

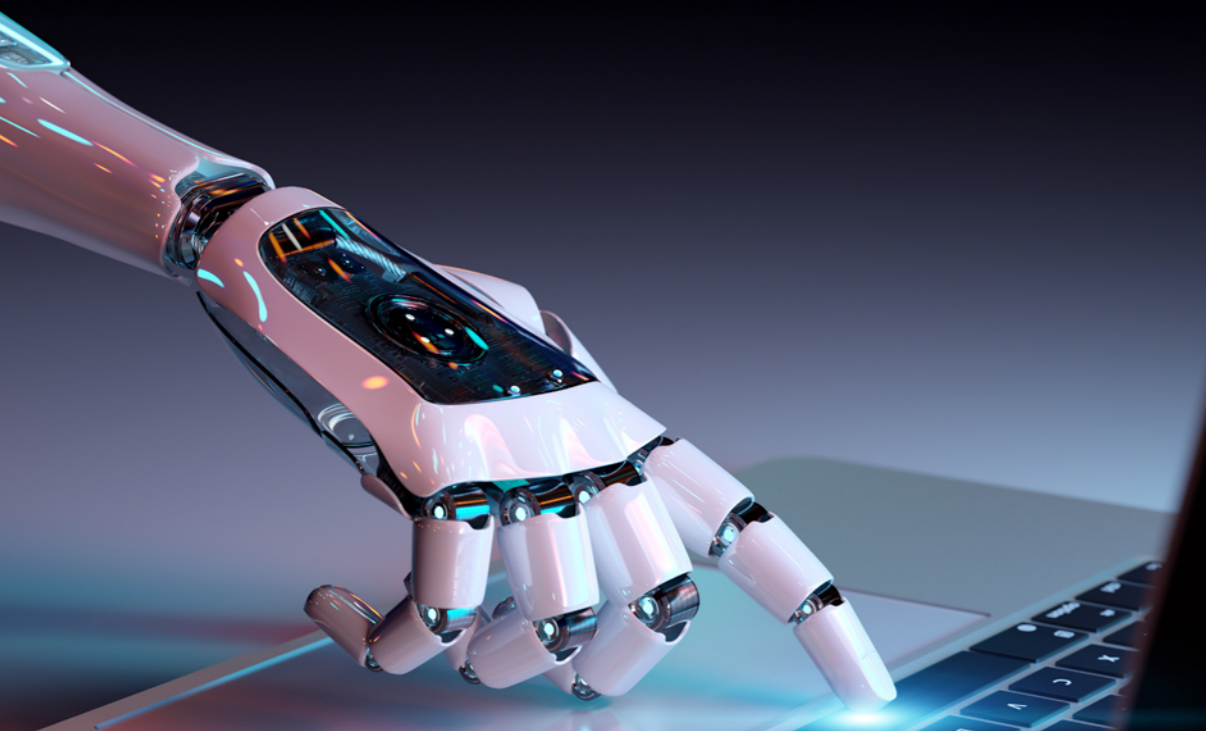


## **Will AI and in-place management solve my records problem?**

**Preparing Information Managers for AI Success**

**Navigating the Intersection of AI and Data Governance**

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## DAFF lands on Kapish Content Manager Cloud

Kapish has signed a new Australian Federal Government customer for its Content Manager Cloud platform. Under a 6-year contract, the Department of Agriculture, Fisheries and Forestry (DAFF) will migrate its on-premise OpenText Content Manager solution to the Kapish CM Cloud platform.

DAFF's stated vision is a more sustainable and prosperous Australia through biosecurity, agricultural production and trade. As a long term user of Content Manager (TRIM), it is now seeking to establish a long term sustainable cloud platform to support records compliance into the future.

DAFF was seeking a fully managed and supported departmental Content Manager system to eliminate the risk of any Content Manager system failure resulting from the use of unsupported software versions.

Kapish Content Manager Cloud now supports a number of large (5,000 users, >1TB database) Australian customers – with DAFF joining CSIRO, ACT Government & Brisbane City Council. DAFF also joins the National Anti-Corruption Commission, Australian Sports Commission, Austrade & CSIRO in purchasing Kapish Content Manager Cloud through the DTA Cloud Marketplace.

For further information, contact [Kapish](#).

## ZircoDATA responds to ransomware attack

Business Process Outsourcer (BPO) ZircoDATA has been targeted in a ransomware attack by a criminal organisation which has published details of 395GB of data that has been allegedly compromised, including Australian ImmiCard numbers. Black Basta is a ransomware operator and Ransomware-as-a-Service (RaaS) criminal enterprise that targets organizations in the US, Japan, Canada, the UK, Australia, and New Zealand. It uses a double extortion tactic, encrypting and publishing data on a public leak site.

Black Basta claimed to have obtained financial documents, personal user folders, and confidentiality agreements from ZircoDATA. It announced March 1 as the deadline for a ransomware payment not to reveal more.

According to reports, it has posted a large number of

documents to prove the validity of the hack, including passport scans and immigration documents, including Australian migration status cards with ImmiCard numbers.

ZircoDATA has more than 9000 customers across Australia, according to the company Web site, which are provided with "secure document storage and records lifecycle solutions."

The company has responded that it had discovered a network hack on February 8, 2024 that encrypted some files, and then became aware on February 22 of an allegation on the dark web that some data has been stolen.

It acknowledged that "some personal information [of ZircoDATA employees] was published as part of a sample on the dark web. At this stage, our investigation has not identified any evidence suggesting that personal information relating to our customers (or their customers) has been impacted. Please understand that the investigation is ongoing," it stated.

## Microsoft unveils Copilot for Security

Microsoft is launching Copilot for Security, priced on a pay-as-you-go rather than per user basis. This solution will utilize advanced language models and machine learning to provide security monitoring, threat detection, and automated response features.

At its core, Copilot for Security contains a language model trained on a wide range of cybersecurity data like threat intelligence, security logs, and incident reports. This allows the system to analyze security events, identify potential threats, and detect anomalies that could indicate an attack.

Key capabilities of Copilot for Security include continuous monitoring of networks and systems to scan for vulnerabilities and suspicious activities. Unlike traditional solutions relying on predefined rules, it can adapt to identify new and emerging threats leveraging machine learning techniques.

If a threat is detected, Copilot for Security can initiate automated incident response actions such as isolating compromised systems, deploying patches, and generating reports. This aims to reduce the time needed to remediate threats and minimize potential breach impacts.

<https://www.microsoft.com/en-au/security/business/ai-machine-learning/microsoft-copilot-security>

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# Legacy Headache for NSW Government Agency

The perils of legacy technology for government are well known, but in the case of SafeWork NSW they could ultimately lead to a referral to the NSW Independent Commission Against Corruption (ICAC), the state's corruption watchdog.

SafeWork NSW's use of an information management system which is over 20 years old and approaching its end of life have been highlighted in a scathing report by the NSW Auditor-General.

It found that the workplace health and safety regulator "is constrained by its primary information management system."

The lack of proactive use of data was blamed for a delay of around eight years to actively and sufficiently respond to the emerging work health and safety risk of respirable crystalline silica - which, like asbestos, causes fatal lung diseases - in manufactured stone.

The risk was known internationally by at least 2010, but SafeWork NSW did not begin to actively respond until 2018-19. Prior to that, its response was limited to a small inspection program in 2017.

The delay in response was due to a focus on reporting activities rather than outcomes, the Auditor-General found.

Legislation has been passed to ban the use, supply and manufacture of all engineered stone in NSW from 1 July 2024.

SafeWork NSW "lacks an effective strategic and data-driven approach to respond to emerging risks - such as exposure to respirable crystalline silica, to which it was slow to respond. It operates in silos with limited collaboration between teams, and it cannot demonstrate that it is making consistent and effective decisions to address non-compliance and workplace health and safety risks."

Concerns were raised over the purchase of a UK manufactured air-monitoring device, Air XS, which cost \$A18,500 per device. An initial contract worth \$A200,000 in May 2019 ballooned to a final cost of \$A1.34m.

"The process of procuring a 'research partner' to develop the Air XS device was flawed, in that there was non-compliance with procurement obligations and inadequate record-keeping," the report notes.

"Only as a result of the audit office raising these

issues with the head of SafeWork NSW did SafeWork NSW undertake to enter into discussions with the CSIRO to conduct further testing of the real-time silica monitoring device," the report said.

Potential maladministration due to "significant flaws in procurement, project governance and risk management" led both the audit office and the customer service department to refer the matter to ICAC.

According to the report "SafeWork NSW lacks an effective strategic and data-driven approach to respond to emerging risks and make risk-based decisions. This is due to constraints in its primary information management system, which is over 20 years old and approaching its end of life.

"The system has data quality issues and lacks the functionality to efficiently extract and analyze data. As a result, SafeWork NSW cannot use its extensive and detailed data proactively to identify and assess

risks, measure performance, and strategically target its activities."

"There is evidence indicating that SafeWork NSW works in silos, with limited communication,

collaboration, and awareness of activities across functions.

The Audit It also found there was ineffective use of available data.

"SafeWork NSW has collected more than 20 years' worth of work health and safety data within its Workplace Services Management System (WSMS). This data has the potential to provide important detailed insight to support SafeWork NSW's strategic planning and reporting processes.

"However, the wider strategic use of the system is hindered by its age and data quality issues. The system is not governed by a centralised quality assurance process.

"No single data custodian was identified during the audit and a data governance committee was only recently established by SafeWork NSW. Inconsistencies in data entry mean manual searches of the system are sometimes needed in order to identify relevant case data for analysis and reporting."

Although it acknowledged that a data science function has recently been established to improve data analysis.

The full report is available [Here](#).



SafeWork NSW

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# Is Your Data Prepared for Generative AI?

By Jesse Todd

In a recent Gartner poll of over 1,400 executive leaders, **55% revealed active involvement in Generative AI**, either in the pilot or production stages. This statistic closely mirrors the trends we've identified within our own customer base.

As highly regulated industries embrace the era of Generative AI, we acknowledge some concerns may linger. This prompts a crucial question: **Is your data prepared?**

Here at EncompaaS, we're not just asking the question; we're providing the solution! Below are some of the steps that your organisation can take to ensure the success of Generative AI initiatives:

### Embrace a Paradigm Shift

Generative AI signifies more than technological advancement; it marks a paradigm shift in the way organisations can harness data as a strategic asset.

To position your enterprise at the forefront of Generative AI innovation and adoption, it's crucial to view this technology as a key player in your digital transformation journey.

Readiness for Generative AI involves encouraging a dynamic mindset where data is not just processed and protected, but actively contributes to the generation of new ideas, strategies, and opportunities.

In essence, Generative AI offers your organisation the chance to redefine its relationship with data while maximising its value.

### Clean Up, Organise and De-Risk Organisational Data

At EncompaaS, our philosophy is to ensure that your organisation is not only equipped to leverage

Generative AI today but is also positioned for the possibilities that lie ahead.

Achieving the capability to clean up, organise, and de-risk all organisational data is becoming increasingly imperative.

Whether managing the escalating data velocity across structured, unstructured, or semi-structured data in the cloud, on-premises, or hybrid environments, adopting a proactive approach to data quality is paramount.

### Safely Accelerate ROI from AI Projects

The acceleration of AI initiatives is a critical objective for many organisations. However, this isn't just about speed; it's about leveraging technology and data ethically and responsibly - ensuring that each step taken is in the right direction, with the appropriate controls in place.

Central to Generative AI success is the integration of advanced data management practices, with data governance serving as a linchpin.

The ability to de-risk every information asset across the enterprise and automate compliance obligations at scale bridges the confidence gap to ensure the success of Generative AI, while meeting evolving regulatory obligations and reducing your attack surface.

At EncompaaS, we believe that the key to unlocking the full potential of Generative AI starts with your data. With a foundation of pristine data, you can propel your organisation's data into Generative AI readiness, achieve enhanced returns from your investments, and position your organisation at the forefront of the next wave of innovation.

As always, I would love to hear your thoughts and feel free to reach out to me directly: [jesse.todd@encompaaS.cloud](mailto:jesse.todd@encompaaS.cloud)

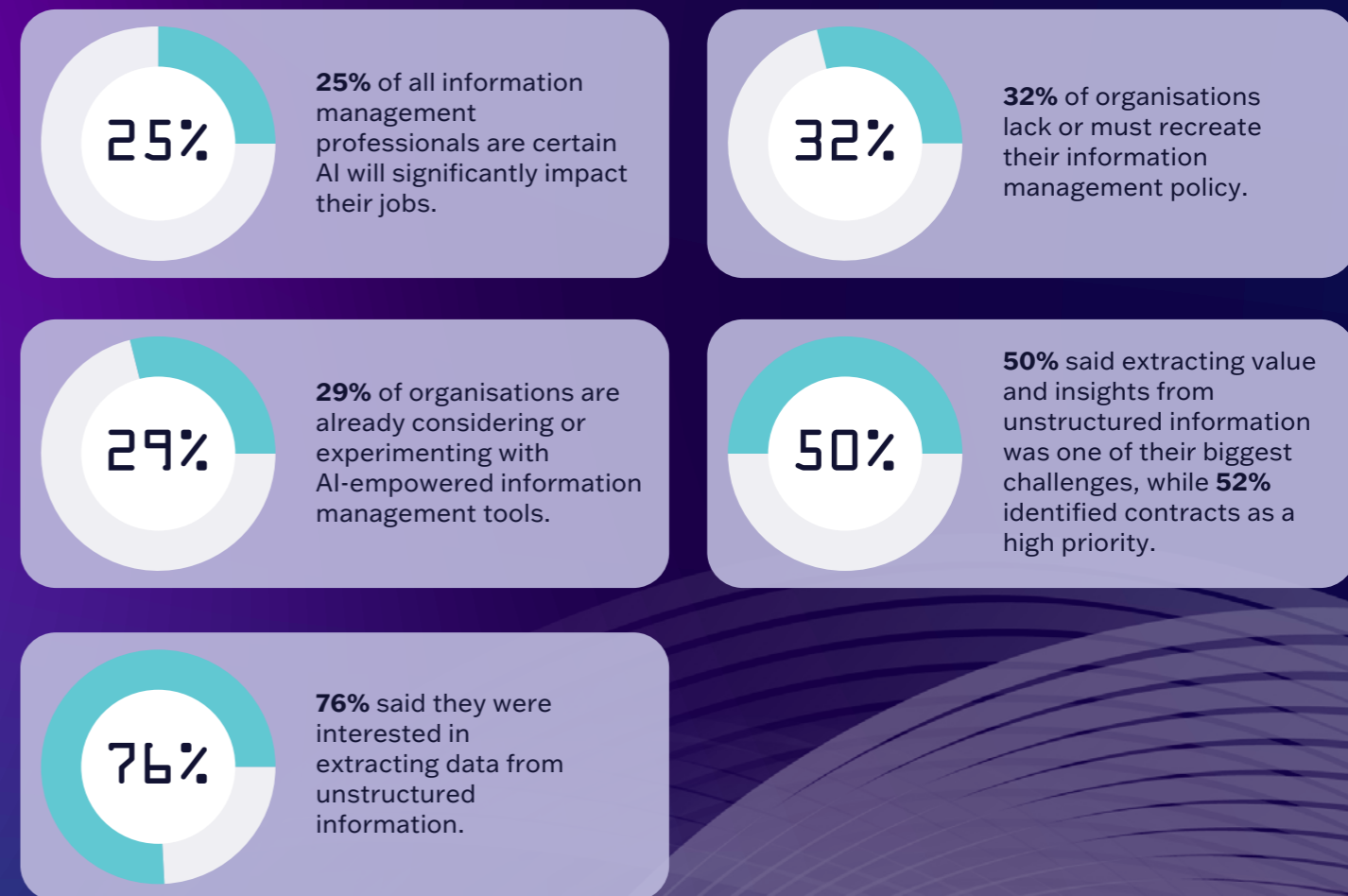
Jesse Todd is CEO at EncompaaS | Managing Director at Information. To find out more visit [encompass.cloud](https://encompass.cloud)

# CONTENT COGNITION TO THE RESCUE

## How AI Will Drive the Next Wave of Information Management Innovation

An IBRS special study revealed some interesting findings on Australian organisations' information management maturity and their perceptions of AI.

### Key Discoveries:



Download the full report

[encompaaS.cloud/IBRS-Report](https://encompaaS.cloud/IBRS-Report)

# Ransomware threat to rise with AI: NCSC



AI is expected to heighten the global ransomware threat, says the UK's national security and intelligence agency, GCHQ. It has issued a new report which suggests artificial intelligence will almost certainly increase the volume and impact of cyber attacks in the next two years.

The near-term impact of AI on the cyber threat assessment, published by the National Cyber Security Centre (NCSC), a part of GCHQ, concludes that AI is already being used in malicious cyber activity and will almost certainly increase the volume and impact of cyber attacks – including ransomware – in the near term.

Among other conclusions, the report suggests that by lowering the barrier of entry to novice cyber criminals, hackers-for-hire and hacktivists, AI enables relatively unskilled threat actors to carry out more effective access and information-gathering operations.

This enhanced access, combined with the improved targeting of victims afforded by AI, will contribute to the global ransomware threat in the next two years. Ransomware continues to be the most acute cyber threat facing organisations and businesses, with cyber criminals [adapting their business models to gain efficiencies and maximise profits](#).

To tackle this enhanced threat, the UK Government has invested £2.6 billion under its Cyber Security Strategy to improve the UK's resilience, with the NCSC and private industry already adopting AI's use in enhancing cyber security resilience through improved threat detection and security-by-design.

The [Bletchley Declaration](#), agreed at the UK-hosted AI Safety Summit at Bletchley Park in November, also announced a first-of-its-kind global effort to manage the risks of frontier AI and ensure its safe and responsible development.

NCSC CEO Lindy Cameron said, "The emergent use of AI in cyber attacks is evolutionary not revolutionary, meaning that it enhances existing threats like ransomware but does not transform the risk landscape in the near term.

"As the NCSC does all it can to ensure [AI systems are secure-by-design](#), we urge organisations and individuals to follow our [ransomware](#) and cyber security hygiene [advice](#) to strengthen their defences and boost their resilience to cyber attacks."

Analysis from the NCA suggests that cyber criminals have already started to develop criminal Generative

AI (GenAI) and to offer 'GenAI-as-a-service', making improved capability available to anyone willing to pay. Yet, as the NCSC's new report makes clear, the effectiveness of GenAI models will be constrained by both the quantity and quality of data on which they are trained.

The growing commoditisation of AI-enabled capability mirrors warnings from a [report](#) jointly published by the two agencies in September 2023 which described the professionalising of the ransomware ecosystem and a shift towards the "ransomware-as-a-service" model. According to the NCA, it is unlikely that in 2024 another method of cyber crime will replace ransomware due to the financial rewards and its established business model.

James Babbage, Director General for Threats at the National Crime Agency, said, "Ransomware continues to be a national security threat. As this report shows, the threat is likely to increase in the coming years due to advancements in AI and the exploitation of this technology by cyber criminals.

"AI services lower barriers to entry, increasing the number of cyber criminals, and will boost their capability by improving the scale, speed and effectiveness of existing attack methods. Fraud and child sexual abuse are also particularly likely to be affected."

Download the [REPORT](#).

## De.iterate and Source partner on Privacy Act compliance

de.iterate, an innovator in data privacy and cyber security is partnering with in-house legal, workplace and compliance services firm Source to help Australian businesses streamline their Privacy Act compliance, and improve their cyber security.

de.iterate and Source will deliver a simple-to-use Privacy Act compliance product through the existing de.iterate platform.

"This is a unique product that will help small to medium sized businesses with their personal information storage and handling practices to improve legal compliance with the Privacy Act", said Stanislav Roth, Managing Director of Source Legal.

"The product contains a list of easy to follow tasks to help businesses navigate the ever evolving Privacy Act landscape, which will be continuously updated as the legislation changes. This will save businesses a lot of time, energy, and confusion with trying to keep up to date various changes to the Privacy Act."

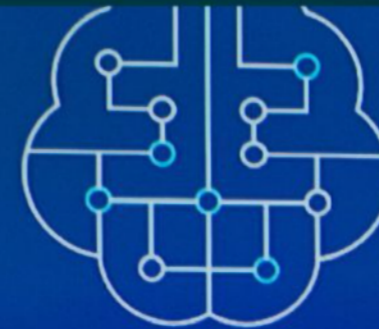
The product boasts several other bespoke features including customisable registers, compliance calendar, in-built policies, and dynamic data mapping.

"The de.iterate Privacy Act is a real turnkey solution, which was created to meet the growing needs of Australian businesses", said Andrew Lawrence, de.iterate's CEO.

"de.iterate is designed to demystify and streamline data privacy and cyber security, making compliance with standards such as ISO 27001, SOC 2, the Privacy Act and the Essential Eight stress-free and easy."

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# Privacy obligations a mystery to many: ISACA Report

**Despite new updates to privacy regulations across the globe, including Australia's Privacy Act Review Report in 2023, only 39 percent of Oceania respondents say they find it easy to understand their organisation's privacy obligations, according to ISACA's [Privacy in Practice 2024](#) survey report.**

This has led to low confidence, with only 44 percent of Oceania respondents feeling very or completely confident in their privacy team's ability to achieve data privacy and compliance with new laws and regulations.

Jo Stewart-Rattray, Oceania Ambassador, ISACA said the results are worrying and are cause for major concern globally, particularly around budget deficits, low confidence and lack of compliance clarity. "

## Privacy Challenges

In addition to difficulty understanding the privacy regulatory landscape, organisations in Oceania face other data privacy challenges in line with global counterparts, including budget. Over half of respondents (56 percent in Oceania vs 51 percent globally) expect a decrease in budget, nearly half (43 percent globally) say their privacy budget is underfunded and only 36 percent globally say their budget is appropriately funded.

The path to forming a privacy program is not always a smooth one, with global respondents indicating top obstacles include:

- Lack of competent resources (41 percent)
- Lack of clarity on the mandate, roles and responsibilities (39 percent)
- Lack of executive or business support (37 percent)
- Lack of visibility and influence within the organisation (37 percent)

In seeking those competent resources, 62 percent of global respondents indicate there will be increased demand for technical privacy roles in the next year, compared to 55 percent for legal/compliance roles.

## Taking Action

One of the ways organisations are mitigating workforce gaps and privacy failures is through training. Half of global respondents (50 percent) note they are training to allow non-privacy staff to move into privacy roles, while 39 percent are increasing usage of contract employees or outside consultants.

With employee training:

- 86 percent indicate their organisation provides privacy awareness training for employees, with 66 percent providing training annually.
- 52 percent of respondents provide privacy awareness training to new hires.
- 60 percent review and revise privacy awareness training at least annually.

Interestingly, respondents note that their organisations are most often looking at the number of employees completing training (65 percent) as the main metric

used to track effectiveness of privacy training, not a decrease in privacy incidents (56 percent).

Organisations are also using a variety of privacy controls to strengthen data privacy beyond what is legally required, the top three being identity and access management (74 percent), encryption (73 percent), and data security (72 percent).

## Fewer breaches

Despite the challenges faced, 63 percent of respondents say they did not have a material privacy breach in the past 12 months, and 18 percent are not seeing a change in the number of breaches they are experiencing.

Respondents are also optimistic about the coming year: less than 1 in 5 (16 percent) say they expect a material privacy breach in the next 12 months.

To assess the effectiveness of privacy programs, survey respondents note their organisations are most often:

- Performing a privacy risk assessment (49 percent)
- Performing a privacy impact assessment (PIA) (44 percent)
- Performing a privacy self-assessment (38 percent)
- Undergoing a privacy audit/assessment (34 percent)

## Value of Privacy by Design

One of the clearest takeaways from the survey results is that organisations practicing privacy by design experience some key advantages:

- They have more employees in privacy roles (median staff size 15 vs. nine among all respondents) and are more likely to say their technical privacy department is appropriately staffed (42 percent vs. 34 percent among all respondents).
- Feel their privacy budget is appropriately funded (50% vs. 36% total).
- They strongly believe their board of directors prioritises organisation privacy (77 percent vs. 57 percent total).
- They are much less likely to see organisational privacy programs as purely compliance driven (35 percent vs. 44 percent total), and more likely as a combination of compliance, ethics and competitive advantage (39 percent vs. 29 percent total).
- They are much more likely to see their organisation's privacy strategy aligned with organisational objectives (90 percent vs. 74 percent total).
- They use many more privacy controls in total, overall, than are legally required:
  - Data minimisation and retention controls (54 percent vs. 39 percent among all respondents)
  - Data quality and integrity (50 percent vs. 38 percent)
  - Cryptographic protection (59 percent vs. 46 percent)

The *Privacy in Practice 2024* survey report is complimentary and can be accessed at [www.isaca.org/privacy-month-2024](http://www.isaca.org/privacy-month-2024). More than 1,300 professionals who work in data privacy roles responded to the survey, weighing in on privacy topics such as staffing, organisation structure, policies, budgets and training.

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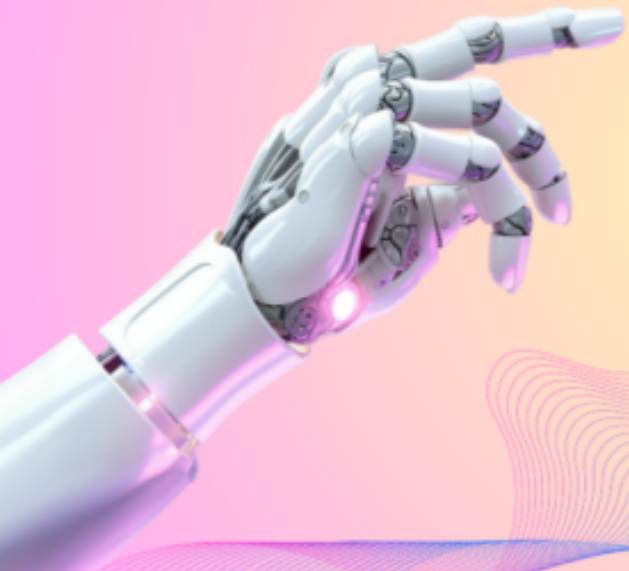
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# Artificial Intelligence is No Longer The Future?



## Preparing Information Managers for AI Success

By Janine Morris, FRIM

**Artificial Intelligence (AI) is no longer a distant dream; it's here, and it's everywhere – from the latest news headlines to our social media feeds and even in our personal and working lives. In fact, a recent global survey found that 54.6% of organizations are actively engaging and experimenting with AI.**

For many information managers, this presents both exciting opportunities and daunting challenges. While information managers play a pivotal role in ensuring organizations can harness the power of AI, they also have valid concerns.

Questions like: Do we have the right technology, what investment do we need to make, how do we use it, what message are we sending, and, most of all, what do we need to do to gain the most from AI while protecting our organization, staff, and customers.

In this article, we'll explore the importance of AI and three ways information managers can prepare for its impact.

### Why is AI Important for Information Managers?

There are reasons upon reasons as to why AI is important – and I could write for days about it, but that would likely bore you – so let's keep it to the top three:

#### Data Explosion

[IDC predicts](#) 175 Zettabytes (ZB) of worldwide data by 2025. Let's have a little fun with this...

175 ZB is equivalent to 35,184 billion dual-layer Blu-ray DVDs (these were the "next big thing" in the early 2000s, providing a greater and more "advanced" storage option for movies with better resolution, and so on). If you

lined these up, they would reach the moon and back over 20,000 times! Now, take a moment to visualize that.

This vast amount of data will continue to be generated to the point where we'll look back at our 175 ZB and smile at "how big" we thought it was. This amount of data and the responsibility for managing such a quantity makes the more traditional methods of information management complicated and completely impractical.

For instance, AI can extract data from your contract management system and compare it to your finance system to identify missed revenue opportunities or discrepancies. AI can also use historical data to interpret and predict future trends, providing valuable insights to support your organization.

#### Efficient Automation

By using technology to complete those repetitive tasks like data entry, classification, and retention, AI can free up valuable time and resources. While this may feel frightening and trigger "robots are taking over the world" thoughts, it's important to recognize that AI is not here to replace humans.

Instead, it's designed to augment and enhance capabilities. By automating these repetitive tasks, AI can help information managers focus on more strategic initiatives, like tackling that data volume challenge, implementing better compliance processes, or even removing those tasks that can give your frontline workers more precious time for critical tasks (...like saving lives).

#### Improved Data Quality and Governance

AI can significantly improve data quality and governance by tackling tasks that would otherwise be mundane and prone to human error.

Now, imagine you have AI that can identify, check, validate, and remediate this field in realtime (and, of course, based on the rules you train the model with). This not only maintains data quality but helps enforce compliance with data regulations and standards, making sure you are doing everything in your power to protect your organization's information and data. This is another example of what would be impossible to do with "people power" alone.

### Getting Started with AI: 3 Steps for Information Managers

Getting started with AI, especially when investing in a licensed AI like [Copilot for Microsoft 365](#), may feel overwhelming, but taking one step at a time (or one bite of the elephant) will set you up for success.

Here are the first three steps you should take:

#### Have a clear strategy

[Research from McKinsey](#) shows that high-performing organizations that find success with AI have a clearly defined vision and strategy for these technologies that is tightly linked to their broader corporate goals.

Make sure your organization has clearly articulated goals and objectives for AI. Be clear on what AI is expected to achieve: are you looking to improve efficiency, enhance customer experiences, gain insights from data, or achieve regulatory compliance? Having clear use cases of where AI can provide value will solidify the understanding of the business processes that can benefit from AI.

#### Understand your information

Knowing your information is crucial to ensuring AI can produce the best outcomes. AI doesn't have the "human" filter that we have. If we "see" a document we know we shouldn't, we take action to remediate this. AI, however, will determine that you "have access" to the information and provide it to you regardless of ethical considerations. This not only exposes information that should not be exposed but can put your employees in precarious positions with access to information they shouldn't have.

It's important to be aware of your information's security and risk profile, including Personally Identifiable Information (PII) or Sensitive Personal Information, external sharing or anonymous links, broken inheritance, and the list goes on. Then, establish a governance framework

and structure that meets AI's needs and addresses gaps identified in your information audit (spoiler: if you haven't already, you should definitely undertake an [information audit](#)).

### Don't forget your people

While technical considerations are important, it's critical to consider the people involved in AI initiatives. Make sure your organization has AI experts who are up to date with the continual advancements of AI. Foster collaboration between different departments to ensure AI initiatives align with business needs and comply with any regulations that you may not be aware of.

Most importantly, keep staff informed of what is happening and build or engage in training programs to prepare them for the impact of AI. This will give them confidence in the technology and help them understand how to work alongside it effectively.

### The Future is Now: It's Time for Information Managers to Embrace AI

As AI continues to redefine the way we manage and leverage information, it's vital to ensure that information managers feel supported and are prepared for this ever-evolving technological shift.

Embracing AI enables you to [harness the power of data and information](#), enhance decision-making processes, and drive organizational innovations in whatever way that supports your business objectives. By staying ahead of the curve, information managers not only ensure the efficiency of your current practices but also position themselves as indispensable contributors to the success of your organizations in the future.

The time to prepare for AI in information management is now, and the benefits are undoubtedly worth the investment.

*Janine Morris is an experienced information management professional who helps organizations reduce information chaos and improve employee experience while meeting regulatory and compliance requirements. She holds a Master's degree in Information Management and her professional approach and passion have earned her solid recognition in the industry, including being recognized as a Membership Fellow (FRIM) and serving as a former board director and branch president of RIMPA Global. Originally Published [Here](#).*



## Unlock AI with Data Strategy

# iCognition unveils next-generation RM Solutions: empowering business transformation

iCognition, a frontrunner in enterprise information management solutions, introduces its latest advancements in records management through the release of RM Workspace 2.0 and RM Workflow 2.0. These cutting-edge solutions mark a new era in enhancing business efficiency and content productivity while ensuring transparency in record-keeping. This is particularly true because these new versions are now key components of Ingress by iCognition, the next generation Content Services Platform.

In today's information-driven era, RM Workspace 2.0 stands out as a game-changer in content management. Drawing from over a decade of achievements, this collaborative digital workspace, specifically designed for OpenText Content Manager, redefines how organisational records management and end-user context seamlessly intersect.

Beyond streamlining information access, RM Workspace 2.0 empowers users to effortlessly handle and retrieve records, aligning with their unique information structure. This, in turn, boosts staff productivity and utilization. Meanwhile, the system ensures that organisational records are appropriately classified and controlled for long-term preservation.

Distinguished by its user-centric design ethos, RM Workspace 2.0 represents a paradigm shift in user experience and efficiency. Seamlessly integrating with the Content Manager records management compliance engine, it enforces organisational rules of evidence without encumbering users with compliance intricacies. Moreover, RM Workspace 2.0 adheres to accessibility compliance and high user experience design standards, ensuring intuitive accessibility for all users.

The advantages of RM Workspace 2.0 are manifold, encompassing high-value collaboration, seamless deployment, efficient information capture and discovery, transparent records management, swift and effective sharing, on-demand collaboration spaces, and cloud-ready accessibility.

Furthermore, the latest iteration introduces enhancements such as support for the latest Content Manager version, advanced search capabilities, efficient record export, and fortified security with OKTA support.

As part of the Ingress by iCognition, RM Workspace can be incorporated into line-of-business systems such as Microsoft Teams to provide users with their own personal space to find, access, and use records as a vital subset of their information.

Looking forward, the roadmap for RM Workspace includes continued support for Content Manager versions, the capability to edit any document types

via thin client auto-check-in functionality, migration to a new microservices architecture, and ongoing enhancements to augment functionality and user experience.

## Empowering process automation

Complementing RM Workspace, RM Workflow 2.0 signifies a monumental leap in process automation. Praised for its efficiency and effectiveness across diverse sectors, this solution has garnered widespread acclaim.

Highlighting its significant impact, the success stories of RM Workflow implementations, exemplified by Goulburn Valley Water's recognition at the OpenText Content Manager Innovation Showcase 2023, underscore its effectiveness in streamlining operations.

Goulburn Valley Water successfully manages an impressive total of 18,500 workflow processes in RM Workflow. However, this figure falls short of our largest client, the Tasmanian Department of Natural Resources and the Environment, which oversees 25,000 processes annually.

By implementing centralised approval systems, comprehensive analytics, and seamless workflow management, RM Workflow empowers organisations to achieve productivity enhancements.

The latest version of RM Workflow introduces compelling features, including support for Content Manager 23.4, PDF summaries for completed workflows, OKTA authentication support, and more. It's also now incorporated into Ingress by iCognition so users in apps such as Teams can initiate formal RM Workspace workflows, such as approval processes with their superiors, directly from within Teams. RM Workflow delivers seamless automated processing to Ingress.

Looking ahead, iCognition remains committed to enriching RM Workflow with additional features like quick search capabilities, enhanced activity management, bulk document uploads, and an elevated user experience.

In conclusion, iCognition's latest RM solutions reaffirm its dedication to revolutionising business processes and empowering organizations with unparalleled efficiency. As businesses embark on their digital transformation journey, RM Workspace 2.0 and RM Workflow 2.0 emerge as beacons of innovation, poised to propel success in today's dynamic business landscape.

*Get access to a video of RM Workspace and RM Workflow in action [HERE](#) or contact us on [info@icognition.com.au](mailto:info@icognition.com.au). We're also currently offering bundled software deals and 'two for one' deals, so talk to us soon!*

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# Navigating the Intersection of AI and Data Governance

By Doug Dunn

**In our digital transformation era, the amalgamation of artificial intelligence (AI) and data governance presents a rich landscape of opportunities and challenges. As organizations continue to leverage AI, including large language models (LLMs), it becomes imperative to scrutinize the potential risks and explore sophisticated solutions.**

This article aims to delve into the transformative potential of semantic models and semantically generated metadata, providing a comprehensive understanding of how these technologies can play a pivotal role in addressing the intricate challenges within the data governance landscape.

## Understanding the Challenge of Bias

The challenge of bias in AI models is multifaceted, originating from the biases in training data. Semantic models, emphasizing the meaning and context of data, offer a sophisticated approach to unravelling and mitigating biases. The semantic understanding allows organizations to refine and de-bias their training datasets systematically.

By incorporating semantic metadata, organizations can

identify and rectify biases inherent in the data, fostering a more accurate, fair, and equitable foundation for data governance decision-making.

## Striking the Balance: Privacy in the Age of AI

In the age of AI, where systems often process sensitive information, there is an inherent tension between leveraging these systems for valuable insights and safeguarding individual privacy.

Semantic metadata introduces a nuanced solution by providing a granular understanding of data. This enables organizations to categorize and manage sensitive information effectively.

Semantic approaches enhance privacy controls, ensuring compliance with regulations while maximizing the utility of AI insights within a privacy-centric data governance framework.

Moreover, semantic models contribute to data anonymization processes, allowing organizations to glean insights without compromising individual privacy. By understanding the semantic context of data, organizations can implement privacy-preserving measures, reinforcing the confidentiality aspect of data governance.

## Safeguarding Against Security Vulnerabilities

Security vulnerabilities, particularly adversarial attacks,

are a critical concern in deploying AI systems. Semantic models are crucial in fortifying security postures by enhancing anomaly detection capabilities. Through an in-depth understanding of the semantics of data interactions, organizations can identify unusual patterns indicative of potential attacks.

Semantic models can detect anomalies at the feature level and by examining the semantic relationships between different data points. This semantic approach aids in the early identification of irregularities, contributing to a more robust security framework within data governance.

## Demystifying Explainability

The "black box" nature of many AI models, including LLMs, has been a persistent challenge. The need for explainability raises concerns regarding transparency and accountability in decision-making processes within data governance.

Semantic models, by nature, offer a more interpretable representation of data.

Semantic metadata adds a layer of clarity to the decision-making process by providing context and meaning to the information processed by AI systems. This satisfies the need for transparency and establishes a foundation for accountability in data governance.

Stakeholders can better understand the factors influencing AI-driven decisions, fostering trust and confidence in the governance processes.

## Mitigating Overfitting Through Semantic Understanding

Overfitting, a phenomenon where models are overly trained on specific datasets, poses a significant risk to the adaptability of AI systems to diverse data. Semantic models, focusing on context and meaning, contribute to improved adaptability. Organizations can reduce the risk of overfitting by understanding the semantics of data.

Semantic models enable a more nuanced understanding of the relationships within and between datasets. This subtle understanding allows AI systems to generalize better to new or unseen data, bolstering the reliability and usability of data in governance processes.

A strong emphasis on semantic understanding thus becomes a cornerstone in mitigating the challenges associated with overfitting.

## Proactively Addressing the Unforeseen

The unpredictability of unintended consequences in AI deployment underscores the need for proactive measures within data governance. Semantic models excel at capturing nuanced relationships within data. By embracing

semantic approaches, organizations can proactively identify and navigate emerging challenges.

Semantic metadata allows for a more detailed mapping of the semantic landscape, making it easier to foresee the potential consequences of AI-driven decisions. This anticipatory approach reinforces the resilience of data governance strategies, allowing organizations to adapt and evolve in response to unforeseen circumstances.

## The Holistic Integration of Semantic Models in Data Governance

In navigating the convergence of AI and data governance, incorporating semantic models emerges as a strategic imperative. Holistic integration of semantic models involves understanding the meaning of individual data elements and capturing the semantic relationships and context within datasets.

Semantic models can be implemented at various stages of the data governance lifecycle, from data acquisition and preprocessing to model training and decision-making. This comprehensive integration ensures that semantic understanding permeates every facet of data governance, providing a robust foundation for responsible and effective AI deployment.

## The Future Landscape: Collaboration and Innovation

As we traverse this transformative landscape, collaboration and innovation become essential. Organizations, researchers, and policymakers must collaborate to develop standards and best practices for using semantic models in AI and data governance ethically and responsibly.

Innovations in semantic technology, including advancements in natural language processing and knowledge representation, are further refining the capabilities of a semantic approach.

Continuous research and development will contribute to the evolution of semantic understanding, empowering organizations to navigate the complexities of AI and data governance with greater precision.

## Conclusion: Toward a Semantic Future in Data Governance

In conclusion, the transformative potential of semantic models in the intersection of AI and data governance is vast and promising.

By leveraging semantic understanding, organizations can address the challenges of bias, privacy, security, explainability, and overfitting. The proactive nature of semantic models also equips organizations to navigate the unforeseen, fostering resilience in the face of evolving circumstances.

As we embrace the power of AI in data governance, let us collectively champion the integration of semantic models. Through a nuanced understanding of data semantics, we can mitigate risks and enhance the accuracy, privacy, security, and usability tenets of our data governance practices.

This journey toward a semantic future in data governance holds the key to unlocking the full potential of AI while upholding ethical standards and ensuring a responsible and trustworthy digital future.

Many of our Semaphore customers have already begun this transformative journey. If you'd like to learn how we can help, message me on [LinkedIn](#).

Doug Dunn is Senior Enterprise Account Manager at Semaphore.

# Exploiting the power of Extractive AI

Neil Walker, Head of Product for IDP vendor TCG Process, sat down with IDM editor Bill Dawes to explain the company strategy behind the utilisation of a different kind of Large Language Model (LLM) and the push for 'explainable AI'.

## IDM: Where does TCG Process see the future of AI in Intelligent Document Processing (IDP)

**NW:** When it comes to AI, there are many who see the hype but don't understand the value. Everyone knows that they will at some point have to look at AI for their business, but they don't really know how to make it work and bring value to their operations and that's essentially where we are trying to bring some context to AI as a solution.

Generative AI is game changing in what it can deliver for IDP with its ability to really read, understand and comprehend content in an entirely new and more human like way. But how do we make that usable inside of an organization? That is what we are focused on at TCG, orchestrating AI services, combining them with other technologies, validations, and people inside of a process to deliver the best possible outcomes.

We believe that it is this combination that allows our customers to embrace the latest AI technologies, without the fear of hallucinations and other challenges people perceive when talking about AI and be able to demonstrate how they are using AI responsibly within their business processes.

## IDM: You recently announced a partnership with an AI LLM partner, Lazarus, can you tell us more about that?

**NW:** The ultimate goal of most generative AI technologies is to provide an answer, whether it be right or wrong. This is partly why "hallucination" has been such a big topic. When we talk about mission critical business processes in highly regulated industries, that's the one thing we really can't afford.

With this in mind, at TCG Process we are carefully selecting outcome driven partners. One of which is Lazarus, who originated in the challenging medical records processing world.

Lazarus built their own OCR engine for reading medical handwriting document which is obviously quite a challenge in itself. From there, they progressed to build a Large Language Model LLM focused on answering questions, based only on the context of the document that's being processed. Which they define as Extractive AI.

## IDM: How does their approach differ from other Generative AI?

**NW:** The Lazarus LLM is looking to generate an answer based on a statistical relationship between words and phrases to extract the information that we're interested in, but only in the context of the document being analysed. This ability and their capability to also provide context about the answers was one of the big attractions for us, plus they use what is called a zero-shot approach which means that all of the model training has already happened therefore reducing the time, complexity and effort required for each project.

Information is collected based on natural language prompting, enabling features such as summarization, sentiment analysis, urgency detection in addition to content extraction. Whilst we are able to put measures in place to try and ensure the quality of the prompts,

it's still important that we can validate the responses from the LLM in some way. With that in mind DocProStar takes the results, right or wrong, and inputs that information into our platform. To ensure we deliver a correct outcome, we run our own validations against the data and cross-check the result, avoiding the chance for false positives from the AI.

The Lazarus LLM is trained on a very large data set, with a significant number of data points. This data point volume provides the model itself with a vast amount of knowledge and comprehension of information, it essentially knows how to read. It's like teaching a child to read and then you put a new document in front of them and you don't need to train them specifically about that new document because they understand enough about the wider world in order to understand something that is new. Extractive AI adds the context to then turn a prompted question into information to extract from the document.

## IDM: What is an example of a use case?

**NW:** An example of how we can orchestrate AI within a business process is in insurance claims processing. We'll use Lazarus to answer some questions about a document. We'll also use an AI image analysis tool that specializes in analysing photos and video streams of vehicle damage. So, it will look at the video stream and say "This is a damaged panel, it's new damage. It's definitely part of this claim or yes, it's damaged. But it happened previously." The idea here is ultimately you want to reduce fraud within Claims scenarios but of course there's multiple other use case scenarios for that as well. And there we bring the results of both of those together. Being able to use that approach really allows us to leverage all the value and advantages that LLMs bring, but without the risk of data pollution.

We are typically handling very complex documents. Where the combination of DocProStar and the Lazarus model's comprehension that validates the data by connecting it to line of business information. That makes it usable in a business case.

I think in the IDP space, technologies are being somewhat commoditized, new technologies emerge at record speed which means that the Lazarus of today, might be something else tomorrow, or we might choose from three, four, five partners in that space and select the right one for the specific task in hand. But the process piece is where we really see the true business value.

Having been in the intelligent process automation space for many years now, I see the need for Process Automation, RPA, and Information management to

(Continued over)



Neil Walker, TCG Process

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# Extractive AI

(From previous page)

converge with multiple other technologies, so they gradually become a layered solution.

**IDM: Do you see that a challenge remains to integrate these platforms with legacy systems?**

**NW:** In Tier 1 organizations, we are really seeing a desire to consolidate their technology stack not just for financial reasons, but more so to streamline processes. So, they're bringing in what they call a COE, a Centre of Excellence. And a lot of their goal is to work collaboratively between IT and business. Collectively they look at what technologies they have and how can they move on, future proof and become more agile to keep up with their competitors.

It is where these issues arise that we feel we have a great solution as we can layer our processes across that entire technology suite which gives them path to transition and allows technologies to seamlessly work together through effective orchestration.

A current topic in our industry that keeps coming back around is process mining. Having the ability to look at document processes, reflect on them and determine where should we focus our effort. Process mining is difficult because it's got to bring information in from all those systems. We see an opportunity to migrate your processes more or less 'as is' into a platform such as DocProStar, where the improved visibility can be a great platform to begin your continuous improvement process journey, which can be an alternative and potentially a better approach.

TCG Process, with headquarters in Switzerland, is an international organization that develops and integrates input management and intelligent process automation software. Its solutions are used in industries such as banking, insurance, healthcare, government and public administration to digitize and automate document-driven processes. TCG Process sells both directly and via partners globally.

TCG Process Australia; Tel: +61 2 9060 3727; [info.aus@tcgprocess.com](mailto:info.aus@tcgprocess.com). For more information visit <https://www.tcgprocess.com/en-en/> and follow TCG Process on [LinkedIn](#). Recent TCG Process/Lazarus Announcement ([here](#))

# Qlik acquires Kyndi

Analytics developer Qlik has acquired pivotal intellectual property (patents and technology) from Kyndi, an innovator in natural language processing, search, and generative AI. This acquisition will boost its ability to help organizations interpret and process unstructured data.

Qlik says the move will help it in unlocking valuable insights from customers' ever-growing reservoirs of unstructured data, integrating these insights seamlessly with structured data analytics.

Ryan Welsh, Founder and CEO of Kyndi, said, "We have a unique opportunity to enhance how AI-powered insights create value for customers.

"Introducing our innovations into Qlik's technology will enable the merging of structured and unstructured data, thereby empowering users with deeper insights and more informed decisions across a wide range of business scenarios."

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

# Box adds Crooze AI

Box, Inc. has acquired Crooze, a provider of no-code enterprise content management applications built on the Box Platform. Box will leverage Crooze's team and technology -- including the company's no-code app builder and metadata capabilities -- to help organizations address business-critical processes like contract lifecycle management, digital asset management, controlled document management, enterprise content libraries, and more.

Crooze provides a broad range of capabilities to help users get the most out of their content in Box:

- A no-code builder for critical business-document applications.
- An extensive set of metadata tools to greatly simplify all aspects of metadata, including adding, analyzing and managing it at scale.
- Customized dashboards and views of underlying Box content and metadata.
- Forms and document generation capabilities.
- Ability to integrate with Box Relay to automate content workflows.

Crooze's capabilities enable customers to easily and quickly build apps to manage critical content on Box, including contracts, digital assets, and controlled documents:

# Ask-AI secures \$US11M for GenAI

A new \$US11 round of funding for Ask-AI, developer of a generative AI answers and insights solution for enterprises, brings the total to \$US20M in funding.

Today, companies store data in multiple platforms and siloes: Slack, emails, CRMs, business documents, customer interactions, knowledge bases and more. Getting all the relevant data when making a decision or interacting with a customer is almost impossible. Generative AI can help, but companies struggle to build solutions that work accurately, are widely adopted, and have a positive impact on the business.

"Executive teams are excited about the promise of AI, and want to take advantage of the technology to make their employees more productive and their customers more satisfied," said Alon Talmor, founder and CEO of Ask-AI, "but they quickly realize that building AI into their workforce systems is more difficult than expected.

"What they really want is an out-of-the-box application that doesn't rely on employees asking the right questions. It should tell employees what they need to know - answers, insights and actions - before they know what they need."

Ask-AI is a generative AI solution designed from scratch to enhance efficiency in repetitive tasks, knowledge management, and understanding the voice of the customer. Connecting to more than 50 enterprise work systems such as Salesforce, Zendesk, Confluence, Jira, Slack, Google Drive, Teams, and many other customer communication and knowledge sources, Ask-AI ingests, analyzes and understands enterprise knowledge. It integrates that knowledge into an employee's workflow to help them be more productive in customer support, success, product, R&D and sales.

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# St Vincent's selects Electronic Medical Record (EMR)



St Vincent's Health Australia Private Hospitals has selected MEDITECH's Expanse platform as its foundation Electronic Medical Record (EMR) to enhance patient care across its internationally network of 10 private hospitals.

The new system will provide St Vincent's with a single EMR platform that connects patient records across its 10 private hospitals in Victoria, New South Wales, and Queensland.

Expanse will be deployed through [MEDITECH as a Service \(MaaS\)](#), the scalable cloud-based subscription model of Expanse. The platform includes intuitive, web-based navigation that presents each member

of a patient's care team with real-time information, personalised to their workflows.

Healthcare professionals at St Vincent's will have the capability to retrieve patient records, examine results, submit orders, and record care details using various mobile devices. The new, secure platform will align with St Vincent's cybersecurity program.

"St Vincent's Mission is to serve our patients with the best possible care," said St Vincent's Chief Executive Officer of the Private Hospital Division, Patricia O'Rourke.

"As advocates of patient-centred medicine, we are always looking at ways to improve care through use of technology. With this robust EMR foundation, we will be able to add even more advanced clinical functionality over time."

MEDITECH Asia Pacific Managing Director Douglas Murray sees the EMR partnership as a key step in St Vincent's innovation strategy.

"We are honoured that St Vincent's Private Hospitals has selected MEDITECH Expanse to meet their digital transformation goals now and in the future," he said. "We look forward to working in partnership to support them in their mission to innovate care delivery with our flexible and customisable MaaS solution."

MEDITECH's cloud-hosted solution has been available in the U.S. since 2017 and has experienced significant growth annually. Read how MEDITECH's global presence grew in 2023 as a [record number of international customers signed for Expanse](#).

## Sustainability and Digital Sovereignty crucial to Cloud GenAI: Gartner

By 2027, 70% of enterprises adopting generative AI (GenAI) will cite sustainability and digital sovereignty as top criteria for selecting between different public cloud GenAI services, according to Gartner, Inc.

"Because of its scale and shared services model, cloud technology is best-suited for the delivery of GenAI-enabled applications at scale and the development of general-purpose foundation models," said Sid Nag, Vice President Analyst at Gartner.

"However, certain aspects must be addressed, including digital sovereignty, or the ability to control where data is stored and where operations are executed, and sustainability issues so that organisations can operationalise GenAI."

The advancement of foundation models (FMs) and large language models (LLMs), which are the core of GenAI capabilities, are driving rapid and continual evolution of GenAI capabilities and use cases. Implementation of GenAI in the enterprise poses significant regulatory challenges, including regulations on the data contained within LLMs, as well applications that leverage these FMs and LLMs.

"Specialty cloud providers will become an important consideration for many enterprise cloud architectures as organisations extend their cloud

operations to cover diverse locations and use cases," said Nag. "Digital sovereignty will drive the need to include cloud providers that can meet the evolving and unique requirements of sovereign operations no matter the region they operate in."

Organisations deploying GenAI services will look to the public cloud, given the scale of the required infrastructure, but they will also require cloud providers to address non-technical issues related to sustainability. The pressure from investors, customers, regulators and governments about sustainability is forcing organisations to manage and optimise their IT carbon emissions to achieve their environmental sustainability goals. New processes, capabilities and tools will be introduced, oriented to the monitoring and management of energy consumption and carbon emissions for GenAI workloads deployed on cloud.

"Cloud computing plays a pivotal role today in supporting sustainability and GenAI business applications by providing scalable infrastructure, enabling eco-friendly practices and allowing cost-effective resource management," said Nag. "Therefore, cloud is the platform that most IT leaders rely upon to support their sustainability journey when it comes to overall GenAI implementation."



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# Will AI and in-place management solve my records problem?

By Nigel Carruthers-Taylor

**The AI revolution is upon us, and at the forefront stands Microsoft Copilot. Many are buzzing with excitement as Copilot steps onto the scene. It promises to transform document analysis, report generation and streamline processes. It's also getting records managers excited: will it automate their records management?**

Without a doubt, Copilot will supercharge productivity. Imagine a knowledge worker at a legal firm on a mission to undertake content-based evidence analysis. They get swamped with mountains of documents, videos and images. Copilot steps in and analyses these like a cyber detective.

It categorises the evidence, so it's neatly filed: "Conspiracy Cache" next to "Cat Video Crypt." It

identifies key evidence: images spotted! Incriminating phrases flagged! Then it summarises and reports: legal briefs assembled, complete with footnotes and references. All done fast and efficiently, saving my legal eagle heaps of time, and no stone has been left unturned!

But wait! Recent research by Cornell University has spilt the beans on AIs: they can daydream! <sup>1</sup> They can hallucinate like poets on a caffeine binge – between 69% and 88% of the time! Even for simple tasks, it can make stuff up 50% of the time. This is such a risk that US regulators have determined that AI has the potential to perpetuate unlawful bias, unlawful discrimination, and produce other harmful outcomes.

The culprit? Inadequate training data – not enough of the right content, and not in the right context. Imagine an AI in a dark room, squinting at half-written scrolls. "Where's the context?" it cries. "What's the backstory?" And so, it invents tales of Shakespeare and tax forms.

This contextual conundrum is important! Not only can bad context make AIs hallucinate, but it can skew your understanding of a business transaction's context, or make you miss something altogether.

Context is especially important now that everyone wants to use in-place records management. "If we can use AI to auto-classify and store records, in-place management seems like a no-brainer", I hear you say. Well, is it?

Academic research warns against blind use of in-place management<sup>2</sup>, and standards bodies recognise that in-place systems do not provide enough context to give full and accurate records<sup>3</sup>. Meanwhile, technologists tell us that manage-in-place results in higher storage, audit, security and privacy costs<sup>4</sup>.

This is why experts are warning us to be careful about in-place management's use<sup>5</sup>. Imagine you're in the midst of contract negotiations. You communicate via email and draft the contract using templates from a network drive. You diligently save the draft to Teams and share it with colleagues for collaborative input. Each colleague works independently to complete the shared contract. Of course, your AI

and in-place management takes care to identify and place records controls on the contract.

After the contract is signed, you discover that the price was incorrect! Now, where did this erroneous price originate? Was it from the templates (and where are they stored?), your colleagues (and where are their records?), or did the price change during negotiations (with records hidden in emails)? In this scenario, in-place management has dutifully auto-classified and applied records controls - but the critical business context remains scattered across various locations. It resides in people's Outlook emails, your Teams site, personal repositories, and other business area storage.

That's why we've created [Ingress by iCognition](#). Ingress ensures the safety of your important records. It combines various models to deliver complete records in the right context. With Ingress, you can automatically or intentionally manage records in the context of the business transaction, either in-place or in a secure corporate store using OpenText Content Manager. That way your vital records are full, accurate and accessible, saving you time and money, as well as reducing the risk of reputational damage.

And the best part? You can do it all without leaving your favourite business app. Ingress is a Content Services Platform that delivers enterprise-wide automated processes, customer-centric services and agile, and seamless information flows within the user's favourite business application. Use it to find, manage and protect content quickly and easily across multiple repositories: Teams, SharePoint, Exchange, OneDrive, OpenText and others. All while operating inside those applications!

Ingress is not just a compliance platform, it's a productivity platform. Let's get back to our legal eagle reviewing his AI-generated report. Something seems off, and he needs to inject some precedent text pronto. But where's that text hiding? Is it buried in his network drive, Outlook, or somewhere else entirely?

Luckily, Ingress comes to the rescue. With a single click in Microsoft Word, he swiftly conducts a search, locates the relevant information within the appropriate context, and seamlessly inserts the text into his report. All done quickly and easily, and without leaving Microsoft Word. Talk about a lifesaver, right?

Furthermore, Ingress incorporates our proven innovative RM Workspace and RM Workflow to enhance business efficiency and content productivity while ensuring transparency in record-keeping. Our legal eagle protects his document in the right context using behind-the-scenes corporate records structures.

But he doesn't care about these structures! He wants to make sure he can quickly access his document when needed, share it with some colleagues, convert it to a PDF and initiate an approval workflow. He does this by tagging the document with his personalised terms, placing it in an RM Workspace portlet within Teams, and triggering a formal RM Workflow approval process with his superiors.

So, will AI and in-place management be the ultimate solution to your records chaos? While AI definitely has its perks for analysing documents and generating reports, it's not infallible, especially when it comes to understanding context. Similarly, in-place management is handy for short-term or low-value records, but it can leave you sinking in the quicksand if you're trying to piece together information from multiple sources.

The key takeaway? While AI can significantly enhance productivity and provide valuable advice, it's essential not to treat it as the sole authority in records management. Instead, consider it a powerful tool within a broader strategy. When implementing solutions like Ingress, ensure they support various records management approaches, just like a prominent client who recently opted to combine in-place management and a corporate store to address their records management challenges.

With Ingress and its flexible records management, especially when complementing it with AI, you'll not only steer clear of the quicksand but also gain context, accuracy, and long-term access to your records. Using Ingress you will deliver the right information to the right person at the right time, with minimal effort. With Ingress, say goodbye to record-keeping headaches and hello to accurate content management to fuel your digital transformation!

*Nigel Carruthers-Taylor is Executive Director & Principal at Information Management and Governance Specialists, iCognition. To view a detailed video demonstration of [Ingress by iCognition](#) Register [HERE](#). For more information contact [info@icognition.com.au](mailto:info@icognition.com.au).*

<sup>1</sup> Dahl, et. al. *Large Legal Fictions: Profiling Hallucinations in Large Language Models*. arXiv:2401.01301v1 [cs.CL], 2 January 2024. This is nicely summarised in the article [Wrong at the Speed of AI: Hallucinations and Regulators, Why Both Provide Insight into Organizational Risk and AI](#) ([archive360.com](#))

<sup>2</sup> Lappin, et. al. *Rival records management models in an era of partial automation*, January 2021

<sup>3</sup> Australasian Digital Recordkeeping Initiative (ADRI), *Functional Requirements for Managing Records in Microsoft 365*, October 2021

<sup>4</sup> Bill Tolson, *Why In Place Information Management Is Not A Complete Solution*, April 2021

<sup>5</sup> Bardara Reed, *Reflection on 'Recordkeeping theory, models & strategies and today's workplace'*, March 2021

# Data breach report highlights supply chain risks



The risk of outsourcing personal information handling to third parties is highlighted in the latest data breach statistics released by the Office of the Australian Information Commissioner (OAIC).

Australian Information Commissioner Angelene Falk said the OAIC continues to be notified of a high number of multi-party breaches, with most resulting from a breach of a cloud or software provider.

“The increased occurrence of incidents that affect multiple parties is a reason we are seeing data breaches grow in complexity, scale and impact,” said Commissioner Falk.

“Organisations need to proactively address privacy risks in contractual agreements with third-party service providers.

“This includes having clear processes and policies in place for handling personal information and a data breach response plan that assigns roles and responsibilities for managing an incident and meeting regulatory reporting obligations,” said Commissioner Falk.

The July to December 2023 period saw 483 data breaches reported to the OAIC, up 19% from the first half of the year. There were an additional 121 secondary notifications, a significant increase from 29 notifications in January to June 2023.

Malicious or criminal attacks remained the leading source of data breaches, accounting for 322 notifications, and the majority of those (211 notifications) were cyber security incidents.

The health and finance sectors remained the top reporters of data breaches, with 104 and 49 notifications respectively.

Commissioner Falk said the Notifiable Data Breaches scheme is now well established and the

OAIC expects organisations to comply with their obligations.

“The OAIC is escalating its regulatory actions into data breaches, and we have commenced civil penalty proceedings in the Federal Court,” said Commissioner Falk.

“We are prioritising regulatory action where there appear to be serious failures to comply with the scheme’s reporting requirements and to take reasonable steps to protect personal information, and where organisations are holding onto data much longer than is necessary.

“As the guardians of Australians’ personal information, organisations must have security measures in place to minimise the risk of a data breach.

“If a data breach does occur, organisations should put the individual at the front and centre of their response, ensuring they are promptly told so their risk of harm can be minimised.”

The [Australian Government responded](#) to the Attorney-General’s Department’s review of the *Privacy Act 1988* (Cth) in the second half of 2023, agreeing in principle to proposals that would strengthen the Notifiable Data Breaches scheme, including changes to the reporting timeframes.

The release of the Notifiable data breaches report comes shortly before the commencement of Ms Carly Kind as Privacy Commissioner on 26 February.

“I look forward to welcoming Commissioner Kind to the OAIC at a time when privacy and the protection of personal information have never been more crucial for the Australian community,” Commissioner Falk said.

Read the [Notifiable data breaches report July to December 2023](#).

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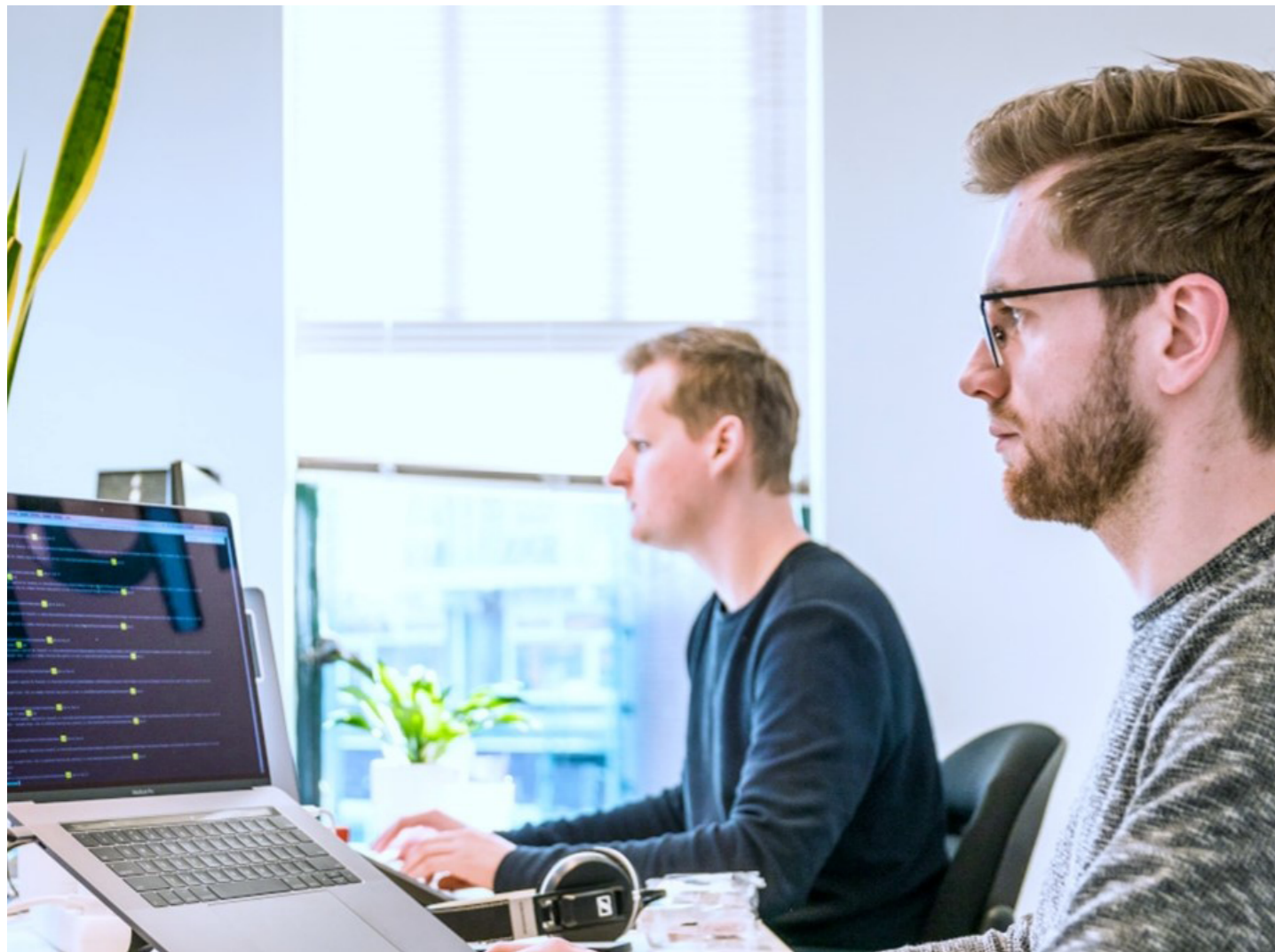
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## Managing Structured Data with EncompaaS

By David Gould

**Structured data in relational databases revolutionized the management of transactional data. Today, large organizations have 100's and sometimes 1,000's of databases and associated applications, inevitably modified over time as business requirements evolved.**

To make sense of structured data, every organization also uses tools to create easily understandable business objects—a software representation that has a set of attributes and values, operations, and relationships to other business objects, and models business behaviour.

Even the simplest Sales database, for example, will have 20+ tables coming from more than one database schema or even completely different databases, making the data unintelligible to a business user.

Business objects allow organizations to process, report and present information that answers questions such as:

- Which sales in the last fiscal are now identified as subject to legal hold?
- For two products that were recalled by the distributor, what is our liability and inventory?
- Who are my bottom three sales representatives on performance plans in the current fiscal year?

- How do we discover everything relevant to a legal action regarding service calls?

Equally important, these same business objects are subject to [information lifecycle management](#). How do you apply retention to structured data business objects? How do you successfully manage a Data Subject Access Request (DSAR) for meeting privacy guidelines?

How does the organization ensure effective and comprehensive eDiscovery? How do you apply a Legal Hold or other label to guide lifecycle management?

Information lifecycle management is difficult and complex for structured data (compared to *unstructured* data) because it exists as disparate, related database records, often across multiple systems. Moreover, very few database applications support concepts like retention, legal hold, records classification or disposition.

Initially organizations often react by implementing complex, manual, and overly broad information management practices, which are often at odds with best practices. Even though only a handful of records are relevant, for example, the easiest approach for many organizations is to save entire databases and tables.

Similarly, a DSAR might make copies of the sensitive privacy or health data being managed, while a legal hold misses important data because nobody knew it existed.

Traditional approaches to this problem focus on

information management via applications. Given multiple applications and/or constantly evolved governance rules, organizations end up continuously updating and testing applications.

Another traditional approach pioneered with unstructured data is to use software applications or agents to provide governance through the capabilities of the source repository.

This approach might work for an Enterprise Content Management (ECM) system or (with some limitations) a file system but is virtually useless with rows in structured databases.

EncompaaS is a [state-of-the-art information management application](#) specifically designed to manage both structured and unstructured data in the same way. EncompaaS allows organizations to manage structured data in place (manage-in-place, or MIP) and use the same capabilities and tools commonly exploited for unstructured data:

- Search
- Classify (using artificial intelligence/machine learning)
- Label/Tag (using artificial intelligence/machine learning)
- Assign a retention schedule
- Apply legal hold
- Defensibly dispose at the end of its information lifecycle

With EncompaaS, customers can define and create their own business objects based on their unique data and requirements; for example, using the information above, easily understandable Sales business objects are created

representing a single order from that customer.

**The EncompaaS approach** has significant technical and business advantages over traditional approaches:

- Comprehensive auditing of business objects throughout their information lifecycle.
- No application or user interface changes.
- Protects against inadvertent or malicious data deletion by users or applications.
- Defensibly dispose of structured data at the end of its lifecycle—using the same capabilities used for defensible disposition of unstructured data.
- Defensibly dispose of structured data consistent with enterprise policies, procedures and best practices for deletion from databases.

Information lifecycle management continues to evolve from electronic files in disparate systems to business objects representing structured data from multiple data sources.

EncompaaS provides a state-of-the-art, native-cloud solution that allows organizations to consistently apply their knowledge and existing practices identically to both structured and unstructured data. The result is lower costs, enhanced compliance, reduced risk and greater data quality.

Most important, the EncompaaS solution provides both complete data control for lifecycle management as well as new value to support business decision making.

*David Gould is Chief Customer Officer at EncompaaS. Contact him at [david.gould@encompaas.cloud](mailto:david.gould@encompaas.cloud) for more information.*

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# Why your AI tech stack needs a Knowledge Graph

By Greg West

At Cambridge Semantics, we have watched the explosion of AI awareness in the last year with interest. Nearly every tech leader considering our knowledge graph platform, Anzo, is also actively seeking to integrate artificial intelligence and machine learning into their operations. This drive is fuelled by a growing emphasis on harnessing these technologies for enhanced insights and efficiency.

There is an immediate obstacle that these organizations face. To leverage AI, whether that be with large language models (LLMs) or other machine learning techniques they will need to **connect to clean, well-defined data sources**. Venture capital has quickly realized this and made it a cornerstone in their evaluation of opportunities.

As a corollary, this logic could be extended to simply mean that the value of an AI project is directly tied to the breadth, depth, and quality of its underlying datasets. From a broad perspective, these datasets rely on a foundational technical stack and several obvious companies have seen an immediate benefit:

- GPU Chipmakers: [Nvidia](#), [Intel](#), [AMD](#)
- Infrastructure providers: [AWS](#), [GCP](#), [Azure](#), etc.
- Data Platforms: The Big 3 above plus, [Snowflake](#), [Databricks](#), etc.

This list is a great place to start when thinking about the fundamental components for developing AI models, but it's lacking a last crucial layer – [data integration](#). Think of data integration as the crucial last mile, preparing clean and accurate data for AI. Analysts have had a lot to say about the technologies that will play a prominent role in this last step; and if you've been paying careful attention, there's been a constant message that [Knowledge Graphs \(KG\) have become a critical enabler to the AI Revolution](#). A recent report from Gartner notes that:

*The range for knowledge graphs is **Now**, as KG adoption has rapidly accelerated in conjunction with the growing use of AI, generally, and large language models (LLMs), specifically. GenAI models are being used in conjunction with KGs to deliver trusted and verified facts to their outputs, as well as provide rules to contain the model.*

Beyond this, knowledge graphs provide additional capabilities. In an ideal world, data engineers could choose well described data points from across a "single pane of glass" - integrating, aggregating and harmonizing data from previously siloed data sources into a common set of parameters to feed custom algorithms. Think about this quote from McKinsey:

*"Context can be determined only from existing data and information across structured and unstructured sources. To improve output, CDOs will need to manage integration of knowledge graphs or data models and ontologies (a set of concepts in a domain that shows their properties and the relations between them) into the prompt."*

This quote highlights two of the major advantages that knowledge graphs provide. First, unlike relational databases, knowledge graphs treat unstructured content (text files, pdfs, etc) as a first class citizen, and allow these data sources to be natively connected to structured data.

Secondly, ontologies provide a semantic layer that natively expresses the relationships between data concepts. The

semantic layer not only guides data engineers, but also provides data provenance.

Now, you might wonder how Anzo can empower AI and Large Language Models (LLMs). Anzo stands out as the sole comprehensive knowledge graph platform boasting an architecture that enables users to dynamically construct knowledge graphs using a unique structure known as a "graphmart." This involves overlaying and combining data from diverse sources, whether structured or unstructured. A graphmart serves as an optimal framework for creating knowledge graphs instantly, offering features and a design specifically tailored for AI initiatives:

**In-Memory Activation:** Each data source becomes an activated in-memory layer within the RDF knowledge graph engine. Additional layers can be seamlessly added, creating logical connections, extensions, and transformations within the knowledge graph. This approach limits data movement between sources and the knowledge graph.

**Codeless Workflows:** Our latest 6.0 release marks a significant advancement, introducing an intuitive interface that empowers users to connect, map, and cleanse data effortlessly, all without the need for coding.

**MPP Query Engine:** This feature boasts dual advantages. Firstly, users can load data without prior inspection, relying on the knowledge graph to cleanse it. Moreover, given the computational intensity of AI tasks, running queries within the MPP query engine, when applicable, efficiently saves resources for downstream applications.

Furthermore, as alluded to above, Anzo represents data with ontologies, which provides several advantages over relational systems.

**Structured Knowledge Representation:** Ontologies provide a structured way to represent knowledge. They define concepts, relationships, and categories in a domain, which helps in organizing, disambiguating and contextualizing data. When this structured knowledge is integrated with LLMs, it enhances the model's understanding of relationships and hierarchies in the data, leading to more accurate and contextually relevant responses.

**Domain-Specific Customization:** Ontologies can be tailored to specific domains, providing a specialized knowledge base for LLMs. This is particularly beneficial in fields like pharmaceuticals, manufacturing, law, or engineering, where domain-specific knowledge is crucial for generating accurate and reliable content.

**Enhanced Learning and Adaptability:** The combination of ontologies and generative AI models facilitates continuous learning. As the knowledge graph evolves and expands, the AI model can adapt and refine its outputs, leading to a system that improves over time.

**Scalability and Efficiency:** Ontologies facilitate more efficient data management and querying. Many relationships, such as the ones that exist in supply chains, hierarchies, and investment portfolios are more efficiently represented by an ontology than a relational database. This efficiency translates into faster and more scalable responses from generative AI models, especially in handling large volumes of data or complex information networks.

*If you would like to discuss how knowledge graphs could enable your AI project please message me at [greg@cambridgesemantics.com](mailto:greg@cambridgesemantics.com) or visit our website: [www.cambridgesemantics.com](http://www.cambridgesemantics.com).*

*Originally Published [HERE](#).*



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## Preservica launches a new generation

Preservica has announced a new generation of its Enterprise edition offering new capabilities including enhanced security, fully automated Digital Preservation, advanced metadata management, high-performance ingest and seamless integration with AI and Machine learning tools.

In addition to dedicated Private Cloud hosting on AWS or Azure, new generation Enterprise is now also available on shared hosting, providing attractive tiered pricing options for organizations of all sizes. New generation Enterprise also includes dedicated guidance from our team of archiving and digital preservation experts.

New generation Enterprise is purpose designed for government, corporate, academic archives and libraries with demanding compliance, security, integration and scalability needs, bringing new levels of simplicity and automation to the challenge of ensuring long-term accessibility and authenticity of critical digital assets.

For Government organizations new generation Enterprise provides:

- Powerful new ways to streamline archival transfers from departments and agencies
- Easy to customize portal for citizen access
- Rapid full-text search for handling FOI and public records requests
- Optional pre-configured metadata and folder templates for managing different record workflows
- Integration with AI/ML services for PII redaction and metadata enrichment

For Corporate organizations new generation Enterprise provides:

- Enterprise-grade security with dedicated Private Cloud hosting, SSO and 2FA
  - Large file and at scale ingest options for legacy system decommissioning
  - Automated Digital Preservation actions for always actionable records
  - Optional seamless integration with Microsoft 365 for automated compliance and records transfer
- For Libraries and C&H organizations new generation Enterprise provides:
- Powerful and flexible management of metadata and large collections
  - Low cost deep archival storage options for PB scale digital collections
  - Easy to customize discovery portal for sharing collections online
  - Secure management of content submissions from donors and the public

Stuart Reed, Chief Product Officer at Preservica, said "We have completely reimagined the whole experience of Enterprise archiving and Digital Preservation. From the scalable architecture to process petabytes of data securely; combined with the auto characterization and migration of digital objects to eliminate data obsolescence risk; right through to the accessible user experience that provides an intuitive yet powerful interface for the most complex of long-term enterprise archival needs."

"All of this is combined with highly responsive APIs for connecting with the wider ecosystem, plus sophisticated 'webhooks' that allow seamless integration with AI tools, and [Preserve365](#), Preservica's innovative solution for the archiving and Digital Preservation of long-term records in Microsoft 365."

<https://preservica.com/>

## Acrobat gains a new AI Assistant

Adobe has announced AI Assistant in beta, a new generative AI-powered conversational engine in Reader and Acrobat.

Deeply integrated into Reader and Acrobat workflows, AI Assistant instantly generates summaries and insights from long documents, answers questions and formats information for sharing in emails, reports and presentations.

AI Assistant is bringing generative AI to the masses, unlocking new value from the information inside the approximately [3 trillion PDFs](#) in the world.

AI Assistant leverages the same artificial intelligence and machine learning models behind Acrobat Liquid Mode, the technology that supports responsive reading experiences for PDFs on mobile.

These proprietary models provide a deep understanding of PDF structure and content, enhancing quality and reliability in AI Assistant outputs.

"Generative AI offers the promise of more intelligent document experiences by transforming the information inside PDFs into actionable, knowledge and professional-looking content," said Abhigyan Modi, senior vice president, Document Cloud.

"PDF is the de facto standard for the world's most important documents and the capabilities introduced today are just the beginning of the value AI Assistant will deliver through Reader and Acrobat applications and services."

Acrobat Individual, Pro and Teams customers and Acrobat Pro trialists can use the AI Assistant beta. No complicated implementations are required. Simply open Reader or Acrobat and start working with the new capabilities, including:

**AI Assistant:** AI Assistant recommends questions based on a PDF's content and answers questions about what's in the document – all through an intuitive conversational interface.

**Generative summary:** Get a quick understanding of the content inside long documents with short overviews in easy-to-read formats.

**Intelligent citations:** Adobe's custom attribution engine and proprietary AI generate citations so customers can easily verify the source of AI Assistant's answers.

**Easy navigation:** Clickable links help customers quickly find what they need in long documents so they can focus their time exploring and actioning the most important information.

**Formatted output:** Ask AI Assistant to consolidate and format information into top takeaways, text for emails, presentations, reports and more. A "copy" button makes it easy to cut, paste and pass along.

**Respect for customer data:** AI Assistant features in Reader and Acrobat are governed by data security protocols and no customer document content is

stored or used for training AI Assistant without their consent.

**Beyond PDF:** Customers can use AI Assistant with all kinds of document formats (Word, PowerPoint, meeting transcripts, etc.)

AI Assistant in Reader and Acrobat has guardrails in place so that all customers – from individuals to the largest enterprises – can use the features with confidence.

Enterprise-grade security and information governance are available for large business customers.

## Secured Signing Unveils New Digital Signature Solution

The Secured Signing digital signature solution has been updated with a new version featuring a range of enhancements designed to make the signing process smoother and more efficient. These updates benefit users of the We Sign, Form Filler templates, and Remote Online Notarization (RON) platforms.

New Features include:

**Enhanced Admin Visibility:** The new [Admin User Audit Trail](#) report provides detailed insights of Enterprise accounts / plan into admin activities, including: logins, setting changes, and user management, ensuring greater transparency, control and monitoring.

**Edit Signing Process:** Users can now [Edit The Signing Workflow](#) even after sending documents for signature, correcting mistakes without starting the signing process again. This feature creates flexibility and reduces rework.

**Digital signature solution:** The new [Invitee Monitoring Portal](#) offers a centralized location for invitees to access and manage all documents requiring their signatures, boosting completion rates and improving their experience.

Some of the major new enhancements include:

**Admin Template Management:** Admin users with full permissions can now view and [Edit Any User's Templates](#), facilitating collaboration and template optimization within organizations.

**Meeting Scheduling Clarity:** The new [Meeting Date column in "In Progress"](#) documents displays scheduled RON or video signing sessions, enhancing the meeting management.

"These latest enhancements demonstrate our commitment to delivering a best-in-class signing experience," said Mike Eyal, Founder and Director at Secured Signing.

"By continuously innovating and incorporating user feedback, we ensure Secure Signing remains the trusted choice for efficient and secure digital signatures."

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

## Opening up global data collaboration

Arcitecta claims to have addressed the challenges of transmitting data over low-bandwidth and unreliable network connections with new enhancements to its Mediaflux Livewire offering. With the latest Mediaflux Livewire, customers can securely and reliably transfer massive file volumes at light speed around the globe, fostering collaboration and allowing those in research, life sciences, higher education, media and entertainment, defence and other sectors to focus on their data, not the management of the data.

Mediaflux Livewire is a file transfer software solution that leverages the power of metadata to optimize data movement via parallelized data transfers across latent networks and eliminate redundant file transfers.

Livewire was initially designed for high-latency, high-performance network environments and wide-area networks (WAN) with latencies exceeding 200 milliseconds. The new Mediaflux Livewire enhancements solve the problem of transmitting large amounts of data over very low-bandwidth and unreliable network connections.

With the new capabilities, users with smaller networks, especially relative to the size of data they need to transmit, can easily keep large amounts of data synchronized between sites and transmit data in both directions, regardless of low network bandwidth and reliability.

The new enhancements allow Livewire to:

- Significantly reduce the size of network traffic between sites and dramatically increase performance over low-bandwidth connections. By creating a visual representation of which files are at each site, Livewire allows changes to be identified

and transmitted without the need to ask whether those files are in synchrony. Livewire keeps this visual image indefinitely and at all locations.

- Dynamically auto-tune the compression of any file or any file portion with new adaptive compression capabilities that decrease the amount of data transmitted. No administration is required – the system performs automatically without any manual configuration. This approach accelerates data transmission over low-bandwidth network connections and monitors the efficacy and savings of compression across the system.

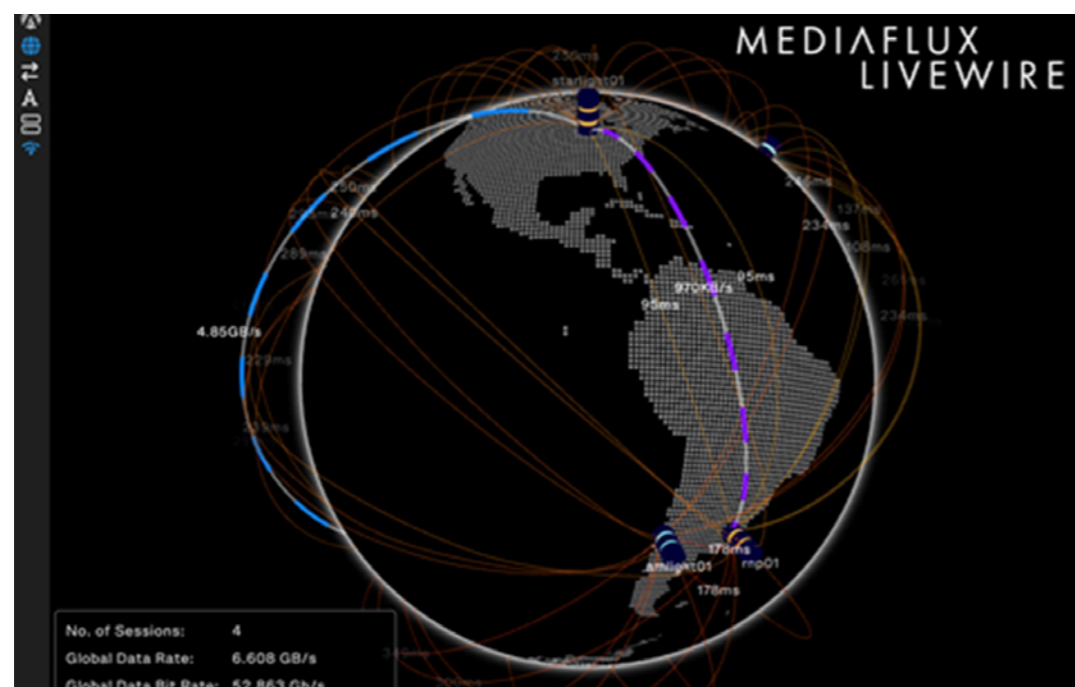
- Provide reliable packet retransmission when connections fail on high-latency networks without impacting throughput, even with 100GE or higher speed networks. Livewire supports streamed data sources, such as incoming network data pipes and traditional file-based data sources, and maximizes network throughput, even in unreliable network environments.

Using parallel TCP/IP protocols to minimize network administration overhead, Livewire can be deployed as a stand-alone solution to directly replace other network transmission tools. With these enhancements, the system can scale from the smallest and most unreliable networks to networks of hundreds of gigabits to terabits per second.

Livewire is integrated within the Mediaflux metadata-driven ecosystem, allowing all Mediaflux systems and capabilities to seamlessly work together across different network topologies.

Mediaflux knows exactly where all data is located and who transmitted the data. This global visualization of data flows is unique to Mediaflux and highlights Arcitecta's expertise in geospatial data management and ability to deliver a view of all data presence points.

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



Mediaflux Livewire transfers massive data volumes at light speed, even across unreliable, low-bandwidth network connections, fostering collaboration around the globe.

## AI Tool provides image analysis

Organisations looking to make the leap into Generative AI with Copilot for M365 are now aware it is not a cheap add-on, so will need to consider alternatives. A new GenAI release from AI startup Writer promises to accelerate enterprise workflows by analysing images.

Known as Palmyra-Vision, it is a multimodal LLM for visual and language understanding, which can analyse and generate text based on images. The company says it excels in tasks such as extracting handwritten text, classifying objects, analyzing graphs and charts, and answering specific questions based on visual inputs.

Not only can it understand visuals, it can also answer specific questions, analyze graphs, and generate new content based on your images.

Writer benchmarked Palmyra-Vision against VQAv2, a dataset of open-ended questions on over 265,000 images that requires an understanding of vision, language, and common-sense knowledge. Palmyra-Vision achieved a score of 84.4%, outperforming both OpenAI's GPT-4V and Google's Gemini 1.0 Ultra, the company states.

Use cases identified for Palmyra-Vision include insurance companies processing written reports for claims or healthcare companies processing doctor's notes for medical reports, where it can be used for text extraction, even if handwriting quality is low.

Customer experience teams can use Palmyra-Vision to quickly draft ALT descriptions to improve accessibility and enhance SEO performance.

The company believes that enterprise leaders now realize the competitive advantage of implementing generative AI across their businesses, but they're also witnessing the risks that come from using free chatbots like ChatGPT, such as the creation of incorrect content and leakage of sensitive data.

<https://writer.com/>

## LawToolBox adds iManage Integration

LawToolBox, a provider of legal tools for Microsoft 365, has entered a strategic relationship with iManage to create a seamless deadline, document and Microsoft 365 collaborative experience across LawToolBox, iManage, Outlook, and Microsoft Teams.

LawToolBox for Microsoft 365 is a native rules-based calendaring in Outlook and Microsoft Teams used by legal professionals worldwide, enabling them to manage deadlines. The cloud-based LawToolBox proprietary rules-based deadline library is used to automatically calculate deadlines for litigation, transactional, and administrative matters, with access to thousands of rulesets for 50 states and countries worldwide.

"With this new partnership the boundaries between products disappear, and the end-user experiences a seamless and ubiquitous integration within LawToolBox, iManage, and Microsoft 365" says Carol Lynn Grow, Chief Operating Officer of LawToolBox.

A matter starts within iManage which serves as the "source of truth" including workspace name, client and matter reference information. When the end-user wants to docket critical dates, LawToolBox inherits the matter information eliminating the need for duplicate data entry and ensuring seamless continuity between solutions.

LawToolBox automatically creates a Microsoft 365 matter in Outlook and Microsoft Teams (end-users use LawToolBox to pre-configure their Microsoft Team with custom channels, apps and tabs).

Then from iManage, LawToolBox, Outlook or Microsoft Teams - wherever the legal professional is working - they can docket critical dates and deadlines in LawToolBox using its proprietary library of rules-based deadline calculators and AI technology that extracts deadlines from emails, scheduling orders, real estate documents, and other hand-written documents and text.

Whenever a deadline has an iManage document or file associated with it the legal professional can attach a link to the deadline. LawToolBox automatically synchronizes the deadline to relevant team member's Outlook calendars, and the body of the deadline entry contains a link back to file in iManage.

Here is one use-case that demonstrates the value of this new partnership: a legal professional receives a hand-written court order in an email. A legal professional uses LawToolBox AI to read the hand-written order and extract deadlines to add to their matter calendar.

In this example one of the deadlines added is the deadline to file a summary judgment motion. Later from inside iManage the legal professional is reviewing a draft of their motion for summary judgment – they simply open LawToolBox from inside iManage and attach a document link to the deadline LawToolBox is tracking.

This deadline is automatically added to the Outlook calendars for all the team members working on this case. The head partner responsible for managing the case opens their Outlook calendar and clicks on the link in the calendar entry that automatically takes them to their iManage workspace where they can review and finalize the pleading!

With this powerful integration all the team members have access to the tools they need from everywhere they are working – iManage, LawToolBox, Outlook and Teams. LawToolBox for Microsoft 365 can be purchased in the Microsoft commercial marketplace, and LawToolBox AI can be added for an additional per user fee. The iManage plugin can be activated for an introductory period of time at no additional cost, but LawToolBox anticipates implementing a per user fee in the near future.

<https://lawtoolbox.com/>

## Microsoft Launches Copilot for Finance

Microsoft has unveiled another edition of its Copilot AI tool specifically developed for Finance, aimed at transforming the daily operations of finance teams by automating workflows and providing insightful analytics.

[In a blog post](#), it announced a public preview for Microsoft 365 business subscribers. The new Copilot for Finance generative AI assistant will incorporate financial data from sources such as Microsoft Dynamics 365 and SAP, alongside the Microsoft Graph.

The tool promises to streamline financial tasks directly within familiar applications like Excel and Outlook.

Users can interact with Copilot for Finance in multiple ways. It both suggests actions in the flow of work, and enables users to ask questions by typing a prompt in natural language.

Among the highlighted features of Copilot for Finance are AI-powered workflow automation, recommendations, and guided actions, all integrated seamlessly into the daily workflow of finance professionals.

In developing CoPilot for Finance, Microsoft embedded the tool in its own Treasury team focused on accounts receivable as well as a team in financial planning and analysis - who need to reconcile data as a part of their workflow before conducting further analysis.

“Financial analysts today spend, on average, one to two hours reconciling data per week. With Copilot for Finance, that is down to 10 minutes. Functionality like data reconciliation will be a huge time saver for an organization as complex as Microsoft,” said Sarper Baysal, Microsoft Commercial Revenue Planning Lead.

Audits of a company’s financial statements are critical to ensuring accuracy and mitigating risk. Traditionally, accounts receivable managers were required to pull account data manually from ERP records, reconcile it in Excel, and look for inaccuracies manually.

With Copilot for Finance, these critical steps are done with a single prompt, allowing AR managers to act on inconsistencies and any delinquencies found with Copilot suggested copy and relevant invoices.

“The accounts receivable reconciliation capabilities help us to eliminate the time it takes to compare data across sources, saving an average 20 minutes per account,” said Gladys Jin, Senior Director Microsoft Finance Global Treasury and Financial Services.

“Based on pilot usage, this translates to an average of 22% cost savings in average handling time

The public preview of [Copilot for Business is available at this link](#) or view [a web-based demo](#).

## Check Point launches Infinity AI Copilot

Check Point Software Technologies has announced the launch of the first-generation Infinity AI Copilot. Leveraging the convergence of AI and cloud technologies, Infinity AI Copilot addresses the growing global shortage of cyber security practitioners by boosting the efficiency and effectiveness of security teams.

Cyber security has never been more challenging or urgent. Ransomware surged 90% in 2023 and organizations experienced an average of [60,000 cyber attacks](#) throughout the year.

At the same time, organizations are facing a shortage of skilled practitioners globally. Against this reality, it can be difficult and stressful to secure networks and data effectively.

Trained on 30 years of end-to-end cyber security intelligence, Infinity AI Copilot provides a powerful ally to security teams. With the power of Generative AI (GenAI), Infinity AI Copilot acts as both an administrative and analytical assistant, automating complex security tasks and providing proactive solutions to security threats.

It significantly reduces the time required for routine tasks, empowering security teams to focus on strategic innovation. And it integrates seamlessly across the Check Point Infinity Platform, providing a unified security experience from endpoint to network to cloud and beyond.

Key Capabilities:

- Accelerate security administration: Infinity AI Copilot saves up to 90% of the time needed for administrative work for security tasks including event analysis, implementation, and troubleshooting.
- Manage and deploy security policies: manage, modify and automatically deploy access rules and security controls, specific to each customer’s policy.
- Improve incident mitigation and response: leverage AI in threat hunting, analysis and resolution.
- Oversee all solutions and environment: AI Copilot oversee all products across the entire Check Point Infinity Platform – from network to cloud to workspace – making it a true comprehensive assistant.
- Made simple natural language processing: Interacting with Infinity AI Copilot GenAI is as natural as a conversation with a human. It understands and responds via chat in any language, making it easier for users to communicate and execute tasks. This natural language capability fosters seamless interaction and effective task execution.

Infinity AI Copilot is currently available in preview, with a full launch expected in Q2. Future developments include proactive assistance and autonomous policy management features.

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



## Bonitasoft Business Process Analysis

Open-source digital process automation company Bonitasoft has launched Bonita Process Insights. This data analysis capability, which connects to Bonitasoft’s flagship BPM-based Bonita process automation platform, is designed to extract and present process data that can be used for optimizing business processes.

Bonita Process Insights was initiated in response to the following questions frequently posed by Bonita customers who have automated critical business processes:

- What happens, step by step, when a process is executed? Can we better understand how a process actually works?
- How are our automated processes performing?
- Where should we look to make changes to improve process efficiency?
- When we make changes to processes, how do those modified processes perform compared with previous versions?
- What factors affect process execution?

Bonita Process Insights extracts data from processes built and deployed using the Bonita process automation platform and presents it visually in a set of dynamic dashboards. Business teams are now able to access aggregated data, analyze that data, and track alignment of process performance with objectives. With the ability to identify bottlenecks and inefficiencies in processes and then take action to address them, business teams are able to drive automation projects aligned with business goals.

“Our goal is to ensure that the implementation of process automation delivers on its promises,” said Charles Souillard, Bonitasoft co-founder and CEO.

Bonita Process Insights is compatible with both the free edition of Bonita Community and Bonita Enterprise.

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

## Ontotext GraphDB Solution on Azure

Ontotext’s GraphDB graph database is now available on the Microsoft Azure Marketplace. Azure clients can easily link diverse data, index it for semantic search, enrich it via text analysis to build big knowledge graphs.

“Users can get started on the process more quickly by offloading all devops tasks to the Ontotext team – said Vassil Momtchev, Ontotext’s Chief Technology Officer. “Companies who operate in a highly secured environment can benefit from the Ontotext internal devops stack and reuse it under their control to drive innovation, gain insights, and make more strategic decisions based on connected data.”

Ontotext GraphDB accelerates knowledge graph builds, and provides users with an end-to-end platform for enterprise-wide data integration and discovery. GraphDB was developed for companies with decentralized data challenges and that require data-driven analytics in order to drive insights for crucial business needs. GraphDB on Azure enables their joint customers to:

- Remove data silos and speed up time to insights/ time to market with a linking engine for enterprise data management.
- Unify data sources for impactful data sharing, collaboration, and semantic data discovery that delivers ROI on information architecture spend.
- Empower standardized data exchange, discovery, integration, and reuse to provide 360 views of their business.

## AI-Powered IDP without the training

Deep Cognition Inc., has announced a “trainingless” intelligent document processing (IDP) solution it describes as groundbreaking.

PaperEntry AI, the company’s advanced document automation tool, transforms documents into data at scale using generative AI without labelling, annotation, datasets, or training.

Where companies would previously need to individually set up, label, and train AI models on new document formats, Deep Cognition’s approach eliminates these steps by claiming to automatically achieving best-in-class accuracy “out-of-the-box” on new, ultra-complex document formats that the AI has never seen before.

PaperEntry AI offers a suite of features including:

**“Trainingless” Technology** – Unlike traditional solutions that require manual labelling, annotation, and training each time a new document format is introduced, Deep Cognition’s PaperEntry AI adapts to new document formats and types without the need for human intervention.

**Accuracy** – Document complexity is no longer a hurdle. Deep Cognition’s PaperEntry AI tool offers 90-99% accuracy “out-of-the-box”, even on the most complex document types and formats that the AI has never encountered before.

**Optimized Operations** – PaperEntry AI empowers teams to allocate less time in front of a screen and more time focused on higher-value tasks. Businesses can achieve a 90% reduction in document processing time and cost compared to traditional manual data entry.

**Immediate ROI** – Because PaperEntry AI automates data entry processes without the need for extensive setup or training, companies can begin generating ROI starting from day one.

<https://deepcognition.ai/>

## Low-Code/No-Code Process Automation

Innervate has launched Experience Automate, a business process automation (BPA) solution for customer experience (CX) use cases that allows businesses to achieve more efficient workflows, reduce manual tasks and create an upgraded working environment for their teams.

Experience Automate contains a suite of tools designed to help companies elevate their CX as intuitively and powerfully as possible. The suite includes:

**Co-Pilot Interface:** This tool helps craft interfaces tailored to businesses’ unique needs. Innervate’s custom front-end forms and wizards ensure every interaction is on brand and resonant. The interface can be set to speak the brand language, ensuring

digital platforms automatically reflect the company’s distinct language and naming conventions.

**Co-Pilot Agents:** Agents handle repetitive tasks, from building to deploying, to allow focus on strategy, creativity and connection.

**Co-Pilot APIs:** Advanced customization and comprehensive resources help those looking to push boundaries. Companies seeking a unique integration or a specialized feature have access to a suite of application programming interfaces, software development kits and documentation.

The Experience Automate co-pilot suite will free teams from being delayed by repetitive tasks and instead lead their industry by automating CX.

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

## Codemantra unlocks data insights

IDP vendor Codemantra has introduced a new solution known as Calibrai CX-One for addressing pervasive challenges around locked up data and insights within static content, streamlining manual processes, and transforming unstructured digital files.

CX-One offers a comprehensive solution for content extraction, content conversion, metadata management, and integration with downstream systems, customized to each organization’s business rules.

The offering allows enterprises to:

- Convert unstructured and unmanageable content into structured formats such as HTML5, XML, ePUB and make it LLM ready;

- Manage content more efficiently including the creation of metadata and business rules;

- Remediate content ensuring accessibility and compliance guidelines, including Web Content Accessibility Guidelines (WCAG)) and others;

- Extract insights and automate manual tasks with Gen-AI powered knowledge assistants; and

- “Talk to content” using chat, voice, and other modalities to interact with information that was previously locked into an unstructured format.

Calibrai is a one-stop solution for content transformation and remediation. Calibrai’s AI/ML-powered CX-One platform coupled with strong HIL (human in loop), automates digital document accessibility compliance, captures, and extracts actionable insights along with associated metadata, and transforms documents into any desired digital format.

With CX-One, data extraction from content, previously considered impossible, becomes achievable and compliant with accessibility standards and industry regulations.

Learn more at [Calibrai](#) and [codemantra](#).

## Komprise cuts data recovery costs

Komprise has announced a new release of its Intelligent Data Management Solution, which introduces Elastic Replication to cut the cost of replicating unstructured data.

With more frequent and devastating natural disasters, cybersecurity and ransomware attacks, data protection and disaster recovery (DR) strategies are essential in the enterprise. IT outages are getting more and more costly.

According to the [New Relic 2023 Observability Forecast report](#), the median annual cost of an outage has now reached \$US7.75 million.

Traditional approaches of network attached storage (NAS) mirroring work well for mission-critical file and object data, but in most organizations, it is too expensive for less critical unstructured data. This is because it requires identical infrastructure on the DR site and requires the replication of the entire physical volume.

Additionally, NAS mirroring does not address ransomware due to its near instantaneous synchronization, which copies a ransomware infection immediately to the DR site before it can be detected. As of 2023, more than 72% of businesses worldwide were affected by ransomware attacks and the average cost of an attack was \$US1.85 million, according to Statista and GetAstra, respectively.

Komprise claims Elastic Replication makes DR more affordable for growing volumes of unstructured data in the enterprise by right-sizing and right-placing DR copies and offering a more holistic approach to ransomware and data protection.

Key benefits include:

- Right-sizing at the share-level: Choose which shares or even directories you want to replicate, without having to replicate the entire physical volume. You can also set the snapshot schedule to achieve your recovery point objective (RPO) for each data set.

- Right-placing to less expensive cloud/object or file destination: Replicate to a significantly less expensive cloud or object storage or to any file storage. Unlike NAS mirroring, Komprise does not require pre-provisioned identical infrastructure on the replication site, so you can replicate to the cloud and spin up resources as needed for cloud disaster recovery.

- Enabling file recovery with fidelity even from object storage: Komprise maintains file attributes while replicating data in native format to object or file storage destinations. This way, you can access the data directly from the destination or restore as files without losing fidelity.

- Improving cyber-resiliency against ransomware attacks: Komprise replicates asynchronously based on the schedule you set and it supports replication to an immutable destination with versioning and object-lock capabilities. This ability to asynchronously

replicate to immutable storage enhances your defense against ransomware.

- Cutting DR costs: Komprise Elastic Replication right-sizes and right-places the replication saving 70%+ costs, as shown in this [blog post](#).

Additional updates in the latest Intelligent Data Management release include:

- Customizable Report Templates: Komprise now allows users to save custom report configurations and maintain multiple versions of any type of report. For example, a Showback Report can be created for each department or business unit within an organization.

- Pure Storage: Building on the transparent data tiering between FlashBlade//S and FlashBlade//E, Komprise now supports FlashBlade object storage as an on-premises Plan Target. [Read the white paper](#).

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

## Kyndryl Workflow Orchestration

Kyndryl has announced the availability of Kyndryl Workflow Orchestration services, a generative AI-powered digital workplace solution designed to help organizations automate, speed, and streamline essential business processes. It was designed to support those seeking to capitalize on no-code/low-code solutions that help improve business outcomes.

"The biggest impediment to improving the workplace experience for employees are legacy business processes that are complex and constrained due to components that don't integrate or work well together," said Ivan Dopplé, Kyndryl Senior Vice President, Global Digital Workplace Services Practice.

"We are helping customers overcome their workflow challenges by bringing automation and generative AI-powered digital workplaces to life with our new Kyndryl Workflow Orchestration services."

Features include:

- User-friendly interface to enhance the overall user experience, making it easier for employees to navigate and complete tasks efficiently.

- Streamlined complex processes across various departments & enabling seamless integrations.

- Realtime visibility and tracking of fully automated requests.

- Access controls, encryption and audit trails to enable information security and integrity.

- Automation requires zero manual interventions and minimizes the risk of human error.

- Scalable to accommodate increased workload.

- Customize applications to meet specific business needs, offering flexibility and adaptability to changing requirements.

<https://www.kyndryl.com/us/en/services/digital-workflow-orchestration>

## Unlock Data Silos for AI Services

Nasuni, a hybrid cloud storage solution, has announced data intelligence capabilities to help enterprises manage, assess, and prepare their unstructured data environment for artificial intelligence (AI). With Nasuni IQ, businesses can quickly monitor usage patterns, make proactive data management decisions, and better enable the delivery of intelligent insights.

As the volume of unstructured data continues to grow in the enterprise, a comprehensive data management strategy has become a top concern for businesses looking to leverage AI. According to [Gartner](#), large enterprises will triple their unstructured data capacity by 2028.

Since unstructured data is where much of the enterprise's intellectual property is housed, unlocking its potential is critical. For many companies, this data has been forgotten in legacy storage silos.

The Nasuni File Data Platform supports the next generation of data initiatives by consolidating unstructured data within a single global namespace. Additionally, Nasuni can help companies move off their legacy NAS infrastructure quickly and efficiently with its Professional Services offerings. With the addition of Nasuni IQ, platform users gain access to the following key features:

**Enhanced Visibility and Insights:** Gain a comprehensive understanding of distributed Nasuni file data infrastructure with dashboards and monitoring that provide a detailed view of all user activities, usage patterns, and consumption.

**Proactive Data Management:** Anticipate storage needs, identify potential bottlenecks, and implement data management policies to ensure resources are allocated effectively.

**Data Curation for AI:** Can be used as an additional tool to help curate unstructured data to support advanced analytics and AI initiatives.

Nasuni IQ will be delivered as part of the core Nasuni File Data Platform, and supports Nasuni's overall Fit for AI framework designed to help customers bring their data strategy in line with being ready for AI use-cases. Nasuni IQ enables customers to quickly take advantage of a number of important capabilities, including:

- **Fit for AI Assessment:** Evaluate an organization's data landscape, understand consumption patterns, and begin ensuring the data is AI-ready.

- **File Usage Analytics:** Track usage and collaboration patterns across users, departments, file types, volumes, and more. Gain visibility to optimize storage, plan capacity, and facilitate capacity-based chargeback.

- **Health Monitoring:** Monitor system component metrics to proactively identify resource contention and capacity limits so administrators can take preventative measures.

- **Forensic Capabilities:** Perform historical analysis of file, user, or application activity when troubleshooting issues or investigating information security events.

- **Automated Reporting:** Leverage prebuilt reports and dashboards that deliver actionable intelligence to technical and business users and support chargeback reporting.

For more information on Nasuni IQ, [click here](#).

## Okta completes IRAP assessment

Okta has completed an Information Security Registered Assessors Program (IRAP) assessment and has been assessed to the Protected level.

Governed and administered by the Australian Cyber Security Centre (ACSC), IRAP provides a process for the independent assessment of a system's security against Australian government policies and guidelines. The Information Security Manual (ISM) is the considered advice of the ACSC. It outlines a cyber security framework that organisations can apply to protect their information and communication technology (ICT) systems from cyber threats.

This assessment extends Okta's investment and commitment to all levels of government, with a team of more than 20 and a growing partner ecosystem focused on the Public Sector and Education sectors in Australia and New Zealand.

Working with the likes of the [Department for Education South Australia](#), [Service NSW](#) and the [City of Dandenong](#), among many dozens of others, demonstrates the critical role Identity and Access Management plays in enhancing internal security postures and the delivery of great digital experiences to citizens. Last year, Okta announced it had earned its U.S. Federal Risk and Authorization Management Program ([FedRAMP](#)) High Authorization. Okta for Government High is the secure identity solution built to help U.S. Government agencies and offices meet their security requirements. The solution complies with more than 420 baseline security controls for handling mission-critical information.

"The IRAP Assessment reinforces Okta's leadership as the leading Identity/Security company with a commitment to enabling security and privacy. Okta can now provide Australian government agencies with the assurance of IRAP protected assessment – protecting sensitive data while enhancing user experience," said Phil Goldie, Vice President and Managing Director of Okta Australia and New Zealand.

"The timing couldn't be better, making it easier for a greater number of federal departments and agencies to turn to Okta to build a secure and frictionless identity environment for users, supporting their move to a zero trust framework," said James Enoch, Head of Public Sector, Okta Australia and New Zealand.

<https://www.okta.com/au/>



## Cybersecurity Auditing Tool

OpenText has announced the second generation of its advanced cybersecurity auditing technology. Today's developers are dealing with more complexity and threats in multi-cloud environments.

Security teams feel increasing pressure to tackle application security with more sophisticated tools and practices. Fortify Audit Assistant is OpenText's solution for incorporating security at the very beginning of the software development lifecycle - at code inception - and building robust, secure, and reliable software systems.

Fortify Audit Assistant levels up the accuracy and performance, increasing developer efficiency by reducing noise and false positives. In doing so, security teams can focus on the vulnerabilities that matter most.

Triaging and validating raw static analysis results is one of the most time-intensive, manual processes within application security testing.

Companies can't afford to hire a team of human examiner experts in software engineering, computer science, and software vulnerabilities.

Fortify Audit Assistant was created to automate security and address these issues by utilizing machine learning to learn from Fortify's human auditors.

Major updates to the next generation of Fortify Audit Assistant include:

- **Account for model drift.** The new Audit Assistant models take a proactive approach to the ever-changing threat environment by automating the processes that measure and report how models are

doing and refresh them as necessary to address any model drift. Updated models will be delivered each quarter.

- **Flexibility to learn from a company's unique environment.** The next generation Audit Assistant addresses the unique data privacy needs of each company. In generation one, a single model was used for both SaaS and on-prem environments. The new Audit Assistant on-prem model pipeline was designed to learn the unique behaviours of a company's projects. This learning gets better and better over time as more vulnerabilities are audited, the models continually learn what's appropriate for a company's project—all while remaining sensitive to its IP.

- **Expansive model expertise via language specification.** No single model can effectively cover every programming language. To provide greater insight and expertise into vulnerabilities in both on-prem and cloud environments, the next generation of Fortify Audit Assistant now includes 30+ language-specific models. Having a single model for C++, another model for JavaScript, etc. greatly improves model performance by enabling a "team of experts" (AKA the models) to go narrower and deeper thus increasing the likelihood of finding the true vulnerabilities in software.

- **Additional data and context.** Fortify Audit Assistant scans and identifies true positive or false positive amongst millions of lines of code. Sometimes a scan result is a vulnerability, but might not be exploitable because the code in question is test code, not code that is deployed. In this next generation, Fortify Audit Assistant considers the nuances of scan results. In doing so, speed and efficacy of audits are greatly improved.

For a complete list of new features and functionalities in the next generation of Fortify Audit Assistant, visit this [whitepaper](#) and [blog](#).

## Ontotext Metadata Studio (OMDS) 3.7

Ontotext has launched a new version of the Ontotext Metadata Studio (OMDS). It now enables you to tag your content with CEEL – a text analytics service performing Common English Entity Linking.

CEEL is trained to tag mentions of People, Organizations and Locations to their representation in Wikidata – the biggest global public [knowledge graph](#), which includes close to 100 million entity instances.

Wikidata entities have precise mappings to Wikipedia articles, where those exist – Wikipedia has about 7 million articles. Wikidata is also used continuously as a source for the enrichment of Google’s knowledge graph, which makes Wikidata popular for semantic SEO purposes.

Focusing on the entity types of interest, CEEL is trained to recognize about 40 million of the Wikidata concepts.

The purpose of models like CEEL is to streamline [information extraction](#) from text and enrichment of databases and knowledge graphs.

For instance, [large language models \(LLMs\)](#) are good for extracting specific types of company-related events from the news. They can properly recognize and classify places in the text where events are reported and extract the names of the organizations involved. What LLMs cannot do is disambiguate the names to specific concepts in a graph or records in a database.

An LLM can extract a relationship (for example, acquisition, which results in parent-subsidiary). But this new fact will not be ready to add to a database before the identifier of one out of multiple possible records for similarly named companies is selected via a service like CEEL.

Keeping with the spirit of the cross-domain nature of the product, the featuring of CEEL now enables the following capabilities within OMDS:

Enhancing content discoverability by [linking entity mentions](#) in text to their corresponding Wikidata entries. This provides readers with instant access to additional global knowledge context.

Aiding in the automated tagging and categorization of content. This facilitates more efficient discovery, reviews and knowledge synthesis.

Content, enriched with such semantic metadata, allows for more precise search, better SEO and better performance of [retrieval augmented generation](#) (RAG) of LLMs and downstream analytics.

Streamlining information extraction from large volumes of unstructured content. This enables organizations to quickly analyze and comprehend market trends or signals.

Evaluation of CEEL’s accuracy, using the most popular public benchmarks for this task, proves that it performs on par or better than the state-of-

the-art AI models. More details related to CEEL’s architecture, evaluation, and general availability are available in the [dedicated blog post](#).

This latest offering supplements [the pre-existing core feature of OMDS](#) that enables users to perform entity linking against their own taxonomies and reference data. Now they can easily combine and interlink their organizational and domain knowledge with the global body of reference of Wikidata into a single cohesive knowledge graph.

Another highlight of this release is the UX improvements for the Form workflow. The UI has been refined and now makes it more evident exactly how much information a certain annotation or Form section contains. The workflow has also been slightly modified to enable users to do important actions, such as saving and cancelling changes to annotations, with fewer clicks.

In addition, OMDS 3.7 streamlines the way the quick search works, especially when transitioning to the detailed concept search, which visualizes the comprehensive information for a specific concept in the graph.

The new release also expands upon the concept Highlight feature. It now allows users to easily see and “scroll” through each concept mention in the document. In this way, they can quickly grasp the impact and importance of that concept for the whole document. Other smaller improvements include general stability and vulnerability updates, making it the best outing of OMDS to date.

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

## Semantic search engine gets AI boost

Opendatasoft has announced an advanced AI-powered semantic search engine. Based on a vector model, it makes it easier and faster for data portal users to find relevant data assets, increasing usage and driving greater data democratization.

Organizations today understand the importance of data to their success. However, given the enormous variety and volume of data they generate and collect it can be difficult for users to find relevant data assets, even when centralized in a data portal.

Traditional keyword-based search engines make discovering the right data asset difficult, often returning irrelevant or too many results. This limits the use of data, particularly by non-specialists, preventing the industrialization of data sharing and holding back value creation.

Opendatasoft’s focus is on delivering a data portal user experience that makes sharing, finding, and reusing data simple and seamless for all. Its new AI-powered search engine therefore goes beyond literal keyword search matches, providing results based on a deep understanding of the intent and contextual meaning of search terms. For example, a query on the word “gasoline” may return data asset results with terms such as “fuel”.

The search engine also analyzes terms present in metadata, increasing the possibility of finding relevant results for each query. It further accelerates discovery by suggesting results in realtime, as users type, just as on consumer e-commerce websites. All of this delivers faster, more accurate results to users, increasing confidence that data assets are relevant and meet their needs.

Users benefit in multiple ways:

- Increased productivity, thanks to faster and more efficient searches that deliver more relevant results, reducing the number of queries required;

- Simplified content discovery, regardless of the volume of data available on the portal or any technical terms used to describe it;

Data portal administrators also benefit:

- Increased usage of data portals, thanks to better data discoverability and a more intuitive user experience;

- Easier, faster management as data producers can describe datasets naturally within metadata, rather than spending time adding multiple synonym keywords to improve dataset visibility. As well as being time-consuming, the synonym approach risks overwhelming – and losing – portal visitors as it returns search results containing large amounts of redundant or irrelevant information.

<https://www.opendatasoft.com/en/>

## GenAI powers new IDP Solution

PSPDFKit has announced the release of XtractFlow, an intelligent document processing (IDP) engine powered by generative AI. XtractFlow provides advanced automation for large-scale document classification and data extraction across a broad range of formats.

XtractFlow promises simple setup and deployment to a single day and using generative AI from OpenAI and Azure in the first release to intelligently identify the document format, classify the types of documents co-mingled in unstructured storage, and consistently extract data, regardless of its location in the document, with human-level accuracy.

XtractFlow efficiently extracts data from hundreds of document formats, including PDF, JPEG, Office and CAD files, regardless of document complexity. With minimal setup, XtractFlow automatically categorizes documents including contracts, legal filings, lab reports, bank statements and more, in high-volume workflows. Developers can easily customize deployment with either the XtractFlow SDK or API.

XtractFlow effortlessly interprets and retrieves the data users need, avoiding extensive coding and the strict rules for data extraction with a no-code approach, and enables a natural-language experience for the end users.

XtractFlow supports PSPDFKit customer

data [security](#) standards with a strict non-storage policy and aligns with global data retention standards, ensuring integrity and security at every step of your applications and business processes. A free trial is available.

PSPDFKit recently announced the acquisition of Integrify, a low-code process automation platform provider.

The addition of Integrify, following the acquisitions of Muhimbi and AquaForest in 2022, expands PSPDFKit’s low-code document solution by adding business process automation capabilities, addressing the needs of the entire document lifecycle.

Integrify offers a low-code solution for rapid implementation of business process automation and enables integrations with third-party applications (e.g., Salesforce, SAP, Oracle, Slack) to create sophisticated solutions that address use cases across every industry.

Users can set up custom forms, create sophisticated process flows that include approval steps, notification integrations with existing third-party infrastructure, and build in metrics and reporting to facilitate process, performance and cost optimization.

<https://pspdfkit.com/server/xtractflow/>

## ReadiNow Platform gains 14th patent

ReadiNow has received its 14th patent for its no-code digital transformation platform.

The newly awarded patent, titled “*Systems and Methods for Using Entity/Relationship Model Data to Enhance User Interface Engine*,” provides intuitive methods for creating, visualising and editing connected data on charts, forms and reports.

This further enhances ReadiNow’s clients’ ability to connect information across departments and to break down siloed systems and processes.

When deployed as part of ReadiNow’s no-code Governance, Risk and Compliance platform, this latest innovation gives ReadiNow users the ability to highlight unexpected relationships in GRC data, revolutionising their ability to predict and implement controls for a wider range of risks.

“Innovation is at the heart of everything we do at ReadiNow as we constantly invest in ongoing product development through new proprietary technologies, new features and modules, application of artificial intelligence and advancing our no-code platform” said Darren Jacobs, ReadiNow Chief Product Officer.

ReadiNow’s solutions include Business Continuity Management, Corporate Compliance, Enterprise Risk Management, Corporate Governance, Vendor Management, Audit Management, Workplace Health and Safety (WHS), IT Disaster Recovery, Cyber Solutions, and more.

<https://www.readinow.com/home>

## RadiantOne Identity Data Management



Radiant Logic has announced a new release of the RadiantOne Identity Data Platform, featuring analysis and visualization capabilities designed to make it easier to connect, manage and secure identity data.

The RadiantOne Identity Data Platform unites decades of data expertise with cutting-edge analytics tools to provide a unified identity data layer for the enterprise - now even easier to use with the introduction of RadiantOne AI and its generative AI Data Assistant (AIDA).

Enabled by a reinvented user experience, organizations can automate complex identity management processes and streamline business operations while minimizing the identity-related attack surface.

Data quality and data integration remain a critical challenge for large and complex enterprises. A [recent study from ISMG](#) found that half of organizations have suboptimal visibility into their identity data and that legacy identity systems remain the greatest challenge for integration.

Gartner corroborates this finding in a [recent report](#), noting that "Identity and access data directly impacts IAM capability effectiveness, but most organizations struggle with data availability and quality."<sup>1</sup>

To address these two pervasive challenges to an organization's identity security posture, the RadiantOne Identity Data Platform connects and correlates data from any source, providing insight and visibility across diverse identity stores, including legacy systems.

The new release is built on Radiant Logic's big data heritage and is available in a variety of deployment options, including a SOC2 certified SaaS offering or a self-managed deployment.

This release introduces RadiantOne AI, an artificial intelligence engine that uses the power of large language models augmented with advanced data visualization capabilities to deliver AI-driven analytics and decision making assisted by our GenAI chatbot, AIDA.

RadiantOne AI enhances the usability of the organization's identity data, boosting access decision speed and accuracy and unlocking the power of data for identity-first security and improved governance.

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

## Pega launches new GenAI Assistant

Pegasystems has launched Pega GenAI Knowledge Buddy, a generative AI-powered assistant that will quickly and easily enable customers and employees to get specific answers synthesized by generative AI from content scattered across knowledge bases.

Information is stored within lengthy, dense documents that are fragmented across dozens of disconnected systems, leaving employees to repeatedly search to piece together the information they need to do their jobs. This also impacts customers who can't quickly get answers using self-service channels, leading to collective frustration for all users. Generative AI bots can help in theory, but most tend to be consumer-grade products that lack the critical features enterprises need to work securely and effectively, or code-based "science projects" that are far too brittle to handle the constant flux and change in an enterprise content library.

With Knowledge Buddy, customers and employees can ask questions through simple, conversational interfaces and get specific, accurate, audited, and concise responses - with transparent attribution to source content. Knowledge Buddy will automatically search, analyze, and synthesize existing document libraries to quickly generate answers. Users can also ask Knowledge Buddy to generate new content, such as emails or documents, based on their existing libraries.

Additionally, security features give organizations control over user access rights as well as transparency to understand how and from where the technology pulls information. Content authors will be able to easily add, update, or delete knowledge, with all actions managed and audited by Pega's industry-leading workflow automation.

Organizations will be able to easily configure unique Buddies for different use cases - such as answering marketing, operations, sales, or service questions - and quickly integrate them into any internal system or digital channel. The results: more productive employees, more satisfied customers, and more effective overall operations.

Pega GenAI Knowledge Buddy will help organizations securely unlock the full power of their knowledge bases with features that enable them to:

- Quickly and securely configure and test AI-powered assistants: Administrators will have full control over the behaviour and security of their Buddies. Through a simple configuration experience, they can define and test AI-assistant prompts, guidelines, and access control. Existing content libraries are quickly imported with standard APIs. Pega's enterprise-grade security and governance capabilities enable organizations to define role-based visibility across content bases to help ensure users have access to the appropriate information.

- Use controls to ensure quality content and user access: Knowledge Buddy maintains a history of



content updates so users can understand what's changed over time. Additionally, fine-grained controls over content ownership help ensure only approved users can add or update specific content, maintaining better version control and quality content sources.

- Leverage generative AI-powered Q&A for better accuracy and transparency: For each Buddy configured, Pega GenAI automatically enables an intelligent Q&A experience using a state-of-the-art Retrieval Augmented Generation (RAG) architecture. RAG minimizes the risk of AI hallucination by restricting GenAI models to only answer based on the client's content in their enterprise knowledge base. Compared to other approaches that require 'fine tuning' a private model, this allows more rapid evolution of content without the considerable ongoing cost and hallucination risk of fine tuning. Knowledge Buddy is deployed on the certified Pega Cloud architecture, so administrators and developers can focus on optimizing the user experience - not coding the infrastructure.

- Ensure better auditability with more transparent processes: Answers generated by Buddies include clear citations back to an organization's own content so users can easily validate answers or drill deeper into content. Additionally, conversations are tracked and audited so content managers can better report overall usage and gain insight into the types of questions being asked to fine-tune Buddies over time.

With Pega GenAI Knowledge Buddy's flexible foundation for rapid deployment of generative AI-powered knowledge assistants, organizations can create their own customized Buddies for a variety of scenarios, such as:

- "Marketing Buddy:" When a marketer needs to create a new customer offer, they can ask, "What's

the best way to create a new retention offer?" to get a concise summary of documented best practices, followed by a step-by-step process to create the offer.

- "Operations Buddy:" When assessing how to process a transaction dispute in a new region, a banking operations employee can ask, "What are the details of the regulations that apply to this region?" and receive an instant answer rather than searching through compliance documents.

- "Sales Buddy:" When putting together a proposal for a prospect, a sales rep can say, "Draft me a proposal for our enterprise offering that would resonate with an executive," to receive a near-final proposal rather than starting from scratch.

- "Service Buddy:" When a mobile phone customer wants to compare the terms of different plans, they can ask via chat, "What are the differences between each cell phone plan?" to get a concise summary instead of digging through website content.

Pega Knowledge Buddy also connects to knowledge libraries within Pega Knowledge Management, which allows organizations to build, manage, and optimize content by assisting content authors and managers during the curation process. Pega Knowledge Management enables content versioning and lifecycle management, content templates, AI-generated content tagging, generative AI content generation suggestions, user feedback, usage reporting, and more.

Pega Knowledge Buddy is the latest generative AI-powered capability in the Pega Infinity portfolio of products, building on over 20+ new capabilities in Pega GenAI. It will be available on Pega Cloud in the Pega Infinity '24.1 release in H1 2024.

<http://www.pega.com/products/genai-knowledge-buddy>



# INTRODUCING RIGHT-SPEED™ SCANNING

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