installation Location:** System administrators will appreciate the added flexibility this new property provides. It allows for hosting the dist folder at a remote location other than the local project folder, facilitating smoother deployment and management of the SDK.

Developers can download and install Dynamic Web TWAIN Edition version 18.4 from the Dynamsoft website, including a trial version. A 30-day trial license comes with the installer.

# Immuta enhances Cloud Compliance



Immuta has announced the release of Immuta Discover, a new product for automated tagging and classification on cloud data platforms. Immuta Discover enables data teams to establish and maintain highly accurate metadata for the primary purpose of data access control, monitoring and regulatory compliance.

Immuta Discover automatically and continuously discovers structured data in cloud data platforms. It can also leverage existing metadata pulled from enterprise data catalogues like Alation. Leveraging all of this metadata, Immuta Discover provides visibility of all sensitive data, which is critical for building data policies to protect the data and analyzing its usage.

As a core pillar of Immuta's Data Security Platform, Immuta Discover eliminates manual, error-prone processes and helps organizations improve data security, gain full visibility into their data and unlock its value.

Discovering, tagging and classifying sensitive data with highly accurate and descriptive metadata is a critical component of a successful data security strategy. However, today's organizations are burdened with increasingly dispersed data as the number of data sources and users continues to grow.

Existing solutions are not designed to tag and classify data across all of these sources with the accuracy and granularity required for security and governance. The lack of accurate metadata creates security gaps and blind spots, making it difficult to meet stringent compliance regulations.

Immuta Discover allows data teams to easily and accurately scan, classify and tag data so they can apply data control policies and monitor data access. This allows teams to gain full visibility and context into all of their data assets, and better protect and monitor their sensitive data for enhanced data security posture management.

Immuta offers 60+ pre-built and domain-specific classifiers, providing organizations with the flexibility to tailor data classifications to their unique business needs and based on their desired confidence levels.

"Immuta Discover is the foundational component to making any data security program work within your organization and to remain compliant," said Mo Plassnig, Chief Product Officer at Immuta.

"It's the first step that must happen in order to protect your data. Data is constantly changing in today's digital age. Organizations must fully understand what data they have – with accurate classification – and maintain a trustworthy inventory of sensitive data across cloud platforms in order to meet growing data security and access demands. And Immuta Discover helps our customers accomplish just this."

With Immuta Discover, users can automatically identify and classify sensitive data by leveraging the following new capabilities:

■ Accurate and actionable metadata for data security – Immuta Discover provides accurate, granular metadata and actionable tags on sensitive data so users can seamlessly secure data across cloud platforms at scale. The product enables full metadata visibility into what data requires access controls and auditing. The metadata can be leveraged directly in Immuta Secure to govern the data and in Immuta Detect to monitor data access.

■ Agentless, multi-cloud data discovery – Immuta Discover scans and classifies data natively, with no software to install and no agent running next to the cloud data platform. The data never leaves the data platform. This approach simplifies operations and is secure and compliant, enabling data teams to be more efficient with an always up-to-date data inventory.

■ Out-of-the-box and customizable regulatory frameworks – Immuta Discover automatically categorizes data that is subject to leading regulatory frameworks such as CCPA, GDPR, HIPAA, or PCI, to implement compliant access control policies. These frameworks are created and maintained by Immuta's in-house Legal Engineering Team, and additionally enable customers to customize frameworks based on their interpretations of specific regulations for accelerated compliance.

Immuta offers a Data Security Platform that enables sensitive data discovery, security and access control and activity monitoring. Immuta Discover automatically discovers and classifies sensitive data relevant to the leading regulatory frameworks.

Immuta Detect adds critical user and data access behaviour monitoring and auditing. And, Immuta Secure provides scalable data access control and enforcement across cloud data platforms. Together, these capabilities give customers comprehensive data security and governance for analytic workloads.

https://www.immuta.com/product/discover/

# Infor's Enterprise Automation Solution

Infor has announced an Enterprise Automation solution, a set of Infor Operating Service (Infor OS) multi-tenant cloud services, built on Amazon Web Services (AWS), which are designed to help companies rapidly scale automation across their organizations by connecting data integration, artificial intelligence (AI)/machine learning (ML), and robotic process automation (RPA) capabilities into a single platform.

With Infor Enterprise Automation, companies can continuously expand enterprise resource planning (ERP) automation capabilities across diverse applications and achieve business results faster — while minimizing integration costs and risks. The solution enables customers to create unlimited automation processes that interact directly with Infor CloudSuites or any other application experience without human intervention.

Infor says its Enterprise Automation solution is unique because it delivers automation capabilities through a single composable platform, Infor OS, which connects systems and people through back-end automation, decision automation and — with the release of Infor RPA — front-end automation.

With the release of Infor RPA, Infor now provides a complete automation suite, which addresses front-end automation, decision automation, and back-end automation:

■ Infor RPA addresses front-end automation, which includes labour-centric/repetitive, rule-based and high-volume/low-value tasks that are needed to complete a business process.

■ Infor AI addresses decision automation through natural language processing (NLP) and machine learning services to streamline task execution, recommend next-best actions, and predict potential issues and adjust systems accordingly.

■ Infor iPaaS (integration platform-as-a-service) addresses back-end automation through integration services for the development, execution and governance of workflows connecting any combination of on-premises and cloud-based applications within individual or across multiple organizations.

Massimo Capoccia, Infor chief innovation officer, said, "We have a differentiated solution because we started by addressing the more complex back-end automation. With RPA, we now provide the front-end automation, which enables us to deliver a complete package for enterprise automation. This gives us an advantage over stand-alone vendors."

Holger Mueller, vice president & principal analyst at Constellation Research, a leading market research and advisory firm, said, "There are not enough developers to build all the enterprise automation that enterprises need today, and business users are frustrated about missing out on automation. With robotic process automation (RPA) and other low-code capabilities, enterprise users can take over and own their automation destiny, and easy-to-use solutions such as Infor Enterprise Automation help them with that.

"It is a triple win, as business users get the automation they want and need, a win for IT that can focus precious resources on more critical tasks, and a win for the whole enterprise that can increase its levels of automation, thus achieving what really matters: innovation acceleration."

Learn more about the new Infor Enterprise Automation solution.

# An integrated view of incident investigations

Genetec has announced a new integration between the Genetec Mission Control decision management system, and the Genetec Clearance digital evidence management solution. This integration enables Australian and New Zealand users to move seamlessly from incident response to investigation from within a single interface.

Security teams in organisations such as hospitals, banks, and utilities often handle a high volume of events, and frequently need to share video evidence and incident details with internal departments as well as with law enforcement agencies, lawyers, and insurance providers. This information includes video evidence as well as details of events as they unfolded and what courses of action were taken during the incident.

Thanks to the integration between Mission Control and Clearance, all cameras tied to an event can be exported in a single action to a case in Clearance. This reduces the time operators spend documenting and creating a synopsis of an incident and helps to ensure that cameras that captured the event are not missed.

Once uploaded to Clearance, recordings can be stored based on the retention period defined by the nature of the incident, and the organisation's business policy.

The Mission Control incident report is also preserved as part of the case, which allows organisations to demonstrate policy compliance when handling an event as all actions related to the incident are documented in the report. Like the video exports, these reports can then be shared with other parties or used internally for audit purposes.

"With the integration of Mission Control with Clearance, we're simplifying the process of launching an investigation following an incident. This efficiency enables our customers to do more with their systems and the information they're collecting, while at the same time leveraging existing technology to achieve their business objectives," said Erick Ceresato, Product Group Director, Genetec Inc.

Organisations can request free trials of Clearance and Mission Control from certified Genetec partners.

https://www.genetec.com/product-releases/mission-control-3-1-2

## DeltaXML delivers Document Conversion Assurance

DeltaXML, a developer of document management and XML comparison solutions, has announced the launch of ConversionQA, which promises a leap forward in ensuring the retention of document integrity during conversion.

In today's fast-paced world, where document conversions are commonplace, such as Word to DITA, xHTML to DocBook and many more, organisations need a reliable and precise solution to guarantee their content remains faithful to the original source. DeltaXML's ConversionQA promises the answer to this pressing need.

The company says the technology embedded in ConversionQA digs deep to analyse every aspect of the document, ensuring that even the most intricate details are retained, leaving no room for errors or discrepancies.

ConversionQA produces in-depth reports that illuminate disparities between the original and converted documents, granting a comprehensive understanding of alterations. Through automated document comparison and analysis, ConversionQA optimises time and resources, providing tool for streamlined conversion workflows.

It is adaptabile caters to diverse document types and industries, each with their distinct requirements, with seamless integration into your existing system.

"Primarily designed to handle the 'check that content conversion has been achieved without unforeseen content change' scenario, ConversionQA allows comparison of content held in entirely different XML formats. The product represents a significant step forward in the realm of document conversion," said Tristan Mitchell, Product Director at DeltaXML.

https://www.deltaxml.com/

## Cloudy Legal KM

Lexsoft Systems has announced the launch of the fully cloud-enabled version of its knowledge management (KM) solution, Lexsoft T3. Law firms can now establish a modern, best practice-led, global KM capability quickly and cost-effectively, eliminating the need for upfront IT costs and complex technical implementation associated with on-premises software implementation.

T3 is a software-as-a-service (SaaS) solution that is implemented over the industry leading document and email management platform, iManage Work in the cloud, in the highly secure Microsoft Azure environment.

Lexsoft also announces seamless integration between T3 and iManage Insight+, iManage's recently launched cloud-native knowledge search

and management solution. Firms using iManage Work, can now transition their enterprise-wide KM capability to the cloud to truly harness their organisational knowledge at scale.

"IT administrators can now move their firm's entire KM capability to the cloud without technical complexity, enabling access to knowledge resources to lawyers at their point of need, on any device and in any location at a global level."

To smoothly transition the KM function to the cloud, foremost organisations implement T3 in the cloud, with all the required knowledge workflows included. When ready, IT administrators activate the iManage Insight+ integration and run a first-time synchronisation command to upload all the T3 metadata into iManage Insight+. Lexsoft is already implementing such projects at a number of global law firms alongside iManage.

Organisations' knowledge resources remain highly secure. T3, by design, never accesses the 'content' of the knowledge documents residing in iManage Work but keeps a copy of all the metadata applied to them. This metadata is only accessible through the T3 API with an iManage user connection token. This means that organisations' 'knowledge' never leaves its own secure environment.

http://www.lexsoft.com/

## Data capture with GS1 certification

Productsup has launched a new product offering within its P2C platform, Product Guard PX, which enables brands and manufacturers to make their product data readily available for syndication to all retailers, distributors, marketplaces, and data pools in any required format, securely and quickly.

"Demand for product data excellence is rising across all industries in response to changing consumer behaviour and regulatory compliance. In fact, many of today's retailers only accept GS1-certified product data," said Marcel Hollerbach, Chief Innovation Officer at Productsup.

With Product Guard PX, companies can capture product content from any product label or artwork, and in any language or category, and receive GS1 certification within 48 hours. Bringing optical character recognition (OCR) and AI together, the solution captures data according to GS1 standards. The feature uses a combination of machine learning models trained in line with GS1 to extract all relevant information from product labels. Product Guard PX includes the following technical components:

■ Proprietary, state-of-the-art, multilingual Machine Learning-based attribute extractor

■ Automatic data validation against the GS1 data model

■ Custom Computer Vision models for logo and visual extraction

https://www.productsup.com/

## RecFind 7 launches Power Integration

Australia's Knowledge Corporation has announced a major update to the RecFind ECM platform, with the release of V7.0 that now includes integration to the Microsoft Power Platform.

"This has been a major redevelopment of our product using new technology and tools to ensure that RecFind remains a leader in the Enterprise Content Management arena, said Frank McKenna, CEO, Knowledgeone Corporation.

"It significantly reduces the cost of the rollout, installation and maintenance of the RecFind system as well as making the RecFind interface far more powerful and intuitive for end users."

"The new RecFind 7 web client is also a major paradigm shift for RecFind," said McKenna

The new web client includes a superset of the functionality in both the RecFind 6 smart client and the RecFind 6 web client as well as a new UI/UX (User Interface and User Experience) that makes using the RecFind web client more intuitive as well as easier and faster. It has been built with the latest technology, including Microsoft Power BI, to provide a richer and easier-to-use interface. Configurable Dashboards and configurable Tabs are just two of the new features.

This release has been designed to do away with the need to install and maintain the RecFind 6 smart client on all workstations. It will provide a significant cost reduction in the maintenance of the RecFind application. With the RF7 web client, no software needs to be installed or updated on workstations. Each user just clicks on the specified URL in a browser to run RecFind. Updates happen automatically as soon as a new version is installed on the server, it is immediately available to every user.

The administrative functions not in the RF7 web client, namely report creation and workflow creation, have been moved to the RecFind DRM. The RecFind super administrator will be able to assign specific users access to the report creation and workflow creation functions via the DRM.

All customers with a RecFind 6 web client and current ASU will receive the new RecFind 7 web client as a free upgrade. Customers that have not yet purchased the RecFind web client can do so with a single, one-time investment. The web client is priced by installation, not by user. It inherits the concurrent user count from existing RecFind 6 smart client licenses. A new version of the RecFind smart client will be available, version 3.0, for those customers wishing to continue to use the smart client or in transition to the RecFind 7 web client.

Click here for a short demo of the new RF7 web client.

https://www.knowledgeonecorp.com/