

idm.

information & data manager

AUGUST-SEPTEMBER 2024



**What's so Important
about CMIS?**



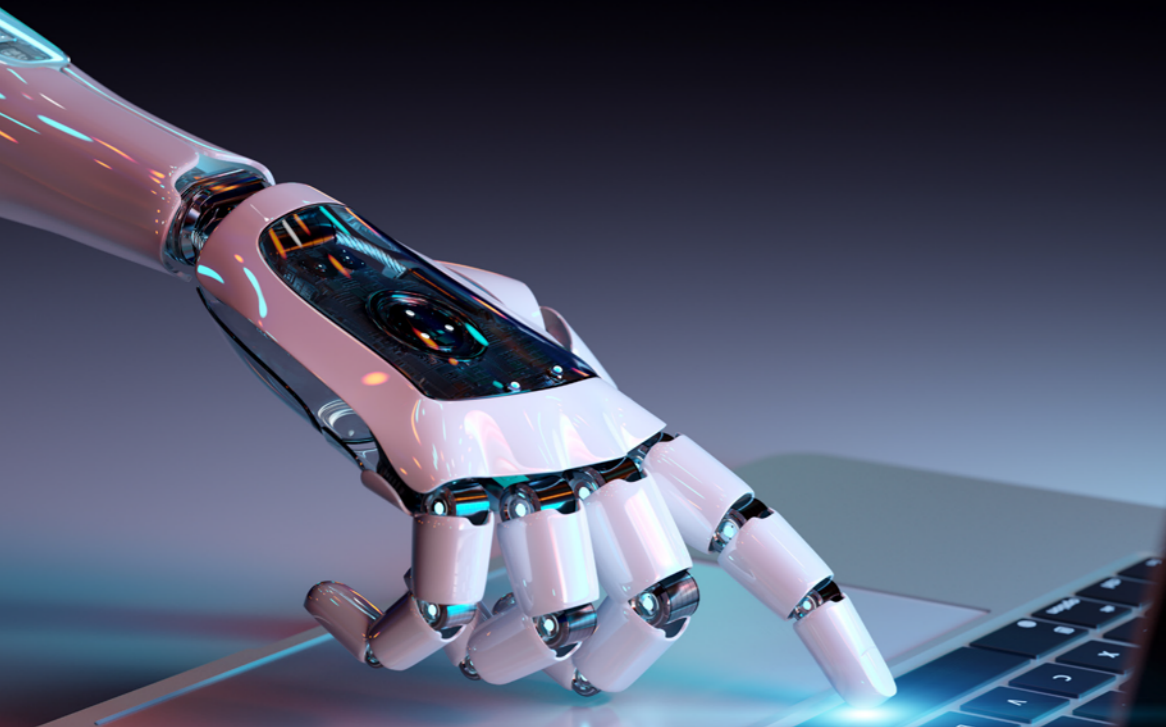
How CoPilot Disrupted my Work Life

**Data Unreadiness causing
Enterprise GenAI Struggles**

ASIC Calls a Halt to GenAI Test

**AI Data Boom Drives
Tape Storage Growth**

GONE DIGITAL but still doing manual data entry?



ezescan.

Automated Intelligence

- Process Automation
- Corporate Email Capture
- eForms Capture
- Digital Mailroom
- Backscanning Projects

Call: 1300 EZESCAN (1300 393 722)

www.ezescan.com.au

Data Unreadiness causing Enterprise GenAI Struggles: Report

Despite growing interest and enthusiasm for Generative AI (GenAI), significant challenges are emerging that threaten the success of GenAI projects, according to a co-sponsored research report from Enterprise Strategy Group (ESG) and Hitachi Vantara.

Surveying 800 IT and business leaders across the United States, Canada, and Western Europe, the report explores the critical role of data infrastructure for enterprise GenAI and the associated decisions underpinning successful implementation, finding that 97% of organizations with GenAI in flight view it as a top-five priority, with US companies 35% more likely to say it was the top priority compared to European respondents.

Additionally, nearly two-thirds (63%) say that they have already identified at least one use case for GenAI. Despite the increasing pursuit of GenAI implementation, however, several factors pose serious risks for businesses:

- Less than half (44%) of organizations have well-defined and comprehensive policies regarding GenAI.

- Only slightly more than one-third (37%) believe their infrastructure and data ecosystem is well-prepared for implementing GenAI solutions; however, C-level executives were 1.3 times more likely to indicate that their infrastructure and data ecosystem is highly prepared, highlighting a notable disconnect.

- 61% of respondents agreed most users don't know how to capitalize on GenAI, with 51% reporting a lack of skilled employees with GenAI knowledge.

- 40% of respondents agreed they are not well-informed regarding planning and execution of GenAI projects.

"Enterprises are clearly jumping on the GenAI bandwagon, which is not surprising, but it's also clear that the foundation for successful GenAI is not yet fully built to fit the purpose and its full potential cannot be realized," said Ayman Abouelwafa, chief technology officer at Hitachi Vantara.

"Unlocking the true power of GenAI, however, requires a strong foundation with a robust and secure infrastructure that can handle the demands of this powerful technology."

Data shows that organizations are actively seeking out lower-cost infrastructure options, but privacy and latency are also top factors in consideration. 71% of respondents agreed that their infrastructure needed to be modernized before pursuing GenAI projects - an overwhelming 96% of survey respondents prefer non-proprietary models, 86% will leverage Retrieval-Augmented Generation (RAG) and 78% cite some mix of on-premises and public cloud for building and using GenAI solutions.

Over the long term, however, organizations expect the use of proprietary models to increase - six-fold according to the survey - as businesses gain expertise and seek to achieve competitive differentiation.

"The need for improved accuracy shows organizations prioritizing the most relevant and recent data gets incorporated into a Large Language Model, followed by the desire to keep pace with technology, regulations and shifting data patterns," said Mike Leone, principal analyst at Enterprise Strategy Group.

"Managing data with the right infrastructure will not only enable greater levels of accuracy, but also improve reliability as data and business conditions evolve."

Drivers and Barriers to Adoption

The report found that several areas are driving companies to GenAI, as well as giving them pause. In terms of what's driving enterprise investment in GenAI, the most cited use cases centred around process automation and optimization (37%), predictive analytics (36%), and fraud detection (35%).

Improving operational efficiency was the area most cited for where businesses are seeing results; however, less than half (43%) have realized benefits up to this point.

When it comes to some of the top concerns and challenges being faced, more than four in five (81%) of respondents agreed on concern around ensuring data privacy and compliance when building and using applications that leverage GenAI, while 77% agreed that data quality issues needed to be addressed before accepting the results of GenAI outputs.

For more information on report findings, visit: <https://www.hitachivantara.com/en-us/featured/enterprise-infrastructure-genai>

idm.
information & data manager

Publisher/Editor: Bill Dawes

Email: bill@idm.net.au

Web Development & Maintenance: Cordelta

Advertising Phone: 02 90432943

Email: idm@idm.net.au

Published by Transmit Media Pty Ltd

PO Box 392, Paddington NSW 2021, Australia

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

Medibank security failures revealed by OAIC

Australia's largest private health insurer was aware of "serious deficiencies in its cybersecurity and information security framework" a full two years before the October 2022 data breach that saw a record loss of personal customer information to hackers, the Australian Information Commissioner (OAIC) has alleged in a document filed to the Federal Court

The breach impacted the privacy of more than 9.7 million individuals (comprising current and former Medibank customers), whose personal information it held.

As part of ongoing court proceedings initiated by the Information Commissioner in early June, a document uploaded by the OAIC on June 19 outlined the background to its legal case.

It explains the breach originated when "an employee of a Medibank contractor (IT Service Desk Operator) had saved his Medibank username and password for a number of Medibank accounts (Medibank Credentials) to his personal internet browser profile on the work computer he used to provide IT services to Medibank.

When the IT Service Desk Operator subsequently signed into his internet browser profile on his personal computer, the Medibank Credentials were synced across to his personal computer.

"During the Relevant Period, the Admin Account had access to most (if not all) of Medibank's systems, including network drives, management consoles, and remote desktop access to jump box servers (used to access certain Medibank directories and databases).

"On or around 7 August 2022, the Medibank Credentials were stolen from the IT Service Desk Operator's personal computer by a threat actor using a variant of malware ..."

Subsequently the hacker was able to log onto Medibank's Microsoft Exchange server and test the Medibank Credentials for the Admin Account, and then authenticate and log onto Medibank's "Global Protect" Virtual Private Network (VPN) solution (which controlled remote access to the Medibank corporate network.

This was only possible because access to Medibank's Global Protect VPN did not require two or more proofs of identity or multi-factor authentication (MFA).

Medibank's Endpoint Detection and Response (EDR) Security Software generated various alerts but these were not acted on, allowing 520 gigabytes of data to be taken from Medibank's systems from August until October, 2022.

The OAIC has outlined extensive deficiencies in Medibank's cybersecurity and information security framework and alleges it failed to take reasonable steps commensurate with protecting the personal and sensitive information it held.

These include:

- failing to implement MFA for authenticating remote access users
- failing to implement appropriate password complexity for user accounts.



- failing to implement password monitoring and review processes to ensure that passwords used to access important data repositories and/or servers were encrypted and not stored in plain text

- failing to implement appropriate application controls for critical servers, including servers used to access sensitive or critical information assets.

The court filing highlights the history of Medibank's awareness of serious deficiencies in its cybersecurity and information security framework:

"A report of a penetration test of Medibank's OSHC web environment by Threat Intelligence dated 26 March 2018 identified weaknesses in Medibank's cybersecurity framework, including insecure or weak password requirements for accessing its systems. Further penetration test reports provided by Threat Intelligence in September 2018 and November 2020 in relation to different environments identified similar deficiencies regarding insecure or weak password requirements.

"An Active Directory Risk Assessment report provided by Datacom on or around 27 June 2020 identified that Medibank had an excessive number of individuals who had access to Active Directory (being the Microsoft directory service used for management of all Medibank users, group policies and domains), a number of individuals had been given excessive privileges to perform simple daily routines, and that MFA had not been enabled for privileged and non-privileged users which was described as a "critical" defect

"An internal Medibank presentation prepared in around February 2022 in relation to work being undertaken to identify gaps in Medibank's compliance with CPS 234, identified that a set of security controls and a control review process and timeline for conducting the review had been prepared in 2020, but never implemented.

The full document can be viewed [HERE](#)

There must be a better way?



Scanner Rentals POWERED BY ezescan.

- ✓ The Right Scanner
- ✓ EzeScan Software
- ✓ Expert Advice
- ✓ Pay As You Go
- ✓ Quick Deployment
- ✓ No Warranty Hassles

Call: 1300 EZESCAN (1300 393 722)

www.ezescan.com.au

How CoPilot Disrupted my Work Life

One Information Manager's journey with AI



An IDM reader shares their experience of participating in the Australian Government's CoPilot trial.

As an Information Manager, I have always enjoyed working with words and data. I take pride in my writing skills and my attention to detail. I also value the importance of record-keeping and governance, especially in the public sector. That's why I was intrigued when I had the opportunity to be on the CoPilot trial.

Before I started using CoPilot, I received some preliminary training on the rules of using AI. I learned about the ethical principles, the legal obligations, and the technical limitations of CoPilot.

However, there was no element on record-keeping. I assumed that CoPilot would not have any impact on my record-keeping practices. I thought it was just a tool to assist me with my writing and data tasks.

I was wrong. I realised that CoPilot was not only a powerful and useful system, but also a risky and complex one. I realised that I needed to be aware of the impacts of CoPilot on record-keeping and governance.

I realised that I needed to be ready to put in place appropriate measures to ensure the quality, integrity, and authenticity of the information generated by CoPilot in my organisation.

How did I use CoPilot and what did I learn?

I used CoPilot for a variety of tasks and projects during the trial period. I used it to write reports, summaries, proposals and emails.

I also used it to analyse tables and data and create visualisations from data. It saved me a lot of time and effort, especially when I no longer had to noodle with Excel formulas!

However, as I expected, I saw that CoPilot was not perfect, and that I had to be careful and critical when using it.

CoPilot sometimes made mistakes, it created hallucinations, or generated information that was irrelevant, outdated, incomplete, or biased. I had to check and verify the information it produced and compare it with other sources.

I also had to understand when to reference the AI-generated information, and when to use my own words and opinions. I learned to use CoPilot as a tool, not as a replacement for my own skills and judgment.

Naturally, as I continued to utilise this new technology more frequently, it introduced additional record-keeping considerations and risks into my role as an Information Manager.

So, what were the record-keeping conundrums?

These experiences raised some important questions for me. What are our record-keeping considerations for AI generated drafts?

Does it change dependent on the type of draft? When is it appropriate to reference AI assistance?

What are the provenance implications of AI generated content that references existing documents? And how do we align the lifecycles of the original and the derived documents?

As technology evolves and the way we work adapts, more and more Information Managers are being presented with record-keeping practice dilemmas that have no clear-cut answers.

Increasingly, we have to interpret the legislation, standards and policies that guide our profession and balance them with risk and value propositions.

We have to be agile and innovative, but also responsible and ethical. We have to embrace the opportunities and challenges of AI, but also be aware of its limitations and implications.

My approach to solving the puzzles

By assessing the risk and value of the AI outputs in relation to the purpose, context, and outcomes of the information creation process, I was able to devise some possible strategies for managing them.

For AI outputs used in preliminary drafts, such as brainstorming ideas, experimenting with different styles,

or generating summaries, I concluded that they have low value and low risk.

They do not contribute significantly to the final information asset or record, and they do not pose any legal, financial, or reputational risks to the organisation or individuals involved.

Therefore, these outputs can be destroyed under Normal Administrative Practice (NAP) once they are no longer needed for reference or quality assurance.

For AI outputs used in drafts that provide a significant basis for final information assets, such as reports, proposals, or policies, I concluded that they have moderate value and moderate risk.

They represent an important stage in the information creation process, and they may contain evidence of decision making, feedback, or revisions. They may also carry some legal, financial, or reputational risks if they are inaccurate, incomplete, or misleading.

Therefore, these outputs should be retained and stored as versions with the final information asset or record, following the organisation's version control policy and procedures.

For AI outputs used in final information assets that are official records, such as publications, contracts, or agreements, I concluded that they have high value and high risk.

They document the final outcome of the information creation process, and they may have legal, financial, or operational implications for the organisation or individuals involved.

They may also be subject to external scrutiny, audit, or review. Therefore, these outputs should be captured and managed as records.

Moreover, to demonstrate accountability and transparency, the final information asset should reference the AI inputs used to create it. This includes:

- Indicating that the content was generated using AI (preferably in the information asset using footnotes/endnotes or reference features)
- Referencing the source documents that the AI tool used to generate the content (preferably in the information asset using footnotes/endnotes, reference, or bibliography features)

Tracking the origin of AI-generated content is crucial for records management. It's essential to keep outputs alongside their originating documents to synchronize their lifecycles and preserve history.

Without this, source data may be legally discarded while the output persists, raising issues with verifying AI results or retracing the process that generated them.

These strategies are not definitive or prescriptive, but rather indicative and suggestive. They are based on my own interpretation and application of the relevant legislation, standards and policies, as well as the specific context and circumstances of the information creation process.

They may vary depending on the nature, purpose, and scope of the AI generated content, as well as the organisational and regulatory requirements that apply to it.

Therefore, I encourage other Information Managers to use this risk and value framework as a starting point for their own analysis and decision making, and to share their insights and experiences with the record-keeping community.



What's so Important about Content Management Interoperability Services?

By Brian DeWyer, Reveille Software

The average number of content systems within organizations has increased in the last ten years from three to almost five. More than 14% of organizations now handle over seven content management systems.

With more data and information across more systems than ever, content management has become more challenging. This is how Content Management Interoperability Services (CMIS) came into the picture. It was set up in 2010 to create an open standard that enables different content management systems to work with each other over the Internet.

Let's understand what CMIS is, how it works, and what benefits it brings to enterprises.

CMIS is an open standard that allows different content management systems to communicate with each other. It is supported by OASIS (Organization for the Advancement of Structured Information Standards), a technical committee of organizations that provide or use

ECMs.

The main advantage is that it doesn't matter how individual ECMs store content or metadata. CMIS helps client applications connect with them in realtime with no specific code changes. For example, if a developer writes a client application for the SharePoint user interface, that application can integrate with IBM FileNet or Alfresco without code changes. It provides organizations unified access, reduced integration effort, and vendor neutrality.

CMIS consists of two major components and operates in a structured way. We'll explore how it works and what processes are usually followed for each component.

CMIS Architecture and Components

CMIS architecture comprises common objects, like document objects, folders, relationships, and policies. These standardized objects facilitate seamless data exchange between different repositories.

CMIS protocol bindings serve as communication channels between clients and repositories. The primary

bindings include web services, RESTful HTTP services, and JSON, catering to diverse integration needs. By supporting multiple protocol bindings, CMIS enables developers to choose the most suitable approach for their specific needs, such as performance requirements and platform compatibility.

Moreover, CMIS API operations enable CRUD (Create, Read, Update, Delete) functionalities. This allows clients to interact with repository content efficiently. It also defines a query language, operations for versioning, and managing security.

CMIS Interactions

CMIS interaction can be divided into three main parts:

■ **Authentication and authorization:** Ensures secure access and management of content across repositories. This is made possible with standard authentication mechanisms. These mechanisms are basic authentication, OAuth authentication, and token-based authentication. Authorization in CMIS is often handled through role-based access control and permissions management.

■ **Queries:** CMIS offers a query language similar to SQL called CMISQL. It enables users to search, retrieve data, and filter results from CMIS repositories. The key aspects of queries in CMIS are metadata-based searches, full-text searches, query execution, filtering, and sorting. These queries facilitate content management and collaboration across ECMs.

■ **Folder management:** Involves creating, navigating, and organizing content within repositories using standardized folder objects. It enables users to establish hierarchical structures. Moreover, it allows access control and consistent management across diverse content management repositories.

CMIS can help organizations across different fronts. Here are four common use cases of CMIS:

■ **Get unified content access:** Access documents from multiple repositories through a single interface. For example, a company may store documents in several content management systems, such as SharePoint, Alfresco, and Documentum. CMIS provides a standardized way to access and manage content from all these document systems.

■ **Integrate across platforms:** Developers can use CMIS APIs to build applications that interact with CMIS-compliant repositories. For example, an organization can integrate document management capabilities into its CRM system. This helps store and retrieve documents directly from the CRM interface.

■ **Synchronize content:** Organizations can synchronize content between repositories. For example, a global healthcare firm may use CMIS to synchronize patient documentation across regional healthcare facilities. Synchronization ensures that the board can access patient information regardless of location.

■ **Centralized search:** Instead of conducting separate searches in each repository, users can perform a single search query through CMIS. For example, a knowledge management system may use CMIS to search across various document repositories, intranet sites, and file shares.

CMIS plays an essential role in the smooth operation of multiple content repositories. Here are six main benefits.

No need to write individual connectors

Organizations benefit from not having to develop custom connectors for each content repository. Developers can use CMIS APIs to access content uniformly across various systems, eliminating the need for bespoke connectors. This simplifies development, reduces complexity, and accelerates deployment speed.

Easy discovery and collaboration

CMIS centralizes access to content assets, enabling distributed teams to collaborate seamlessly. With realtime sharing and editing of documents, CMIS fosters efficient collaboration, irrespective of team members' locations, enhancing productivity and promoting effective teamwork.

Reduced development costs

Developers no longer need to learn the intricacies of each individual system's API. A single API saves time and allows developers to create quick applications that interact with multiple repositories. Thus, organizations don't have to invest much money in development.

Flexibility and scalability

Scalability in CMIS makes it suitable for organizations of all sizes to evolve content requirements with ease. Whether for unified content access, federated search, or collaborative document management, CMIS adapts to diverse use cases. Additionally, it scales to accommodate large volumes of content and users.

Vendor neutrality and standardization

As CMIS is an open standard maintained by OASIS, it ensures vendor neutrality and platform independence. The best part is it promotes industry-wide standardization and collaboration. This drives innovation and adoption of best practices in content management.

Streamlined compliance and governance

With consistent metadata management and access controls, CMIS ensures adherence to industry standards and regulatory frameworks. It provides centralized oversight of content, simplifying auditing and monitoring processes. By enforcing governance policies across repositories, CMIS promotes transparency, accountability, and compliance with regulatory mandates and organizational standards.

A best-of-breed ECM management solution will monitor Content Management Interoperability Services for ECM platforms, ensuring the business-critical actions in the CMIS interface for a given ECM platform are running as they should be.

Some offer pre-built tests that monitor every component, like repository, database, infrastructure and storage. These ECM management platforms can also monitor CMIS transactions, user interactions, and content access patterns. This allows organizations to identify performance bottlenecks, track user behaviour, and ensure compliance with industry standards.

By analyzing data on response times, throughput, and error rates, this can enable organizations to optimize CMIS performance and enhance user experience.

CMIS has become a go-to standard for organizations managing multiple ECM systems. It provides unified content access and helps make the deployment of applications easier. At the same time, you need to ensure your systems are running correctly. One way to do that is by utilizing an ECM management platform.

Brian DeWyer is CTO and Co-ounder of Reveille Software.

Information Overhaul for NZ Defence Force



The New Zealand Defence Force (NZDF) is seeking to rectify serious issues with its Information Management capabilities, issuing a tender for market feedback on options for fixing its “obsolete” systems, in three phases over five years. Building a new data analytics and information management system was overdue and essential to working with overseas defence partners, according to the NZDF tender.

A [2023 report](#) by the NZ Cabinet Government Administration and Expenditure Review Committee found “the NZDF has obsolete IM systems that do not allow them to treat information as a strategic asset. It lacks standardised and current IM tools that are common in other organisations of the same size and scale. It lacks IM systems that allow access to data across multiple security domains, and to manage data that has been provided by our intelligence partners abroad.

“Personnel create their own bespoke and disconnected IM systems as ‘work arounds’ for obsolete IM systems.

“Users of NZDF information often cannot locate and routinely have to recreate information, leading to wasted time and a lack of confidence over what information is assured. This risks making decisions based on inaccurate or out-of-date information.”

A Request for Information (RFI) has now been issued seeking information and pricing indications on a broad range of solutions and services including: Digital Workplace; Enterprise Search, Enterprise Digital Archive, Artificial Intelligence, Process Automation and Improvement and IM Foundation Management

Services Australia Digital Mailroom

A major tender for scanning services for Medicare, Centrelink and Child Support has been issued by Services Australia, following the decision by Australia Post to dump its document scanning service Decipha.

The tender calls for mail opening, preparation and scanning as well as document retention and secure destruction for all incoming mail. The tender does not include any provision for OCR or Intelligent Document Processing (IDP). Around 80% of correspondence that is received is structured and/or barcoded through Smart PDF forms. There are currently 35,000 to 50,000 pages per day of mail received by post, although volumes have dropped steadily over the past 4 years. The total of

scanned pages in 2020 was almost 17 million whereas this steadily reduced to under 8 million pages in 2023.

There are also currently pockets of mail that are still scanned internally, which the Agency is looking to transition. The new scanning supplier will be expected to ramp up for a launch in December 2024 with an Australian hosted service that delivers scanned pages as an 8-bit grey scale 300 dpi image. Services Australia says it may have a future requirement to scan in colour.

The tender was previously held by Decipha, first established as the e-Letters business, which Australia Post announced last year it was planning to wind down by June 2025. Decipha directly employed 321 Australians across the country.

Franchisor Convicted for Shoddy Records

The Federal Court has handed out a substantial fine of \$A1.44M, with \$A315K attributed to record-keeping breaches in regarded to employee pay records, to 85 Degrees Coffee Australia. The Fair Work Ombudsman took the company to court for “systematic failure to ensure compliance within its franchise network”, including underpayments at a number of its Sydney franchisee outlets.

The contraventions by the franchisees entailed underpayment of employee award entitlements and related recording-keeping deficiencies in regard to the Fair Work Act. The Fair Work Ombudsman’s legal action related to workers, including a number of young workers and visa holders, employed at eight 85 Degrees-branded franchisee-operated outlets in Sydney in 2019. Nine of the workers were underpaid a total of \$A32,321.

Justice Robert Bromwich found that “85 Degrees does not, and could not, dispute the FWO’s accurate assertion that the facts demonstrate a systematic failure to ensure compliance within its franchise network.”

Justice Bromwich found that there had been “repeated contravening conduct by 85 Degrees itself and later in failing to take reasonable steps to prevent its franchisees doing more of the same”, and further that 85 Degrees has now “abandoned its business in Australia and is unlikely to resume that business”.

“85 Degrees did not ultimately find a way of achieving compliance by its franchisees, but rather gave up and has not really tried to do so at all,” his Honour said.

Justice Bromwich found that general deterrence was of the utmost importance, saying the risk of future contraventions by similar participants in the same industry is high and there was a need to impose a penalty “to deter other would-be contraveners, and especially other franchisors”.

His Honour noted that the exposé of systemic non-compliance by franchisees, particularly in the food retail industry and particularly affecting vulnerable workers on temporary visas, had been the background to the package of reforms that introduced franchisor liability.

“In the franchise context, it must not be seen as acceptable for franchisors to tolerate, or turn a blind eye to, franchisee contraventions as an ordinary part of business,” Justice Bromwich said.

The full judgement can be found in [the Fair Work Ombudsman v 85 Degrees Coffee Australia Pty Ltd FCA 576](#).



Data Prepared? Get AI Ready.

Find, enrich, organise and de-risk your enterprise data to ensure it’s ready for GenAI.



encompaas.cloud/Unlock-AI

Finance takes CM to the cloud with iCognition

The Department of Finance has awarded a \$250K contract to solutions provider iCognition to transition its on-premise Content Manager system to the iCognition cloud platform. iCognition won the Software as a Service (SaaS) open tender and will implement the solution over 2024-25.

The decision to retain Content Manager as its digital records platform shows Finance has moved on from the Digital Records Transformation Initiative (DTRI) it championed over a number of years that sought to move Australian federal government agencies away from “traditional Electronic Document and Records Management System[s].”

This commenced with a project initiated by Finance in 2017 looking to develop a [Whole-of-Government Digital Records Platform](#). It received \$A9.1M funding under the Public Service Modernisation Fund and ran over two years.

This initiative evolved in 2019 into a series of joint tenders with federal government agencies, seeking an “innovative solution that makes use of contemporary technology,” and one that “provides automated tagging and classification through analysis of new and existing content.”

The DTRI culminated in 2021 with Finance and the Digital Transformation Authority (DTA) [announcing](#) the DTA's purchase of RecordPoint's Records365 product.

Then Minister for Finance Simon Birmingham stated, “Australian company, RecordPoint has helped deliver a records management solution for DTA, designed specifically for records managers, creators, and information users within government.”

“The parliament and the public can have confidence that data is managed appropriately, providing greater transparency and accountability.”

RecordPoint has since achieved success with other federal government agencies, however Content Manager maintains a strong profile with a large number of agencies continuing to use it in their compliance and transformation strategies.

The Finance contract shows the Digital Records Transformation Initiative (DTRI) did not result in a standard template for an approach to government record-keeping.



Australian Government
Department of Finance

Swift shift to CM cloud for ACECQA

Information Management and Governance specialist iCognition has transitioned the national advisors in the education and care sector, the Australian Children's Education & Care Quality Authority (ACECQA) to an OpenText Content Manager-as-a-Service cloud within seven weeks. ACECQA is a statutory body responsible for ensuring quality outcomes for children in early childhood education and care services.

“From initial contract discussions to go live was only seven weeks,” said iCognition Director of Professional Services, Matt Jordan.

“That includes contract negotiations, project planning, team formation, provisioning the cloud environment, moving the CM system, upgrading to Content Manager 23.4, transitioning users to a full zero footprint experience, change management and a successful production cut over on the first attempt.

“iCognition is proud to have streamlined the cloud transition to just a few weeks, especially when compared with some of the year-long transitions we've seen in the market of late.”

Moving their Content Manager to the iCognition cloud and upgrading it to 23.4 further strengthens ACECQA's commitment to excellence and secure information management, as they not only achieve a robust and quality service but have one of the most secure Content Manager services available.

“This cloud service is not only Government IRAP assessed to the level of protected, but also

upgraded to the new ISO27001:2022 Information Security, Cybersecurity and Privacy Protection certification, making it the most secure Content Manager cloud service available, as far as we can tell,” said iCognition CEO, Mr Joe Mammoliti.

“iCognition is very excited about this, as ACECQA joins Wodonga TAFE, National Capital Authority, Tasmanian Dept of Natural Resources and the Environment, Australian Digital Health Agency, Perpetual Limited and other clients in our secure OpenText Content Manager-as-a-Service cloud service,” said Mammoliti.

“Clients are increasingly turning to cloud services not just to reduce costs but also to embrace future innovation. The cloud-based approach facilitates regular updates and new enhancements, providing the ACECQA with the opportunity to extend a standard Content Manager solution to iCognition's [Ingress Content Services Platform](#),” said Nigel Carruthers-Taylor, Principal at iCognition.

Ingress extends a standard Content Manager system with technologies such as Enterprise Search, Artificial Intelligence, and content functions that can be accessed directly from corporate applications and Microsoft 365.

“iCognition is proud to partner with the ACECQA in their journey towards efficient document and records management. By leveraging our industry-leading solutions, ACECQA will experience greater efficiency, enhanced compliance, and a seamless path to future innovation,” said Carruthers-Taylor.

INGRESS

by iCognition

The next generation
Content Services
Platform has arrived!

Find the right information at the right time.

UPGRADE TODAY

Fast track your information, securely!

- ✓ Build and deliver your own content services within corporate apps.
- ✓ Find, secure and protect your vital and sensitive records, regardless of where they live.
- ✓ Supercharge your digital transformation and prevent risks.
- ✓ Ensure your vital information is always safely managed in the latest software.

iCognition's trusted service offers:

- ✓ Secure to government Protective Security Policy Framework standards.
- ✓ ISO27001 Information Security Management Infrastructure.
- ✓ IRAP security assessed to the level of PROTECTED.
- ✓ Support team available 24/7.

DISCOVER

PROTECT

SECURE

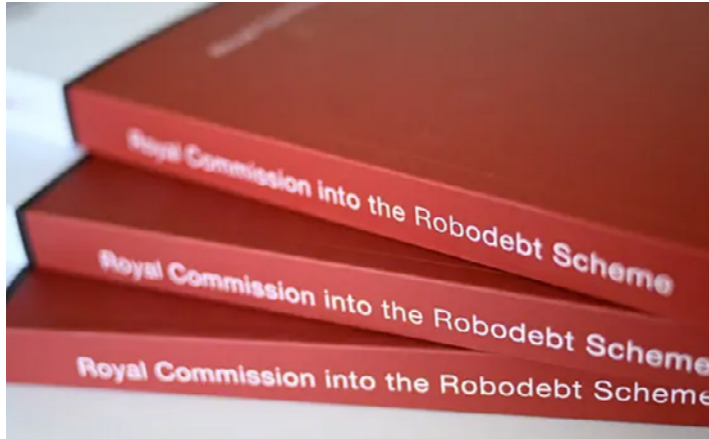
USE

1300 426 400

[icognition.com.au](https://www.icognition.com.au)



NACC won't pursue Robodebt referrals



The National Anti-Corruption Commission (NACC) will not pursue 6 referrals it received concerning six public officials from the Royal Commission into the Robodebt Scheme. Five of the six public officials were also the subject of referrals to the Australian Public Service Commission (APSC).

The [Robodebt Royal Commission](#), conducted in the wake of Australia's controversial automated debt recovery system, unveiled a troubling saga of governmental overreach and systemic failures. It also proposed a national body to monitor and audit automated decision-making, which has not been established.

"The Commission is conscious of the impact of the Robodebt Scheme on individuals and the public, the seniority of the officials involved, and the need to ensure that any corruption issue is fully investigated," it said in a statement.

"However, the conduct of the six public officials in connection with the Robodebt Scheme has already been fully explored by the Robodebt Royal Commission and extensively discussed in its final report. After close consideration of the evidence that was available to the Royal Commission, the Commission has concluded that it is unlikely it would obtain significant new evidence.

"In the absence of a real likelihood of a further investigation producing significant new evidence, it is undesirable for a number of reasons to conduct multiple investigations into the same matter. This includes the risk of inconsistent outcomes, and the oppression involved in subjecting individuals to repeated investigations.

"In deciding whether to commence a corruption investigation, the Commission takes into account a range of factors. A significant consideration is whether a corruption investigation would add value in the public interest, and that is particularly relevant where there are or have been other investigations into the same matter. There is not value in duplicating work that has been or is being done by others, in this case with the investigatory powers of the Royal Commission, and the remedial powers of the APSC.

"Beyond considering whether the conduct in question amounted to corrupt conduct within the meaning of the Act and, if satisfied, making such a finding, the Commission cannot grant a remedy or impose a sanction (as the APSC can). Nor could it make any recommendation that could not have been made by the Robodebt Royal Commission. An investigation by the

Commission would not provide any individual remedy or redress for the recipients of government payments or their families who suffered due to the Robodebt Scheme. The Commission has therefore decided not to commence a corruption investigation as it would not add value in the public interest."

ANAO finds Cyber-Security shortcomings

Neither AUSTRAC or Services Australia is well placed to ensure business continuity or disaster recovery in the event of a significant or reportable cyber security incident, according to a new report by the Australian National Audit Office (ANAO).

The audit came after a report from the Australian Signals Directorate (ASD), 2023 Cyber Security Posture Report, found low levels of cyber "maturity" across entities, as well as 31 per cent of cyber security incidents that were reported to the ASD in 2022-23 were originated by government entities. Previous audits had also revealed low levels of cyber resilience.

Financial crime watchdog AUSTRAC and Services Australia were selected by the ANAO to provide results from a medium and extra-large agency plus two that hold financial intelligence information and health and welfare information of Australians.

"Australian Government entities are expected to be 'cyber exemplars', as they receive, process and store some of Australia's most sensitive data to support the delivery of essential public services," the report said.

However, in 2022-23, approximately 31 per cent of cyber security incidents reported to the Australian Signals Directorate (ASD) were from non-corporate Commonwealth entities. Over 40 per cent of these cyber security incidents were coordinated, low-level malicious cyberattacks directed specifically at the Australian Government, government shared services, or regulated critical infrastructure.

Ransomware was the most destructive cybercrime threat in 2022-23 and continues to pose considerable risk to Australian Government entities, businesses and individuals.

The ANAO survey found AUSTRAC has established management structures and responsibilities for managing cyber security incidents. However, it has not documented the assigned responsibilities for its CISO although the CISO is empowered to make decisions.

"AUSTRAC has documented a framework of procedures for cyber security risk and incident management. However, it does not detail a process for reviewing, updating and testing its cyber security incident management procedures, nor has it implemented a security maturity monitoring plan that details an approach that defines a continuous improvement cycle as well as reporting to management."

"AUSTRAC has documented cyber security incident monitoring and response procedures. It has not developed an event log policy for handling and containing malicious code infections or intrusions, or containment actions in the event of a data spill."

The ANAO found that Services Australia is only "partly effective" in its design of cyber security incident management and incident response procedures for investigating and responding to cyber security incidents.

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

Automate ministerials, correspondence, approvals, purchases, FOIs and more.

Easily engage staff in digital business processes using RM Workflow.

Engage them effortlessly in Outlook and web browsers to streamline your business processes, just like Tasmanian Government, Tyson Foods, and Goulburn Valley Water has.

RM Workflow controls your records in Content Manager to ensure information security, audit and compliance, while delivering ease of access and use for end users with the option to review and approve directly from the web browser on your mobile phone.

Easily build new processes to supercharge your digital transformation using RM Workflow.



Request a demo

1300 426 400 | icognition.com.au

APRA issues warning on backup gaps

The Australian Prudential Regulation Authority (APRA) has written to the banking, insurance and superannuation industry to warn about the critical role of data backups in cyber resilience.

It has emphasised the expectation that APRA regulated entities to review their backup arrangements and address any identified gaps promptly.

“Where APRA identifies common areas of weakness in entity cyber resilience practices APRA will share these insights with industry to help enable individual entities to self-assess and rectify weaknesses in their own cyber resilience in a timely manner. Common areas of weakness will be shared through letters to industry and are anticipated to cover key topics in cyber resilience.

“A key topic where APRA has observed weakness is the use of data backups to protect an entity against data loss. The use of regular backups is one of the Essential Eight prioritised cyber mitigation strategies.

“APRA notes through recent supervisory activities that although many entities have backup practices in place, APRA has observed common problems that can limit the usefulness of these backups in restoring systems during an incident.”

Problems highlighted included:

- Insufficient segregation between production and backup environments
- Insufficient control testing coverage and rigour to ensure backups are protected from compromise
- Insufficient testing of capability to recover systems and data within tolerance levels from backups

Best Practices to Avoid LLM Risks and Abuses

Search AI company [Elastic](#) has published [LLM Safety Assessment: The Definitive Guide on Avoiding Risk and Abuses](#), the latest research issued by [Elastic Security Labs](#). The LLM Safety Assessment explores large language model (LLM) safety and provides attack mitigation best practices and suggested countermeasures for LLM abuses.

Generative AI and LLM implementations have become widely adopted over the past 18 months, with some companies pushing to implement them as quickly as possible. This has expanded the attack surface and left developers and security teams without clear guidance on how to adopt emerging LLM technology safely.

“For all their potential, broad LLM adoption has been met with unease by enterprise leaders, seen as yet another doorway for malicious actors to gain access to private information or a foothold in their IT ecosystems, said Jake King, head of threat and security intelligence at Elastic.

“Publishing open detection engineering content is in Elastic’s DNA. Security knowledge should be for everyone - safety is in numbers. We hope that all organisations, whether Elastic customers or not, can take advantage of these new rules and guidance.”

The LLM Safety Assessment builds and expands on the Open Web Application Security Project (OWASP)

research focused on the most common LLM attack techniques. The research includes crucial information security teams can use to protect their LLM implementations, including in-depth explanations of risks, best practices and suggested countermeasures to mitigate attacks.

The countermeasures explored in the research cover different areas of the enterprise architecture - primarily in-product controls - that developers should adopt when building LLM-enabled applications and information security measures SOCs must add to verify and validate the secure usage of LLMs.

In addition to 1000+ detection rules already published and maintained on GitHub, Elastic Security Labs added an initial set of detections just for LLM abuses. These new rules are an example of the out-of-box detection rules now included to detect LLM abuses.

“The rapid adoption and ongoing innovation in LLMs has increased the integration of this technology into business applications, creating unprecedented opportunities for adversaries to exploit vulnerabilities in emerging technologies,” said Asjad Athick, Cyber Security Lead, Asia Pacific and Japan at Elastic.

“Standardising data ingestion and analysis enhances industry safety, aligning with our research goals. Our detection rule repository now incorporates detections for LLMs, allowing customers to monitor threats efficiently and stay on top of issues that may affect their environment.”

The report is available at <https://www.elastic.co/security/llm-safety-report> (Registration Required)

Network to drive digital health research

A new Australian cross-university network that will advocate for, and advance digital health, through collaboration and evidence-based research. The Digital Health Cooperative Research Centre (DHCRC) has launched the Australian Council of Senior Academic Leaders in Digital Health, which will harness the combined academic power of leaders from across the 34 founding member universities to advance the application of digital technology, informatics and data science to health in Australia.

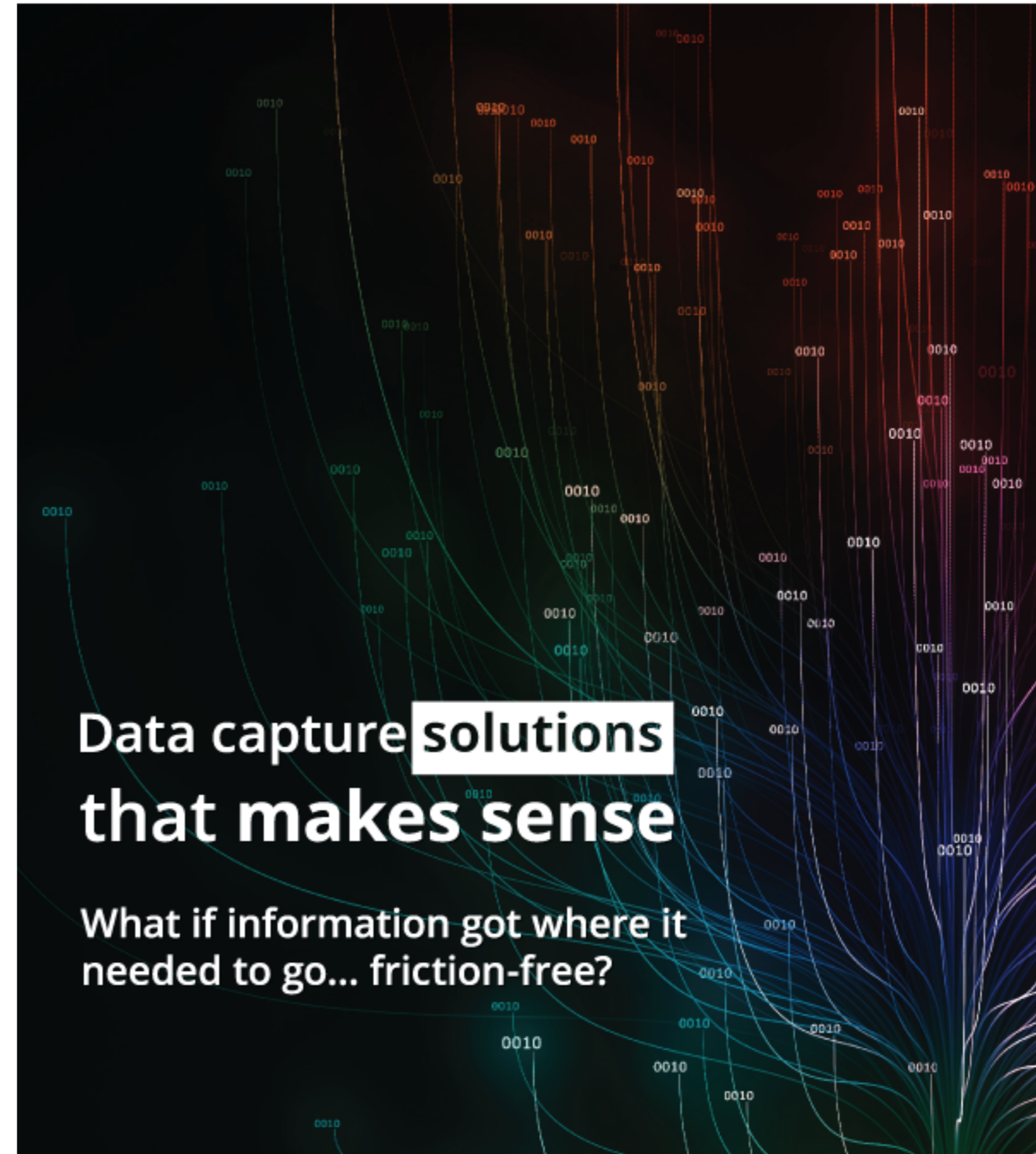
The Council will initially focus on four priority areas:

- Provide strategic leadership in the higher education and health sectors related to digital health scholarship
- Strengthen the quality and value of academic education and scholarly research activities in digital health
- -Advocate for effective investment in digital health education and research

Leading clinician and academic informatician, Professor Clair Sullivan, Director of the Queensland Digital Health Research Centre at University of Queensland, has been named inaugural chair of the Council.

She will be supported by an executive committee of senior academic leaders, Professor James Boyd (La Trobe University), Professor Kathleen Gray (University of Melbourne), Professor Kerryn Butler-Henderson (Charles Sturt University), Professor Russell Gruen (Australian National University) and Associate Professor Stephen Guinea (Australian Catholic University), and independent advisor Emeritus Professor Christine Bennett AO.

Kodak alaris
Makes Sense



Data capture solutions
that makes sense

What if information got where it
needed to go... friction-free?

Want to learn more?

Contact the Kodak Alaris Australia Team
Email : Service-Anz@KodakAlaris.com
Dial Toll Free No : 13002 52747



Services from
Kodak alaris

Why is Amazon building a 'top secret' \$2 billion cloud for Australia's military

By David Tuffley

Amazon has secured a A\$2 billion contract with the **Australian Signals Directorate** – the agency responsible for foreign signals intelligence and information security. A local subsidiary of Amazon Web Services will build a **Top Secret Cloud** to provide secure data storage for military intelligence.

The deal will securely manage top secret data vital to Australia's national security. This contract is expected to last over a decade. It will build three secure data centres at undisclosed locations in Australia.

Prime Minister Anthony Albanese [stated this project](#) will "bolster our defence and national intelligence community to ensure they can deliver world-leading protection for our nation."

Set to be operational by 2027, the project is expected to create over 2,000 jobs and cost billions more in operating expenses over the coming years. So – why Amazon? And does Australia really need it?

Why Australia needs a secret cloud

Australia faces a rising tide of security challenges. The capability to [securely store military intelligence](#) is vital to guard against a host of potential threats.

The Australian Signals Directorate's Director-General, Rachel Noble, explained the [project will provide a](#) "state-of-the-art collaborative space for our intelligence and defence community to store and access top secret data."

The cloud is also part of the directorate's **REDSPICE** program, which aims to improve Australia's intelligence capabilities and cyber defences. By moving to a modern cloud system, Australia can better protect its sensitive data. It will also improve coordination between different security agencies.

Why Amazon Web Services?



Amazon Web Services is a market leader in cloud services and has the tech capabilities needed to build the Top Secret Cloud. Ni Yanqiang/AP via AAP

You may only know of Amazon as an online retail giant. Amazon Web Services (AWS) is a tech subsidiary of Amazon. It was actually a pioneer in the cloud services business. Today, it provides cloud computing services to tens of thousands of businesses and governments worldwide.

AWS's [market share](#) among the top ten cloud providers grew to 50.1% in 2024. Microsoft Azure and Google Cloud are the next two largest providers.

Known for its reliability, scalability and security, AWS already provides similar services to other governments and organisations globally. This includes the United States Department of Defense and the Central Intelligence Agency (CIA), as well as all three of the [United Kingdom's intelligence agencies](#).

Will the new cloud be safe?

When we think of "the cloud," we often picture the internet we use every day. However, the Top Secret Cloud that AWS will build for Australia's military is very different. It's a private, highly secure system entirely insulated from the public internet.

While AWS is the contractor, the data centres will be built to the Australian Signal Directorate's [specifications](#).

The cloud will use advanced encryption to protect data. No system is completely hack-proof, but this setup makes it extremely difficult for unauthorised individuals to access the information. The Australian government has emphasised it will maintain full control over the data stored in the cloud. Only staff with high-level security clearance will work on the project.

Broader trend

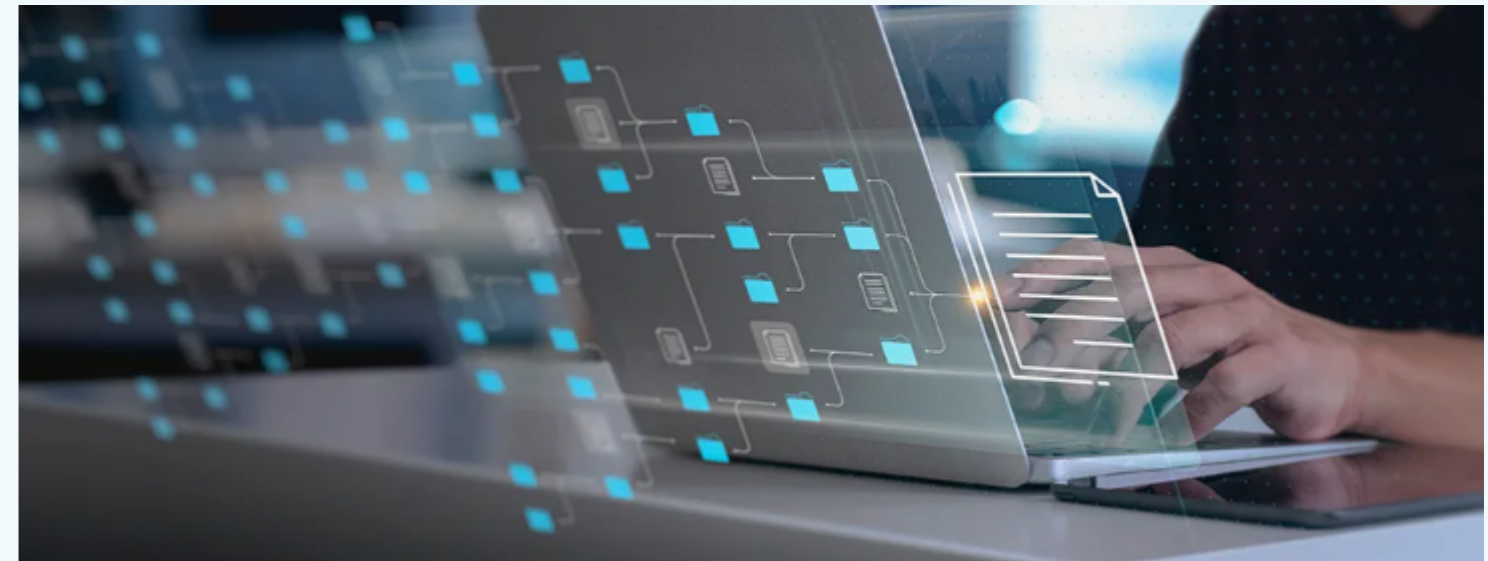
This move to a secure cloud is part of a broader trend in government and military technology worldwide. Many countries are updating their old computer systems to take advantage of new technology. This can offer greater flexibility, better performance, and potentially lower costs in the long run.

The project also has international implications. The Top Secret Cloud will ease collaboration with partner nations.

Similar data clouds have already been established in the US and UK, allowing for the sharing of large amounts of information between allies. It's worth noting that potential adversaries are also investing heavily in similar technology.

By developing this Top Secret Cloud, Australia aims to stay ahead of the game in the rapidly evolving cyber threat environment. In the coming years, we'll likely see more countries adopt similar cloud systems for their defence and intelligence needs.

David Tuffley is Senior Lecturer in Applied Ethics & CyberSecurity, Griffith University. This article is republished from [The Conversation](#) under a Creative Commons license. [Read the original article.](#)



Unveiling AI's role in Document Processing and Data Extraction

Discover how AI-powered document processing works, as well as its benefits, applications and future potential.

Artificial intelligence (AI) has revolutionized numerous industry processes, and document processing is no exception.

It's predicted that in 2030, up to 80% of business-to-business invoices worldwide will be processed automatically, according to Gartner [[theshelbygroup.com](#)]. And it's because of the increased adoption of AI-powered IDP solutions.

AI has the ability to automate the extraction, analysis and understanding of unstructured data within documents — and has proven to be an integral tool in boosting productivity and accuracy.

Find out what AI-powered document processing and data extraction is ...

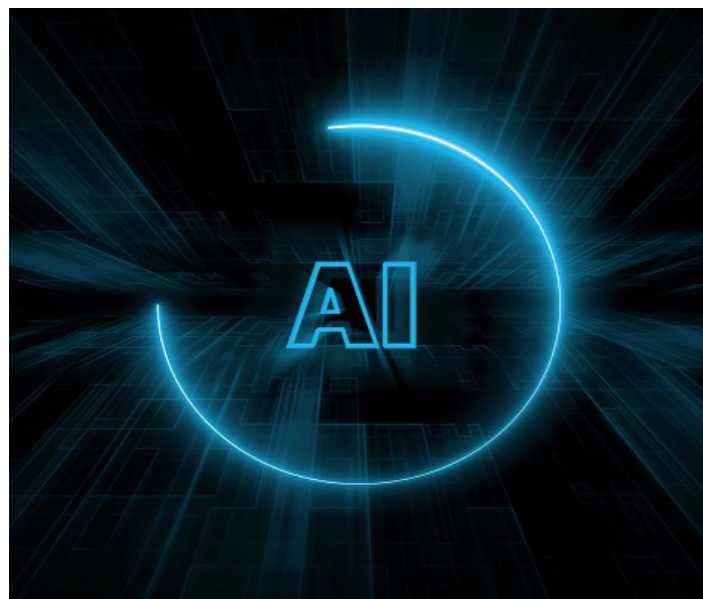
[Learn More >>](#)

Hyland™

©2023 Hyland Software, Inc. and its affiliates.
28500 Clemens Road, Westlake, OH 44145

All rights reserved. All Hyland product names are registered or unregistered trademarks of Hyland Software, Inc. or its affiliates in the United States and other countries.

AI Data Boom Drives Tape Storage Growth



Shipment of high capacity LTO Tape storage capacity hit a record of 152.9 Exabytes (EB) in 2023, driven in part by rapid data generation and the increased infrastructure requirements of enterprises for AI solutions.

LTO vendors HPE, IBM and Quantum claim the growth of 3.14% over 2022 shows the tape technology remains to be a choice solution for mitigating common challenges created by the proliferation of unstructured data due to recent advancements in technologies such as AI.

“The latest annual tape capacity shipment media report signifies the continued importance of LTO tape technology in the digital storage hierarchy not only today, but also far into the future as storage needs evolve in complexity and cost,” said Tom Coughlin, Storage Analyst and President, Coughlin Associates.

“LTO tape will endure as a critical component of storage architectures across the enterprise, especially as tape technology itself continues to improve to handle even larger volumes of data and more intensive workloads.”

LTO generation 9 is the latest format specification for LTO Ultrium tape drives and media, providing significantly more capacity and higher performance than the previous generation.

In addition to full backward read and write compatibility with LTO-8 cartridges, LTO generation 9 specifications include multi-layer security support with hardware-based encryption, immutable WORM (Write-Once, Read-Many) functionality, and fast data access with the Linear Tape File System (LTFS).

LTO generation 9 technology offers a 45TB compressed tape cartridge, representing a 50% capacity boost over LTO generation 8 and a 1400% increase over LTO-5 technology launched a decade ago, with transfer speeds of up to 400 MB/s (native), 1,000 MB/s (compressed).

In 2022, the LTO Program announced an extended LTO tape roadmap that calls for plans to achieve up to 1.4 Petabytes (PB) of compressed capacity per cartridge by LTO generation 14.

The LTO Program’s annual shipment reports for tape media is available for download from the LTO Program website, <http://www.lto.org/>

AWS in \$US50M GenAI Public Sector push

Amazon Web Services (AWS) has announced a two-year, \$US50 million investment designed to help public sector organizations – and those that directly support their technology needs – to accelerate innovation in support of critical missions using AWS generative AI services and infrastructure.

AWS is committing up to \$US50 million in AWS Promotional Credits, training, and technical expertise across generative AI projects using Amazon Bedrock, Amazon Q, Amazon SageMaker, AWS HealthScribe, AWS Trainium, and AWS Inferentia.

Credit issuance determinations will be based on a variety of factors, including but not limited to the customer’s experience developing new technology solutions, the maturity of the project idea, evidence of future solution adoption, and the customer’s breadth of generative AI skills, the company said.

The Impact Initiative is open to new or existing AWS Worldwide Public Sector customers and partners from enterprises worldwide who are building generative AI solutions.

This global initiative is open from June 26, 2024 through June 30, 2026. Benefits and resources will include:

Tailored training as at <https://skillbuilder.aws/generative-ai>

Conceive, identify, and implement generative AI solutions securely with guidance from the [Generative AI Innovation Center](#).

Technical support: Learn from AWS technical experts and tutorials to optimize your generative AI build.

Networking and free builder sessions: Access to registration for no-cost AWS Summit events around the world.

Global thought leadership opportunities: Showcase your AWS Generative AI Impact Initiative success stories with AWS marketing efforts.

[Learn more about the Impact Initiative](#) and how to participate.



MAKE INFORMATION YOUR MASTERPIECE

Can your users find the information they need to effectively perform their jobs?

Can you afford to store all your content in the most expensive repositories?

Are you facing more risk and compliance breaches because your information is not managed appropriately?

AvePoint supports organisations all over the world with this rising tide of information overload.

Scan me to learn more



Boost Efficiency

Utilise machine learning for advanced information auto-classification



Cut Costs

Tackle ever-increasing content growth with cost-saving storage controls



Reduce Risk, Ensure Compliance

Ensure compliance in active and inactive repositories with lifecycle strategies



www.AvePoint.com

ADAPTOVATE joins AI in Planning Initiative

ADAPTOVATE been selected by the NSW Government to take part in its \$A5.6 million trial of AI in local planning systems.

ADAPTOVATE's 'Development Assessment Intelligence System (DAISY)' is one of the three technologies identified for trial through the AI Solutions Panel and Early Adopter Grant Program.

"We are excited about this opportunity to collaborate with local councils. Our DAISY system will help councils reduce average DA assessment times by helping applicants get relevant information quickly and easily and then identifying administration and data input errors to enable councils to scale their development application process to meet the demands of NSW," said Douglas Ross, Managing Director at ADAPTOVATE.

"This will be instrumental in helping councils deliver on their affordable housing initiatives

"Moreover, this initiative is a fantastic opportunity for the people of NSW. With the support of ADAPTOVATE's AI solutions, they will be able to get more and better development applications successfully ready to start building.

"We are thrilled to bring value for money to councils in delivering AI-based technologies that support delivering affordable housing at scale across NSW," said Ross.

The company also announced partnerships with EncompaaS, a platform as a service for compliance records and content for councils, and Gadali, an owned

and operated Indigenous IT firm.

Jesse Todd, CEO of EncompaaS, said, "EncompaaS is delighted to collaborate with ADAPTOVATE and Gadali in becoming part of the esteemed AI Solutions Panel. We eagerly anticipate our contribution to deploying advanced AI solutions, backed by meticulous data preparation, to help the NSW councils achieve their AI interests more securely, efficiently, and intelligently."

For more information, visit the [Artificial Intelligence in NSW Planning] website.

RecordPoint wins Victoria Police deal

Victoria Police has selected RecordPoint as its data and records management, compliance and governance platform.

Once implemented, the platform will manage all the key data systems across the force's 23,000+ staff under a seven-year, \$A7.2 million contract.

Victoria Police is one of the 10 largest police forces in the world.

Victoria Police joins other Australian public sector customers across local, state and federal governments, including the Department of Prime Minister and Cabinet, DTA, NDIA, Transport for NSW, Victorian Department of Premier and Cabinet, DET Victoria and others.

Founded in 2009, RecordPoint supports highly-regulated companies and government agencies globally.

Gap for GenAI on Unstructured Data

New research revealing that while enterprises recognise the significant potential of unstructured data to enhance operational efficiency and drive meaningful insights, many are struggling to effectively leverage this resource. The survey shows that a lack of expertise and insufficient tools are major barriers, with only a small percentage of enterprises dedicating more than a quarter of their AI budget to unstructured data initiatives.

The "Unstructured Data and GenAI Survey," executed in by Enterprise Technology Research (ETR) on behalf of Qlik, surveyed 200 enterprise technology decision makers across multiple industries.

"With many sources citing that unstructured data makes up to 80% of the world's data, it is no surprise that enterprise leaders want more real value from this untapped source," said Brendan Grady, General Manager of Qlik's Analytics Business Unit.

"Yet, our survey highlights that nearly 70% agree their organisation is not well equipped to understand how GenAI can be leveraged on their unstructured data."

"Companies are looking for solutions that enable GenAI adoption without requiring them to overhaul their existing skillsets and technology stack. The opportunity is finding ways to integrate AI seamlessly into current analytics environments, allowing organisations to extract the right answers from unstructured data and drive meaningful business outcomes."

The survey reveals how leaders feel and what they are

doing to address the opportunity that unstructured data and GenAI enable:

Data privacy and compliance concerns dominate: 59% of respondents are very concerned about data privacy and 47% about regulatory compliance, significantly outweighing concerns about ROI (19%).

Integration and cost are top priorities when evaluating vendors: When evaluating vendors, system integration (55%), cost (50%), and governance features (49%) are top priorities, whereas vendor reputation is a low priority (16%). Respondents expect modest financial gains from using unstructured data, with 45% anticipating a 10%-20% improvement in their top or bottom lines.

Interest in GenAI is high, but significant investment is lacking: Among those interested in using GenAI for unstructured data, two out of three respondents plan to invest in an GenAI tool for unstructured data. Despite widespread interest, only 22% of all respondents indicate they are making "significant" investments in AI technologies.

Unstructured data is seen as a key driver for efficiency: A clear majority (62%) see the opportunity in unstructured data to improve operational efficiency, while only 31% believe it can drive innovation. Nearly half (45%) describe a use-case involving better search and query tools to dig into internal documents.

Traditional search tools fall short for unstructured data: There is strong agreement that traditional enterprise search tools are insufficient for maximising the value of vast document libraries. Only 16% have already purchased a tool designed to deliver insights from unstructured data, and most efforts remain in early or pilot stages.

Fiona Stanley Hospital goes paperless with Charm information management

Fiona Stanley Hospital has become the first of several sites across WA's South Metropolitan Health Service to go live with the Charm Evolution oncology information management system by Magentus.

Through Charm Evolution, clinicians are now able to draw all vital information about a cancer patient and their care journey into a single digital record, accessible by the entire care team.

As a centralised oncology patient record, Charm Evolution delivers seamless upstream and downstream interoperability with other key hospital systems.

This gives care teams instant access to realtime patient information and standard protocols and decision support.

Previously The Cancer Centre at Fiona Stanley Hospital relied upon a paper-based system and a home-built scheduling database, with multiple paper copies of chemo charts and files created for different care teams.

Updating these forms if any changes should be required was a cumbersome and laborious process.

There was no single source of truth for patient

information, a problem exacerbated for patients initially treated at Fiona Stanley Hospital but receiving ongoing cycles closer to home – often in distant regional areas.

By digitising all workflows and integrating with other software products, Charm Evolution ensures workflow is streamlined and accurate and staff can optimise their work towards patient care.

As a single source of truth, multiple versions of paper charts are no longer needed. Shared care sites can view accurate information about patients at any time, making transitions of care safer.

The scheduler keeps all tasks on track, adapting to any changes made in the clinical profile.

Neil Doverty, Fiona Stanley Fremantle Hospitals Group Executive Director, said, "Going live with Charm Evolution is helping us move away from reliance on paper records and manual prescribing. With a fully electronic prescribing system, we can improve patient safety by providing a single source of truth for treatment.

"We're also pleased with Charm Evolution's ability to improve governance, quality, and the care journey for cancer patients."

ENCOMPAAS

Data Prepared? Get AI Ready.

Find, enrich, organise and de-risk your enterprise data to ensure it's ready for GenAI.

encompaaS.cloud/Unlock-AI

ASIC calls a halt to GenAI test

The Australian Securities and Investments Commission (ASIC) has discontinued an experiment to create machine-generated summaries of public submissions using generative AI, after the results were found to be of lower quality compared to those produced by human staff.

The pilot of an in-house generative AI system was developed in tandem with Amazon Web Services using the Meta Llama 2 large language model.

ASIC has been exploring the use of artificial intelligence (AI) to streamline its operations, as revealed during a hearing of the Australian Senate Select Committee on Adopting Artificial Intelligence (AI). Joe Longo, Chair of ASIC, and Graham Jefferson, Digital and Legal Transformation Lead, shared insights into the organization's AI pilots and their outcomes.

ASIC has been using machine learning for some time and has around 20 algorithms registered in its inventory of machine-learning technology that support the work that it does.

It recently completed a pilot focused on using a standalone large language model to summarize submissions received by ASIC.

"The pilot was a success, but the results from the large language model wouldn't be something that we would want to use going forward," said Jefferson.

"We did a comparison between what the large language model generated and what our staff generated, as a blind comparison - a proper experiment, I guess. The results weren't sufficiently good for us to want to use that summary technique in that particular way."

"Basically, we took the large language model, established it within an [offline] environment, took the submissions that we wanted summarised, passed them through the model and then compared the results from the summarising technology, the 50-odd summaries, to human summaries of the same submissions.

Jefferson noted that the AI-generated summaries were generic and lacked the nuance captured by human employees.

"What we found was that in general terms ... the summaries were quite generic, and the nuance about how ASIC had been referenced wasn't coming through in the AI-generated summary in the way that it was when an ASIC employee was doing the summary work."

Longo said, "In ASIC's world we're often having to read and absorb submissions because we consult heavily with the market, and so we ran a pilot to see whether the technology could 'read' all those submissions and come up with an analysis that was accurate, to save hundreds of hours of human time to do that."

He described the AI-generated summaries as "bland" and not misleading.

"It really didn't capture what the submissions were saying, while the human was able to extract nuances and substance," said Longo.

ASIC has also participated in a whole-of-government Microsoft Copilot pilot coordinated by the Digital Transformation Agency (DTA).



ASIC

"We had 150 ASIC staff using that for about a month, and we're now reviewing the results of that experience, asking surveys and getting feedback from our staff about what was good, what wasn't and how it worked," Jefferson told the Select Committee.

Calissa Aldridge, ASIC's Executive Director, Markets, described the take-up of AI by Australia's banks and financial services industry as "cautious but exploratory."

"There is a lot of focus on internal capability, productivity enhancements and middle- and back-office functions, looking at how it can be used to improve their own compliance, looking at client onboarding and those types of practices," said Aldridge.

"There's a lot of caution around automated decision-making and the engagement and communication directly through to clients. Obviously, we see the use of chatbots and other types of AI and that has been deployed quite broadly, but there is a lot of caution around automating decisions in other parts of client-facing businesses. We do see, in some areas, some communications that are being automated.

"One of the big international investment banks has been talking globally for some time about how they're using AI to automate communications to clients. When there's significant volatility in the market, for example, or there's a significant event, they want to be able to communicate very quickly to all their clients and give them an update on their portfolio. We're seeing some of those sort of things.

"We've seen the use of generative AI for some time for a range of other initiatives in markets, like using it for portfolio rebalancing, for creating synthetic data to help design systems, for testing, for informing algorithmic trading, and for sentiment analysis and predicative capabilities to look at what's happening in social media to help inform some of those algorithms. Those developments have been in place for some time. But, in terms of that consumer-facing use, there has been significantly more caution," said Aldridge.

Kapish

Empowering Secure Technology Solutions



Talk to us today to find out how our suite of products and services can help you get the most out of Content Manager.



Call 1300 KAPISH | info@kapish.com.au | kapish.com.au



Implement Tailor Made IDP Solutions with Custom Scripting

By James Sprecker, Kodak Alaris

When it comes to **intelligent document processing**, client needs can vary greatly, and each implementation is an opportunity to define precise requirements that can deliver the most value to the client. One of the many advantages of **KODAK Info Input 7** is the variety of out-of-the-box workflows and integrations that clients can leverage to automate document processes.

These options cover the most common use cases and don't usually require any special scripting, but customers are finding extra value in custom scripts to optimize productivity and get the most out of the software.

Examples include creating a tailored environment for users, customizing specific behaviours and outputs, and automating workflows through deeper integrations with their existing systems.

Fortunately, Info Input Solution's open architecture makes this process straightforward and easy to deploy, from simple examples like applying company branding to the user interface, to advanced workflow customizations such as human-in-the-loop (HITL) validation, advanced indexing form designer, and CRM, ERP, EHS, and other business-critical system integrations.

There are many ways to extend the software to deliver added value for each client's unique needs.

Tailored workflows for optimal productivity

Every organization has a unique set of requirements for onboarding and processing documents of diverse types, and while most of it can be set up with simple drag-and-drop configurations, there's usually a few areas that

benefit greatly from a little customization.

The open architecture of Info Input Solution allows for multiple ways to extend, customize, and integrate advanced functionality according to each client's best practices and specific use-case requirements.

Some of our clients prefer to introduce enhancements after the initial deployment has been validated so that users can get immediate value from the solution while specific customizations are tested in a development environment to avoid affecting work that's in production.

It's fun to work with a customer a few weeks after a basic implementation, when the immediate benefits they are experiencing inspire more concrete customization ideas.

We can deliver these changes and help them achieve operational efficiencies that they didn't realize were possible.

Customizations at any process level

Info Input Solution provides a scripting environment at several points in a process—during and in between main workflow steps—making it easy to add, disable, or alter functions along the way.

These access points for custom scripting are strategically selected at the most frequently used process steps, before and after all important batch and document-level events.

Scripts can be applied at any point in a document workflow:

■ **Global scripting:** The global script is used to customize the general behaviour or appearance of the client and does not affect batch handling. Any methods that will be used by all scripts should be defined in the global script.

■ **Job-level scripting:** These customizations apply only to specific jobs.

■ **Batch-level scripting:** These customizations should be applied only to specific batches within a job. Batch variables can be retrieved, including the batch name, all folders and documents in the batch, who scanned the batch, etc. This step can determine the route a batch should take, for instance it can route a document for correction if an error is found, while sending the remaining batch directly to export.

■ **Document-level scripting:** These customizations are applied to specific documents within a job or batch. Based on a document type or document field, unique calculations or functions can be performed.

Some popular examples of custom scripts include:

■ **Custom branding:** Many clients want to apply a global script to customize the user interface colours and fonts to align with their branding preferences and to clearly differentiate between their development and production environments.

■ **Automatic PDF labelling:** Many clients need to apply sensitivity labels to PDFs.

■ **Advanced extraction scripts:** These scripts can populate multiple fields or output data to JSON for use across applications. Extraction scripts are often used for structured OCR like Azure Computer Vision for example.

■ **Indexing scripts:** Indexing customizations are popular and can be defined at the batch, folder, and document level. The indexing script can customize the behaviour of the client-side while indexing a batch; for example, to dynamically change an index field based on a selection made in a drop-down list, or to validate that values were correctly entered.

■ **Human-In-The-Loop (HITL) validation:** Human-in-the-loop validation via our Advanced Form Designer is an important aspect of quality control, especially when AI services are used to process data and generate outputs.

■ **Advanced Indexing Form Designer:** Customers may need to use other third-party software to invoke certain transactions. By adding buttons to the indexing form, various functions or programs can be called, reducing multiple interfaces for a user and improving processing time. Scripting can also be used to make the data entry screen mirror the original document, minimizing human errors. In other words: {boolean errorFree = true;}

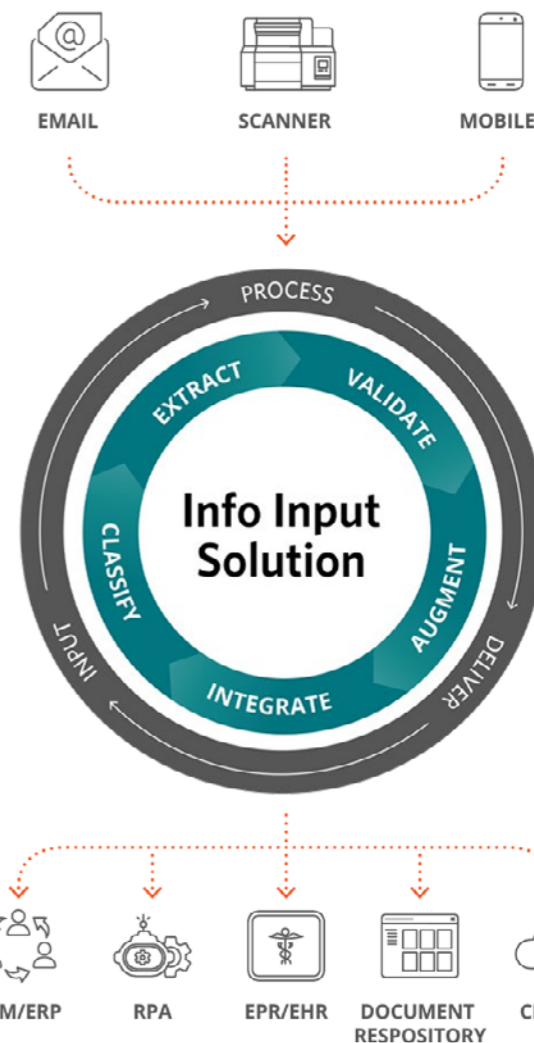
We can also apply server-side workflow scripts to do things like count the number of pages from the document properties of colour, grayscale, or black and white.

The server script can also capture physical properties like document height and width, followed by a branch script that routes to an image enhancement workflow step which then resizes from legal length to letter length.

Any pages that are already letter size would continue without modification. All contents of the batch are then joined back together at export.

And this entire process is consistently applied, regardless of whether the documents came in from a scanner, email attachment, or a system folder.

Scripts can also be added to other workflow steps to alter their behaviour. For example, slash characters can be removed from date fields and replaced with dashes if a client standardizes that format in file names.



Kodak Info Input Solution onboards documents of any complexity from any source and automatically transforms them into information that can be validated and integrated directly into existing business systems and RPA tools.

Some of our customers choose to be trained to use custom logic so they can make changes on the fly, while others are happy to rely on our Professional Services team and global partner network to build these tailored workflows and features.

Designing workflows with custom logic is part of what makes each engagement rewarding for us, our partners, and our shared clients.

KODAK Info Input 7 is designed to cater to the unique demands of any organization, empowering businesses to streamline operations, improve efficiency, and harness the full potential of their digital transformation strategies.

No matter what technical requirements your organization might have, we have the tools and expertise to design an IDP solution that delivers fast time-to-value and significant ROI.

James Sprecker is Technical Solutions Consultant, Kodak Alaris.

For more information, visit <https://www.alarisworld.com/> If you are a business in Australia or New Zealand looking to learn more about Kodak Alaris' intelligent document processing solutions, contact service-anz@kodakclaris.com or Dial Toll Free: 1300 252 747



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

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



Established in 2003, iCognition is a leading Information Management and Governance (IMG) specialist. With over 20 years of customer success stories in delivering IMG services and solutions, we provide managed services for OpenText Content Manager (formerly TRIM) to over 130 government and private sector enterprises across Australia. With information governance at our core, iCognition empowers customers in their digital transformation projects to maximise the value of their information assets. Whether that be on-premises or transitioning to our secure cloud solution, Ingress by iCognition, we enable customers to meet the challenges of managing information across the enterprise. Ingress is a Content Services Platform with OpenText Content Manager at its heart. We can transition your Content Manager system to Ingress or provide a greenfields solution in your cloud or ours. Our Ingress cloud is ISO27001 Information Security Management certified and IRAP assessed to PROTECTED.

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



EncompaaS is a global software company specialising in information management, powered by next-gen AI. Leading corporations, government departments and statutory authorities trust EncompaaS to govern and optimise information that resides within on-premises and multi-cloud environments. Organisations are empowered to solve information complexity, proactively address compliance and privacy risk, and make better use of data to act strategically at pace. EncompaaS is distinguished in the way the platform utilises AI to build a foundation of unparalleled data quality from structured, unstructured and semi-structured data to de-risk every asset. From this foundation of data quality, EncompaaS harnesses AI upstream to unlock knowledge and business value that resides within information. EncompaaS maintains a robust partner ecosystem, including global consulting and advisory firms, technology partners, and resellers to meet the diverse needs of highly regulated organisations.

encompaas.cloud | enquiries@encompaas.cloud | 1300 474 288



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

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



Kodak Alaris is a leading provider of information capture solutions that simplify business processes. We make it easy to transform documents and data into valuable business information and is where digital transformation starts. Kodak Alaris delivers intelligent document processing and information capture solutions that make sense. We exist to help the world make sense of information with smart, connected solutions powered by decades of image science innovation. Unlock the power of your information with our award-winning range of scanners, software and professional services available worldwide, and through our network of channel partners.

www.alarisworld.com/en-au | AskMe@kodakalaris.com | 1300 252 747



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

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



OPEX® Corporation is the industry leader in document and mail automation, providing innovative, unique solutions that help streamline processes, and set the standard for operational efficiency. This includes seamless mail opening and sorting as well as document imaging (scanning), which increases throughput, maximises efficiency, saves time and money, and provides better output. Since 1975, the family-owned and operated company has served as a trusted partner to clients around the world, with more than 1,500 employees continuously reimagining automation technology that solves the most significant business challenges of today and in the future. OPEX provides advanced document and mail automation solutions across numerous industries, including service bureaus, law firms, banks, medical and health organisations, forms processing and archival agencies, and government institutions. OPEX is headquartered in Moorestown, NJ, with facilities in Pennsauken, NJ; Plano, TX; France; Germany; Switzerland; the United Kingdom; and Australia.

<https://opex.com> | info@opex.com



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

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



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

newgensoft.com/home-anz/ | info@newgensoft.com | 02 80466880



Collaborate with confidence. AvePoint is the largest Microsoft 365 data management solutions provider, offering a full suite of SaaS solutions to migrate, manage and protect data. More than 8 million cloud users rely on our solutions to make their organisations more productive, compliant and secure. Founded in 2001, AvePoint is a five-time Global Microsoft Partner of the Year and headquartered in Jersey City, New Jersey. AvePoint Cloud Records is a SaaS based, IRAP certified and VERS compliant solution used to manage the information lifecycle including content classification; retention and disposal; comprehensive auditing; reporting; and physical records. The Public Office Record of Victoria (PROV) has certified that government agencies and enterprise customers alike can leverage AvePoint Cloud Records to overcome physical and electronic records management challenges around authenticity, reliability, and ensuring content is maintained in a compliant format long-term.

www.avepoint.com | sales@avepoint.com | (03) 8535 3200

Kodak Alaris Launches Scan-on-Demand Solution



Kodak Alaris has announced a strategic partnership with digital transformation specialist ELO Digital Office AU/NZ. Working together, the two companies have built a scan-on-demand solution that intelligently captures data, securely stores documents, streamlines workflows, enhances collaboration, and ensures compliance with government and industry requirements.

The cloud-based platform combines [KODAK Info Input Solution](#) (IDP software) and the [ELO ECM Suite digitization platform](#) to provide users with an end-to-end enterprise content management (ECM) solution with built-in intelligence and the flexibility to leverage industry-leading document AI services.

Data is scanned into KODAK Info Input Solution, which enables seamless capture with automatic separation, classification, extraction, and validation of data including ICR (handwriting recognition), barcode reading, and document process workflows. Once digitized, the data is automatically routed to the cloud-based ELO ECM Suite software for secure storage, digital document management, and fast access to information through a variety of clients, or IT systems such as Microsoft, SAP, and Salesforce.

Angelo Krstevski, ANZ Cluster Manager at Kodak Alaris, said: "There is a natural synergy between IDP solutions from Kodak Alaris and the ELO ECM Suite software. Together we have created a single platform to seamlessly onboard, categorize, and store data, delivering first-class search results and actionable insights. Importantly, assigned metadata is based on ICR and OCR for optimal search results. Integration is seamless and the end-user experience is simple and intuitive. There's no need to train staff or allocate dedicated records management resources."

The platform is suitable for organizations many industry sectors. For example, logistics companies manage high volumes of paper-based documents from inbound and outbound shipments and are required to keep records for seven years. With

this new cloud-based platform, documents are quickly captured, data is extracted with exceptional accuracy, and users can create dynamic workflow processes with ease, create and assign tasks to the right people or groups, and benefit from increased business intelligence via searchable and shareable records.

Another example can be found in the case of Business Process Outsourcers (BPOs) managing multiple jobs for various customers. This typically requires they create cover sheets to separate jobs and data across different clients. KODAK Info Input Solution reads the barcodes on the coversheets and acts in accordance with workflows assigned on the barcode. It also ensures any personal identifiable information (PII) in the document is flagged.

ELO then offers a secure, searchable platform for the BPO's clients to access. Its access to PII is restricted, but users are alerted if PII is present, enabling them to mitigate potential risks. Document retrieval is fast and seamless; organizations can simply search for terms, metadata or content and deliver a secure link to all records with just a few clicks.

"The ability to extend our ECM Suite with the flexible and intelligent automation provided by KODAK Info Input Solution helps making Kodak Alaris an ideal solution partner for the Oceania region. This technology integration enables us to expand our service capabilities and delivers new value to our customers in our region. The combination of Kodak Alaris and ELO Digital makes it easy to onboard data and optimize business processes – wherever the user is located," said Rainer Krause, Chairman ELO Digital Office AU/NZ.

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

Gimmel extends Purview Information Protection Solution

Gimmel has announced the launch of new Microsoft Purview Sensitivity Labels solution to extend and enhance sensitive data classification for unstructured data sources, such as network file shares and endpoints.

Modern remote and hybrid work environments have compounded security and compliance risks for organizations and public sector agencies. Lack of data labelling consistency and user control also further limits integrated visibility and insight into where sensitive data resides and how it is protected across disparate content storage locations.

Gimmel says its new Microsoft Information Protection (MIP) sensitive data labelling capabilities will help customers maximize their Microsoft investment by:

- Protecting their organization's most sensitive data and information securely and at scale, using consistent and customizable Microsoft Sensitivity Labels across a range of unstructured data sources

- Maximizing user productivity and collaboration by automating document content and metadata classification applications across the Microsoft 365 environment

- Permitting more accurate governance of content with existing sensitivity labels via actions such as the deletion, migration, or copying of documents without compromising compliance

"For organizations utilizing Microsoft 365, leveraging Microsoft Information Protection (MIP) is key to enhancing data classification initiatives," said Eric Derk, Legal Operations Managing Director at BDO USA.

"MIP labelling capabilities, coupled with Gimmel's enhanced labelling offerings, are essential for preventing costly data breaches, minimizing risk, and building a strong foundation for modern information governance in a complex regulatory environment."

"Inconsistent application of sensitive data labels across different storage locations can lead to gaps in sensitive data protection, especially for those still on legacy systems looking to modernize their information governance processes," said Balaji Srinivasan, Vice President of Research & Development at Gimmel.

<https://gimmel.com/>

CX Text Summary and Analysis

Alchemer has launched a text analysis solution, Alchemer Pulse, built specifically for customer experience (CX) and feedback programs

The AI-driven solution promises to empower organizations to:

- Understand how their audience thinks and feels – in their own words
- Instantly turn qualitative feedback into trackable, actionable insights
- Analyze and act on open text feedback faster than ever

Alchemer Pulse uncovers ideas and concepts that an organization may not think to ask, and it provides details that would be difficult to uncover in a structured survey.

Historically, analyzing open text feedback has been difficult, requiring manual tagging and sorting of each response. The time and expense of the analysis often makes asking open-ended questions prohibitive when insights are needed at scale.

Alchemer Pulse brings together free-form customer feedback from multiple sources including surveys, reviews, ratings from the App Store and Google Play, social media, and support tickets to quickly identify and quantify consistent themes.

Using large language models (LLMs) and purpose-

built AI, Pulse analyzes responses in realtime and presents results in streamlined dashboards with granular insights that allow businesses to respond to customer feedback faster.

Alchemer makes this possible for its customers through a strategic partnership with Chattermill, a CX intelligence platform. Alchemer is leveraging a decade of expertise in large language models (LLMs) that are purpose-built to understand unstructured feedback at scale. Alchemer Pulse is specifically developed for Alchemer customers' industries and feedback programs, run against customers' defined data sets.

<https://www.alchemer.com/Pulse/>

Anomalo Adds Unstructured Text

Anomalo has expanded its platform that monitors the quality of structured data in data warehouses and data lakes to monitor unstructured text.

Anomalo's unstructured capability makes it possible for enterprises to discover, curate, leverage and ingest high volumes of text data without the risk of using low quality data, which is especially critical for Generative AI applications. This new feature is currently in private beta.

Ninety percent of enterprise data is unstructured. Unstructured data does not comply with traditional standard formats which makes it extremely challenging to organize, store, search, retrieve and analyse. Unstructured data itself is also problematic as it often contains inconsistencies, errors and duplicated content. Even more problematic is that unstructured data can contain sensitive confidential information, including company intellectual property, personal identifiable information (PII) and abusive language. These combined challenges can lead to privacy, security and performance risks, especially as this data gets incorporated into Generative AI models and applications.

Organizations are implementing Generative AI and ingesting unstructured text for the purposes of model training, fine tuning and Retrieval Augmented Generation (RAG) at a volume and velocity previously unseen. As a result, organizations need to be able to identify and resolve quality issues with such data before it gets incorporated into Generative AI models and impacts their performance.

With Anomalo's new unstructured capability, unstructured text documents can be curated and evaluated for data quality around various document and document collection characteristics, including document length, duplicates, topics, tone, language, abusive language, PII and sentiment.

Users are able to quickly evaluate the quality of a document collection and identify issues in individual documents, dramatically reducing the time needed to curate, profile and leverage high-value unstructured text data.

<https://www.anomalo.com>

Hybrid Scanning Solution for Archives

A new solution has been announced that will connect InoTec SCAMAX sheet-fed scanners with overhead scanners from Zeutschel and make them operable via the latter's software interface. The hybrid scanning solution is to be launched before the end of the year.

The objective of the cooperation between the two German manufacturers is a premium solution for the digitisation of archives and cultural assets, compliant with both the FADGI and ISO 19264-1 standards.

The Federal Agencies Digitization Guidelines Initiative (FADGI) guidelines were developed in the US for digitization of cultural assets.

FADGI image capture standards are specified by the National Library of Australia in digitisation of its collection material.

The FADGI 3-star standard is now mandatory 2024 for all US government agencies that transmit scans to the National Archives and Records Administration (NARA), the Library of Congress and other government institutions.

The International Organization for Standardization (ISO) has also defined quality criteria for archiving technical documents, cultural assets and many other documents in ISO 19264-1.

The standard has been used primarily in Europe to date and ensures high and standardized quality with regard to the colour, resolution and geometry of a digital copy. The highest ISO 19264-1 standard is Level A.

In the future, overhead scanners and sheet-fed scanners from both InoTec and Zeutschel can be combined to form hybrid scanning systems.

Zeutschel CEO Christian Hohendorf said "This premium cooperation will benefit all users who want to digitize both bound and unbound documents within one project: in the highest quality and in a paper-saving, yet resource-efficient manner.

"This cooperation is a significant step for both companies and ensures that our customers can benefit from the best technologies on the market."

Steffen Unmuth, Chief Commercial Officer of DATAWIN, added, "The quality of a hybrid scanning system depends on the quality of the combined scanners.

"By integrating the InoTec SCAMAX document scanners into its portfolio, Zeutschel has made it possible to combine the leading models of their scanner classes to form a user-friendly, high throughput and both FADGI-and ISO 19264-1-compliant premium solution."

The first hybrid scanning systems are expected to be available by the end of the year. They will be distributed worldwide via the Zeutschel partner networks.

The solution will initially be realized by connecting

the InoTec desktop document scanners SCAMAX 3x1 and SCAMAX 6x1 to the overhead scanners of the Zeutschel OS C series. Other Zeutschel model series are to follow.

Hybrid scanning systems consisting of overhead and sheet-fed scanners offer an optimal solution for digitization projects that include both loose and bound documents. One scanning software serves as a common interface for both scanners.

All scans are saved in the correct order, named consecutively and can be exported together without time-consuming merging.

Switching between the scanners is done in seconds at the touch of a button, which significantly increases productivity and user-friendliness.

Zeutschel is a market leader in book scanners and overhead scanners. The company's systems are in use in almost every national library and archive worldwide.

InoTec SCAMAX scanners are used to scan, evaluate and sort large volumes of documents productively and in compliance with FADGI or ISO 19264-1.

They are used where document volumes in the three- to six-digit range have to be processed in a short time or on a same-day basis, or where the annual document volume reaches or exceeds tens of millions.

For further information contact Australia and New Zealand distributor InoTec, Email: info@inotec.com.au Tel: 1300 447 553 Web: <https://inotec.com.au>

Easy FADGI/ISO Scanner Calibration

New InoTec software enables Do-It-Yourself calibration of SCAMAX production scanners, ensuring image quality according to the FADGI 3-star and ISO 19264-1 standards. This can be accomplished free of charge, within minutes and without any technician or engineer

Meeting digitization standards is mandatory for many scanning operations, especially for the scanning of cultural assets, technical documents or works of art. SCAMAX desktop document scanners offer FADGI 3-star and ISO 19264-1, Level B image quality levels.

The calibration tool - InoICC - can be downloaded free of charge from [InoTec's website](https://inotec.com.au) as well as a detailed manual. To achieve the desired quality standard, only a corresponding test chart is required in addition to the tool.

The initial and recurring calibration process takes only a few minutes and can be performed by all scanner users.

The calibration can be used in the scanning process without any further measures - software-independent and at full scanning speed.

Benjamin Meyer, Head of Development DATAWIN GmbH, said "We are proud to offer SCAMAX users a real competitive advantage with InoICC. At no cost, in fact.



"InoICC enables them to scan in accordance with the most important international digitization guidelines and thus recommend themselves for particularly prestigious scanning projects.

"Scan service providers and archive digitization centres benefit from such proven image quality. But also all other users who want to scan qualitatively and as close as possible to the original. For example, to make subsequent processes particularly reliable and efficient."

Whether and to what extent a scanner achieves a targeted image quality can be tested and proven by means of analysis software.

SCAMAX scanners calibrated using InoICC fully meet the targeted digitization qualities in analysis with GoldenThread Analysis Software and iQ-Analyzer.

Such an accuracy not only guarantees users better scanning results, but is already mandatory for many scanning scenarios: especially when digitizing cultural assets, technical documents or works of art.

For further information contact Australia and New Zealand distributor InoTec, Email: info@inotec.com.au Tel: 1300 447 553 Web: <https://inotec.com.au>

Hyland Cloud-native Automation Suite

Hyland has launched a new intelligent content automation solution called Experience Automate (Hx Automate), one of the first services available through Hyland Experience (Hx), the company's new cloud-native platform.

Hx Automate, along with soon-to-be-released Hyland Experience Insight (Hx Insight), promise deeper intelligent content automation, transforming the way they leverage artificial intelligence for content and process management.

Hx Automate specifically will strengthen efficiency by streamlining workflows and driving complete, end-to-end automation.

The new service is compatible with existing Hyland platforms.

"The volume of content that organizations process is overwhelming, and has turned from a point of efficiency to a complex hurdle, limiting operational speed and effectiveness, ultimately impacting both employee and customer experience" said Leonard Kim, Hyland's chief product officer.

"Hyland Experience Automate provides our customers strong automation and orchestration capabilities, and allows them to turn overwhelming volumes of content into intelligent content that they can put to work."

Those automation capabilities

include:

- Harnessing intelligent services by utilizing advanced technologies like large language models (LLMs) and data extraction tools to enrich and contextualize digital assets;
 - Integrating with key business platforms by connecting with essential services such as Salesforce, Workday and SAP, ensuring a cohesive operational flow;
 - Enabling user-driven innovation by providing intuitive low-code tools for custom form and application development, fostering a culture of creativity and problem-solving.
- Hx Automate can be deployed across verticals where automation needs continue to grow. Examples include:
- Unified view into claims check processes in insurance, with realtime syncing and access to crucial data to reduce bounce rate and streamline revenue-generating processes;
 - Integrate fully with student information systems in higher ed to ease the transfer of documents and approvals, expediting admissions decisions and other student-related processes.

"The proliferation of content across so many disparate sources within an organization has resulted in thousands of hours spent searching, summarizing, deriving and extrapolating," Kim said.

"Our customers are seeking ways to automate and optimize those time-consuming processes, and that's where Hx Automate will have a massive impact."

In July, Hyland Experience Insight (Hx Insight) will be initially available to select Hyland customers, exploiting synergies between AI, content, processes and data to manage and harness enterprise content.

Hx Insight works with an existing enterprise content platform to generate accurate answers from information hidden in your documents, enabling new levels of efficiency and accelerate decision-making.

Hyland Software Tel: (02) 9060 6405. Email: info-onbase@onbase.com

Automation Anywhere Enterprise System

Automation Anywhere has announced its new AI + Automation Enterprise System infused with its second-generation GenAI Process Models to speed up discovery, development and deployment of AI process automations.

The company also launched new AI Agents to manage complex cognitive tasks and automate more than ever before possible across every system in an enterprise. The company says these solutions will help organizations achieve dramatic efficiency improvements, driving process tasks that formerly took hours down to minutes, and delivering 3x time to value and up to 10x business impact across business workflows that include customer service operations, finance, IT and HR.

A new feature is the ability to build custom AI Agents with the new AI Agent Studio. AI Agents provide the ability to learn from enterprise data, make informed decisions, and take action responsibly across any enterprise system, speeding processes by up to 90 percent.

AI Agent Studio features low-code tools, making it easy for developers of all skill levels to quickly create specialized AI Agents to help with their specific use cases – no data scientist required.

These AI Agents combine AI and action to tackle more complex cognitive work, like identifying and automatically replacing a product in the case of a stock shortage. They are adaptive, capable of learning from complex enterprise data, and able to take swift action for quick resolution and higher ROI.

Enterprise AI Agent features include:

New AI Agent Studio, generally available, provides developers of all levels with low-code tools to easily build, manage, and govern custom AI Agents. Developers can start with the foundational model of choice, including models from AWS, Google Cloud, and [Microsoft Azure OpenAI Service](#) and more.

Developers also will be able to augment AI Agents with enterprise knowledge through a native Retrieval-Augmented Generation (RAG) service, and Amazon Bedrock in October. Finally, developers will have built-in prompt testing to ensure outputs are relevant for any use case before putting AI Agents into action.

Enhanced Security & Governance equips AI Agents with built-in controls for the protection and monitoring of how AI and company data is being used to ensure security and compliance. New functionality includes monitoring and audit of agent and model performance, guardrails for consistent use, and human-validation and prompt testing to limit hallucinations and maximize quality of outputs. Future Data Masking will automatically redact sensitive data from any input getting processed by a model.

The underlying engines that power the AI + Automation Enterprise System are Automation

Anywhere's GenAI Process Models. The GenAI Process Models 2.0 are designed to drive faster process discovery, 30 percent faster automation creation, 90 percent accuracy with document processing, and 50 percent more automation resiliency – above and beyond what LLMs alone can deliver. The models are tuned with rich metadata from more than 300 million process automations running on Automation Anywhere's cloud-native platform.

A new set of developer automation solutions built on the new GenAI Process Models 2.0 include:

New Automator AI, generally available, a comprehensive set of generative AI products and capabilities to accelerate the automation lifecycle, making it faster and easier to build, deploy and manage automations. Features include:

Generative Recorder, enabling teams to build more resilient UI automations with a generative AI fallback that automatically detects changes in a source application interface and self-heals in real-time to keep work moving, reducing automation downtime by up to 50 percent.

Enhanced Autopilot, generally available, enables cross-functional teams to go from discovery to automation in record time by quickly converting process documentation into draft process automation using generative AI. Autopilot now allows for inputs from any mining tool in BPMN format to build automation.

Document Automation leverages generative AI enhancements for realtime processing of any document type, including unstructured documents and achieves more than 90 percent accuracy. Companies now can rapidly capture data in the flow of work from any document type with the new ability to extract data from complex tables, more than 30 supported languages, and expanded model options. Model setup and deployment is faster and easier than ever with a new testing and setup experience and new support for on-prem deployment.

To help users achieve value quickly, Automation Anywhere is also delivering a suite of AI-powered solutions to help accelerate business outcomes across all key business functions.

Automation Co-Pilot, the embed-anywhere enterprise assistant for organizations is now conversational (in preview status) thanks to a new [integration with Amazon Q Service](#). It's now faster for business users to get work done across any application with chat capabilities for on-demand assistance to ask questions of knowledgebases, call on AI Agents, or initiate automations.

The enterprise-ready Automation Co-Pilot can be embedded in any application a user works in and action across any system in an organization.

Service Operations Solution Accelerator, generally available, helps teams get to business impact faster with pre-packaged AI Agents and pre-defined workflows for a variety of service operations use cases.

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

Boomi Bolsters API Management



Boomi has announced the launch of the Boomi API Control Plane - providing enterprises with a centralised platform to discover, manage, and govern all APIs across their organisations for accelerated business innovation, improved developer productivity, and stronger API governance.

Utilising the recently acquired federated API management business from APIIDA, the Boomi API Control Plane bolsters Boomi's existing API Management solution, allowing users to discover all APIs in one place, including "shadow APIs" that may exist outside the purview of IT.

By bringing these shadow APIs under control, organizations can increase API consumption throughout the enterprise, driving new efficiencies and opportunities for innovation.

"APIs are the backbone of modern digital transformation, yet managing them across various platforms remains a significant challenge for many organizations," said Ed Macosky, Chief Product and Technology Officer at Boomi.

"With the Boomi API Control Plane, we are setting a new standard for API management by offering an integrated, holistic solution that simplifies operations, strengthens governance, and accelerates innovation."

"Organisations increasingly need federated API management to handle the complex and diverse API landscapes that span multiple environments and platforms," said Shari Lava, Senior Research Director, AI and Automation at IDC.

"A centralised, federated approach can enable consistent governance, security, and monitoring across all APIs, reducing risks and enhancing operational efficiency."

Key Features of Boomi API Control Plane include:

- **Centralised API Discovery:** Discover all APIs within an organisation from a single location, bring shadow APIs under control, and increase API consumption to drive business innovation.

- **Simplified API Management Across Gateways:** Enhance productivity with a consistent developer experience, gain insights into API performance and usage, and extend the value of existing on-premises and cloud investments.

- **Strengthened API Governance:** Ensure consistent policies across all platforms, reduce the risk of data breaches, and streamline security audits, making compliance simpler and more efficient.

<https://boomi.com/platform/api-management/>

Collibra debuts AI Governance suite

Collibra has announced a set of tools to provide data professionals with the ability to start AI projects with trusted data at their fingertips. Collibra AI Governance promises full visibility and control, while ensuring the use of reliable data, across any tool, for every AI use case.

"With the general availability of Collibra AI Governance and the announcement of Collibra AI, we're committed to making the work of data teams faster and more efficient by leveraging the power of AI," said Laura Sellers, Chief Product Officer for Collibra.

Along with a new user interface, Collibra also announced Collibra Data Notebook. With growing volumes and varieties of data across the enterprise, data teams need simpler ways to query, reuse, and share data. Although siloed SQL data notebooks are a popular approach for discovering data assets using SQL queries, they lack integration with data catalogue and data governance solutions limiting insights and creating compliance risks. With Collibra Data Notebook, organizations can get even more context, meaning, and insights from data found through Collibra.

Collibra Data Notebook enables data teams to quickly query and explore data, document data interactions and share insights for easy reuse and collaboration across teams.

Data can be found more easily with a new, consolidated search experience across the Collibra Platform, Data Catalogue, and Data Marketplace. This cohesive approach allows data consumers to seamlessly switch to a more filtered, user-friendly Data Marketplace view that shows curated assets they know they can trust.

Realtime insights on who is using Collibra and what they are using in order to quickly understand and improve usage across the organization. This includes enhanced filtering capabilities and expanded realtime analytics showing relative popularity of different domains, communities, diagrams, and dashboards.

<http://www.collibra.com>

AI-Driven Process Orchestration



Celonis, a developer of Process Mining and Process Intelligence, has announced a new AI-driven process orchestration solution developed in partnership with Emporix.

“Existing tools and automation strategies alone cannot deliver the promise of end-to-end process optimization,” said Carsten Thoma, President of Celonis. By themselves, these only transform individual, linear and siloed tasks. Businesses need an intelligent, connective management layer to ensure all their resources, systems and people are working in sync and achieve true end-to-end process optimization and business transformation.”

The Emporix Orchestration Engine is promoted as a process-context-aware orchestration platform. Leveraging Celonis’ Process Intelligence to orchestrate processes end-to-end in realtime it allows businesses to establish agile, data-driven operations and increase overall efficiency by using AI to continually optimize processes with minimal human intervention.

The Orchestration Engine uses process insights - known as trigger events - from the Celonis Process Intelligence Platform to drive a near instant response and initiate a dynamic sequence of layered actions across associated systems and tools, including automations, workflows and tasks.

Using customized execution templates, it orchestrates actions to optimize performance against specific business objectives, continually learning and adjusting through monitoring of real process execution.

Key capabilities of the Orchestration Engine include:

■ **Process transformation at scale:** The Orchestration Engine enables teams to drive transformative change. It does so by acting as the orchestration layer for an organization’s end-to-end processes, seamlessly connecting systems, teams and automations.

■ **Intelligent execution:** Powered by the [Celonis Process Intelligence Platform](#), the Orchestration Engine carries out actions with context-awareness, monitoring process realities and dynamically adjusting based on outcomes. This allows for far more flexible and intelligent process orchestration.

■ **Reduced complexity:** The Orchestration Engine, as a low-code/no-code process orchestration platform, cuts through the complexity inherent in any organization’s process landscape to provide control and real-time visibility.

“With the Emporix Orchestration Engine’s ability to harness the power of the Celonis Process Intelligence Platform, we are empowering businesses to reimagine how processes run through intelligent orchestration on a scale that was never before possible,” said Eberhardt Weber, CEO of Emporix.

Customers leveraging the Orchestration Engine can realize transformative results across functions like supply chain, finance, customer service, and more.

For example, an online retailer could use the solution to automatically and dynamically trigger inventory discounts, spot buys, stock transfers, and alternate product recommendations - improving working capital while delivering a seamless customer experience.

<https://www.celonis.com>

Data Management Productivity Copilot

Cribl, the developer of a Data Engine for IT and Security, announced Cribl Copilot, an AI-powered engineering partner to streamline the efficiency of IT and security data management.

Cribl Copilot is fully integrated across Cribl’s portfolio of products, enabling customers to seamlessly tackle the most complex IT and security data challenges with the ability to build robust, efficient operations across Cribl Edge, Cribl Stream, Cribl Search, and Cribl Lake.

“There is a fundamental tension between the rate of data growth and the limited resources used to manage that data, leaving IT and security teams without the tools, time, or expertise to effectively configure and maintain new systems,” said Clint Sharp, co-founder and CEO of Cribl.

“Cribl Copilot is your AI-powered engineering partner that’s uniquely equipped to understand the deployment models of large-scale data infrastructure beyond what any human is capable of. Copilot understands your environment and offers intelligent suggestions, generates optimal configurations in seconds, and automates routine tasks.

“We’re closing the skills gap in managing data at scale, giving IT and security teams the control they need. This means they can optimize data strategies and boost productivity like never before.”

By augmenting the capabilities of existing staff with the compendium of knowledge from Cribl’s engineers, users can build efficient workflows and

resolve the most challenging data problems faster without learning curve delays.

Cribl Copilot capabilities include:

■ **Generate insights:** Copilot anticipates users’ needs with auto-generated insights, dashboards, and notifications based on organizational data and system metadata.

■ **Generate Code Functions, Pipelines, and Kusto Query Language (KQL) using natural language:** Natural language reduces learning curves to minutes, enabling users to ask questions of their data and allowing Copilot to create complex observability pipeline configurations and search queries to find answers and get valuable data to any destination - fast.

■ **Chat with Copilot to address problems:** Coach engineers through the most challenging data problems by tapping the sum total of Cribl’s entire solution engineering experience in realtime.

■ **Build AI-powered troubleshooting tools:** Dedicated support guru for every engineer to build troubleshooting tools and reduce time to resolution of problems.

<https://cribl.io/>

Datadobi Unveils StorageMAP 7.0

Datadobi has announced the launch of StorageMAP 7.0, promising to provide deeper insights into unstructured data environments, facilitate informed decision-making, and enable policy driven data placement. These advancements are in direct response to the urgent need for businesses to manage the acute risk, cost, and opportunity associated with the rapidly increasing volume of unstructured data that is inundating most enterprises.

The single most significant challenge in managing unstructured data is its inherent diversity and its detailed variation. This diversity extends from the data content through the data formats, data sources, data locations, data users, data owners, data managers, and more.

The value and usage of this unstructured data varies widely; while regulatory or internal rules govern some data, some has little value, and some may be damaging or even illegal.

Taming this diversity in large scale environments is the continued mission of StorageMAP. The 7.0 updates are a significant step in its journey to solve the unstructured data challenges of IT and business leaders alike.

StorageMAP 7.0 includes two new features that help companies drive critical decision making about their unstructured data: Custom Dashboards and an Analysis Module.

Custom Dashboards enable the entire range of stakeholders to create a library of views of their unstructured data that is relevant and specific to

them. They use metadata fields and StorageMAP tags to visualize, organize, and monitor the data in a single pane of glass.

A Custom Dashboard has a number of key elements that can be added by the user including point in time charts, series charts, and lists among others.

Data shown on a Custom Dashboard can be categorized according to, for example, data ownership, age, last accessed time or any user defined tags such as data criticality, sensitivity, usefulness, and so on.

Additionally, Custom Dashboards can be exported in MS PowerPoint format to easily share with all stakeholders.

The Analysis Module is the place to explore and analyse trends in an enterprise’s unstructured data and can also be customized to specific user needs.

An analysis can consist of multiple layers of filters and classifications that create datasets matching the criteria of interest.

The resulting datasets can then be used to create charts, tabular output, and other reports.

The results can be included in Custom Reporting Dashboards and used as input for actions such as migration, replication, pipelining etc. all carried out within StorageMAP.

<https://datadobi.com/>

Custom Copilots from SharePoint

Custom Copilots are coming to Microsoft 365, promising the ability to harness the power of AI to refine workflows and foster collaboration that’s tailored for your team or organization.

Microsoft says that in just a few clicks, you - whether an admin or business user - can create and share a copilot from SharePoint that’s grounded in the curated content you choose. The copilot will reason over only this content when providing responses.

These Custom Copilots can also be shared with others in Teams chat and email.

Microsoft said in a blog post announcing the news: “It’s like a subject matter expert ready to help you, your team, department, or even the whole company while respecting all your existing security settings and permissions.”

Site owners can enable any site to get a built-in copilot, scoped to the content of that site. This copilot is a new way for users to interact with the content on the site and can be shared to other Microsoft 365 apps and experiences.

These are able to access all documents and files inside SharePoint.

They can be used to, among other things, quickly track down files or surface information from specific documents.

TCG Accelerates Email Triage



TCG Process, a developer of intelligent process automation, has announced its latest automation accelerator, Email Triage.

This is designed to enhance operational efficiency, employee satisfaction, and customer experiences by automating the processing of inbound customer communications into business activities. TCG claims it can implement and host this solution for customers with just 5 days of effort, giving organisations an immediate impact.

In today's fast-paced business environment, companies are overwhelmed with a deluge of inbound communications, often accompanied by numerous attachments in various formats. The lack of standardisation in documentation and the time-consuming manual triaging processes pose risks to timely responses to critical messages.

Through leveraging the DocProStar Intelligent Document Processing (IDP) platform and integrated AI technologies, TCG Process has developed a solution promising 95%+ accuracy. It classifies the email body, along with the attachments, and feeds any human in the loop (HITL) corrections into a customer's dedicated classification model. Contrary to OpenAI models, the triage accelerator improves its model based on the documents it processes.

The email triage automation accelerator is designed to deliver significant reductions in employee time spent on triaging emails, allowing organisations the opportunity to shift their focus to more value-added tasks.

Frank Volckmar, Managing Director for TCG Process Australia, stated, "The email triage accelerator invites customers to cost-effectively, securely, and quickly leverage AI to accurately ingest information into their business.

"This solution can be extended to fully automate the

ingestion and verification of customer information into workflows and applications that businesses rely upon to service their customers. We are proud of the team's innovation on this global challenge and wonder why anyone would do it any other way."

The Email Triage Automation Accelerator is available as a hosted or on-premise application, depending on customer preferences, and is also accessible through TCG Process' partner network.

This solution represents the first step in automating the ingestion of inbound information, with extensibility to include omnichannel ingestion and the extraction and verification of information for core business applications.

Customers can get started by filling out a simple two-page onboarding form, which includes business rules for embargo and prioritisation, enabling the solution to be ready within days.

For more information about Email Triage visit <https://www.tcgprocess.com/en-en/products/email-triage/>.

DocuSign to Acquire AI firm Lexion

DocuSign has announced its agreement to acquire Lexion, a provider of AI-powered agreement management software, for \$US165 million in cash.

The company says the acquisition will bolster its position in Intelligent Agreement Management (IAM), a growing SaaS category, and will add more powerful AI capabilities to the DocuSign IAM platform.

Lexion's AI-based agreement technology simplifies and centralizes the contract process, enabling accelerated drafting, negotiation, and review of agreements. It offers a suite of solutions designed for creating automated workflows and extracting vital information from contracts.

Allan Thygesen, Chief Executive Officer at DocuSign, said, "This strategic acquisition underscores our commitment to providing our customers with Intelligent Agreement Management solutions that will transform agreement data into insights, accelerate contract reviews, and boost productivity to ultimately grow revenue faster."

The co-founders of Lexion have extensive expertise in AI and contract management. Lexion also brings to DocuSign a team of AI engineers with backgrounds at Amazon, Google, Meta, and Microsoft along with a broader organization that has a deep understanding of the agreement management space.

The integration of Lexion's advanced AI capabilities into the DocuSign IAM platform will enable organizations to access richer insights and analysis from their agreements, expedite contract reviews and negotiations, seamlessly locate insights within documents, and drive process automation.

This includes bringing advanced document understanding capabilities to DocuSign, including contract reviews, negotiation, a Q&A experience, and more:

■ **Richer insights and analysis:** DocuSign will be able to help customers unlock insights to more critical information in their agreements to support day-to-day operations, answer business relevant questions, and identify risks. Lexion technology will enable DocuSign to accelerate the pace of customers having granular understanding of their agreement structure, data, and attributes for a wider variety of contracts with better precision.

■ **Lexion AI Contract Assist:** A Word plug-in will substantially accelerate and intelligently assist in the contract review and negotiation process. Customers will be able to automatically review contracts from first and third parties for potential risks and deviations from approved playbooks. Where agreements don't align to company standards or customized playbooks, the feature provides suggested revisions with AI-generated recommendations.

■ **Answer agreement questions, effortlessly:** Lastly, Lexion technology will enable users to more seamlessly find information in their agreements, via the Q&A experience. Imagine being able to simply ask whether a contract includes an indemnification or warranty clause and have your question answered instantly, without scrolling through the whole document.

■ **Seamlessly manage intake:** Lexion's technology allows users to initiate tasks, provide approvals, and add comments simply via email, Microsoft Teams, or Slack. This seamless integration results in high adoption by the business, and a robust picture of agreement-related tasks in one place.

HuLoop enhances Automation Platform



HuLoop Automation (HuLoop) has announced the release of the newest version of HuLoop's Unified Automation Software Platform (v6).

The latest version features new technology

capabilities in HuLoop's platform, which is comprised of three components: Intelligent Productivity Discovery, Intelligent Process Automation and Intelligent Test Automation.

The latest version of HuLoop's no-code automation platform offers new features including:

■ **Cognitive OCR Enhancements** – HuLoop's v6 platform leverages AI to simplify document understanding, content extraction, validation, publishing and redaction. The new extraction features allow for the identification and extraction of key personally identifiable information (PII) fields, custom words and synonyms from documents and images.

The redaction capability enables the removal or obscuring of key PII fields and custom words in documents. These features enable users to efficiently identify, extract and securely redact PII and custom words, ensuring data privacy and compliance with ease. This new capability results in faster, easier set up around Intelligent Document Processing.

■ **Human-in-the-Loop Enhancements** – As part of HuLoop's ongoing mission to harmonize human and intelligent automation interactions, the v6 platform enables enhanced human-in-the-loop (HITL) decision and action steps to be added when two or more process- or task-level branches need to be executed.

This step allows users to easily select a specific branch or set of branches to execute automatically or with human approval. This enhancement gives users more control and decision-making abilities during the execution of automations.

■ **New Mobile Recorders for iOS and Android** – The Mobile Recorder expands HuLoop's no-code automation script generation capabilities by enabling users to record their activities on Android and iOS mobile devices. These recordings are then automatically transformed into HuLoop Automation scripts - which can be customized to suit business requirements.

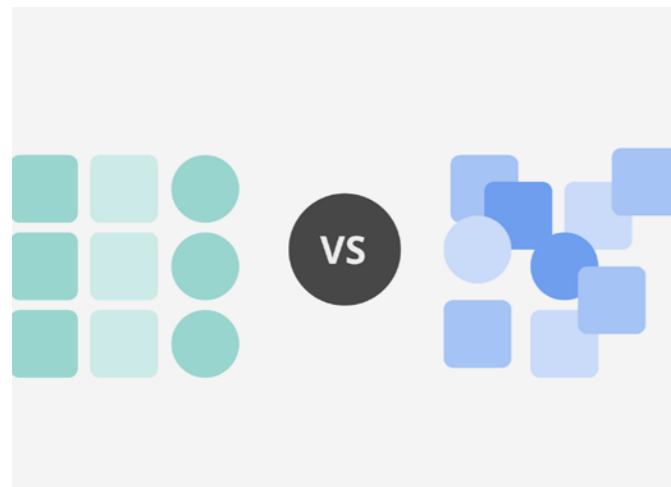
With the inclusion of the Mobile Recorder alongside the existing Web and Desktop Recorders, HuLoop now offers extensive recording capabilities across mobile, web and desktop platforms for more expansive no-code script generation.

■ **Third-Party Migration Import Utility** – HuLoop is expanding its migration Import Utility to include C# code sitting on top of third-party testing and automation platforms to the HuLoop platform. Until now, Java and Python code have been the primary import languages supported. This allows customers to protect their investments in legacy test and automation scripts.

"Our new v6 software platform furthers HuLoop's commitment to no-code automation that can easily be created by business and technical users alike, as well as the importance of human governance in the automation process," said Todd P. Michaud, HuLoop CEO. "In addition, this release underscores our focus on continually improving adherence to privacy, security and compliance standards.

<https://huloop.ai/>

Bringing Structure to Unstructured Data



DryvIQ has announced new solutions designed to ensure unstructured data is secure, trusted, and always ready for pivotal business initiatives.

These product enhancements enable organizations to:

- Scan and analyze unstructured data at any level of depth across all enterprise-wide content repositories from a single source of truth. Create custom data intelligence reports and dashboards to support realtime decision-making for a variety of business initiatives.

- Automatically curate document sets and continuously act on unstructured data to drive transformation, improve data quality, and ensure governance.

The enterprise data landscape has evolved significantly, driven by the shift to remote work in 2020 and the rise of generative AI in 2023. A [2024 Wavestone report](#) highlights a sharp increase in data and analytics initiatives in the past year, with a 30% surge in projects aimed at driving business innovation with data and a 24% increase in managing data as a business asset.

As organizations increasingly depend on data to make better decisions and drive business outcomes, the need for trustworthy and reliable data has grown. With 90% of data being unstructured – practically doubling each year – and spread across multiple repositories, effectively managing and maintaining the quality of this data has become progressively challenging, impeding business transformation and creating risk.

By continuously refining unstructured, knowledge worker content into business-ready data, DryvIQ supports critical initiatives such as GenAI readiness, audit preparation, file migrations, data minimization, security and compliance, and other data transformation projects.

DryvIQ's intelligent data management platform empowers enterprises to access, analyze, and take

action on unstructured data across any storage repository:

- **ACCESS:** Through a single platform, organizations can easily find and manage their unstructured data, regardless of where it's located. DryvIQ supports integration with more than 40 on-premises and cloud-based storage repositories.

- **ANALYZE:** Structure unstructured data for in-depth discovery, categorization, and analysis of disparate file repositories. With an at-a-glance visual representation of all data, data owners can always know what data they have, where it resides, its sensitivity, business value, and how knowledge workers are using and sharing it. Additionally, admins can generate custom insights to support ongoing or upcoming data initiatives.

- **TAKE ACTION:** With DryvIQ's always-on, all-in-one solution for data discovery, classification, and management, organizations can automatically and continuously take action to cleanse and reduce stale data, govern access control, migrate to a new storage platform, or perform any other set of custom actions required to satisfy their unique data management needs.

<https://dryviq.com>

Duco launches Adaptive IDP

Duco, the developer of an enterprise platform for data automation, has announced the launch of its end-to-end reconciliation capability for unstructured data. Duco's Adaptive Intelligent Document Processing (AIDP) uses proprietary AI to power customised, supervised models, trained on clients' specific document types and improved through human interaction.

The AI learns from context to interpret layout and text. It does not simply memorise data, instead it continually learns from human interaction to avoid making the same mistakes. It comprises a multi-task learning model which allows clients to use one model across multiple projects, avoiding the need to train on hundreds of documents for each project.

Data is extracted from PDFs, scanned images, emails, Word documents and more. It can then be amalgamated with structured data with Duco's data preparation capability and fed into reconciliations, removing manual rekeying and ETL point solutions.

Michael Chin, Chief Executive Officer, Duco, commented: "I am very excited about reaching this first major milestone in our integration plan following the acquisition of Adaptive Intelligent Document Processing innovator Metamaze in February this year.

"Our integrated platform strategy will unlock significant value for our clients. They can now ingest, transform, normalise, enrich and reconcile structured and unstructured data in Duco, automating data processing throughout its lifecycle.

<https://du.co/>

Unlocking GenAI for Mission Critical Apps

Hyperscience has announced a new solution that fine-tunes LLMs with ground truth documents embedded at the core of the enterprise.

Hypercell for GenAI automatically annotates, labels, and structures data from documents for fine-tuning LLMs and GenAI experiences, allowing organizations to rapidly and continuously develop highly accurate, relevant and valuable enterprise models. Through a trusted and proven interface, Hypercell for GenAI promises to accelerate mission critical workflows, grounded in secure, proprietary data, and tuned to the business.

Hyperscience is working with Google Cloud, Hewlett Packard Enterprise (HPE), and other partners on this solution, to give customers flexibility to operate in the infrastructure and AI development platform of their choice, to enable use cases such as prompt engineering, RAG, grounding, and vector search on the customers' proprietary enterprise data.

"The success or failure of any AI initiative starts with the data that feeds the models," said Andrew Joiner, Chief Executive Officer, Hyperscience.

"Too often, models are built on faulty and incomplete data, and inefficient manual methods and legacy technologies struggle to keep pace with the dynamic flow of documents that course through organizations every day. Hyperscience provides a breakthrough to this challenge by allowing organizations to establish an accurate data estate that trains LLMs to speak the language of their business, and empowers users with relevant, in-context GenAI experiences that align with their business processes and use cases."

Over the past decade, organizations have pursued digital transformation initiatives in order to automate, modernize, and compete in a dynamic and fast-moving marketplace.

The company claims traditional Intelligent Document Processing (IDP), Robotic Process Automation (RPA), and Optical Character Recognition (OCR) technologies have failed to deliver on the promise of digital transformation, since these offerings are rigid and rules-based, and struggle to adapt to new, varied, and complex documents inside an organization.

These solutions have delivered sub-par performance in accuracy, and require significant, expensive manual effort from business process outsourcers (BPOs) to automate processes and workflows inside organizations.

Hyperscience claims to disrupt this paradigm with a novel approach built on AI at its core. Based on a proprietary, machine learning model-based architecture that reads and understands content fluently, Hyperscience says it can deliver accuracy rates of 99.5% and automation rates of 98%.

Hypercell for GenAI establishes a comprehensive data estate to power relevant, in-context GenAI experiences. The solution provides a simple user

interface that delivers trusted, accurate results as part of a business user's workflow.

For example, an insurance claims adjuster could use the Hypercell for GenAI to ask questions in a natural language prompt on the status of a claim. The solution can convert complex documentation such as forms, medical reports, receipts, and doctor's notes into RAG-ready data for summarization, and provide a recommendation to users on whether to approve or reject the claim based on this ground truth data.

Hypercell for GenAI can run on-premises, in a hybrid cloud, in a public cloud, in a SaaS environment, and even highly secure air-gapped environments. The solution supports a wide range of LLMs, including Mistral Large and Mistral 8X22B, Llama3 (including all three versions), and GPT 3.5 and 3.0.

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

Epiq adds GenAI Text Summarization

Epiq has added Gen AI Text Summarization within the Epiq Service Cloud. This latest feature, powered by Azure OpenAI Service, is adaptable and scalable to support a wide range of legal processes, including eDiscovery and investigations, deposition summaries, mediations, and trials.

Eric Crawley, Senior Vice President, Legal Solutions at Epiq, said "This feature brings efficiencies to a diverse set of legal workflows while maintaining high standards of accuracy."

The latest Gen AI advancement simplifies the review of complex documents to aid in early case assessment and enhance data analysis. Legal professionals can quickly locate and communicate key findings from large volumes of text, facilitating improved knowledge transfer for deposition and trial preparations. Concise, bulleted, or expanded summaries are available, and the ability to pin summaries for easy reference and export, along with key metadata into CSV format, extends its utility.

Gen AI Text Summarization will first be introduced in Epiq Discovery, an application within the Epiq Service Cloud, and a leading cloud-based SaaS solution supporting full matter lifecycle functionality. The controlled introduction of AI text summarization is available in the US, with a full release anticipated in Q3 this year.

Epiq will continue to introduce additional AI features this year including:

- **Prioritized Classification** – this feature will classify documents by topic as a reviewer makes decisions, front-loading those most likely to contain key evidence for faster review, decreased cost, and quicker access to insights.

- **AI Chatbot** – users will interrogate data with natural language in a conversational manner to receive answers from case data with citations to support evidence, accelerating fact-finding, and providing confidence in query results.

<https://www.epiqglobal.com/en-au>

Elastic's AI-driven security analytics

Search AI Company Elastic has launched an AI-driven security analytics solution which promises to replace largely manual processes for configuration, investigation and response by combining search and retrieval augmented generation (RAG).

The newest feature, Attack Discovery, triages hundreds of alerts down to the few attacks that matter with a single button click, and returns results in an intuitive interface, allowing security operations teams to quickly understand the most impactful attacks, take immediate follow-up actions and more.

LLMs are only as accurate and current as the information they leverage: their underlying training data and the context provided with the prompt. As such, they require rich, up-to-date data to deliver accurate, tailored results — and efficiently gathering this confidential knowledge requires search. Search-based RAG delivers this context automatically and eliminates the need to build a bespoke LLM and constantly retrain it on ever-changing internal data.

“The new innovation from Elastic Security has the potential to revolutionise the structure and productivity of security teams within organisations as we understand them,” said Asjad Athick, Cyber Security Lead, Asia Pacific and Japan at Elastic.

“With this launch, security teams have the power to condense thousands of alerts, a task that would have originally consumed hours for analysts to sift through manually. Now, it is triaged within seconds with just a single click.”

Attack Discovery leverages the Elastic Search AI platform to sort and identify which alert details should be evaluated by the LLM. By querying the rich context contained within Elastic Security alerts with the hybrid search capabilities of Elasticsearch, the solution retrieves the most relevant data to provide to the LLM and instructs it to identify and prioritise the few attacks accordingly. This includes data such as host and user risk scores, asset criticality scores, alert severities, descriptions, and alert reasons.

“The attacks Australian organisations face are as constant as they are sophisticated. The [Australian Cyber Security Centre](#) last year revealed that, on average, a cybercrime report is made every six minutes — with the average cost to businesses increasing by 14% compared to the previous financial year,” said Gavin Jones, Area Vice President, ANZ at Elastic.

“Attack Discovery is a transformative step towards solving the ongoing cybersecurity workforce shortage. Threat investigations that would have taken entire teams can now be investigated by a single analyst in less time. This new solution from Elastic Security will ensure analysts and incident responders can reduce time spent on resource-intensive tasks, instead utilising their expertise for threat mitigation and response.”

Many SOCs have thousands of alerts to sift through

daily. Much of this work is dull, time-intensive, and error-prone. Elastic Security removes the need for such manual effort. Attack Discovery triages out the false positives and maps the remaining strong signals to discrete attack chains, showing how related alerts are part of an attack chain.

Attack Discovery uses LLMs to evaluate alerts, taking into consideration severity, risk scores, asset criticality and more. By delivering this accurate and fast triage, analysts can spend less time sifting through alerts and more time investigating and addressing threats.

<https://www.elastic.co/>

AI Chatbots for Enterprise Use

Instabase AI Hub Chatbots promise to address deployment challenges in environments with the most stringent security requirements. They support all unstructured knowledge (including scanned documents, handwriting, etc.), providing reliable insights using an agent framework to solve complex multi-step tasks like financial analysis, and allowing users to verify every answer with references to the source knowledge.

AI Hub Chatbots are already being deployed to solve important knowledge access scenarios, including in an air-gapped environment for a US government agency. The company claims that novelty chatbot products are not able to process all unstructured data, only answer very basic questions, either do not provide references or provide them just at a high-level, or require usage in untrusted environments. While this might work for simple scenarios, the most important enterprise and government knowledge access scenarios require a more sophisticated solution.

Instabase AI Hub chatbots promise:

■ **Deployment anywhere:** AI Hub chatbots can quickly be shared using various techniques ranging from links anyone can access for community users, in your secure SaaS environment, or even in air gapped on-prem deployments using Instabase's self-hosted InstaLLM model.

■ **Understanding all data:** AI Hub can digitize, parse, and understand any unstructured data. You can simply access your digital PDFs, pictures of handwritten notices, complex tables and forms, or even websites to configure a chatbot in minutes.

■ **Fine-grained references:** AI Hub gives token-level references with confidence scores which allow you to verify responses with your source documents.

■ **Multi-step queries:** AI Hub's agent framework techniques allow chatbots to provide reliable insights backed by multi-step tasks like searching for information, extracting complex objects like tables and lists, using a calculator, critiquing its own answer, and recursively improving responses when they are incomplete.

<https://instabase.com>

Inotec adds Speedy High Volume Sorter

Inotec has introduced the new [SCAMAX SORTER](#) which enables the scanning and sorting of documents into up to five sorting trays: in just one pass; at full scanning speed; directly at the desk.

The sorting attachment for its SCAMAX 3x1 and 6x1 document scanner series enables users to digitize and sort mixed stacks according to numerous criteria and events in a single pass. The sorting unit, which can be installed on site, sorts documents into up to five output trays during the scanning process.

The sorting decision is made on the basis of all common sorting events and sorting criteria: be it patch code, barcode, document length, double sheet detection, database (CSV) or integrity detection.

Depending on the scanning software used, sorting based on document content is also possible. This means that the SCAMAX SORTER exceeds the sorting capacity of many stand-alone devices and even comes close to the sorting performance of smaller scanning lines.

It is available in two versions: with two sorting trays and with four sorting trays. Together with the rear output tray for straight paper feed-through, which every SCAMAX desktop scanner offers as standard, this results in three or five sorting trays, which are controlled via active switches.

The SCAMAX SORTER is compatible with all models and generations of the SCAMAX 3x1 and 6x1 series. It can be installed on site on devices already in use. Installation and commissioning are carried out by service technicians.

The SCAMAX SORTER is operated via the touch display and the scanner's user interface. The user guidance is intuitive and clear, so that users can create and manage scanning and sorting profiles independently after just a short briefing.

The SCAMAX SORTER can also be cleaned without tools. Its paper path is also fully accessible without the use of tools. Any jammed documents can be easily removed by the user.

Johannes Boerboom, CEO at Inotec parent company DATAWIN GmbH, said, “We are convinced that the SCAMAX SORTER covers a wide range of sorting requirements when scanning documents and therefore offers cross-industry users a lot of time and money savings: for example, when sorting out separation sheets, cover sheets or specific document types during scanning.

“Of course, the sorting unit can be used particularly profitably wherever there is a high volume of documents and therefore a high scanning and sorting throughput is required. That's why we see scanning services as a core sales market for the SCAMAX SORTER.”

For further information contact Australia and New Zealand distributor InoTec, Email: info@inotec.com.au Tel: 1300 447 553 Web: <https://inotec.com.au>



SCAMAX 6x1 scanner with 4-tray-sorting unit.

Elastic to Accelerate RAG Development

Elastic, the Search AI Company, has announced Playground, a low-code interface that enables developers to build RAG applications using Elasticsearch in minutes. Playground's intuitive interface allows users to A/B test different large language models (LLMs) and refine retrieval mechanisms to ground answers with the proprietary data indexed into Elasticsearch indices.

“While prototyping conversational search, the ability to experiment with and rapidly iterate on key components of a RAG workflow is essential to get accurate and hallucination-free responses from LLMs,” said Matt Riley, global vice president and general manager, Search at Elastic.

“Developers use the Elastic Search AI platform, which includes the Elasticsearch vector database, for comprehensive hybrid search capabilities and to tap into innovation from a growing list of LLM providers.

“Now, the playground experience brings these capabilities together via an intuitive user interface, removing the complexity from building and iterating on generative AI experiences.”

Playground can leverage transformer models directly in Elasticsearch and is augmented by the Elasticsearch Open Inference API, which integrates models from a growing list of inference providers, including Cohere and Azure AI Studio.

Playground currently supports chat completion models from OpenAI and Azure OpenAI Service.

<https://www.elastic.co>

INTRODUCING RIGHT-SPEED™ SCANNING

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

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



**Imaging Product
of the Year: High Volume**

**OPEX
OPEX Gemini**

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

OPEX®