

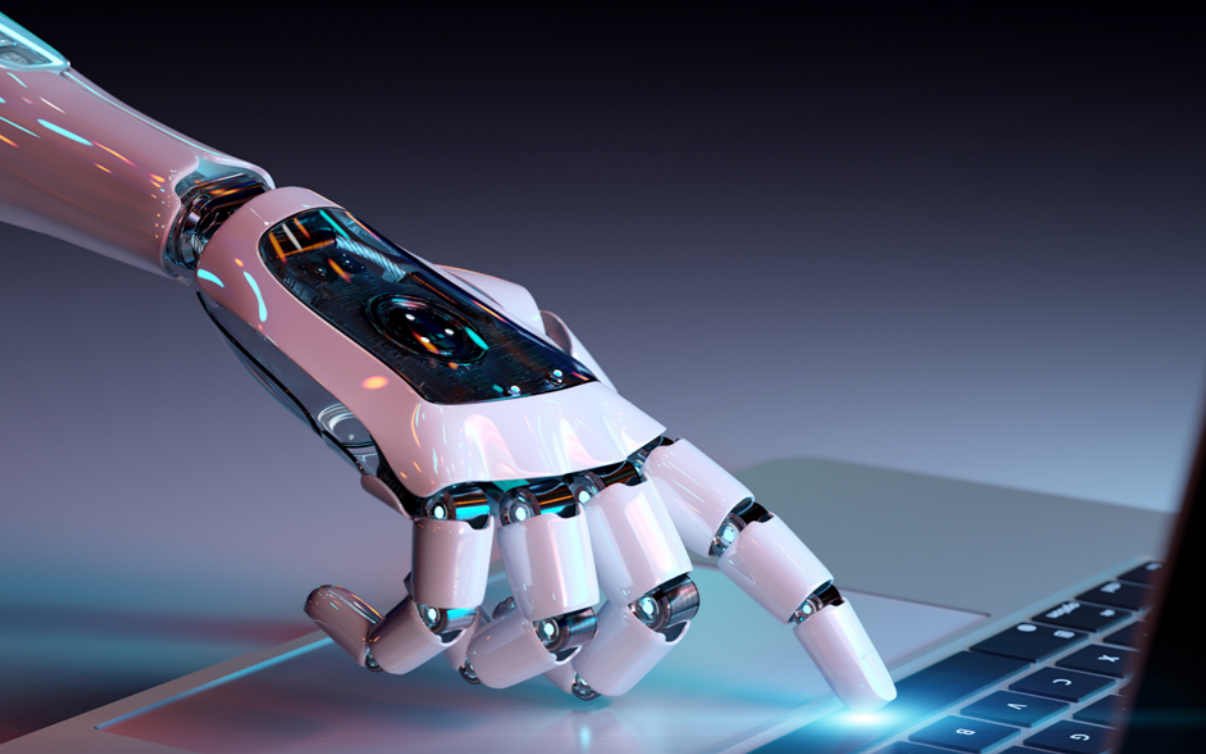


**2023 was the year of generative AI.  
What can we expect in 2024?**

**What are the Risks of Thinking  
Some File Formats are Fringe?**

**Data management is a  
must for successful AI**

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## Kofax rebrands as Tungsten Automation

A leader in the global capture market for over 40 years, Kofax has retired its brand name and will now be known as Tungsten Automation. Acquired by Kofax in 2022, Tungsten is a global B2B e-invoicing network that facilitates and streamlines complex invoice-to-pay processes.

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

"Tungsten Automation represents a pivotal moment in our journey as we continue to expand our portfolio of solutions and bring the latest technological innovations to meet the ever-changing needs of our customers," said Reynolds Bish, CEO - Tungsten Automation.

"This change highlights the depth and breadth of our trusted workflow automation solutions, culture of innovation, and continued commitment to staying ahead of the curve in helping our customers improve their efficiency and reduce costs with intelligent automation solutions they can trust."

Market Analyst at Infosource, Ralph Gammon, [commented](#), "According to the FAQ page on the name change, "From our roots as a leading document capture company, we've evolved to a prominent global leader in Intelligent Automation."

But, if you pull back the covers, is this really true? Based on a May 2022 interview by CEO Reynolds Bish with the OC Register (during the company's most recent acquisition by a couple of private equity firms), we'll estimate that Kofax's annual revenue is somewhere north of \$700M. From public filings, we know that Kofax generated approximately \$300M in primarily Capture-related revenue when it was acquired by Lexmark in 2015 and the Nuance acquisition brought another \$200M in Capture and Print Management software revenue. Add in smaller acquisitions of TIS, Ephesoft, and Psigen, and what percentage of Kofax's current revenue do you think still comes from Capture?

"It's somewhat unclear why the Tungsten name has been chosen, aside from it not being Kofax, which obviously is connected strongly to the Capture market that the company is trying to diversify out from."

## Public Sector battling Data Silos: Survey

Data silos remain a significant issue in the Australian public sector, according to a survey of 425 Australian government workers undertaken by Appian. A majority of government workers reporting that data accessibility was a problem in their workplace. Alarmingly, only 11% of public sector employees said that they did not have issues with accessing the data they needed in their roles. This issue has led to 33% of government workers saying that they often had to undertake tasks without all the data they required, due to inaccessible information within their department or agency.

Appian research also showed that while Artificial Intelligence (AI) has created headlines recently, it has not translated to the deployment of these solutions in the public sector, with 74% of government workers saying that they never or very rarely used AI in their current role. This correlates with low levels of confidence that government workers have in using AI to support their daily tasks, where only 14% of workers expressed strong levels of confidence in using such tools.

The survey found that the implementation of new technologies and digital tools is reshaping Australia's public sector, with 85% of government workers surveyed having recently experienced a digital initiative being implemented within their department or agency.

Most government workers believe that their agency's own digital transformation projects have had positive impacts on the public, with 63% of those surveyed saying that the adoption of new technologies had made government services more accessible to citizens.

Positively, the introduction of new technologies within government departments and agencies has led to better organisational communication, with 64% of workers experiencing improved collaboration following new solutions being deployed.

However, contrary to any belief that the digitisation of traditional work processes would ease workloads of government employees, a vast majority of public sector workers reported their daily workloads had either increased (47%) or remained at the same level (43%) since the introduction of new digital processes.

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## Qld mandatory data breach notification

Queensland will implement a mandatory data breach notification scheme, after the passage of the *Information Privacy and Other Legislation Amendment Act 2023*.

State government agencies will be required to comply from July 1, 2025, while local government agencies will have a further year until July 1, 2026.

It will require agencies to notify affected individuals and the Office of the Information Commissioner of eligible data breaches that could result in serious harm.

Queensland Attorney-General Yvette D'Ath, said, "This legislation responds to a wide range of recommendations outlined in several key reports."

"In doing so, it implements critical reforms which go to the heart of Queensland's integrity framework. This will empower affected individuals to take action that will reduce the risk of adversity from a data breach."

The Queensland scheme follows implementation of mandatory data breach notification by the Australian federal and NSW Governments.

The Queensland Act was passed following several reviews, including two key reports of the Crime and Corruption Commission, a review of right to information and privacy legislation, and the Coaldrake review into the Queensland public sector.

It includes additional reforms designed to provide greater consistency with the Commonwealth *Privacy Act*; Reforms to the Right to Information framework to reduce red tape and deliver efficiencies for applicants and agencies; and amendments to the Criminal Code to increase the maximum penalty for conduct relating to the misuse of restricted computers.

"This legislation responds to a wide range of recommendations outlined in several key reports," D'Ath said.

"In doing so, it implements critical reforms which go to the heart of Queensland's integrity framework."

## BOM adds RedEye Drawing Management

The Bureau of Meteorology has selected Brisbane-based SaaS organisation, RedEye, as the supplier of choice for their new engineering drawing management solution (EDMS).

RedEye will provide an intuitive cloud and mobile-based platform, ensuring easy access, updates, and management of critical engineering drawings, and documents at various sites and locations.

A crucial factor in RedEye's selection, is that its EDMS solution can deliver additional benefits including improving productivity and efficiency for staff and contractors, accelerating the Bureau's current digital transformation and interfacing with their new IBM Maximo Asset Management solution and other core business systems.

Mark Dalmazzo, Manager Compliance and Risk at the Bureau of Meteorology said that the RedEye EDMS solution is a step towards enhancing the safety and efficiency of Bureau operations, and will ensure that the best tools are

being used to deliver vital weather information to Australians.

"RedEye's strong capability, mobile access and seamless integration with our IBM Maximo Asset Management system, were vital factors in the selection process."

"Partnering with RedEye enables us to enhance our capabilities in managing Australia's climatic data more effectively, ensuring that our stakeholders have access to the most reliable information when they need it the most," said Mr Dalmazzo.

Founded in 2012, RedEye's SaaS platform currently manages \$A450 billion worth of assets globally, serving as the hub of engineering drawings for critical infrastructure industries such as power, water, mining, government, and manufacturing.

With this new roll-out and partnership with the Bureau, the reach and use-cases of RedEye's EDMS now expands throughout Australia into industries such as weather, agriculture, aviation, and geospatial services.

The Bureau of Meteorology's decision to invest in their engineering drawing management through partnering with RedEye is a prime illustration of the enduring value engineering drawings deliver throughout an asset's lifespan, said Randall Makin, CEO, RedEye.

"The Bureau's vital operations require a system that not only unifies their diverse datasets but also seamlessly integrates with their IBM Maximo ERP solution."

"Our platform is designed to do just that, empowering their field workers with immediate, reliable access to essential engineering data. It's about creating networks of people that not only enhance operational efficiency but also ensure that the data in engineering drawings can be connected to make business easier."

<http://www.redeye.co/>

## Accruent acquires RedEye

Accruent, a US provider of workplace and asset management solutions has acquired RedEye.

RedEye's addition to Accruent's engineering document management system (EDMS) portfolio, which includes Meridian, provides customers with expanded options for storing and accessing their documents.

Users will have access to regional data hosting hubs designed to ensure compliance with privacy and security regulations applicable to their business.

The offering is tailor-made for operating and maintaining complex facilities across manufacturing, oil and gas, utilities, mining, and pharmaceutical.

Bill Pollak, President of Accruent, said, "This acquisition underscores our commitment to delivering industry-leading solutions across our portfolio, with a continued investment in comprehensive solutions across the facility and asset workflow, while further expanding Accruent's presence in the region."

"Overall, RedEye's industry-focused, cloud-native solution, coupled with its strong customer satisfaction, aligns with our investment strategy and long-term objectives."

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

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## Data Governance survey reveals lack of confidence in company boards

**Despite a number of high-profile data breaches and continuing concerns around cyber-security, nearly two thirds of organisations don't believe their board has sufficient understanding of current data governance challenges, according to a report released by the Governance Institute of Australia.**

Data Governance in Australia found a majority of respondents surveyed were not positive about how their organisation manages and protects important data, with 57% describing it as 'average' and 4% as 'poor'. It also found that more than half of organisations do not have a data governance framework, mostly due to lack of capacity or resources.

Governance Institute Chair, Pauline Vamos said data is an increasingly valuable asset that boards and senior managers across all sectors need to prioritise as a matter of urgency.

"It is critical that organisations design, introduce and implement an effective data governance framework to maximise customer service and the commercial value of data while also minimising risk - particularly reputational risk," Ms Vamos said.

Ms Vamos said the results revealed a number of important insights into the challenges of keeping pace with technological advances, reporting to the board, protecting assets and maintaining the trust of stakeholders.

"Just under three quarters of organisations link data governance to the overall governance/ risk management strategy," Ms Vamos said.

"Less than half report data governance to the board, and if they do, the variation on the frequency of reporting is significant."

The report is the result of a key strategic research partnership between the Governance Institute and Macquarie University's DataX Research Centre, together with a panel of experts to provide contextual analysis.

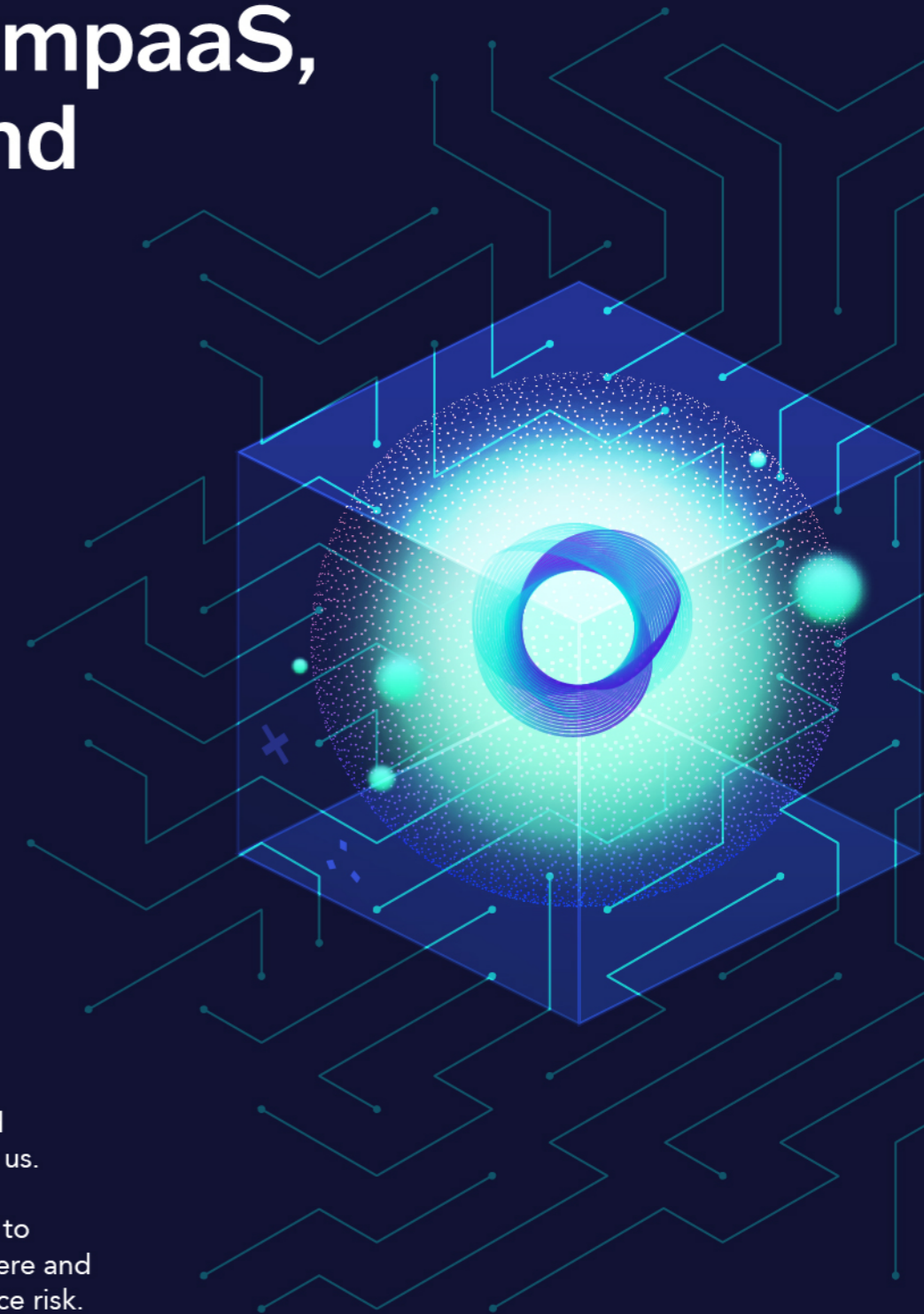
The report's findings are based on a survey of 345 CEOs/C-suite executives, non-executive directors, and senior governance and risk professionals.

Key findings include:

- Almost 60% say the board does not have an understanding of the organisation's current data governance challenges.
- The standout risk around data governance is cyber-attacks, followed by emergent technologies and AI.
- Siloed data holdings, underestimating the value of data and not having proper data governance frameworks are key issues for organisations in 2023.
- A third of organisations don't have data governance on the risk register.
- Just under a third of organisations regularly purge data, mostly on an annual basis.

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# PM&C Cops Blame for Iraq 2003 cabinet papers debacle

**The incomplete release of 2003 Cabinet records to the National Archives of Australia by the Department of the Prime Minister and Cabinet (PM&C), including many related to the Iraq war, was more a 'stuff up' rather than a 'conspiracy', an investigation has found.**

An Independent review organised by the Federal Government concluded that the "PM&C's failure to provide the NAA with a complete set of 2003 Cabinet records was a result of administrative error arising from both the impact of the COVID-19 pandemic in 2020 and from systemic shortcomings. Any suggestion of political interference of influence is without foundation."

Former ASIO director-general Dennis Richardson oversaw the investigation that found deficiencies in PM&C records management processes. These included:

- incomplete standard operating procedures regarding transfer processes;
- an absence of records management expertise within Cabinet Division;
- no consistent knowledge of Archives Act transfer obligations within the Cabinet Division; and;
- no effective central control of Cabinet records.

Covid was blamed for a box of Cabinet records being left in a secure storage area at PM&C pending intelligence agency review and then being subsequently forgotten.

"I have observed issues regarding appropriate record-keeping, handling of classified material and the department's compliance with transfer requirements as set out in the Archives Act 1983," Mr Richardson observed in a covering letter to Professor Glyn Davis AC, Secretary, Department of the PM&C and Simon Froude, NAA Director-General.

PM&C's Cabinet Division has acknowledged it has:

- incomplete standard operating procedures in place regarding the transfer of Cabinet records;
- no consistent understanding across the Division of the transfer obligations under the Archives Act; and
- no staff with records management expertise.

Under the *National Archives Act*, cabinet records are to be released after 20 years of being kept secret.

Following a media query on 18 December 2023, the Department of the Prime Minister and Cabinet (PM&C) identified that it had failed to transfer 78 Cabinet records from 2003 to the National Archives of Australia (NAA), in line with historical arrangements.

"As at 30 December 2023, PM&C was aware of 78 Cabinet records from 2003 that had not been transferred to the NAA.

77 of these records were provided to the NAA on 31 December 2023," the report notes.

"During the course of the Review, one of the 78 records and a further four Cabinet records from 2003 were located which had not been transferred.

"The four additional Cabinet records were located in a sealed envelope, inside a class C container, within a special security room inside a restricted area of PM&C. The Review was reliant on appropriately security cleared staff to access the physical location, none of which were immediately present. Following access, the room itself contained several cabinets which no one person within Cabinet Division had access. The material within the room holding Cabinet records was poorly itemised, tailor-made for a mistake in a future transfer process from PM&C to the NAA.

"The fifth additional record was found by Cabinet Division in a secure safe where it seems to have been held for a review by a historian for the Official Histories project. The record was bundled with records from other years.

"During the course of the Review, Cabinet Division also located 30 Cabinet notebooks that had not been transferred to the NAA. The notebooks were classified from Personal-in-Confidence to Top Secret. One notebook was from 1978. The others were from a mix of years up to 1992, again highlighting the need for PM&C to have a clear central register of the location of all Cabinet records in its possession."

PM&C said it has already begun implementation of the report's recommendations, with a view to completing "as soon as possible". An update will be provided by the end of June 2024.

The full report is available [HERE](#)



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As the volume of unstructured content continues to rise, automating business-critical workflows has never been more essential. In challenging times, operational efficiency and cost control are paramount. Yet, employees often spend valuable time on manual tasks within content-centric processes.

**But there's a solution!** Hyland's Intelligent Document Processing software leverages AI to enhance document onboarding capabilities, unlocking new levels of automation, efficiency, and accuracy.

**Who is Hyland?** Hyland was born over 30 years ago in the US, when John ("Hacky") Hyland developed one of the first document management and process automation solutions for the banking sector. Since that time, Hyland has grown its solution offerings to more than 15 distinct product offerings and 3 platforms. Today our customers come from many different industries that span the globe. We have been operating in Australia & New Zealand for over 20 years, with hundreds of customers locally from SMEs to large enterprises.

**Why choose Hyland?** Thousands of organisations around the globe choose Hyland to support their digital transformation and modernise the way they work. Our modern, open and cloud-native platforms mean you can build strong connections, keep evolving and remain resilient and agile in an ever-changing world.

Hyland solutions provide the technical infrastructure for organisations to transform siloed, disparate data points into unified, accessible, actionable content. Through providing industry-leading software and services, we help our customers manage information across the enterprise, connect their content across core applications and streamline, automate and optimise their processes so they can concentrate on the work that matters most.

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\*The content for this excerpt was taken directly from IDC MarketScope: Worldwide Intelligent Document Processing Software 2023-2024 Vendor Assessment (Doc# US49988723). All or parts of the sections provided are included in this excerpt: IDC Opinion, IDC MarketScope Vendor Inclusion Criteria, Essential Guidance, Vendor Summary Profile, Appendix and Learn More.

# Half of businesses lose employees when DX projects fail

An IDC survey undertaken for Endava, a global provider of digital transformation, agile development and intelligent automation services, has found that an overwhelming majority (88%) said that only 50% or less of their DX projects in the past year met the expected goals or outcomes.

And when businesses miss the mark on DX projects, it's not just their infrastructure or competitive position that suffers. In Asia Pacific specifically, a majority (66%) of respondents felt their organisations' investments in digital transformation projects had been wasted.

While globally 62% reported failure resulting in them being less technically mature than competitors and having a longer time to market, key challenges damaging the employee experience emerged as consequences too. Many are facing frustrated staff (56%), as well as a rise in staff attrition (50%) and a less stimulating work environment (44%).

The causes of lacklustre results from digital transformations reinforce the notion that strategies too often neglect to prioritise a people-first approach in the planning, design and implementation of digital initiatives. For example, 39% of respondents indicated that a lack of employee buy-in was a key reason for failing to meet expected outcomes, implying a need for cultural considerations to encourage user engagements.

This was followed by conflicting opinions from leadership (36%) and a lack of collaboration internally (33%), demonstrating a struggle to successfully navigate organisational dynamics or engage stakeholders throughout projects. When reflecting on failed DX projects, over half recognised that investments would have been better channelled into people-centric projects such as upskilling staff (55%) and improving IT and line of business communication (50%).

Amid the rapid advancement of AI and the generative AI boom over the last few years, the survey also uncovered strong levels of current implementation and adoption plans in the pipeline, with over half (51%) of the Asia Pacific respondents having already deployed AI in their organisation or running a proof of concept. Many organisations recognised the impact of retaining a human influence on their use of AI, with 51% declaring it as very or extremely important. It is worth noting that Asia Pacific businesses recognise the value that AI and automation yield, as the majority (69%) foresee that these technologies will provide clearer, more transparent communication.

Similarly, automation strategies were aimed at empowering a stronger employee experience and freeing people to work more strategically. 58% said their automation strategy is highly or very highly focused on removing mundane tasks and 54% agree that employee engagement and satisfaction is integral. The data on DX shortcomings, however, highlights a gap between many businesses' intentions for digital projects and the ability to bring these to fruition.

Despite this, for those who do get DX projects right, there are promising employee and customer outcomes beyond the business benefits. As well as achieving outcomes such as process optimisation (62%), cost reduction (57%) and revenue increases

(53%), respondents also reported improved customer experiences (45%) and an uptick in employee productivity, satisfaction and retention (42%) when initiatives were effectively managed.

*IDC surveyed 601 businesses globally on the impact of DX on their businesses, the rate of failure of these projects, and where investment would have been better spent. Geographically, 42% of respondents came from Europe, 33% from North America, 17% from AsiaPac, and 8% from the Middle East. Respondents came from Retail and Wholesale (21%), Financial Services (20%), Healthcare Service Provider (21%), Mobility (19%), Telco and Media (19%) and spanned from 250-2,500+ employees.*

## Copilot moves beyond the enterprise

Microsoft has removed the enterprise restriction on availability of its AI tool Copilot, which will now be accessible to Microsoft 365 Business Premium and Business Standard Customers.

The 300-seat purchase minimum for commercial plans has been removed making Copilot available for Office 365 E3 and E5 customers (A Microsoft 365 license was previously required).

Small and Medium Business users can purchase between one and 299 seats at a rate of \$US30 per person per month. Commercial customers can now procure Copilot for Microsoft 365 through Microsoft Cloud Solution Provider partners.

"As we kick off a new year, we're thrilled to see people increasingly using and loving Microsoft Copilot for work and life," noted Yusuf Mehdi, Executive Vice President and Consumer Chief Marketing Officer, Microsoft. "Our goal is to empower every person and every organization on the planet to achieve more by bringing Copilot, the everyday AI companion, to millions of people around the world."

Copilot is a generative AI tool integrated into Microsoft's suite of apps: Word, Excel, PowerPoint, Outlook and Teams. Its goal is to act like a highly intelligent assistant to help users boost productivity when working with these apps.

Microsoft promises it will provide single AI experience that runs across your devices, understanding your context on the web, on your PC, across your apps and soon on your phone to bring the right skills to you when you need them.

The Copilot, powered by GPT-4 from OpenAI, will sit alongside Microsoft 365 apps much like an assistant, appearing in a sidebar as a chatbot. It will also be available to summon inline, allowing users to generate text in documents, create PowerPoint presentations based on Word documents, or even help use features like PivotTables in Excel.

Copilot is also available in Teams, able to summarise a meeting. Email threads in Outlook can also be summarised, and Copilot can create draft email responses with a variety of tones or lengths.

Individuals will need to pay \$US20 a month for a Copilot Pro subscription.

Microsoft has also flagged the upcoming release of a feature called Copilot GPT – a customized Copilot tailored for a specific topic – which will be accessible in a new Copilot GPT Builder with just a simple set of prompts.

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# Demystifying terminology used for regulatory technology solutions

## Why is every Government agency using different terms and language to describe the regulatory technology solution they want to implement?

During the discovery of the right regulatory technology solution for you, did you feel overwhelmed by the endless variety of terms to describe what ultimately seemed like the same platform? You're not alone.

Technology to underpin regulatory practice is not new and has continued to evolve over time. Twenty years ago, almost all government agencies developed their own internal bespoke and customised solutions to support their regulatory needs. This often-involved disparate spreadsheets, manual paper-based forms, and custom databases. And a considerable lack of automation.

"In the past 20 years a key topic of public sector reform in OECD countries has been the emergence of regulatory policy. During this period, the nature of regulation has undergone profound and rapid change."<sup>[1]</sup>

During this rapid period of change, government regulators across different industries have been trying to solve similar challenges, while using different terms and language.

The importance of using the same regulatory language is becoming more mainstream. According to Dr Grant Pink, author of 'Navigating Regulatory Language: An A to Z Guide', there are potentially significant advantages in regulators using, embracing, maintaining and developing a more common and shared regulatory language. Including assisting with:

- onboarding of staff into a regulatory agency or their first regulatory roles;
- assisting staff transitioning between different regulatory roles and regulatory agencies;
- interactions and interoperability between different regulatory agencies; and
- conversations between regulatory practitioners, managers, executives and boards.

At Objective RegWorks we have identified an increasing number of Government Regulators going to market for a technology solution to enhance their ability to administer regulation [and solve common challenges for regulators](#).

"Increasingly, innovative thinking and skilful use of information technology (IT) are leading to new and more effective approaches to administrative regulation."<sup>[2]</sup>

"New technologies can help improve risk-based regulation: better availability of data and IT tools mean that it is easier to assess and target risks."<sup>[3]</sup>

At Objective RegWorks we have noticed agencies are using a vast range of regulatory language to describe the solution they are looking for.

They may be unaware that RegWorks is an end-to-end regulatory solution, designed specifically for Government regulators and is the right tool to support all your regulatory requirements. Here are some commonly used terms we've uncovered;

### Regulatory Management System (or software) (RMS)

A [regulatory management system](#) is software designed to support government regulators with their approvals, compliance monitoring, and enforcement responsibilities. These systems provide a structured framework that helps regulators administer their regulatory processes more efficiently and effectively.

### Compliance and Regulation System (CARS)

A Compliance and Regulation System helps you to;

- comply with compliance obligations
- prevent, identify and respond to compliance breaches
- promote a culture of compliance.

### Case Management System (CMS)

(Or various iterations of this - Compliance and Case Management System)

Case Management Systems support a complex process that requires a combination of human tasks and electronic workflow, such as:

- an application for a licence, registration, or permit;
- a submitted enquiry or complaint;
- an inspection or audit,
- an investigation that may progress to enforcement and prosecution.

These solutions support the workflow, management collaboration, storage of images and content, decisioning, and processing of electronic files or cases.

### Safety Compliance, Inspections and Audit System

A Safety Compliance, Inspections and Audit System is similar to a regulatory management system.

It is designed specifically to support government regulators with administering compliance monitoring, managing inspections, audits and enforcement responsibilities.

### Licence and Regulatory Platform

Similar to a Regulatory Management System, a Licence and Regulatory Platform is software designed to support government regulators with administering licences, applications, renewals, compliance monitoring, and enforcement responsibilities.

### Regulatory Services platform

Is the same as a Regulatory Management System.

### Customer Relationship Management (CRM)

A Customer Relationship Management (CRM) is a system or software that helps track information and interactions between your company and your customers.

CRMs are not designed specifically for managing regulatory functions for Government agencies.

While at first glance, they may seem like an easy choice, they come with many challenges including extensive work and investment involved in customisation and upgrades. [See more information](#) about why a CRM is not the right choice for Government regulators here.

At Objective, we don't mind what language you use while looking for the right technology tool for your regulatory practice – but we have the one word you need to remember – RegWorks!

Learn how you can reap the benefits of taking a modern, digital approach to regulation, become a risk-based regulator and deliver regulatory best practice within your agency by choosing the only end-to-end regulatory software tool designed and supported in Australia and New Zealand – [Objective RegWorks](#).

[1] THE EVOLUTION OF REGULATORY POLICY IN OECD COUNTRIES, Nick Malyshev Organisation for Economic Co-Operation and Development

[2] THE EVOLUTION OF REGULATORY POLICY IN OECD COUNTRIES, Nick Malyshev Organisation for Economic Co-Operation and Development

[3] Regulatory Policy, The world has changed and so must rule making, OECD - <https://www.oecd.org/gov/regulatory-policy/rpo-standalone.pdf>



# 2023 was the year of generative AI. What can we expect in 2024?

**By T.J. Thomson, RMIT University and Daniel Angus, Queensland University of Technology**

In 2023, artificial intelligence (AI) truly entered our daily lives. The [latest data](#) shows four in five teenagers in the United Kingdom are using generative AI tools. About [two-thirds of Australian employees](#) report using generative AI for work.

At first, many people used these tools because they were curious about generative AI or wanted to be entertained. Now, people ask generative AI for help with studies, [for advice](#), or use it to find or synthesise information. Other uses include getting help coding and making images, videos, or audio.

So-called “[prompt whisperers](#)” or prompt engineers offer guides on not just designing the best AI prompts, but even how to blend different AI services to achieve fantastical outputs.

AI uses and functions have also shifted over the past 12 months as technological development, regulation and social factors have shaped what’s possible. Here’s where we’re at, and what might come in 2024.

## AI changed how we work and pray

Generative AI made waves early in the year when it was used to enter and even win [photography competitions](#), and tested for its ability to [pass school exams](#).

ChatGPT, the chatbot that’s become a household name, reached a user base of 100 million by February – about four times the size of Australia’s population.

Some musicians used AI [voice cloning](#) to create synthetic music that sounds like popular artists, such as Eminem. Google launched its chatbot, Bard. Microsoft integrated AI into Bing search. Snapchat launched MyAI, a ChatGPT-powered tool that allows users to ask questions and receive suggestions.

GPT-4, the latest iteration of the AI that powers ChatGPT, launched in March. This release [brought new features](#), such as analysing documents or longer pieces of text.

Also in March, corporate giants like Coca-Cola began [generating ads](#) partly through AI, while Levi’s said it would use AI for creating [virtual models](#). The now-infamous image of the Pope wearing a white Balenciaga puffer jacket went viral. A cohort of tech evangelists also called for an AI development pause.

Amazon began integrating generative AI tools into its products and services in April. Meanwhile, Japan ruled there would be no [no copyright restrictions](#) for training generative AI in the country.

In the United States, screenwriters went on strike in May, demanding a ban of AI-generated scripts. Another AI-generated image, allegedly of [the Pentagon on fire](#), went viral. In July, worshippers experienced some of the first [religious services](#) led by AI.

In August, two months after AI-generated summaries became available in Zoom, [the company faced intense scrutiny](#) for changes to its terms of service around consumer data and AI. The company later clarified its policy and pledged not to use customers’ data without consent to train AI.

In September, voice and image functionalities came to ChatGPT for paid users. Adobe began [integrating generative AI](#) into its applications like Illustrator and Photoshop.

By December, we saw an increased shift to “[Edge AI](#)”, where AI processes are handled locally, on devices themselves, rather than in the cloud, which has benefits in contexts when privacy and security are paramount. Meanwhile, the EU announced the world’s first “[AI Law](#)”.

## Where to from here?

Given the whirlwind of AI developments in the past 12 months, we’re likely to see more incremental changes in the next year and beyond. In particular, we expect to see changes in these four areas.

### Increased bundling of AI services and functions

ChatGPT was initially just a chatbot that could generate text. Now, it can generate text, images and audio. Google’s Bard can now [interface among Gmail, Docs and Drive](#), and complete tasks across these services. By bundling generative AI into existing services and combining functions, companies will try to maintain their market share and make AI services more intuitive, accessible and useful. At the same time, bundled services make users more vulnerable when inevitable data breaches happen.

### Higher quality, more realistic generations

Earlier this year, AI struggled with rendering [human hands and limbs](#). By now, AI generators have markedly improved on these tasks. At the same time, [research has found](#) how biased many AI generators can be. Some developers have created [models](#) with diversity and inclusivity in mind. Companies will likely see a benefit in providing services that reflect the diversity of their customer bases.

### Growing calls for transparency and media standards

Various news platforms have been [slammed](#) in 2023 for producing AI-generated content without transparently communicating this. AI-generated images of world leaders and other newsworthy events [abound on social media](#), with high potential to mislead and deceive. Media industry standards that transparently and consistently denote when AI has been used to create or augment content will need to be developed to improve public trust.

### Expansion of sovereign AI capacity

In these early days, many have been content playfully exploring AI’s possibilities. However, as these AI tools begin to unlock rapid advancements across all sectors of our society, more fine-grained control over who governs these foundational technologies will become increasingly important. In 2024, we will likely see future-focused leaders incentivising the development of their [sovereign capabilities](#) through increased research and development funding, training programs and other investments.

For the rest of us, whether you’re using generative AI for fun, work, or school, understanding the strengths and limitations of the technology is essential for using it in responsible, respectful and productive ways.

Similarly, understanding how others – from governments to doctors – are increasingly using AI in ways that affect you, is equally important.

*T.J. Thomson is Senior Lecturer in Visual Communication & Digital Media, RMIT University and Daniel Angus is Professor of Digital Communication, Queensland University of Technology. This article is republished from [The Conversation](#) under a Creative Commons license. Read the [original article](#).*



# Data management is a must for successful AI

In an increasingly data-driven world, organizations are constantly looking for ways to manage their information more effectively. This is where AI comes in, offering an opportunity to transform data into better decision-making tools.

But, as a recent survey of IT leaders underscores, that data must be ready for AI - if it's not accurate, accessible, and secure, organizations won't get the desired results.

The [MarketPulse survey](#) conducted for OpenText, reflects IT leaders' views of AI, including its benefits and its challenges. It's a timely topic, since a large majority of respondents - 89% - said interest in AI among their organization's leaders has increased over the past year.

And it shows no sign of slowing down—respondents predicted generative AI will be the most impactful technology next year (40%), ahead of even security (31%).

Respondents were asked what they believed to be the top benefits of AI. Their answers ranged from driving efficiency to reducing operational costs and enhancing the customer experience.

They said the departments that could benefit most from AI are sales, marketing, and finance, where employees could use the technology to help with a wide range of tasks.

## The need for data management

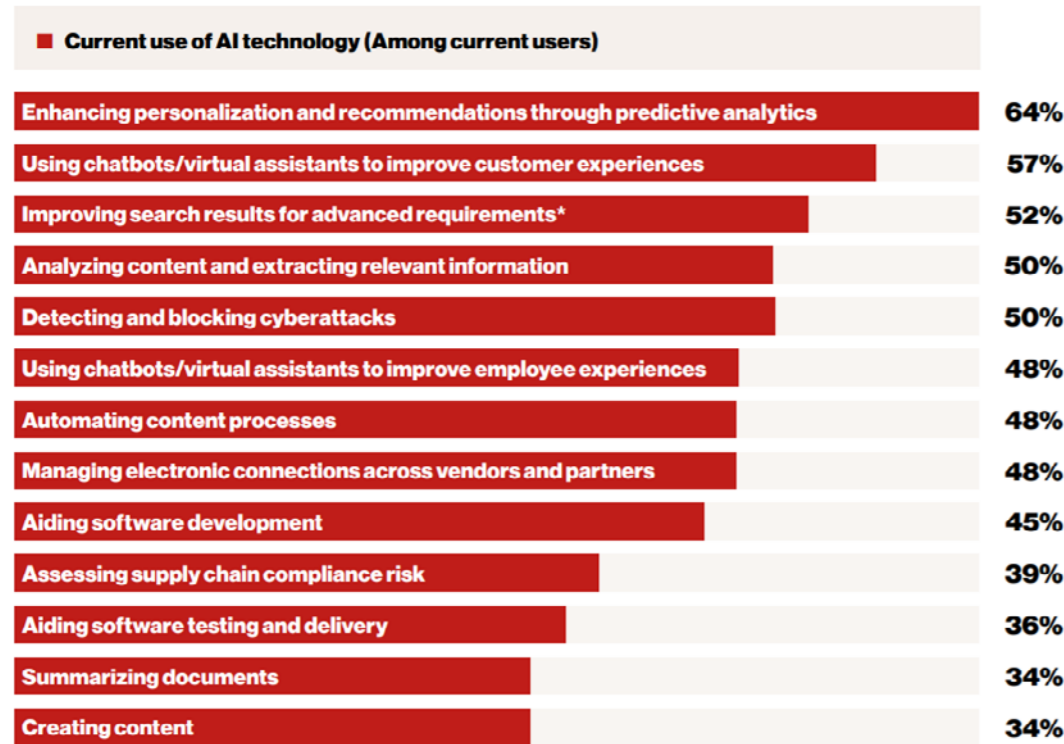
When it comes to the challenges organizations face in implementing AI, respondents listed issues related to data management as most significant.

Since AI relies on data to learn and improve, organizations must ensure that their data is accurate, accessible, and secure. And they must build a solid data governance foundation, including a governance framework, to take full advantage of the benefits of AI.

Another obstacle to AI adoption is the lack of skills and expertise, highlighting the importance of upskilling employees and investing in partnerships with AI service providers to overcome this challenge.

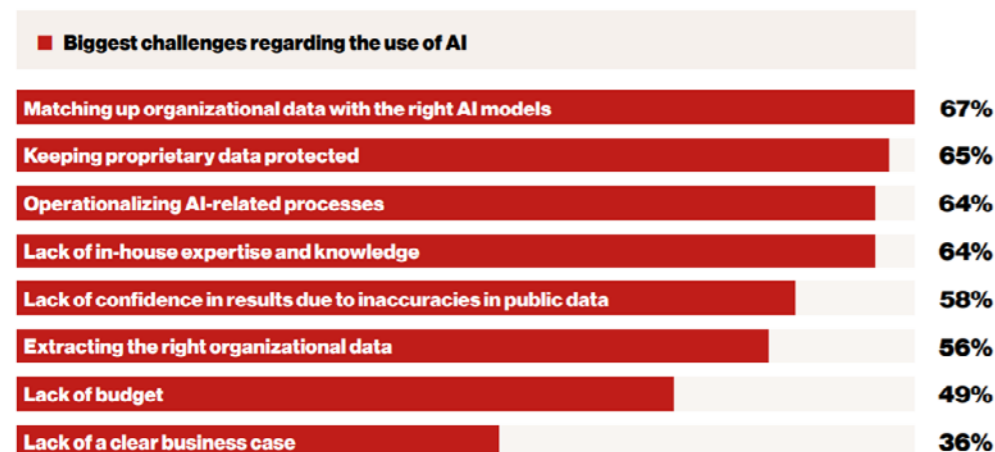
At the same time, respondents acknowledged the risks of not adopting AI, such as missing opportunities for new revenue streams, losing market share, and making inaccurate decisions based on outdated information.

Download the [full survey report](#). And learn more about [OpenText AI solutions](#).



\*e.g., media or video records, embedded personal information

## Choosing the right AI models, keeping data protected, operationalizing AI processes, and sourcing in-house expertise are top AI challenges



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# The AI Odyssey: From Concept to Practical Reality in 2024

In the coming year, artificial intelligence (AI) is poised to shift from a conceptual discourse to a practical reality, transforming organizational processes across various industries, including government entities. Assessing how technology will impact on the modern workplace in the year ahead, Alyssa Blackburn, predicts three areas where AI will have an impact.

## 1. Storage cost is a now problem that needs to be addressed and managed

We know that the volume of data stored globally is only going to increase exponentially.

In 2020, there was 6.7ZB of data stored globally and by 2025 we'll reach more than 200ZB of storage used, which is an outstanding 61% compounded annual growth rate.

It's an undeniable fact that cloud storage costs are also rising and organisations have no choice but to bear the costs as cloud storage is now a necessity, if not the only option for most organisations.

In a recent "State of the Cloud" survey, 82% of respondents said that managing cloud spend was their biggest challenge, beating out security at 79%. 94% of IT leaders said their cloud storage costs are rising as all cloud providers have raised their storage prices in the past year.

As businesses are bearing the brunt of the economic downturn and going through or considering cost reduction programs within their organisations, they should look at their storage spend and leverage new technologies such as AI to manage the data they have stored so they are able to easily find and access what they need, use the data and get rid of it when it's no longer required.

By developing and implementing effective data management strategies, organisations have the ability to cut down on their storage costs by either moving some deprioritised content to cheaper storage, or destroying content when it's no longer needed to free up storage space

## 2. AI will move from being a conceptual discussion to a practical one

In 2024, we'll see process-based AI slowly become mainstream as more organisations across industries, including government, start to leverage the technology for faster decision-making and to automate processes. AI and automation when used together, will change the nature of work.

These two technologies hold great promise to improve human productivity and make existing business processes more efficient. It is through process-based AI that organisations will see the quick-wins.

Generative AI on the other hand will hit a few bumps

before organisations start to fully reap the benefits. Generative AI comes with more risks as it's only as good as the data it has access to.

Issues around AI regulations and legislation will also come to the surface.

Currently, AI operates in a regulatory environment that is patchwork at best and as a nation we expect the government to come up with some clear parameters covering copyright, privacy and consumer protection, to eliminate the risks posed by generative AI and ensure AI is not mis-used.

## 3. AI will change, not replace, jobs

AI will be used to automate tasks, not replace entire occupations. However, jobs are transforming as AI becomes more accessible.

As AI gradually moves into the implementation phase, there will be a mindset shift in what we thought would be the fallout of AI; i.e. job losses.

Instead, businesses will start to realise the full potential of AI and how it can be used for better outcomes and faster decision making.

However, jobs will change and people will need training as additional expectations are added to their job description, such as using AI to do more advanced tasks.

The biggest impacts of AI will likely be in data management, processing data and collecting data. But according to a McKinsey Digital analysis,

AI will also transform how businesses go about decision making and collaboration, communication, documentation, processes of applying expertise, managing and interfacing with stakeholders.



Alyssa Blackburn is Director Information Management at AvePoint.



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# Data Governance and Security Top Priorities for 2024, ahead of AI: Survey

The fourth annual State of Data Security Report highlights the current state of data security amid organizations' rapid adoption of artificial intelligence (AI) and generative AI tools. The 2024 State of Data Security Report surveyed 700 data platform and security practitioners at global cloud-based enterprise companies across the US, UK, Canada, and Australia.

Commissioned by Immuta and conducted by customer voice platform UserEvidence, the survey indicates that adoption and use of AI tools is high across organizations, however many are concerned about the impacts AI will have on their larger data security strategy. Only half of the respondents say their organization's data security strategy is keeping up with AI's rate of evolution.

What's more, despite AI's recent boom, implementing stronger data governance and security controls will be a higher priority for data teams in 2024. When asked what significant initiatives their company is taking on in the next 12 months, 80% of respondents said their top priorities were data security related initiatives – such as implementing stronger data governance and security controls, and modernizing data architectures with new concepts like data mesh – while only 20% noted integrating AI into business processes will be a top priority.

"With the rapid onset of AI solutions and ongoing push to migrate data to the cloud, data leaders are now grappling with how to prioritize data security, agility, and visibility. They need solutions that provide both proper data protection and the flexibility to use data to drive value," said Matt Carroll, CEO of Immuta.

"Without the foundation of a strong data architecture and data security strategy in place, it will be impossible for organizations to safely integrate AI into their processes. Business leaders must design AI-specific security strategies that include the right protocols and policies to protect data."

Other key findings from the report include:

## Artificial Intelligence Sparks Excitement and Security Risks for Data Professionals

The rapid evolution of AI and machine learning (ML) has spurred both excitement and concern across organizations. According to the report, employees are already leveraging these tools to increase productivity and streamline processes within their roles.

Nearly nine out of 10 (88%) of data professionals note their employees are using AI, and many data professionals are confident AI will help them become better at things like anomaly detection (44%) and phishing attack identification (46%).

At the same time, many are concerned about the broader security impacts AI will have on their organization. More than half of respondents (56%) cite the exposure of sensitive data via an AI prompt as their greatest area of concern.

This trepidation reinforces the need for AI-specific security strategies and policies so organizations can



confidently and securely utilize the technologies and also launch AI models at scale.

## Data Governance and Compliance Are Top Priorities

Although AI is top of mind for data professionals across every sector, trust, security, and compliance are still leading organizational priorities. Nearly all (88%) data leaders believe that data security will become an even higher priority in the next 12 months, ahead of AI.

With 80% of data professionals indicating that their data protection capabilities are better than they were a year ago, it's likely budgets and resources will increase as data security continues to be a growing priority for business leaders amid today's evolving threat landscape.

## Collaboration Is a Vital Element of Data Security

As organizations grow, their structures become more intricate and they manage more data – both of which make data security increasingly challenging and critical. This also creates more complexity around data ownership. According to the report, there is no clear owner of data security across organizations.

Respondents indicated that the job title most commonly accountable for data security is Data Privacy or Security Manager (19%), or Chief Technology Officer (15%). However, numerous other roles were also noted as being responsible for data security. This lack of ownership creates challenges around managing security collaboratively, which leads to teams operating in silos and insecure deployments.

## Data Access Is Still a Major Security Challenge

Similar to findings from last year's report – which found that 63% of data professionals lacked visibility into data access controls – data access remains a major security obstacle for teams: 33% of respondents cited a lack of visibility into data sharing and usage as their biggest security challenge, and that they have missed business opportunities as a result.

At the same time, 56% note that data security processes slow down access to data, meaning that over half of organizations are sacrificing some level of data-driven value for essential security outcomes – trading agility for trust and compliance.

To read the full 2024 State of Data Security Report, click [here](#).



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# Cracking the AI Code: Why data and how much data companies keep matters

By Robert Yang, Vice President Asia Pacific, Seagate Technology

AI has garnered a lot of attention in Australia and globally over the last years as businesses increasingly explore the potential to anchor their operational strategies in artificial intelligence. While big tech companies including Microsoft has [stated](#) that generative AI could add \$40 billion to their top line and the generative AI market could drive an almost \$7 trillion [increase](#) in global GDP, the big news is that [75%](#) of companies expect to adopt AI technologies over the next five years and according to Deloitte, there will be seven times as much invested annually in AI by Australian businesses in 2020 compared to today.

But the best AI deployments are useless without one key ingredient: data.

Companies need volumes of data to train AI models to find insights and value from previously untapped information. Because tomorrow's AI tools will be able to derive yet-unimagined insights from yesterday's data, it is vital that organisations keep as much data as possible. Chatbots and image and video AI generators will also create more data for companies to manage, and their inferences will need to be kept to inform future algorithms.

Gartner [expects](#) generative AI to account for 10% of all data produced, up from less than 1% today by 2025. By cross-referencing this study with IDC's Global DataSphere Forecast [study](#), we can expect that generative AI technology like ChatGPT, DALL-E, Bard, and DeepBrain AI will result in zettabytes of data over the next five years.

Organisations can only take advantage of AI applications if their data storage strategy allows for simple and cost-effective methods to train and deploy these tools at scale.

Massive data sets need mass-capacity storage. The time to save data is now if not yesterday.

## Why AI Needs Data

According to [IDC](#), 84% of enterprise data created in 2022 was useful for analysis, but only 24% of it was actually analysed or fed into AI or ML algorithms. This means companies are failing to tap the majority of available data. That equates to lost business value.

Think of it as an electric car - without a charged battery, the car won't take you to your destination. Similarly, if data isn't stored, even the most intelligent AI tools won't be of any assistance.

As companies begin to train AI models, they will need robust mass-capacity storage strategies that support both raw and generated data. The cloud will provide support for some of their AI workloads and storage, but they will also store and process some data on the premises.

Keeping raw data even after it's processed is essential too. Intellectual property disputes will arise regarding some content created by AI.

Industry inquiries or litigation can concern questions regarding the basis for AI insights. "Showing your

work" with stored data will help demonstrate ownership and soundness of conclusions.

Data quality also affects the reliability of insights. To help ensure a better quality of data, enterprises should use methods that include data preprocessing, data labelling, data augmentation, monitoring data quality metrics, data governance, and subject-matter expert review.

## Organisations Must Prepare

Understandably, data retention costs sometimes cause companies to delete data. Companies need to balance these costs against the need for AI insights, which drive business value.

To reduce data costs, leading organisations deploy cloud cost comparison and estimation tools. For on-premises storage, they should look into TCO-optimising storage systems that are built with hard drives, which are not only cost-effective, but also durable and reliable for massive data sets.

They can store the vast data needed to feed AI models for continuous training. Additionally, they need to prioritise monitoring data and workload patterns over time and automate workflows where possible.

Comprehensive data classification will also be essential to identify the data needed to train AI models. Part of it means ensuring that sensitive data - for instance, personally identifiable or financial data - is handled in compliance with regulations.

There must be robust data security. Many organisations encrypt data for safekeeping, but AI algorithms generally can't learn from encrypted data.

Companies need a process to securely decrypt their data for training and re-encrypt it for storage.

To ensure AI analysis success, businesses should:

- Get used to storing more data because in the age of AI, data is more valuable. Keep your raw data and insights. Don't limit what data can be stored - limit instead what can be deleted
- Put processes in place that improve data quality
- Deploy [proven methods](#) of minimising data costs
- Apply robust data classification and compliance
- Maintain data security

Without these actions, the best generative AI models will be of little use.

Even before the emergence of generative AI, [data was the key to unlocking innovation](#).

Companies most adept at managing their multicloud storage are 5.3x more likely than their peers to beat revenue goals and Generative AI could significantly widen the innovation gap between winners and losers.

So while the buzz around generative AI has rightly focused on its innovative potential, smart business leaders will also look closely at how their data storage and management strategies can make or break their AI success.

# Government sector tops incident count in 2023 ASD Cyber Threat Report

The Australian Signals Directorate has released its fourth ASD Cyber Threat Report, which found almost half of reported incidents came from Federal, State or Local Government. Malicious cyber activity continued to increase in frequency, cost and severity compared to the previous year.

The top 3 cybercrime types for business were: email compromise; business email compromise (BEC) fraud; and online banking fraud.

The cost of cybercrime to businesses increased by 14% compared to the previous financial year. Small businesses experienced an average financial loss of \$A46,000, while cybercrimes cost medium businesses an average of \$A97,200, and large businesses an average of \$A71,600.

“Cybercrime is a multibillion-dollar industry that threatens the wellbeing and security of every Australian. Cybercrime covers a range of illegal activities such as data theft or manipulation, extortion, and disruption or destruction of computer-dependant services. In 2022–23, cybercrime impacted millions of Australians, including individuals, businesses and governments. These crimes have caused harm and continue to impose significant costs on all Australians,” the report notes.

During the 2022-23 financial year, there were nearly 94,000 reports of cybercrime submitted to ReportCyber, an increase of 23% compared to the previous financial year. On average, that’s one report received every 6 minutes.

ASD responded to over 1,100 cyber security incidents from Australian entities. There were 143 related to critical infrastructure, an increase by almost one-third in the 22-23 financial year.

About 57% of cyber incidents reported by critical infrastructure entities involved compromised

accounts or credentials; compromised assets, networks or infrastructure; and denial of service attacks.

“In 2022–23, ASD joined international partners to call out Russia’s Federal Security Service’s use of ‘Snake’ malware for cyber espionage, and also highlighted activity associated with a People’s Republic of China state-sponsored cyber actor that used ‘living-off-the-land’ techniques to compromise critical infrastructure organisations.

## Case study: A network compromise at the Shire of Serpentine Jarrahdale

The rural Shire of Serpentine Jarrahdale, 45 kilometres from the Perth CBD, may seem an unlikely place for malicious cyber activity to unfold. But, in early 2023, the Shire experienced a network compromise.

Shire ICT Manager Matthew Younger said the malicious cyber actor took advantage of a public-facing system. ‘We’re quite diligent with our patching, but unfortunately we missed an update to our remote work server,’ Mr Younger said.

Before taking immediate remediation action, the Shire’s ICT team held a conference call with ASD to discuss the best way to manage the compromise, and Mr Younger said ASD’s help was first-class. ‘We put a perimeter around the compromised server, checked for lateral movement, and gathered evidence to work out what happened. Everything we found led back to the importance of the Essential Eight.’

ASD also sent an incident responder to help the Shire’s ICT team capture virtual machine snapshots and log data. ASD handles incident data with strict confidentiality, and such data helps its analysts understand how cyber security incidents occur and produces intelligence to help build the national cyber threat picture and to prevent further attacks.

The full ASD report is available [HERE](#)

	C6	C5	C4	C3	C2	C1
Sustained disruption of essential systems and associated services						
Extensive compromise		15	23	17	3	
Isolated compromise		38	57	63	35	2
Coordinated low-level malicious attack		7	14	32	46	1
Low-level malicious attack	1	73	72	88	90	9
Unsuccessful low-level malicious attack		19	21	73	292	43
	Member(s) of the public	Small organisation(s) Sole traders	Medium-sized organisation(s) Schools Local government	State government Academia/R&D Large organisation(s) Supply chain	Federal government Government shared services Regulated critical infrastructure	National security Systems of National Significance

**Table 1:** Cyber security incidents by severity category for FY 2022–23 (total 1,134)

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## Data silos a productivity killer for investment institutions

By Clayton Issitt, State Street

**For asset owners and asset managers alike, data silos are a silent productivity killer. The antidote is democratising data.**

By democratising access to data, institutional investors empower their employees and stakeholders to make timelier and more confident investment decisions, transform their operating models and deliver a superior client experience.

However, many organisations suffer from decades of accumulated “technology debt” thanks to the proliferation of disparate solutions and the siloed data stores that were created to support those systems. Once data silos take hold at an enterprise level, smaller silos start to proliferate because teams combine information from larger silos across the organisation in order to support their own workflows and areas of responsibility.

Against that backdrop, harnessing powerful technologies like AI, launching innovative new products and expanding into new asset classes is difficult if not impossible.

Data silos and the attendant lack of a holistic data management strategy are surprisingly commonplace. In our latest survey of 500+ institutional investors, three quarters of respondents rated their current data capabilities across the board at a nascent or intermediate stage of development. And most singled out data accuracy, access, analytics, governance and data integration as key areas for development.

This has ramifications for customer retention and revenue growth. The forward looking firms that claimed to have a data management strategy in place say they experienced a 24 percent increase in customer satisfaction, a 21 percent increase in customer retention and a 19 percent increase in revenue growth on average.

Investment professionals have problems they need to solve, and they build or acquire specific technology solutions to address these needs. The solutions may address particular problems sufficiently, but often they are not interoperable with other technology applications. As firms acquire other businesses or expand into new geographies, asset classes or strategies, this tends to proliferate. The result is a

complex landscape of systems that have difficulty communicating with one other.

A ray of light has been provided by the emergence of the Cloud, which is enabling meaningful interoperability between disparate applications and data stores for clients. Instead of engaging in time consuming data movement to feed applications, we can now bring the applications to the data by leveraging cloud native solutions like Snowflake.

That reduces a lot of the extracting, transforming and loading (ETL) overheads and time-consuming manual reconciliations so clients can start transitioning from high volume, low value IT operations to higher value activities.

From an asset owner perspective, it’s increasingly important to deliver a whole-of-fund view across public and private markets for both internally and externally managed assets. That involves capturing and curating structured and unstructured data from multiple sources and providers. Alongside the challenges of capturing information in a timely fashion from external asset managers, firms need to combine that with the decisions being made internally to ensure they are not working against themselves in the market or doing something today that may conflict with an investment decision taken by an external manager.

Bringing all of that financial information together with investment data is something the asset owner community has struggled with for a very long time and can now be delivered. And enriching investment data with financial data accelerates the ability to bring applications to the data.

In the end, you can have a data set encompassing front, middle and back-office data together in a single model that all of your users can understand. It’s data that everyone can trust because they’re looking at the same data at any given point in time.

It’s not just about getting information into a single place; it’s about sharing it with the rest of that ecosystem so that everybody in the organisation is working off a consistent set of trusted information.

So, democratising data; that’s something everyone can vote for.

*Clayton Issitt is Head of Alpha Client Solutions, Asia Pacific at State Street.*

## Nuclear Win for Australian SaaS Collaboration Suite

Australian Naval Infrastructure (ANI), the government owned shipbuilder slated to construct a future nuclear-powered submarine fleet, has turned to local developer archTIS for secure data exchange and collaboration.

The archTIS Kojensi solution will be deployed to 100 users initially in a contract worth A\$342,540, with the ability to purchase additional licenses through the 3 year contract period until October 30, 2026.

ANI is a government business enterprise jointly owned by the Minister for Finance and the Minister for Defence, to support the ongoing naval shipbuilding program of the Commonwealth.

Its core mandate includes ownership, development and management of critical infrastructure and associated facilities.

The Osborne Naval Shipyard where it is based will expand almost three times in size to enable the building of the AUKUS nuclear-powered submarine fleet.

Kojensi is a multi-level security (MLS) classified file sharing and document collaboration software platform. It enables productivity while managing the compliance and security of sensitive information.

archTIS managing director Daniel Lai said: “ANI is an important win for archTIS. Their selection of Kojensi validates the value it offers to quickly deploy a secure platform for sensitive information exchange.

“It is another milestone in our continued drive to make Kojensi the preferred platform for the secure sharing and collaboration of classified information between partners across Defence and the supply chain.”

The company believes that while AUKUS presents an exciting opportunity to Australia, the transfer of nuclear technology will present compliance and data security challenges for Defence and Industry.

“Recent AUKUS developments and supporting legislative instruments have identified the probable governance pathway for setting rules and expectations when managing participant technology transfers. This governance has not been sufficiently defined at this stage to provide certainty to Defence and Industry organisations as to how they will operate in a compliant manner.

“Notwithstanding the uncertainty, compliance requirements are likely to evolve rapidly, and any compliance management capability needs to be able to adapt at a similar pace,” said Tony Howell, Global Chief Architect, Defence and Intelligence, archTIS.

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# Understanding the Basics of Data Mesh and its Impact on Data Governance



By Nicola Askham

**In the rapidly evolving landscape of data management, a term has emerged that is simultaneously intriguing and confusing: Data Mesh. If you find yourself puzzled by this concept and its implications for, you're not alone.**

Many of us in the data realm have been grappling with the question: What exactly is a data mesh, and how does it impact our approach to data governance?

Imagine encountering a new client who casually drops the bombshell that they're embarking on a Data Mesh journey and expect you to oversee Data Governance for it. Panic might set in, as you realize that while you've heard of Data Mesh, you're not entirely certain how it impacts Data Governance.

Data Mesh isn't just another technological marvel, like the migration of data to the cloud that prompted a flurry of questions about Data Governance changes a few years ago.

The Data Mesh concept encompasses more than a fresh technology stack or a novel infrastructure. It's about a distributed architecture that breaks away from the traditional data warehouse or lake model. Instead, it envisions data as a decentralised resource, accessible through various APIs and systems.

The crux lies in the shift in mindset that Data Mesh demands. It's not just about IT delivering solutions; it's a cultural change that invites all stakeholders to think differently about data ownership and accessibility.

While previous data warehouses and lakes could operate without airtight Data Governance (albeit suboptimally), the same isn't true for Data Mesh. It hinges on a cultural revolution where data becomes the shared asset of the entire business, requiring robust governance to maintain its integrity and usability.

## The Democratisation of Data: Introducing Data Products

At the heart of Data Mesh lies a fundamental shift in how we perceive data's value and accessibility. The term "democratisation of data" is more than a catchy phrase; it's a philosophy that shapes how we approach data products.

Data products aren't massive data dumps; they're

finely curated, bite-sized datasets that hold value on their own. These products are designed to be easily accessible and usable by a wide range of users across the organisation.

The concept of a data product may sound straightforward, but its implementation requires careful consideration. Not all data is meant to be a data product. The criteria for turning data into a data product hinge on its accessibility, understandability, discoverability, interoperability, and trustworthiness.

By adhering to these principles, organisations can ensure that their data products are valuable, usable, and ultimately contribute to the democratisation of data.

## Adapting Data Governance for Data Mesh

As we explore the intricacies of Data Mesh, the question of Data Governance looms larger. How does Data Governance need to evolve to accommodate this new paradigm?

The first step is acknowledging that a one-size-fits-all Data Governance framework won't suffice. While a standardised framework can offer inspiration, each organisation's unique culture and challenges necessitate a tailored approach.

Roles and responsibilities play a pivotal role in Data Governance, and Data Mesh introduces some new players. The introduction of data product owners and data product development teams raises questions about the role of traditional data owners and data stewards.

The evolution of Data Governance in the Data Mesh era involves reconciling these roles, ensuring that data ownership and stewardship align with the demands of democratised, decentralised data.

In conclusion, the confluence of Data Mesh and Data Governance represents a transformational shift in how we manage and utilise data. Data Mesh isn't just about technology; it's a cultural and architectural evolution that necessitates rethinking our Data Governance strategies.

By embracing the democratisation of data and adapting our governance practices, we can navigate the complexities of Data Mesh and harness its potential for enhanced data usability and value.

Originally published on <https://www.nicolaaskham.com/>

# 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.



# The Difference Between Document Capture and IDP - and Why It Matters

By Nicholas Clarke, Field Engineer, Kodak Alaris  
 Every industry and area of technology has its own jargon - the words, phrases, and abbreviations that are largely meaningless to outsiders but common to the people within each sector. In our industry, the difference between two terms often requires clarification: document capture, and intelligent document processing, or IDP. These terms are related, but quite different in their scope.

Document capture is straightforward: the capturing of information on a document, typically a paper document that needs to be digitized for use in business systems.

Things like paper forms, IDs, and invoices are loaded into a document scanner which has built-in technologies like optical character recognition (OCR) and image enhancement features to convert the paper into a clean digital image with every character individually recognized for data extraction and searchable storage.

As documents are rapidly scanned, each individual page is loaded into document capture software—in our case, [KODAK Capture Pro](#). This advanced document capture software is typically used in environments that need to routinely process heavy volumes of paper documents, typically captured in large batches.

Capture Pro quickly outputs these batches into multiple digital formats and destinations, and a popular use case is what we call scan-to-archive: digitize it, get the data you need from it, and store the digital file somewhere.

The need to capture data trapped in paper has been foundational to businesses for decades, and it's still a vital component of information management—especially in paper-intensive industries like healthcare, education, finance, and the public sector.

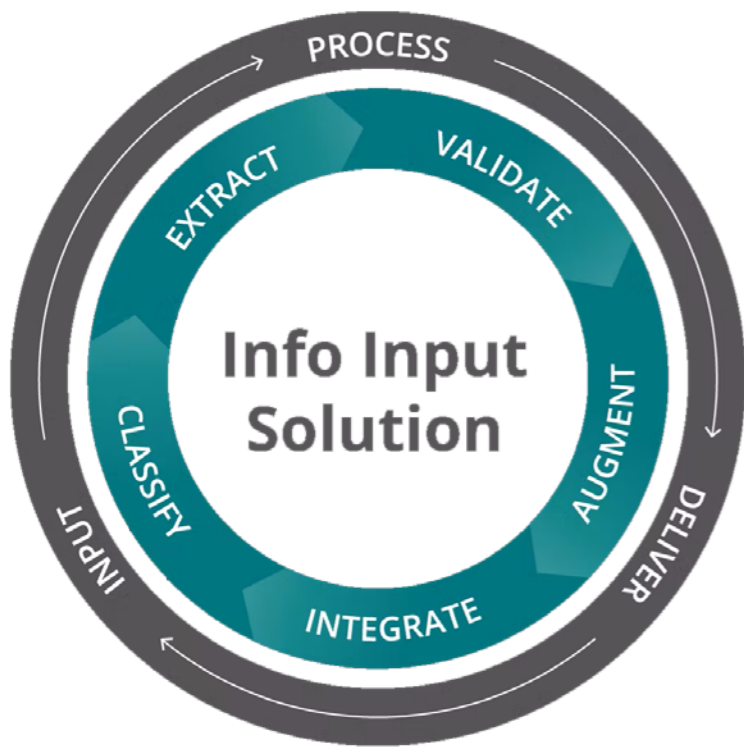
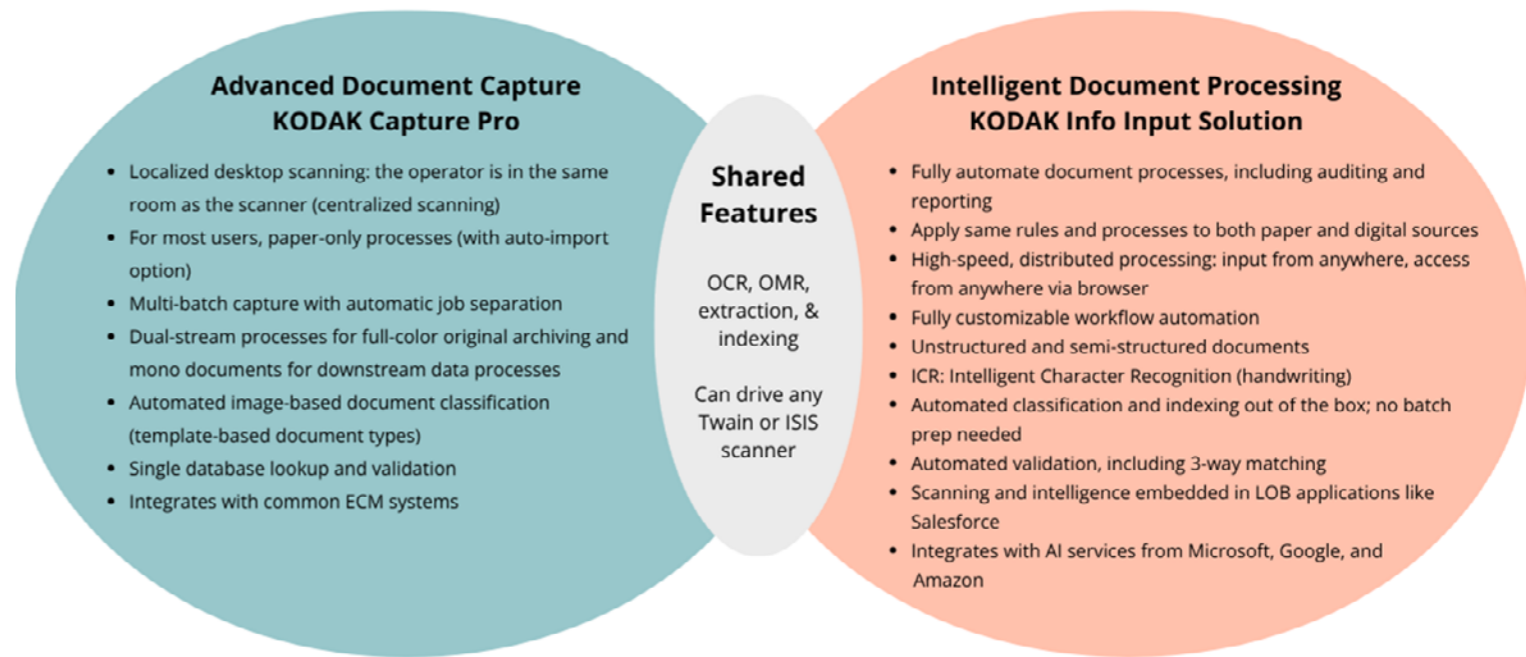
However, many enterprises today are expressing an increasing need to apply deeper automated intelligence to the document capture process. For most businesses, 70% of documents they process are already digital, and in a variety of formats. This is where [intelligent document processing](#) (IDP) comes in.

## Intelligent Document Processing

IDP factors everything within the scope of document capture and more—a lot more. In fact, in IDP, capture is just the first and most basic step in a much more comprehensive process.

[KODAK Info Input Solution](#) is web-based IDP software that quickly onboards documents of any complexity from any source - not only scanned paper and watched folders, but email attachments, mobile uploads, online forms, and more - and then transforms them into business-critical information that is automatically validated and integrated directly

## Advanced Document Capture vs. Intelligent Document Processing



into downstream systems and robotic process automation (RPA) tools.

Info Input Solution provides low-code and no-code configurations that require minimal training, and it delivers short time-to-value. Another significant factor is its ability to integrate with leading AI platforms like those offered by Microsoft, Google, and Amazon.

This “technology agnostic” approach that we call [Open Intelligence](#) is unique in the IDP market. It enables enterprises to confidently choose an AI platform that will upgrade its capabilities automatically over time, scaling and future-proofing the IDP solution for evolving needs.

Here's another perspective on the differences between document capture and IDP capabilities, and where they overlap—specifically our document capture and IDP software offerings.

Looking at it this way can help business leaders determine when to consider one software solution versus another, and when to potentially expand their existing document capture system into a robust IDP platform.

## Benefits of Migrating Document Capture into Next-Level IDP

Every enterprise has a unique set of workflows, needs, goals, and system integration requirements. Finding the right software solution depends on many factors, but we are seeing an increasing level of interest in next-level IDP solutioning to cover a wider array of business needs and to achieve a higher level of competitive differentiation.

In addition to the features and capabilities mentioned earlier, here's are some additional benefits of deploying a robust IDP platform led by KODAK Info Input Solution:

### Lower IT workload

- Centralized setup, maintenance, and support
- 1 installation on 1 server can support thousands of users and billions of pages
- Thin clients connect to server via URL; works with any modern browser

### Significantly less manual labor and risk of human error

- Automated AI-powered classification, extraction, and indexing with our [Open Intelligence](#) architecture
- Automated validation via integrations like database lookup and 3-way matching

### Fully automate even complex document processes

- Scripting enables limitless customization and integration for business process automation

### Improve employee productivity and focus

- Embedded one-button easy scanning in apps like Salesforce and SharePoint eliminates application switching

### Flexible authentication methods

- Supports the most common authentication methods, including SSO, Active Directory, SAML, OKTA, and more

This isn't a complete list of benefits, but you get the point. Some enterprises have an expanding array of data processing needs so it makes sense for them to migrate their document capture systems into more robust IDP platforms like [KODAK Info Input Solution](#). For other businesses, document capture covers all the bases.

[Capture Pro](#) and [Info Input Solution](#) are both award-winning software solutions for a reason. As with most decisions around technology, it's all about finding the right fit—for your environment, workflows, and business objectives.

We look forward to continuing to work with companies and our partners to find the best fit and deliver this deep value to enterprises all over the world.

For more information, visit <https://www.alarisworld.com/> If you are a business in Australia or New Zealand looking to learn more about Kodak Alaris' intelligent document processing solutions, contact the Kodak Alaris Australia & New Zealand Team at Email: [service-anz@kodakslaris.com](mailto:service-anz@kodakslaris.com) or Dial Toll Free: 1300 252 747



# What are the Risks of Thinking Some File Formats are Fringe?

ES) • Text • MS-DOS Batch File • APPLIX ASTERIX • Windows Bitmap • Convergent Technologies DEF Comm. Format • Corel Draw • Computer Graph  
ird Connection • Nixdorf COMET TOP Financial Accounting software • CEOWrite • DSA101 (Honeywell Bull) • DCA-RFT (IBM Revisable Form) • CDA /  
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ITP • EML • MBX • USENET • SGML • HTML • ACT • Portable Network Graphics (PNG) • Video for Windows (AVI) • Windows Animated Cursor • W  
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iceL 95 • Microsoft Excel 97 • Corel Presentations • QuickDraw 3D Metafile • PGP Secret Keyring • PGP Public Keyring • PGP Encrypted Data • PGP Sig  
and Encrypted Data • PGP Signature Certificate • PGP Compressed Data • ASCII-armored PGP Public Keyring • ASCII-armored PGP encoded • OLE DIB  
us ScreenCam • MPEG Audio • FTP Session Data • Netscape Bookmark File • Corel CMX • AutoDesk Drawing (DWG) • AutoDesk WHIP • Macromedi  
MSDOS Device Driver • Micrografx Designer • Simple Vector Format (SVF) • Applix Words • Applix Graphics ...

By Jeff Blank, OpenText

**It should not be a surprise to hear that many ten's thousands of applications have been created over the decades that computers have been around. While some of these applications are obsolete due to dependencies on no longer available operating systems, hardware, or both, some of these old applications live on.**

When we focus on active operating systems, there are still thousands of applications to consider. Some of these applications use the same file format type to store data. However, many employ a proprietary file format optimized for that application and use case.

To facilitate data interchange, standards bodies have also introduced file formats. It is easy math to conclude that thousands of file format formats are in active use today.

And given that new applications are continuously created, the number of file formats will continue to grow.

Some of these thousands of applications and file formats are universally used. PDF (Portable Document Format) is one obvious example, Microsoft Office file formats (docx, ppt, xls) are another example. In the world of images, almost everyone has heard of JPEG files. And everyone who has used a computer has surely used a Zip file.

So, there are more widely used file formats. However, if one looks at file formats from different perspectives like geography, operating system, industry, or use case, then the definition of popular changes.

Suppose you are doing word processing, presentations, or spreadsheets and are located in South Korea, you are very likely using [Hancom Office](#). In China, you are likely us-

ing [Yozosoft Office](#) or other office suites that use the [Uni-form Office Format](#).

In some parts of the world, [OpenOffice](#) is more widely used than [Microsoft Office](#). If you are an Apple MacOS or iOS user, then it is likely that you use the [Apple iWork](#) suite some of the time. There are even more office suites like [SoftMaker Office](#), [Ability Office](#) and [JustSystems Ichita-ro](#), to name a few.

In the world of computer-aided design (CAD) and computer-aided manufacturing (CAM), Autodesk's AutoCAD DXF and DWG are widely popular. There are also many other Autodesk products like [Revit](#), [Inventor](#), and [3ds Max](#) each with their own native and extended file formats.

In aerospace, [CATIA](#) is widely used. For 3D CAD, [Sketch-Up](#) is popular for interior design, industrial design, and landscape architecture. A search for '3d printing file formats' yield results like "9 Most Common 3D Printing File Types" and "3d Printing File Formats: Everything you need to know". In the CAD / CAM industry, hundreds of file formats are regularly used.

Life Sciences (including Pharmaceutical, Biotechnology and Medical Devices) and Healthcare have numerous file formats unique to these industries. For medical images, [DICOM](#) is widely used, but there are others like [ECAT PET](#) and [BioRad confocal image](#).

[SAS](#), with its multiple formats and [SPSS](#), are de facto standards for statistical analysis. The National Center for Biotechnology Information (NCBI) helped create the [Gen-Bank file format](#) for storing DNA sequence data. There are easily many dozens of file formats used exclusively within Life Sciences. Legal and law enforcement have their own collection of widely used file formats.

For eDiscovery, PST, EML and MSG are household names. For evidence collection, the [Expert Witness Compression format](#) and [AccessData Logical Image \(AD1\)](#) are de facto standards. The [Legal Electronic Data Exchange Standard \(LEDES\)](#) has a collection of file formats supporting billing, budgeting and timekeeping.

Another standards body (OASIS) created the [XML Common Biometric Format \(XCBF\)](#) for storing DNA, fingerprints, iris scans and the like. Again, there are many dozens of file formats unique to and widely used within legal firms and law enforcement.

Financial services including banking and insurance are not unique. Well-known applications like [Quicken](#) for personal banking and [QuickBooks](#) for bookkeeping represent data in a handful of different file formats.

For data interchange, [EDIFACT](#) and [X12](#)-encoded documents and [Open Financial Exchange XML](#) are widely used in ERP, financial exchanges, international banking, global trade and insurance.

If you are familiar with GIS (Geographic Information Systems), then you know that there are multiple file types used by the [ESRI](#) platform. Behind the scenes of GPS-based navigation systems are formats like [OpenStreetMap XML](#) data and [Protocolbuffer Binary Format \(PBF\)](#).

There are, of course, some now obsolete formats like Microsoft Street & Trips map (EST), Microsoft Pocket Street map (MPS) and Microsoft MapPoint (PTM). And, like other industries, data interchange formats exist, like [GPS Exchange Format](#).

For those familiar with self-driving vehicles and LIDAR, you may (or may not) have heard of the [LAS LIDAR file](#). The [Maps-forge Binary Map File Format \(MAP\)](#) was designed for map rendering on devices with limited resources, like mobile phones. Again, many dozens of file formats have been created for GIS use cases.

One's choice of operating systems often dictates what is popular and what is fringe. When it comes to archive file formats, on MacOS, DMG and [Stuffit](#) are common. On Windows, CAB is common. On Linux, [gzip](#) and Tar are typical. PkZip (aka Zip) is used everywhere.

You may have also heard of or used [WinRAR](#) RAR and [7-Zip](#) files. If you're a Windows 11 user, you will soon become more familiar with most of these formats when native support is released – see [here](#) to learn more. In the article, [What to do about so many archive file formats](#), you can learn more about the challenges with handling archive file formats like ZIP and the dozens of variations.

If you've used a digital camera, scanned a document, taken a screenshot on your computer or done web page design, you know there are many file formats for images and video. JPEG, TIFF, BMP, GIF, PNG and WebP are just a few examples of raster graphics image formats. However, if you've used applications like [Photoshop](#) or [GIMP](#) or [Paintshop Pro](#), you'd know that each of these has its own file formats (PSD, XCF, PSP).

In a search for simpler and smaller files for representing video, animated GIF and animated PNG were introduced and are widely used. For advanced digital camera users, you may be familiar with RAW file formats.

Vector graphics have their own file formats, such as SVG, WMF, EPS, and CDR. When we extend this topic to audio

and video file formats, the same complexity exists with WAV, WMA, MP3, OGG, FLAC, M4A and, WMV, MPG, MP4, and FLV, to name a few.

Again, hundreds of file formats are used to represent images, audio, and video data.

It is fair to say that what is popular, or mainstream depends on what applications are common in your industry, location, operating system and more simply, your use case. The thousands of applications supporting these use cases have resulted in thousands of file formats.

What are the risks?



A consequence of the thousands of applications and file formats is a risk with information theft and malware front of mind. These risks can ruin an organization's reputation, shut down operations and/or result in fines and lawsuits.

Unfortunately, it does not take much research to identify exploited vulnerabilities tied to specific file formats. Here are a few noteworthy exploitations:

[Microsoft Temporarily Disables SketchUp Support After Discovery of 117 Vulnerabilities](#) – November 2023

[Unauthorized Access to Okta's Support Case Management System: Root Cause and Remediation](#) – November 2023

[Critical libwebp Vulnerability Under Active Exploitation - Gets Maximum CVSS Score](#) – September 2023

[WinRAR 0-day that uses poisoned JPG and TXT files under exploit since April](#) – August 2023

[Using Alternate Data Streams in the Collection and Exfiltration of Data](#) – September 2022

[7-Zip used by attackers to prepare data for exfiltration](#) – March 2021

[Theory Behind Hiding Zipped File Under Jpg Image](#) – February 2009

In case, you are not keeping score, there have been at least four different file format based exploited vulnerabilities just in 2023. One can learn more about these and other risks in the [National Vulnerability Database \(NVD\)](#), the list of [Common Vulnerabilities and Exposures \(CVE\)](#), and the many publications focused on security and the IT industry.

*(Continued Over)*



XML is another widely used container format leveraged across all industries like life sciences, legal, financial services, and GIS, resulting in dozens of unique file formats based on the XML standard. Magic bytes are simply not unique enough to identify many file formats precisely and accurately. Therefore, it requires deeper inspection, using other unique file characteristics, to avoid the consequences of false identification.

Risk mitigation does not end with precise and accurate file format detection.

Knowledge of the file format enables the extraction of the file's contents like metadata, text and sub-files. This allows for content-based inspection, classification, retrieval, and analytics within a file and over a collection of files.

### What can be done to manage these risks?

Knowledge is power when managing the risks associated with file formats.

This starts with accurate and precise file format detection that employs multiple techniques:

- that avoid false positives,
- knows that some file formats (e.g., PKZip, XML, OLE) are widely used containers,
- understands that file extensions are just a naming convention,
- and the other challenges inherent in file format detection.

You may be surprised to learn that some solutions to file format detection leverage the file extension - the handful of characters like .zip, .docx or .pdf appended to file names. Anyone who has sent an email in the past decade knows that renaming a file's extension is an excellent way to trick some security systems from blocking the transmission of your email.

For those familiar with file format types, it is common for vastly different applications, and thus, file formats to share the same file extension - .DOC is used by at least ten different applications. For multiple reasons, any reliance on the file extension (aka a naming convention) is guaranteed to be wrong some percentage of the time.

Better solutions leverage magic bytes at the beginning of a file to perform format detection. However, while using a few bytes at the beginning of a file for format detection is better than file extensions, magic bytes are not always sufficient.

Our friend PKZip uses \x50\x4b\x03\x04 (P K ETX EOT) as its magic bytes. Unfortunately, dozens of file formats use the PKZip format as their container. Business Intelligence file formats use PKZip. Many Office Suite formats use PKZip. Some CAD formats use PKZip. Reliance on just the magic bytes will result in misidentification and extra downstream processing costs. Therefore, deeper inspection is required to uniquely identify the many file formats that leverage the PKZip container.

In the world of data loss prevention (DLP) and compliance with data privacy regulations like GDPR and CCPA, the combination of file format type and content-based inspection enables safeguarding regulated data and, more broadly, intellectual property protection.

For eDiscovery, complete retrieval of responsive content is required to avoid court sanctions, to manage case strategy and to do so in a cost-effective way by performing analysis on only what's responsive. Many countries have [freedom of information laws](#) like FOIA in the [US](#) or [UK](#) requiring disclosure of information by public authorities where missing content has consequences. More broadly, any information retrieval and analytics solution is only as smart as the quality of its inputs - garbage in, garbage out (GIGO) comes to mind.

To help our technology partners manage these risks, OpenText's IDOL KeyView uses a combination of techniques to achieve accurate and precise file format identification. Depending on the file format, a combination of metadata (standard and custom), text (visible and hidden) and sub-file extraction operations are available. As of the KeyView 23.4 release, nearly 2000 file formats are supported. You can learn more about the [Power of KeyView](#) and can also access the [IDOL KeyView documentation](#).

#### Conclusion

According to Merriam-Webster, the [definition of the word fringe](#) is "something that is marginal, additional or secondary to some activity, process or subject". In the context of file formats, it's fair to say a file format is fringe until it is not.

Malicious actors continue to find new file formats as vectors for malware and information theft. The use case (geography, industry, platform) also determines what is popular and what is fringe.

*Learn more about what [Unstructured Data Analytics](#) and [IDOL KeyView](#) can do for you.*

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*[Jeff Blank](#) is a consultant at OpenText. Originally published [Here](#)*

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

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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.

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Esker is a global leader in cloud-based document process automation solutions. Esker's solutions are compatible with all geographic, regulatory and technology environments, helping over 11,000 companies around the world improve efficiency, visibility, and cost-savings associated with the processing and exchange of information. Founded in 1985, Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France and U.S. headquarters in Madison, Wisconsin and AUS/NZ headquarters in Sydney, Australia since 1997. Esker's solutions span the order-to-cash and purchase-to-pay cycles — allowing organisations to automate virtually any business process:

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- Accounts Payable: automated entry and routing of incoming supplier invoices
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## Galileo Index aims to Reduce AI Hallucinations



**Galileo has announced a suite of new tools called Galileo LLM Studio that allows data scientists to fine-tune LLMs with proprietary data, create and manage prompts, identify potential model hallucinations and more.**

As organizations of all sizes and across industries begin to consider the potential applications of generative AI, it is more important than ever for data science teams to have access to tools to quickly and easily evaluate the results of these Large Language Models (LLMs) and optimize their performance.

Specially designed for high-performance data science teams, the Galileo LLM Studio will serve as a one-stop platform for LLM analysis and prompt management. Individual LLM Studio users will have access to two free tools to improve LLM performance and accuracy: the Galileo Prompt Inspector, which enables users to identify potential model hallucinations; and the Galileo LLM Debugger, which allows users to fine-tune LLMs with their own proprietary data.

"Adapting LLMs to specific real-world applications depends on data more than ever before. Today, an organization's data is its only differentiator. Galileo LLM Studio acts as a data force multiplier, enabling data scientists to fine-tune these models and use the best prompts with the right amount of context, to set appropriate guardrails and prevent hallucinations," said Yash Sheth, Galileo co-founder.

"A major factor in getting the best outputs from LLMs comes down to exploring the semantic search space of possible inputs that resolve to the accurate user intent," said Atindriyo Sanyal, Galileo co-founder and chief technology officer and an early engineer at Apple working on Siri, allowing iPhone app developers to build powerful natural language processing (NLP) applications leveraging Siri.

"I started my career in artificial intelligence over a decade ago. And although models today are way more advanced and powerful, the principles determining the quality of language model outputs remain the same: preventing model hallucinations and reducing model bias by leveraging consensus from sources that are not biased by the model and data at hand. We designed Galileo LLM Studio with those principles in mind."

"The introduction of Galileo's LLM Studio has opened up exciting new possibilities across industries. Its comprehensive tools allow customers to fine-tune large language models using their own unique data, while effectively identifying and managing model hallucinations. This isn't just a time-saver; it's a game-changer, allowing companies to leverage generative AI more effectively and confidently and providing the right resources to ensure model accuracy and reliability," said Dharmesh Thakker, general partner at Battery Ventures, the technology-focused investment firm backing Galileo.

### Galileo Prompt Inspector

With the Galileo Prompt Inspector, users can

quickly and efficiently identify potential model hallucinations, or overconfident, incorrect predictions from the LLM. The Inspector provides a Hallucination Likelihood Score - surfacing where the model is hallucinating, or generating unreliable and spurious output, including factual inaccuracies.

With this information, users are able to more quickly address hallucinations and other errors in their model, reducing the likelihood of customers encountering misinformation or other incorrect model output. Users will also be able to create, manage and evaluate prompts in one platform, then transfer prompts from Galileo to the application of their choice, such as Langchain, OpenAI, HuggingFace and many more.

Additional built-out product features in the Galileo Prompt Inspector include:

- The ability to organize prompt projects, runs and queries to LLMs in one place;
- Support for OpenAI and Hugging Face models;
- Collaboration features to streamline prompt engineering across multiple teams;
- Helps minimize the costs of prompt engineering by monitoring and estimating cost of calls to OpenAI while providing key signals on what isn't working; and
- A/B comparison of prompts and their results.

### Galileo LLM Debugger

With the Galileo LLM Debugger, users will be able to fine-tune LLMs with their own proprietary data, ensuring a high-performing model. Today, this process is frequently done manually with spreadsheets and Python scripts working with human-curated labels, which is time-intensive, costly and error-prone.

Data science teams can connect LLMs directly to the Galileo LLM Debugger to instantly uncover and fix cumbersome errors in their dataset where their models are struggling; leading to better performing models faster, increasing team efficiency and reducing costs across the board.

Potential use cases of the Galileo LLM Debugger include:

- A data science team in healthcare wants to build a smarter patient record summarizer. Leveraging an open-source LLM would yield generic results. Therefore, the team will need to train the LLM on their proprietary EMR data.
- A consumer-facing enterprise wants to build a chatbot for answering their customer's questions related to their business, services and product offerings.
- A financial institution wants to summarize company data (financials, macro trends and industry-wide news) to make effective risk assessments on lending to that business.

For more information on Galileo LLM Studio, [sign up for the waitlist here](#) and view the Debugging LLMs: Best Practices for Better Prompts and Data Quality [webinar here](#).

## Automated Remediation for Secure Data

A cloud-native data security platform from Cyera now includes automated remediation for sensitive data.

Cyera combines artificial intelligence (AI) and machine learning (ML) with an automated, agentless approach that empowers security teams with holistic visibility, continuous insights and a deep understanding of the data to implement the proper controls confidently.

Cyera's dynamic and agile remediation capabilities address a significant challenge for security teams. According to a recent report, 97% of security teams struggle to apply proactive security due to remediation inefficiencies.

Additionally, many organizations grapple with robust security processes and audit requirements that make automated remediation challenging, if not impossible.

Across the Data Security Posture Management (DSPM) ecosystem, remediation has posed a significant and ongoing challenge due to a lack of agents and direct connectors.

Cyera is offering remediation that can be fully automated, part of an integration workflow, or integrated into existing tools with specific context and recommendations.

"Automated remediation is a crucial component of modern cybersecurity strategies, especially in the face of evolving threats and the increasing complexity of IT environments," said Yotam Segev, co-founder and CEO, Cyera.

"By automating the remediation process, organizations can respond to security incidents more rapidly, reduce the impact of potential breaches and enhance overall data security.

"Today Cyera is moving the DSPM market forward and expanding to become the foundational operational data security platform for the enterprise in the generative AI era."

Cyera's AI-powered approach to data security provides deep context on data, which is critical to identify real exposures and prioritize remediations. According to a recent survey, 52% of businesses receive more than 40% false positive alerts from 10 or more siloed security tools.

By enabling automated remediations and integrations with existing tools, Cyera empowers security teams to implement dynamic controls to secure sensitive data across their hybrid landscape.

The company has already developed integrations with Wiz, Splunk, Jira, Microsoft Teams, Slack and other security tools, providing its deep data context to inform remediation efforts and help teams prioritize alerts and take action quickly and confidently.

<https://www.cyera.io/>

## Arcitecta unveils Universal Data Platform

Arcitecta has announced its new Mediaflux Universal Data System, a convergence of data management, data orchestration, multi-protocol access, and storage in one platform. The system manages the entire data lifecycle, both on-premise and in the cloud, with globally distributed access.

With Mediaflux Universal Data System, Arcitecta says data- and research-intensive organizations can easily share data across locations while achieving massive scalability, high performance and dramatic cost savings.

While clustered file systems have historically supported data storage across multiple servers for easier access and scaling, they lack the sophisticated tools and capabilities required for comprehensive data management and orchestration. In addition, traditional clustered and distributed file systems tend to be costly, often requiring third-party software and complex integrations.

“Due to the complex data requirements driven by the heterogenous demands of traditional and modern HPC and AI workloads, organizations are facing uphill challenges to affordably manage escalating data volumes, support geo-distributed workflows and maintain the data access and flexibility they need,” said Mark Nossokoff, research director and lead analyst for Cloud & Storage, Hyperion Research.

“By working to converge data management, orchestration and storage onto a single unified platform, Arcitecta is aiming to boost users’ data accessibility, manageability, and scalability. And with pricing based on concurrent users rather than on capacity-based data volumes being managed and eliminating the need for third-party software and file systems, Arcitecta is also seeking to significantly lower their customers’ costs.”

Key benefits and capabilities of the Mediaflux Universal Data System include:

- Converges data management, orchestration and storage within a single platform. An integrated approach that combines data management, data orchestration, and data storage within one system allows customers to easily access, manage, and utilize data assets more effectively to accelerate decision-making and innovation.

- Manages every aspect of the data lifecycle: On-premises and cloud, with globally distributed access. The Mediaflux Universal Data System extends data management throughout the entire data lifecycle from the moment data is acquired to its cataloguing, transformation, dissemination, preservation, and eventual storage – whether on-premise, in the cloud, or distributed across the globe. This approach gives users more control over data while streamlining the processes as data moves through its lifecycle.

- Offers multi-protocol access and support. The system supports NFS, SMB, S3, SFTP and DICOM, among many others, to ensure the effortless

integration of new technologies as they evolve, creating a more flexible environment and greater interoperability that, in turn, delivers a more seamless user experience and amplifies data accessibility.

- Empowers immense scalability. Mediaflux licensing is decoupled from the volume of data stored so organizations can affordably scale storage needs to hundreds of petabytes, accommodating hundreds of billions of files without the financial strain typically associated with such vast capacities. This model ensures that organizations can start small and grow data infrastructure as needs evolve without the concern of escalating costs.

- Provides the option to forego third-party software and clustered file systems. The Mediaflux Universal Data System offers clustered storage capabilities without the need for third-party software, whether a business is using block storage from one vendor or multiple vendors, and it can seamlessly integrate and manage all the data and storage within the environment.

- Enables significant cost savings. Customers can construct a storage ecosystem tailored to their specific requirements and achieve substantial cost savings by eliminating the need for third-party software, storage fabrics and volume-based pricing. Mediaflux’s pricing is based on the number of concurrent users, aligning pricing with the size of an organization rather than the volume of data under management. In addition, its intelligent data placement feature further optimizes storage efficiency by automatically tiering data based on usage and access patterns.

- Supports multi-vendor storage environments, allowing customers to choose best-of-breed hardware. The storage underlying the Mediaflux Universal Data System can be from any vendor or multiple vendors. The system enables customers to use any mix of storage technologies to best fit their requirements.

<https://www.arcitecta.com/universal-data-system/>

## Ancora Software gains US IDP Patent

Ancora Software has announced it has been granted a third US patent in application of machine learning to automated document processing.

This patented method significantly streamlines the separation of multi-page, multi-document files into their constituent individual documents, including invoices, bills of lading, and purchase orders.

It eliminates the reliance on traditional separator-based methods, reducing manual intervention and improving accuracy of document assembly.

The patented technology incorporates the utilization of training data for automatically finding the boundaries of individual documents within multi-document files thus enhancing operational efficiency.

<http://www.ancorasoftware.com>

## AntWorks IDP for Commercial Insurance

Intelligent Document Processing (IDP) vendor AntWorks is promising to transform the way commercial insurance companies manage and process their documents with the launch of Insurants.

Working with the world’s largest brokers, Insurants is trained to read, compare, and understand commercial insurance documents. By using advanced IDP and Generative AI capabilities, Insurants can easily automate the data extraction and processing of complex insurance policies, quotes, financial statements, endorsements, binders, slips, as well as loss run statements.

It empowers brokers and carriers to simplify their workflows, drastically cut down processing time, and boost data precision.

These new capabilities are the culmination of more than four years of working with Marsh McLennan, the world’s largest broker specializing in providing data-driven risk advisory services and insurance solutions to commercial and consumer clients. AntWorks was brought in to help eliminate the time consuming, error prone and costly process of manual data entry.

By collaborating with Marsh McLennan, AntWorks has trained the Insurants model on 10,000’s of documents, from 475 carriers and subsidiaries in US and Canada, for 50 insurance classes and 150 data fields. These documents are often 600 pages in length, so any automation solution needed to be capable of handling document complexity while having a deep understanding of the semantics and heuristics of the insurance industry.

This solution helps insurers classify, extract, and digitize data from structured and unstructured documents, including images and handwriting.

Utilizing sophisticated IDP and Generative AI capabilities, Insurants pre-trained and accelerated solutions extract data and transform it ready for downstream systems, eliminating manual data entry processes. The UI enables quality control by a small, trained team of Citizen Developers, which helps improve the model as more data gets processed.

“AntWorks is taking Intelligent Document Processing (IDP) and Generative AI to new levels with Insurants,” says Mike Hobday, CEO of AntWorks.

“We can classify, extract, and digitize the insurance documents that other vendors can’t. More importantly we help our clients convert this data into actionable insights, faster response times and a better overall customer experience.”

The integration of Generative AI capabilities in Insurants facilitates complex search and comparison of key terms and clauses against a benchmark text. In this way, Insurants is enabling insurers to streamline their workflows, significantly reducing processing time and enhancing data accuracy.

<https://www.ant.works/insurants/>

## ONE AI to Automate Data Governance

Ataccama, a data management platform provider, has announced the release of ONE AI and with it, the availability of generative AI features in its Ataccama ONE platform.

Building on AI technology that has been an essential part of the Ataccama product for more than five years, the ONE AI release helps data leaders address two major challenges: automating routine, manual work so data teams can invest their time into higher value tasks, and making it easier for all types of users to access trusted data.

This significantly increases the value that people across the business can derive from data governance initiatives.

ONE AI is the AI engine that powers all automation across the Ataccama ONE platform. It is built for CDOs and Heads of Data Quality, Master Data Management, and Data Governance.

Ataccama ONE AI offers organizations:

**AI-driven data quality:** In addition to features available prior to the release of ONE AI, including anomaly detection, record volume matching, time series analysis, freshness monitoring, and record-level outlier detection, the platform now offers automated data rule creation and assignment.

This means that any user can improve their organization’s data quality by providing AI-augmented recommendations and creating actionable data quality rules via plain text conversions, without any need to code.

**AI-powered data governance:** The release of ONE AI brings effortless data documentation to the platform. Users can also leverage generative AI for automated data asset categorization, classification, and the creation of descriptions.

Ataccama’s long-standing, AI-powered business term suggestion features remain available, reducing the burden on data stewards and business users to provide manual input.

**Assisted user experience:** ONE AI allows users to simply ask for what it is they want to know, saving time by reducing the need to sift through documentation.

**SQL Generation:** ONE AI ends the need to learn and write in SQL. Users can simply use plain language to ask for data they are looking for, and ONE AI performs the SQL translation.

SQL queries can also be interpreted, and plain language descriptions are provided to users on demand.

“AI will allow organizations in our market to innovate faster and explore completely new competitive opportunities, accelerate access to business insights, and grow business,” states Martin Zahumensky, Chief Product Technology Officer of Ataccama.

<https://www.ataccama.com/ai>

## Rosetta Stone for Logistics Data



DDC FPO, a global provider of business process outsourcing and technology solutions for the transportation and logistics industries, has launched a new Auto-Extraction & Structuring solution.

"Today, companies are inundated with a staggering 80% to 90% of unstructured data," said DDC FPO Chief Information Officer Richard Greening. "Every label or form is unique. While there may be some standardization, the vast amount is free form.

Within seconds of receipt, DDC FPO's Auto-Extraction & Structuring solution captures and cleanses, and structures raw data into vital information and transmits it into client systems.

"That 80-90% slows down operations," Greening explained. "We are committed to removing that burden from our clients' teams."

The new Auto-Extraction & Structuring solution from DDC FPO engages automated machine learning technology to cleanse and structure raw data from freight documents into vital information, applies client business rules, and transmits information via APIs to the client's preferred system— all within seconds of receipt. The solution also intelligently learns with each document processed allowing for continuous refinement of the solution's processing capabilities.

Joining the company's technology suite of offerings, including the DDC Sync intelligent mobile data capture application, this solution is part of DDC FPO's roadmap to drive enterprise innovation in freight transportation.

"Data and analytics are central to every freight operation, and optimizing for digitization is key for those providers pursuing a competitive advantage in the supply chain," added Greening. "To achieve that, one step is to ensure TMS and accounting systems obtain structured information at the time of pick-up."

Auto-Extraction & Structuring delivers precise and timely data seamlessly to customers' preferred information management systems.

Some benefits include:

- - Addressing the challenge of consolidating data from diverse sources, including emails, PDFs, images, invoices, paper files, contracts, and more
- - Providing superior service by proactively routing shipments, optimizing capacity, and invoicing customers accurately
- - Increasing profitability by streamlining collection processes and reducing administrative time, errors, and costs

<https://www.ddcfpo.com/auto-extraction-and-structuring>

## Duck Creek Clarity Insurance Analytics

Duck Creek Technologies has announced the release of Clarity, a cloud-native technology solution designed to empower insurers with advanced data management, reporting, and analytics capabilities.

With the introduction of Duck Creek Clarity, the company also modernizes the traditional technology upgrade cycle through an "Active Delivery" approach, which provides continuous updates and eliminates the need for insurers to undergo timely and costly upgrade projects.

Duck Creek Clarity is a cloud-native offering that simplifies the process of accessing, managing, and unifying data originating from Duck Creek's SaaS-based (software-as-a-service) core systems, including policy, billing, and claims solutions.

With the ability to seamlessly integrate external data sources, Duck Creek Clarity enables teams to gain comprehensive insights, leading to enhanced decision-making and improved loss ratios.

Insurers can harness this powerful service for both daily operational reporting and strategic long-term planning, setting the stage for portfolio-wide improvements.

Duck Creek Clarity leverages the Snowflake Data Cloud to equip insurers with curated data layers and a suite of pre-built business intelligence dashboards and reports, facilitating more informed underwriting and renewal decisions, as well as team performance evaluation.

This new offering also simplifies data integration into AI/ML (artificial intelligence/machine learning) models, consumer and agent/broker applications, and third-party systems, empowering insurers to make well-informed decisions at every stage of the insurance lifecycle, from underwriting to billing and claims.

Jess Keeney, Chief Product & Technology Officer, Duck Creek Technologies, said "Duck Creek Clarity is a pivotal step in our technology roadmap vision to provide insurers with the means to 'execute with intelligence,' optimize operational efficiencies, and provide more personalized customer experiences."

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

## Microsoft launches SharePoint Premium

Microsoft has announced that the Syntex AI-powered content management platform has been rebranded as SharePoint Premium, offering AI-driven automation, improved content experiences, and improved governance. SharePoint Premium extends traditional IT controls for content and access governance to content owners and creators to manage content at scale throughout its lifecycle via Data Access Governance (DAG).

DAG reports provide a top-level view of potentially overshared sites filtered by sharing policy, Teams-connected sites, sensitivity labels, privacy, and more. And sites for high value business content can also be highlighted since those often require more stringent policies and reviews.

With SharePoint Premium, IT will be able trigger site access reviews with content owners for potentially at-risk content, asking them to review access, making needed changes and confirming that sites are being properly shared.

In addition to AI features such as document processing, content assembly, optical character recognition, image processing and taxonomy tagging already available through Syntex, SharePoint Premium will add more.

A new integrated file viewer will support for over 400 file types enabling the ability to add ink, comments, mentions, tasks and more to any supported file type.

By the end of 2023 SharePoint Premium will include translation for files and Stream video, the ability to convert files and Stream video transcripts among dozens of supported languages, automatically and at scale plus a new AI powered video cleanup that automatically removes pauses and fillers in recordings.

Scheduled for the first half of 2024 are:

- Autofill columns -allow you to dynamically add a new column to a document library and use AI to automatically fill in discovered values
- PII detection – flag files containing personally identifiable information (PII) such as addresses, phone numbers, credit card details and more.
- Multilabel classifier – run a single AI model to automatically set content type and determine the right model to apply for full data extract and analysis, rather than running multiple models to find the best match.
- Redaction – Find and remove visibility for select sensitive information, such as names, addresses, social security numbers, from content viewing.

Services available now under the Syntex brand will be moving to the SharePoint Premium brand in 2024. SharePoint Premium will include two licensing models:

- Content processing services, such as document processing, eSignature, PII detection, autofill

columns, content assembly, translation and image processing will be available on a pay-as-you-go basis to most Microsoft 365 plans.

- New capabilities such as Business Documents app, Documents Hub, and the enhanced file viewer, as well as SharePoint Advanced Management will be available as seat licensed services users can add to Microsoft 365 plans, with pricing to be announced in 2024.

Starting in January 2024, Microsoft is running a limited time promotion that will allow customers of pay-as-you-go content processing to get a small portion of their monthly capacity free, before charges apply to additionally processed content. This promotional program which will run for a period of six months will allow users to try these services and understand how they enhance their content.

## Automation for Document - Centric Processes

TCG Process has announced the latest DocProStar release, 2023.1, which offers usability, experience and performance updates that accelerate end-to-end automation of document and media-centric business processes.

"DocProStar is another major step forward in our strategic vision of creating the most powerful, scalable, flexible and yet simple to use process automation platform in the market," says Neil Walker, Head of Product for TCG Process. "We continue to evolve our already considerable IDP capabilities, whilst at the same time thinking about ways to incorporate knowledge workers inside processes, extending the reach of DocProStar and the value it provides."

DocProStar 2023.1 focuses on a number of key areas including:

- Enhancements to process modelling and monitoring tools, simplifying delivery, shortening learning curves and improving usability.
- Strengthening enterprise and cloud readiness with support for single sign-on (SSO) across all applications and support for additional 3rd party authentication providers through OpenID.
- Improved user engagement through UI/UX enhancements and tighter integration with desktop users and applications for triggering process automations.
- Increased scalability, both vertically (volume) and horizontally (breadth of capability) to support extended activations of DocProStar across the enterprise.

TCG Process CTO Patrick Ulrich says, "DocProStar 2023.1 makes it even easier for cross-functional teams to deliver successful automation projects. The additional agility that we've created will enhance both employee and customer experiences through faster, more intuitive process development improvements."

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

## Automate Document Workflows with Generative AI

Eigen Technologies (Eigen), a global intelligent document processing (IDP) provider, has announced the launch of version 6 of its no-code artificial intelligence (AI) platform featuring new Generative Insights, Tables, and Pre-processing features

As enterprises explore how to use large language models (LLMs) to solve real business problems, ensuring they are leveraged safely and accurately is paramount. Eigen's new Generative Insights feature combines the power of LLMs with Eigen's core data extraction capabilities to radically reduce the amount of time it takes a user to go from raw data to business decision.

Now, Eigen users can harness the power of AI to automate processes exponentially faster and cheaper, while relying on Eigen's model risk management framework to adhere to their own enterprise governance and compliance controls.

"Eigen 6 helps our clients make practical use of the latest developments in generative AI to automate document workflows. We have combined our own proprietary AI capabilities with the latest LLMs to accelerate automation, all with safety in mind." Said Dr Lewis Z. Liu, Eigen's Founder & CEO.

"At Eigen, we have pioneered auditable and manageable AI. From our first clients, the world's leading financial institutions, we have built auditability, model risk management and model governance into our platform. With the arrival of ever more powerful LLMs, using AI safely, and accurately, becomes critical.

"Eigen 6 provides more ways for users to control and manage their risks. We believe this is the right approach to ensure human expertise is leveraged when training and scaling data extraction and document workflows."

In addition to giving business users the ability to leverage LLMs from within the platform, Eigen 6 includes an enhanced no-code data extraction capability for tables. Users can run extractions on data contained in cells within tables or entire tables themselves.

Lastly, Eigen's new Pre-processing hub accelerates a users' ability to prepare, sort and classify documents as part of their ingestion workflows, once again reducing the amount of time it takes organizations to get value out of the data within their documents.

With Eigen 6, anyone can:

- Pre-process documents as part of their ingestion workflows.
- Automate workflows easily without involving IT or technical users.
- Choose between commercial and open-source LLMs, including GPT 4, GPT 3.5, Llama 2 and BERT.

- Create, record, and audit the source document and queries passed to an LLM.
- Leverage Eigen's next generation table cell extraction capabilities, paired with optional LLM integrations.
- Use Eigen's proven model risk management framework to protect company data and documents.
- Continue to combine Eigen's existing hyper cost-effective extraction models with the latest GenAI models for maximum impact.

Eigen's latest release continues to build off the core features of Eigen's platform, which makes it faster, safer, and cheaper for non-technical users to automate the extraction of data from structured and unstructured data sources.

<https://eigentech.com/platform>

## Generative AI boost for Customer Communications

Messagepoint has enhanced its generative AI capabilities to further support organizations in creating communications that are easy for customers to understand. As part of its Intelligent Content Hub for customer communications management, Messagepoint's AI-powered Assisted Authoring will now support translation into over 80 languages and suggest content rewrites to align communications with the ISO standard for plain language.

Messagepoint's Assisted Authoring capabilities are governed by enterprise-grade controls that safely make it faster and easier for marketing and customer servicing teams to translate and optimize content, while still retaining complete control over the outgoing message.

"As organizations strive to make complex topics and communications more accessible, the time and effort to support multiple languages or rewrite communications using plain language principles can be prohibitive," said Steve Biancanello, founder and CEO of Messagepoint.

"By leveraging generative AI in the controlled environment Messagepoint provides, organizations benefit from the speed and accuracy of AI-based translation and optimization without introducing risk. These capabilities represent a massive opportunity for organizations to better serve vulnerable populations and those with limited English proficiency."

Plain language has been adopted by a wide range of industries and government agencies over the last three decades to make communications easier for the general public, vulnerable populations and those with limited English proficiency to understand.

Research by Forrester has found that using plain language to communicate with customers can have a significant impact on customer loyalty in a variety of sectors including [financial services](#). The ISO standard

for plain language ([ISO 24495-1](#)) was published in June 2023, providing a definitive guideline for plain language principles.

Messagepoint's generative AI capabilities can rewrite communications to align with the ISO standard by using familiar words and phrases, avoiding acronyms and jargon, using short, clear sentences and concise paragraphs, ordering content so the most important points appear first, using the active voice and personal pronouns, and using consistent headings to help introduce what comes next.

Translation of communications is mandated in some sectors, such as in areas of health and human services, health insurance, and financial services, and represents costly, time intensive processes that can prevent wider adoption of the practice. Leveraging AI to support translation can greatly accelerate processes, reducing the cost and time required.

Users of Messagepoint's new translation feature will have the option to leverage capabilities based on either OpenAI or DeepL's generative AI-based translation services from within the Messagepoint content hub.

Messagepoint's Intelligent Content Hub offers a modular approach to content management that enables business users to manage content across all channels whether it is used in composed communications or delivered to a digital endpoint via headless APIs.

The solution enables the reuse of common content components and templates across communications, increasing the efficiency, speed and accuracy of content authoring, optimization, translation and management. This means that common content which appears in multiple communications or across multiple channels only needs to be translated or optimized once, greatly reducing the overhead associated with these initiatives.

By integrating translation and plain language into Messagepoint's content management platform, customers can more efficiently manage the customer communication content update process.

Messagepoint's proprietary AI engine, [MARCIE](#) (Messagepoint Advanced Rationalization and Content Intelligence Engine), powers its Assisted Authoring capabilities which include content optimization capabilities for reading levels, sentiment, plain language, brand and length, as well as translation, content similarity analysis, tagging and other key functions in its content hub.

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

## Mandatory MFA for Microsoft Admins

A push is underway from Microsoft to enforce multifactor authentication (MFA) for administrators accessing Microsoft Entra ID (formerly Azure Active Directory), M365 and Exchange.

Conditional Access policies are being now rolled out to administrators worldwide who will have 90 days

from being notified to opt out before MFA becomes compulsory.

"It's our strong recommendation - and a policy we'll deploy your behalf - that multifactor authentication protect all user access to admin portals such as <https://portal.azure.com>, Microsoft 365 admin center, and Exchange admin center," wrote Alex Weinert, Microsoft Vice President, Identity Security, in a [blog post](#).

"Please note that while you can opt out of these policies, teams at Microsoft will increasingly require multifactor authentication for specific interactions, as they already do for certain Azure subscription management scenarios, Partner Center, and Microsoft Intune device enrolment.

Multifactor authentication was mandated on consumer accounts like Outlook.com, Skype, Xbox, and OneDrive 10 years ago. However, despite repeated urging by Microsoft it is only utilised by 37% of corporate and government users.

"In a world where digital identity protects virtually every digital and physical assets and makes virtually all online experiences possible - and in a year when we've blocked more than 4,000 password attacks per second - we need to do more to drive multifactor authentication adoption. And so now, we're kicking off the next radical idea," said Weinert.

He likened the proposal to making seatbelts compulsory in the 1960's after which traffic injuries plummeted.

"And now, your car owes its safety rating in part to the annoying ding-ding-ding of the dashboard should you forget to buckle up. This approach - of making a secure posture easy to get into and hard to get out of - is sometimes called the "pit of success."

"Similarly, in the early days of cloud identity, if you wanted multifactor authentication for your accounts, you could certainly have it. You just had to pick a vendor, deploy the multifactor authentication service, configure it, and convince all your users to use it. Unsurprisingly, virtually no one did that.

"But when we applied the "pit of success" philosophy for consumer accounts in 2013 with multifactor authentication on by default, and for enterprise accounts in 2019 with security defaults, account compromise plummeted as multifactor authentication usage went up. And we're incredibly excited about the next step in the journey: the automatic roll-out of Microsoft-managed Conditional Access policies."

"Our eventual goal is to combine machine learning-based policy insights and recommendations with automated policy rollout to strengthen your security posture on your behalf with the right controls. In other words, as the cyberthreat landscape evolves, we'd not only recommend policy changes based on the trillions of signals we process every day, but we'd also safely apply them for you ahead of bad actors.

"Not only will the seat belts already be in your car, but we'll also help you fasten them to keep everyone safer. That way, you can keep your eyes on the road ahead," said Weinert.

## Build Your Own AI Digital Workforce



WorkFusion has announced the rollout of Work.AI, a no-code platform that combines the powers of AI/ machine learning, intelligent document processing (IDP), and robotic process automation (RPA) allowing organizations to create an unlimited AI digital workforce by combining the power of the platform with their domain-specific expertise.

“With the release of Work.AI, organizations and partners can now build complete AI Digital Workers using the platform’s no-code features,” said Adam Famularo, CEO, of WorkFusion.

“With our pre-built AI Digital Workers for AML compliance, we incorporated our deep domain expertise in financial crime to solve problems that fill those level-one jobs. Now, we are enhancing and extending our existing technology platform to make it easier and more cost-effective for other industries to solve their complex work challenges by building their own AI Digital Workers.”

To create highly skilled AI Digital Workers, WorkFusion combines AI and machine learning, with IDP technology, and RPA into one complete Work.AI platform. AI Digital Workers work alongside real-world colleagues to take care of the often mind-numbing and repetitive activities such as data collection, document handling, and false-positive clearing – freeing up their colleagues to work on more strategic and fulfilling projects.

They expedite previously slow and ineffective work that helps to reduce errors and improve customer service. This is possible without adding risk to the tech stack, with controls in place to orchestrate many machine learning models and other automation elements in one platform.

“As the largest alternative legal solutions provider, Epiq selected WorkFusion to help our clients gain actionable insights about their customers, employees, and suppliers as part of their overall regulatory compliance and risk management strategy,” said Erin Toomey, Vice President of Epiq’s Global Investigations Practice.

“Epiq is leveraging both pre-built and custom Digital

Workers built on WorkFusion’s Work.AI platform and integrating these Digital Workers into the Epiq Service Cloud. Regulatory risk and compliance solutions are a key element of the Epiq Legal Service Management Framework, and WorkFusion’s Digital Workers will help Epiq address more of our client needs and drive better outcomes as data becomes more complex and risk management is of paramount importance to our clients.”

WorkFusion’s CTO, Peter Cousins added, “Quite simply, an end-to-end no-code automation platform to create AI Digital Workers means you can get data from anywhere and take actions without having to write code.

“Work.AI allows you to reshape data, calculate metrics, make business rule decisions, branch a business process to go to different places (depending on what’s happening), and automatically use AI to exercise judgment in categorizing, making decisions, or extracting information – whether you have structured or unstructured text and documents.

“Work.AI lets you create a human-in-the-loop UI to involve people in the review or collaboration of the work performed by the Digital Worker. All of these factors, including data, decisions, and analysis are compiled into a dossier or other case notes to fully explain the work performed and support review. Finally, all the information can be monitored and analyzed in dashboards that let you keep an eye on overall activity.”

There are three ways to use the Work.AI platform:

- Hire Pre-Built AI Digital Workers with embedded best practices, including pre-trained models and connectors to common industry software and data sources for unmatched time-to-value.
- Configure AI Digital Workers without development projects, leveraging pre-built steps and workflows and no-code configuration screens to simplify calibration to your needs.
- Build-Your-Own AI Digital Workers without coding expertise, utilizing features like no-code IDP, a connectors framework, and a rules engine to easily automate your specific needs.

Some key benefits of the Work.AI platform:

- Deliver to production within a shorter time with minimum coding
- Handle more data without impacting process performance
- Automate more complex scenarios with less effort
- Integrate easily with external systems
- Get out-of-the-box process analytics with no licensing expenses or integrations
- Speed up and improve the quality of model-backed information extraction with automated document template generation, LayoutLM support, and handwriting recognition
- Gain more flexible and faster model experiment configuration

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

## Qumulo Scale Anywhere Platform

Qumulo has unveiled the next version of its Scale Anywhere Platform, which is designed to assist enterprises to overcome the challenges posed by unstructured data, providing a unified and scalable solution that drives efficiency, security, and business agility.

Qumulo offers a way to manage exabyte-scale data anywhere - edge, core, or cloud - on the platform of your choice. In a world with trillions of files and objects comprising 100+ zettabytes worldwide, companies need a solution that combines the ability to work anywhere with simplicity.

“Unstructured data is everywhere in the enterprise and growing at an unprecedented rate, a reality that traditional storage solutions have constantly grappled with,” says Bill Richter, CEO of Qumulo.

“Qumulo finally fixes this with a software platform built for hybrid IT that scales to exabytes anywhere unstructured data is generated, stored, consumed, or managed.”

The new platform is comprised of four major components and introduces a new way to consume on-premises storage in the same way cloud storage is consumed.

The platform begins with Azure Native Qumulo (ANQ), a first cloud-native enterprise file system with unlimited exabyte scale and performance elasticity. Jointly developed with Microsoft, ANQ eliminates the trade-offs customers face between scale, economics, performance, and features for file services in the public cloud.

Features include:

- ANQ is claimed to be almost 80% less expensive than the closest alternative, and is comparable to the fully burdened on-premises cost of file storage.
- It scales capacity and performance independently.
- ANQ can be configured and deployed directly from the Azure service portal in minutes.
- It provides a rich set of data services, including quotas, snapshots, multi-protocol access, enterprise security integrations, and real-time data analytics.

Qumulo’s Scale Anywhere further includes Global Namespace (Q-GNS), a unified data plane for an organization’s entire unstructured data, from edge to core and cloud. Q-GNS allows enterprises to access remote data as if it were local for all their workflows, from the most performance-sensitive applications to active archives.

Qumulo allows customers to run Qumulo on commodity hardware or public cloud of their choice.

Nexus, Qumulo’s unified control plane, rounds out Qumulo’s Anywhere platform. And Qumulo One provides an enterprise-level licensing program to use with any of Qumulo’s products.

<https://qumulo.com/>

## AI Language Solutions for Insurance

Expert.ai is partnering with solution provider Duck Creek Technologies to offer AI-driven language solutions for underwriting and claims automation.

Integrated into Duck Creek’s platform, expert.ai solutions can help insurers read, understand and extract essential data from medical and accident reports and submissions, score risk engineering reports and triage claims based on urgency and severity, classify records by type, and generate summaries.

“By combining powerful natural language capabilities and pre-trained insurance enterprise language models, we help insurers reduce costly upfront training requirements and provide rapid time to value,” said Walt Mayo, expert.ai CEO.

“We are excited to bring our unique features and approach to deliver faster, scalable and more effective AI solutions to automate claims and underwriting workflows to the Duck Creek ecosystem.”

Expert.ai has more than a decade of experience delivering production level AI-driven language solutions for global insurers.

Its solutions enable risk engineers, underwriters and claims handlers to use the best of different AI techniques, including large language models (LLM), symbolic AI, machine learning, as well as pre-trained insurance models via the [Enterprise Language Model Insurance for Insurance \(ELMI\)](#), to get the most cost-effective and most accurate results for each project.

Expert.ai enables insurers who utilize Duck Creek’s platform to:

Reduce claim review times by 40+%

Generate quotes 50% faster

Reduce policy/contract review times by 80%

Reduce leakage by up to 20%

Avoid duplicate and unnecessary reviews

Augment SME capacity

“Embedding expert.ai’s multi-lingual models in the Duck Creek workflows is a meaningful addition to our Ecosystem as we continue to focus on international expansion,” said Robert Fletcher, Sr. Partner Manager, Duck Creek Technologies.

“Their experience developing strong P&C insurance use cases has enabled them to become a leader in the space, and we are excited to welcome them to the Solution Partner Ecosystem.”

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



## OCR with AI revolutionises label reading

**By Mathijs Baron and Feifei Huo, Prime Vision**  
 For any inbound or outbound warehouse logistics process, efficiency and profitability rely on moving items to the correct destination in a minimal amount of time. Labels help achieve this, but what if they can't be read? In the past, manual intervention following a "no-read" was inevitable. However, optical character recognition (OCR) powered by artificial intelligence (AI) provides a modern, automated solution.

There is a lot of data contained on a label, like addresses, barcodes, expiration dates, dates of production, stock keeping unit (SKU) numbers, batch codes and more. Depending on a warehouse operation, all of this information is potentially critical for the sorting process. Labels are usually read when items pass through camera tunnels as part of a checking procedure, providing actionable information such as where the item needs to go as well as other crucial data for the logistics process.

However, expecting a perfect read every time is unrealistic. Labels can be obscured or damaged, which results in a 'no-read'. While these may constitute a minority, in a high-volume warehouse operation, they stack up quickly.

Until recently, a label no-read usually resulted in a slow, costly manual intervention to move the item back onto the right path. OCR provides a solution. By enhancing imagery from cameras and harnessing customer information to reconstruct and identify key data strings on damaged or obscured labels, the technology dramatically improves read rates. Furthermore, it can achieve this fast enough for a fully automated process.

### Deep learning improves read rates

Prime Vision has developed its OCR technology since it started reading damaged labels for postal services 20 years ago. Its current Text Vision solution differentiates itself by the innovative use of deep learning AI. Whereas many OCR solutions will bring read rates up to 95% or so, Text Vision can push this up to 98 or 99% in real world applications.

Text Vision operates by taking images of labels, enhancing them in pre-processing, and then finding the appropriate text block or data string that needs to be read. Text is then extracted and assessed by AI, which uses logic to find the best result. Following this reasoning, a successful read is achieved, enabling a relevant action to be taken without interrupting the automation process.

To make this possible, the AI must be trained through deep learning to identify the correct region of interest containing the relevant field or data string on the label. The system is taught using real world examples of customer labels, so it focuses on the right area. AI can also cross reference extracted information with databases to help with



Text Vision operates by taking pictures of labels, enhancing them and then reconstructing the image using logic.

reconstruction. Ultimately, OCR can be optimised to each operation, ensuring that it is applicable to any automatic sorting system.

While reducing no-reads is important for large logistics operations, as with any warehouse process, the efficiency of the system is vital. The key principles are to read more, read faster and make fewer errors. Prime Vision approaches these challenges with a dedicated research and innovation team that actively experiments and tests the latest technology to unlock new levels of OCR performance.

Identifying barcodes can be achieved quickly with existing scanning hardware, but to reduce OCR computation times, Prime Vision recommends a dedicated GPU processor. The faster processing speeds mean that even if an item suffers a no-read, it can be solved in such a short timeframe that no manual intervention is required. Instead, the system can respond automatically, seamlessly moving the item onto the next stage of the process in a quick and cost-effective manner.

### Worthy of the label

With its inherent speed and reduction of no-reads, OCR is incredibly valuable for high volume logistics. During peak periods, it saves time and money by greatly reducing manual intervention. The AI technology powering Text Vision allows OCR to be further optimised, eating into the last 5% of complex label no-reads to provide a proportionately larger benefit to high volume operations.

To compound this, Text Vision is designed for versatility. Specially attuned to meet different data strings, regions of interest and accuracy requirements – Text Vision has the adaptability to improve the throughput and efficiency of any operation, regardless of complexity.

*Mathijs Baron is Head of International Sales & Business Development, and Feifei Huo, R&D Engineer at Prime Vision.*

<https://primevision.com/>

## The Power of PDF Watermarks

In the digital era, as business transactions increase, adding watermarks to PDFs is now crucial for branding, security and copyright safeguarding. This proliferation of technology also means there are several techniques individuals can use to watermark sensitive documents.

Read on as we explore the significance of watermarks, the top methods to add them to PDFs and tips for making changes to watermarked documents.

A watermark is a recognizable design or text that's embedded into a digital image, document or PDF file to indicate its authenticity, source or ownership.

This overlaid component is generally semi-transparent, so the document or PDF content remains visible.

Watermarking is a powerful tool for businesses and individuals to discourage plagiarism and copyright infringement, enhance credibility and trust and act as a protective measure.

### Why Add a Watermark to a PDF?

Here are three key reasons why a company or individual might add a watermark to a PDF online:

**Confidentiality:** To make it clear that information is sensitive and discourage sharing with unauthorized personnel, organizations often use a classified or confidential watermark.

**Authentication:** In specific instances, a watermark image can be used to establish the legitimacy of a PDF document. Individuals, companies or even government entities might include logos or other marks to demonstrate their approval or authenticity to document recipients.

**Branding:** Many organizations integrate their logo or business name into their electronic documents to add visual appeal and function as a marketing tool for the company.

### The Importance of Watermarking Today

Emerging trends, such as the adoption of hybrid and remote work, cloud migration and the increasing prevalence of online data, are greatly influencing data security.

The [2022 Data Risk Report](#) from Concentric reveals that there was a staggering 60% increase in the number of vital business documents being overshared compared to 2021.

Given the growing concerns about safeguarding sensitive information, watermarking is a progressively utilized strategy for protecting electronic documents.

Statistics from Zippia reveal that online business constitutes 29.7% in the U.S. and 18% globally, underscoring the rising awareness, among both

organizations and individuals, of watermarks' significance in preserving content integrity and protecting intellectual property.

With this in mind, discover four different ways you can add a text watermark or image watermark to a PDF page when needed:

### Tips For Removing or Editing a Watermark

Because a watermarked PDF file is intended to be secure, it can be difficult to amend it later on. However, it's far from impossible. Here are a few of the best practices for removing or editing a watermark successfully:

**Check for a watermark layer:** Before trying to remove or edit a watermark, check and see if the image or text was applied as a separate layer that can be toggled on and off. If it's an easily removable layer, then the process might be much simpler than you anticipated.

**Recreate the document:** If it's impossible to remove the watermark and you need to work off of an unmarked version, you can recreate the document from scratch by copying the text and content into a new file.

**Request the original file:** Depending on the circumstance, it's helpful to reach out to the document's creator or source to obtain an original watermark-free version. This is generally the most straightforward way to ensure a clean document.

**Use an online watermark removal tool:** If you're working with documents online and need a reliable tool for removing or editing watermarks, you can always opt for a comprehensive PDF editing platform to support and streamline the process.

### Simplify Your Watermark Adding Process

At the end of the day, a watermarked PDF is essential in the digital age for preserving content integrity and protecting intellectual property.

And while there are several methods for adding watermarks to documents online, they're not all created equal in terms of speed and simplicity.

If you or your organization has been looking for an efficient and user-friendly watermark tool, the [PDF Reader](#) from Kdan Mobile emerges as a standout solution.

With PDF Reader and a subscription to Document 365, you can streamline the process of adding watermark images or text. This comprehensive platform helps you:

- Enhance the document management experience.
- Support digital workflows.
- Foster collaboration efforts.
- Elevate security standards.

With its user-friendly interface and advanced features, PDF Reader enables the quick and seamless integration of watermarks across multiple PDF files on demand.

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