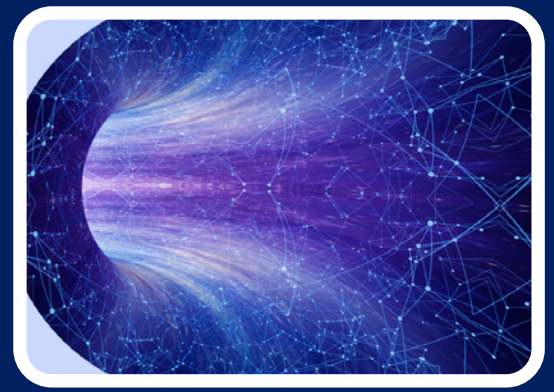


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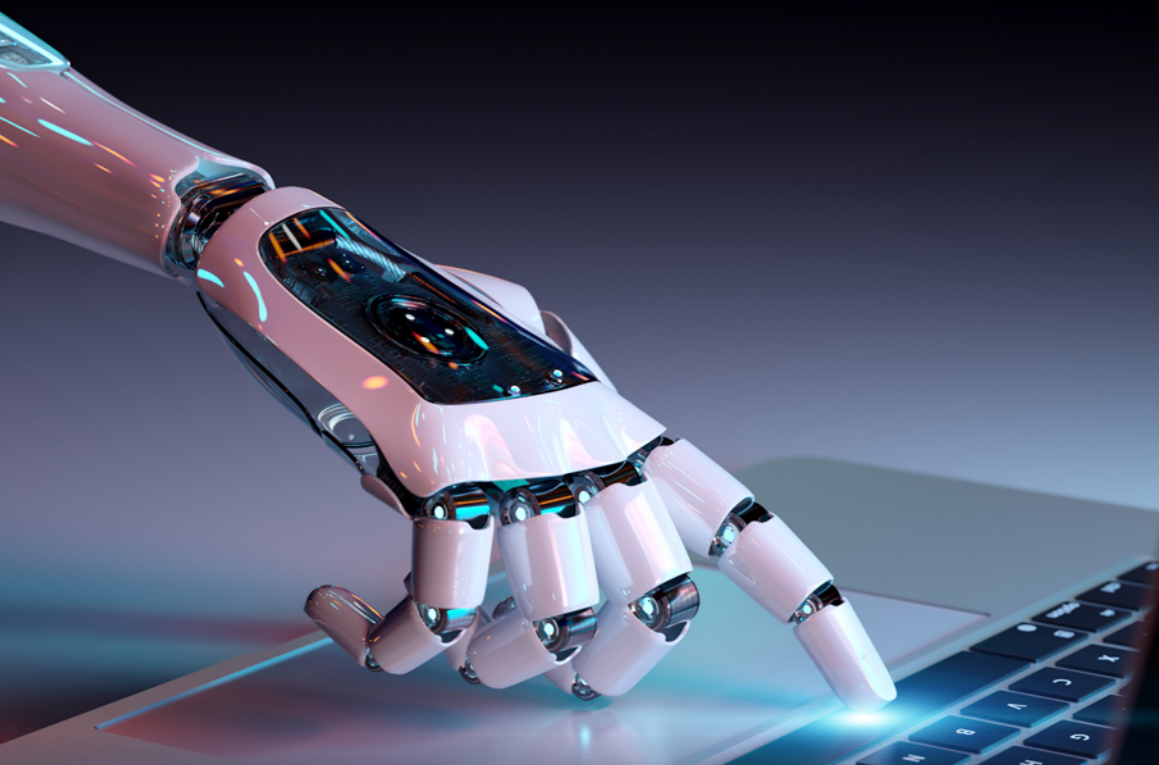
**Which Way Forward? The Case for a
Hybrid Records Management Strategy**

**Three Ways AI Protects Personally
Identifiable Information (PII)**

Redacting Sensitive Data in Documents

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One third of GenAI Projects Will Die: Gartner

At least 30% of generative AI (GenAI) projects will be abandoned after proof of concept by the end of 2025, due to poor data quality, inadequate risk controls, escalating costs or unclear business value, according to Gartner, Inc.

Rita Sallam, VP Analyst at Gartner said, "After last year's hype, executives are impatient to see returns on GenAI investments, yet organizations are struggling to prove and realize value. As the scope of initiatives widen, the financial burden of developing and deploying GenAI models is increasingly felt."

A major challenge for organizations arises in justifying the substantial investment in GenAI for productivity enhancement, which can be difficult to directly translate into financial benefit, according to Gartner.

Many organizations are leveraging [GenAI to transform their business models](#) and create new business opportunities. However, these deployment approaches come with significant costs, ranging from \$5 million to \$20 million.

ASIC and OAIC sign information agreement

The Australian Securities and Investments Commission (ASIC) and the Office of the Australian Information Commissioner (OAIC) have signed a Memorandum of Understanding (MoU) for the sharing of data and privacy breach information.

The MoU allows for information sharing, enabling the two agencies to proactively share information for the purposes of exercising powers or performing functions, and in response to written requests. It sets out steps and actions for the request, sharing, use and confidentiality of information.

ASIC Chair Joe Longo said, 'Data and privacy breaches are becoming more common in our rapidly growing digital world. We need to have the appropriate mechanisms in place to be able to act fast and effectively when needed.'

'By proactively sharing necessary information between our two agencies, ASIC will be in a stronger position to exercise our powers and perform our functions.'

Australian Information Commissioner Angelene Falk said, 'Protecting the public interest is best served by ensuring a

joined-up approach by regulators that can efficiently and effectively deal with matters that cross regulatory domains.

'This MoU supports that approach,' Ms Falk said.

The agreement, effective from date of signing, continues in perpetuity so long as both agencies deem it accurately reflects their powers, functions and duties relevant to the sharing of information.

DCCEEW goes IT alone with Kapish Cloud

The Australian Department of Climate Change, Energy, the Environment and Water (DCCEEW) is leveraging Kapish's Content Manager Cloud as it develops its own independent IT platform.

The Department of Agriculture, Fisheries and Forestry (DAFF) has been providing "core ICT services" to DCCEEW and its 4400 staff and contractors. In June 2023, DCCEEW informed DAFF that it will seek to establish its own ICT arrangements, transitioning away from the current shared services arrangement.

As part of an ongoing program of works to establish its own technology environment, DCCEEW has signed a contract with information management specialists Kapish.

Kapish's Content Manager Cloud service can support large (5,000 users, >1TB database) customers – with DCCEEW joining other large users such as CSIRO, ACT Government & Brisbane City Council.

DCCEEW has a key requirement to migrate their vital records from the DAFF shared service into Kapish's cloud within a tight 8-week window. Kapish has demonstrated capability to support a rapid transition to its secure cloud having completed a [similar project for the National Anti-Corruption Commission](#) and several Victorian Government agencies.

DCCEEW was established on 1 July 2022, superseding the water and environment functions from the Department of Agriculture, Water and the Environment and energy functions from the Department of Industry, Science, Energy and Resources.

DCCEEW joins the National Anti-Corruption Commission, Australian Sports Commission, Austrade & CSIRO in purchasing Kapish Content Manager Cloud through the DTA Cloud Marketplace.

For further information, contact [Kapish](#)

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FOI Delays: 3-Year Wait Not “Unreasonable”

In a recent decision that may concern freedom of information (FOI) advocates, the Full Court of the Federal Court has upheld a ruling that a nearly three-year delay in processing an FOI request does not constitute “unreasonable delay” under Australian law.

The case, *Patrick v Australian Information Commissioner*, involved former Senator Rex Patrick, who waited almost three years for the commencement of a review of his FOI decision. Despite the lengthy wait, the court determined that the delay was “unfortunate” but not “unreasonable” within the legal context.

This ruling highlights significant challenges faced by individuals and organizations seeking government information:

Lengthy wait times: FOI applicants may face delays spanning years without legal recourse.

Resource constraints: The court accepted lack of resources as a valid explanation for delays, suggesting systemic underfunding of FOI processes.

High legal threshold: Proving “unreasonable delay” in court appears to be difficult, even in cases of multi-year waits.

Limited oversight: The decision emphasizes the court’s reluctance to interfere with administrative resourcing, potentially leaving FOI applicants with few options to expedite their requests.

Varying standards: The court suggested that the reasonableness of delays might be assessed differently depending on the type of information requested, with

matters affecting personal liberty potentially held to a higher standard.

While the court acknowledged these delays as “unfortunate,” the ruling underscores the ongoing challenges in Australia’s FOI system.

Critics argue that such extensive wait times may undermine the effectiveness of FOI laws in promoting government transparency.

As the backlog of FOI requests continues to grow, this decision raises questions about the balance between administrative realities and the public’s right to timely access to government information.

Lawyers Alistair Bridges and Emily Schilling of Moulis Legal, **noted that** “FOI is based on the simple proposition that everyone has a right to obtain access to documents held by a government agency or a Minister; some have described it as a “marvel” of Australia’s public law system.

“That right is caveated, heavily by subjective standards, but it does allow a certain degree of transparency into otherwise arcane government processes.

“The Information and Freedom of Information Commissioners significantly boosts this transparency by offering a venue for independent review of decisions made by agencies whose sensitivities may result in the overzealous denial of access to documents – but continued, and well-reported, underfunding hampers that critical role.

“The delays in Patrick may not have amounted to legal errors, but they do illustrate ongoing systemic issues that remain to be addressed.”

ABS explores Options for 2026 Census

The Australian Bureau of Statistics (ABS) is seeking information from organizations to potentially provide paper data capture services for the upcoming 2026 Census.

While most Australians have embraced digital methods for census participation, the ABS recognizes that a portion of the population still prefers or requires paper forms.

In 2021 over 78% of households complete their Census digitally. This equates to over 7.61 million online forms being submitted, and 2.87 million being submitted on Census Day alone.

In a recently issued Request for Information (RFI), the ABS aims to gauge market capabilities for end-to-end paper data capture solutions or specific components of the process.

The bureau is particularly interested in infrastructure, software, licensing, and support services that could be implemented at ABS premises in South East Melbourne.

This move comes after the successful processing of approximately 2.5 million paper forms during the 2021 Census.

For the 2026 Census, the ABS is exploring various procurement models, including purchase and lease options.

The paper data capture operation for the 2026 Census is expected to handle a significant volume of forms, with the ABS estimating a need to process around 45,000 paper forms (1.1 million single sheets of A4) per day.

The process will require high-resolution scanning at 300dpi and advanced recognition methods such as OCR, OMR, and ICR to convert handwritten responses into electronic data.

In addition there will need to be quality control measures to check poor image quality, completeness and validity of documents with ability to flag for rescan.

While the RFI is not part of a formal procurement process, it signals the ABS's proactive approach to planning for the next national census.

The bureau emphasizes that this information-gathering exercise will help determine whether to proceed with one or more separate procurement processes in the future.

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From Filing Cabinets to AI: The Evolution of Data Intelligence

By Narasimha Goli, Iron Mountain

For organisations hampered by limited data intelligence, manual workflows in distributed work environments, and talent shortages that limit customer-centric innovation, the need for robust and flexible data management solutions has never been greater. These solutions must unify, operationalise, protect, and activate information stored in physical and digital unstructured and structured data.

Generative AI has heightened the value and need to innovate using data of all types, particularly unstructured data - which has remained largely untapped compared to structured data from databases or tables. Unstructured data expands the possibilities that structured data alone simply cannot match due to the rich, varied, and detailed information in text, audio, video, images, and other information that does not have a set format.

Using unstructured data - which may be stored in filing cabinets and boxes or analogue or digital formats - organisations can leverage emerging AI capabilities to deliver more comprehensive insights and automation to improve efficiency and customer experience.

Traditional data management processes are inadequate for handling the vast amounts of unstructured data which holds valuable insights but also poses significant security and compliance risks if not properly managed.

Getting unstructured data ready for generative AI

Since the rise of generative AI, managing and leveraging unstructured data has become even more important for organisations. [Research](#) involving 700 IT and data decision-makers, sponsored by Iron Mountain, reveals that 93% of organisations are already utilising generative AI. Furthermore, 96% agree that a unified asset strategy--which helps optimise and secure unstructured data--is critical to the success of

generative AI use cases.

[Iron Mountain InSight® Digital Experience Platform \(DXP\)](#) addresses these challenges by offering a unified solution for consolidating and transforming both physical and digital data. By leveraging advanced AI capabilities like intelligent document processing (IDP), InSight DXP ensures that data is not only secure and compliant but also easily accessible and actionable. This enables organisations to maintain a comprehensive view of their operations, improve efficiency, and drive strategic initiatives.

The modular platform includes secure AI-powered chat, enabling fast access to data trapped within documents. With this capability, users can quickly query data and documents in a secure, isolated environment separate from publicly-available generative AI applications.

InSight DXP users [report](#) many benefits including:

- 40% less time to find and retrieve documents and information
- 55% efficiency lift related to cataloging and understanding documents and information
- 25% reduction in time spend on audits

Streamlining complex information ecosystems

InSight DXP streamlines complex ecosystems by digitising physical information, automating workflows, and enhancing information management capabilities. This not only simplifies tasks such as onboarding and compliance audits but also frees up valuable time for employees to focus on innovation and strategic growth.

With pre-built connectors, workflows, and metadata tagging, the platform makes it easy to search, categorise, and activate data effectively.

InSight DXP supports a variety of industries, from healthcare to banking, as well as traditional back-office functions such as invoice processing and human resources.

As just one example, Iron Mountain's Digital Human Resources solution provides secure employee file management in a centralised platform so that physical and digital documentation is complete, up-to-date, and compliant with employee records requirements. This unified approach improves day-to-day operations so HR professionals can focus on strategic initiatives that drive their organisation's success.

For example, automated workflows streamline employee onboarding by routing documents to the new employee for completion. HR can then monitor progress via the employer dashboard, while automated emails remind the employee to submit missing information by deadlines. This process keeps records up-to-date and compliant, reduces audit time, and potentially lessens employee dissatisfaction by simplifying administrative tasks.

Iron Mountain's new InSight DXP: SaaS AI Platform Explained

For a deep dive into Iron Mountain's new InSight Digital Experience Platform (DXP), IDM asked Greg Lever, Senior Vice President and General Manager, Asia Pacific at Iron Mountain, ANZ, to outline its unique approach to intelligent document processing.

IDM: Can you provide further detail on InSight DXP's unique intelligent document processing. Was this internally developed by Iron Mountain or is it utilising the OCR and AI features of AWS and Google Cloud?

GL: It is internally developed by Iron Mountain. There is some dependency on foundational large language models (LLMs) from Open AI, Google or AWS, but the entire IDP platform and how we build and train non-LLM based models is entirely Iron Mountain IP. To get AI-ready, organisations need a scalable platform that ingests and processes unstructured content so it can integrate with existing systems. The InSight DXP is a scalable, low-code software-as-a-service (SaaS) platform that ingests and processes unstructured content and can integrate with customers' key business processes and systems via pre-built connectors or API.

The modular platform can be used to quickly build solutions with physical and digital content management, intelligent document processing, workflow automation and information governance capabilities. It also handles the end-to-end lifecycle of documents and other forms of information assets, ensuring comprehensive management from creation to disposal.

By turning physical and digital information into data for AI, organisations can make more informed decisions and improve the end customer experience. The time and cost savings on solutions like this doesn't just translate to a positive user experience, but it enables teams to focus on more strategic initiatives that better serve their employees, customers and shareholders. This is especially important when juggling various regulatory compliance measures.

Imagine you work in the legal team at a media and entertainment company with thousands of contracts that contain valuable information about media assets. It takes weeks of manual work to comb through lengthy contracts to find the licensing terms you need to know your digital rights. Now you can take advantage of AI-infused intelligent document processing (IDP) to find the licensing terms buried in your contracts within seconds, making it easier to protect and enforce intellectual property rights

The benefit of a low-code approach

Creating custom automated workflows in-house is made possible by the platform's low-code solution designer with intuitive drag-and-drop features that intelligently process and unlock insights from content. This approach can accelerate innovation, reduce development time, and lower costs, making it easier for organisations to adapt to changing business needs. Iron Mountain's Professional Services team is available to build more advanced workflows.

By integrating InSight DXP, organisations can enhance their operational efficiency, maintain compliance with industry standards, and drive digital transformation initiatives that position them for long-term success.

Narasimha Goli is Chief Technology and Product Management Officer, Iron Mountain.



Iron Mountain, ANZ Senior Vice President and General Manager, Asia Pacific, Greg Lever

and contractual obligations for your media assets.

Or imagine you're the Senior Vice President of Loan Operations at a bank whose team manually handles auto loan funding, involving several labour-intensive tasks such as data entry, verification, and filing. Delays during document review create long turnaround times, damaging customer and dealer relationships. Think of the time and cost this could save.

With Iron Mountain's new InSight DXP, you could leverage advanced AI technologies to automate your manual processes and enhance efficiency and accuracy. The platform includes secure generative AI to enable fast access to data trapped within documents.

IDM: Is InSight DXP utilising internal Iron Mountain IP or existing solutions from separate IDP vendors?

GL: It's our original IP. Where GenAI is used, we use foundational models from OpenAI, AWS or Claude, etc, but for non-GenAI features, it's completely our IP. We do not use anyone's IDP platform.

(Continued Over)

Iron Mountain's SaaS AI Platform Explained

(From Previous Page)

This is Iron Mountain owned, built from scratch. Our DXP is unique because it includes comprehensive physical and digital information management and governance lifecycle capabilities on a low-code modular platform that can be customised quickly and easily with the ability to design, build, and publish solutions in realtime.

This scalable platform comes with extensive security and regulatory compliance certifications from a vendor with a 70+ year reputation for securing and protecting information. The platform enables individuals to provide jurisdiction-specific retention and privacy obligations across all relevant content.

Imagine you've hired a new employee and must ensure they complete their new hire forms and training. The digitised forms are auto-tagged with metadata and categorised to easily identify what they are. To check the progress toward completing the onboarding forms, you go to the employer dashboard to see what items are outstanding.

The system automatically sends an email to the employee reminding them to identify missing data and complete the missing forms by the required date. By streamlining your HR processes, you're directly contributing to a better employee experience and allowing your HR team to focus on more strategic initiatives that better serve your employees, customers, and shareholders.

This new process enables audit-ready compliance, minimises the risk of fines for non-compliance, and makes auditing much easier by using role-based access to ensure sensitive data is protected but accessible in a secure cloud platform that complies with industry standards.

IDM: Is InSight DXP's generative AI utilising a particular LLM or does it rely on that of the cloud host Google or AWS?

GL: We currently use a secure, private instance of Microsoft Azure OpenAI GPT 4.0. The Azure OpenAI Service is fully controlled by Microsoft; Microsoft hosts the OpenAI models in Microsoft's Azure environment and the service does not interact with any services operated by OpenAI (e.g. ChatGPT, or the OpenAI API). We are also planning to add support for Google generative AI with Gemini later this year.

IDM: Iron Mountain InSight DXP is available on the AWS Marketplace and Google Cloud Marketplace. Will it be offered on Azure?

GL: Yes, InSight DXP will be available on Azure in Q4 this year.

IDM: Will data for Australian/NZ customers be hosted in their home country?

GL: We have an AWS environment already running in Sydney to provide data residency for customers within Australia. For New Zealand we will be setting up a new environment to cater to customers with data residency needs.

<https://www.ironmountain.com/en-au/services/insight-digital-experience-platform>

Active Archive Alliance Reports on AI

The Active Archive Alliance has released a report, "How Active Archives Support Modern AI Strategies." New artificial intelligence (AI) workflows are creating massive and persistent volumes of data that necessitate long-term retention and protection. Active archives help make AI workflow data easily accessible, searchable and retrievable on whatever storage platform or media it resides.

"The explosive growth of AI has underscored the need for effective data management from the edge to the core data centre and the cloud," said Rich Gadomski, Co-chairperson of the Active Archive Alliance and Head of Tape Evangelism at FUJIFILM North America Corp., Data Storage Solutions. "This special report provides a roadmap for organizations looking to optimize their AI workflows with modern strategies for data storage and access."

Active archives enable reliable, online, and cost-effective access to data throughout its life. They are compatible with flash, disk, tape, cloud and new, emerging technologies such as long-term ceramic-on-glass media.

The report highlights a multitude of benefits an active archive provides to organizations, including:

- AI and Business Intelligence: organizations can analyze fresh and legacy data for insights into trends and patterns. Deriving value from the data becomes the ultimate objective of transforming storage costs into a competitive advantage.
- Legal requirements: continuous access ensures legal and compliance teams can search and retrieve data from active archive storage in response to litigation and regulatory needs.
- Offloading IT resources: providing online access to inactive data so users can retrieve these files without IT intervention. Self-service access saves valuable resources.

Active archives are ideal for organizations with large volumes of data and those with regulatory requirements for storing, retaining and releasing data.

"In the healthcare industry, the use of AI with active archives of large datasets can help healthcare providers further improve patient outcomes and operational efficiency," said Kel Pults, Chief Clinical Officer and Vice President of Government Strategy at MediQuant and Co-chairperson of the Active Archive Alliance.

"The ability to efficiently manage and analyze vast amounts of medical data within electronic health records leads to more accurate diagnoses, more appropriate treatments and improvements in predicting patient outcomes."

The full report is available here: [How Active Archives Support Modern AI Strategies.](#)



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Three Ways AI Protects Personally Identifiable Information (PII)

By Maxime Vermeir

Australian business must treat the protection of personally identifiable information (PII) as a priority – lest they risk up to \$A50 million in penalties. PII is stored by businesses in nearly every sector. PII includes any sensitive information that can be used to identify an individual, such as their name, address, phone number or financial details like credit card and tax file numbers. If there is a data breach and this information is compromised, it could lead to disastrous privacy violations or even identity theft.

Whether it's on a registration form for a gym membership or an application for a loan, your PII is likely stored somewhere in the recesses of a businesses' files, whether those are digital or in a stainless-steel filing cabinet.

[Record keeping guidance by AUSTRACK](#) requires Australian organisations to store this information for long periods of time, typically anywhere from 7 to 45 years, which leaves this data vulnerable to leaks and breaches.

Furthermore, the [Freedom of Information Act of 1982](#) introduces greater complexity in the context of government-held documents. If someone requests access to a government document, the PII of external parties must be redacted. For example, if you request a grant application that you submitted, the names of other individuals involved in this correspondence must be redacted.

As you might imagine, this introduces a high degree of variance and special consideration for what information is included and redacted.

Many of these records are also low-quality scans, near-illegible handwriting and inconsistent document formats that pose major obstacles in redacting PII data.

Nonetheless, businesses have a social and financial responsibility to prevent leakage of PII.

Luckily, recent advancements in artificial intelligence (AI) and optical character recognition (OCR) have paved three new paths to autonomously identify and redact sensitive information from documents.

Document-specific redaction based on field coordinates

AI can autonomously identify information in a pre-determined location on a document.

For example, when redacting the CVV of a credit card, the AI model can extract that data from the coordinates where the CVV field is always located.

This is most effective for specific document formats where the locations of fields are in the same place every time.

While this positional approach is highly effective for proprietary formats from specified vendors, it must be adjusted in the event of any variation.

This makes it less flexible than other AI-powered

redaction methods, however its straightforward nature makes it consistent, quickly verifiable, and easily deployable.

Keyword-based redaction

By contrast, keyword-based redaction allows AI to be more flexible in its approach and less rigidly dependent on coordinates and consistent formats. Instead, it scans for specific keywords across the document such as "Card Number" or "Mailing Address." Once these keywords are detected with OCR, AI can redact the appropriate information, offering broader coverage across a variety of documents.

Oftentimes this technique is rooted in the [Luhn algorithm](#), a simple formula used to identify and validate different identification numbers based on the assortment of digits contained within. This method may require some fine-tuning depending on the data being redacted but is ultimately more document-agnostic than redaction based on field coordinates.

Machine learning for field identification and handwriting

AI's capabilities for handwriting recognition and field identification have been significantly enhanced by machine learning. Complex neural networks can identify image fragments of handwriting – useful for signatures and other handwritten entries – before determining their contents with OCR and redacting them based on their proximity to redaction criteria.

This system also allows for continuous training and improvement through user feedback, enabling greater efficiency over time.

Of course, many forms of PII are typically in a printed or typed format, but many organisations store decades-old documents that are predominately handwritten, not to mention handwritten signatures are extremely common.

While these distinct approaches to AI-powered PII redaction have their own limitations, applying them to their most effective use cases can drastically reduce the burden of manually identifying and extracting this data at an organisational scale.

Looming over Australian businesses are [reforms to the Privacy Act](#) with a tier-based penalty system. It's expected to be introduced as early as this month, causing innovation leaders to explore every possible avenue to meet regulatory demands for data responsibility and transparency into PII use.

This is not exclusive to any specific industry. Banks and lenders store PII in statements and pay slips; healthcare organisations store high volumes of health and transaction records; educational institutions hold onto student records or even disciplinary notices; the list goes on, extending to education, government services, insurance, and beyond.

With consideration to regulatory pressures as well as ethical obligation, leveraging AI for scalable PII redaction is a crucial step for businesses to protect themselves from both financial losses and reputational damage, as well as their customers from attacks on their data.

Maxime Vermeir is Senior Director of AI Strategy at ABBYY.

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ABBYY AI Summit 2024

Navigating the Challenges and Opportunities of Enterprise AI Adoption



ABBYY recently hosted its AI Summit in Sydney on September 4, bringing together industry experts and thought leaders to discuss the current state and future prospects of AI in enterprise settings. The event provided a comprehensive look at the opportunities and challenges facing businesses as they navigate the rapidly evolving landscape of artificial intelligence, with a particular focus on generative AI and intelligent document processing.

One of the central themes of the summit was the significant financial commitment required for large-scale AI implementation, particularly in the realm of generative AI. Jae Park, VP of Sales - APAC at ABBYY, highlighted the enormous capital outlays being made by tech giants:

- Alphabet, Google's parent company, reported a staggering 91% increase in capital expenses in 2024, leading to a 5% drop in share price.
- Microsoft's capital expenditure for fiscal year 2024 rose by nearly 60% to \$69 billion, with the

company generating over \$5 billion in sales from generative AI products.

Park emphasized the long-term nature of these investments, quoting Microsoft's call for patience from investors, promising returns "over 15 years and beyond." This timeframe presents a significant challenge for many enterprises, as Park noted:

"Imagine having that conversation with your board. For the next 10-15 years we need to increase CAPEX north of 50% but you can maybe possibly deliver returns in 15 years."

A significant portion of the summit was dedicated to discussing the ethical implications and privacy challenges associated with AI applications.

The summit also referenced comments from Jim Covello, Head of Equity Research at Goldman Sachs and a Partner at Sequoia Capital, who recently posed the question, "What \$1 trillion problem will AI solve?" Covello expressed skepticism about the current trajectory of AI investments, stating:

"Replacing low wage jobs with tremendously costly technology is basically the polar opposite of the prior technology transitions I've witnessed in my 30 years of closely following the tech industry."

ABBYY's Approach: Purpose-Built AI

In response to these challenges, ABBYY presented its concept of "Purpose-Built AI" as a more practical and accessible approach for businesses unable to make decade-long investments in generative AI. Jae Park introduced this strategy:

"If you're like 99% of the other enterprises out there that expect returns in less than 15 years you might want to consider a different way. At ABBYY we talk about something called Purpose Built AI," said Park

ABBYY offers purpose-built models for intelligent document processing at the recently redesigned [ABBYY Marketplace](#), a platform offering pre-trained AI models for specific document processing tasks. These models are designed to be deployed within days, achieving high straight-through processing rates out of the box. This approach aims to provide a more immediate return on investment for businesses looking to automate document-centric processes.

Ethical Concerns and Data Privacy in the AI Era

A significant portion of the summit was dedicated to discussing the ethical implications and privacy challenges associated with AI applications. Maxime Vermeir, Senior Director of AI Strategy at ABBYY, led a panel discussion that highlighted these concerns through a thought-provoking scenario:

Vermeir described a situation where a company was considering using customer service call recordings not just for traditional agent training, but to create detailed customer profiles using AI analysis.

"Now when you get that script telling you the call is being recorded for training purposes, you would typically expect the organisation will use it to train a person in customer service to talk to me better the next time.

"However, this company was looking to take this a step further, by extracting data from the recording and using it to create more in-depth profiles about their customers.

This raised important questions about data consent, privacy, and the potential for misuse of AI-derived insights.

"How long are you able to retain that conversation? Can you use that personally identifiable information to build a profile?"

"This person sounds really desperate and is willing to pay anything, can I raise the price based on the AI analysis."

"If the call turns ugly and your AI determines they are a bad customer, can you deny service. What if you deny them a

loan and then share that data with their cellular provider and their employer. And now their promotion is not going to go through.

"Does any of that come under the umbrella of "Using this recording for training purposes?"

"Legislation is not moving fast enough to kind of prevent these kinds of things

Clayton Peddy, Chief Information Security Officer at ABBYY, stressed the importance of transparency in data usage and storage:

"Companies need to be willing to tell their customers, this is how we're going to use the data. This is how we're going to store it. This is the objective, and this is how you can contact us to find out more about what we're doing with the information about you."

Peddy warned that scenarios involving extensive profiling and data sharing could be "a huge red flag that maybe the technologies have gone a little too far," emphasizing the need for robust consumer protection measures.

The Future of Intelligent Document Processing

Bruce Orcutt, Chief Marketing Officer at ABBYY, provided insights into the company's unique position in the Intelligent Document Processing (IDP) space. He highlighted the proliferation of AI startups in the field:

"Right now, there's over 400 vendors in the Intelligent Document Processing (IDP) space and most of them are AI startups."

Orcutt argued that many of these startups, relying primarily on Large Language Models (LLMs) trained on internet data, face significant challenges when dealing with real-world document processing tasks. He emphasized ABBYY's extensive experience in handling complex document formats and unstructured data:

"Many people want to say we're old OCR, but we're one of the only vendors in the world that can actually make that LLM accurate. Because there's never been a document that we haven't touched and seen with hundreds of billions processed through ABBYY FlexiCapture and Vantage."

Orcutt stressed the real-world challenges in document processing, such as dealing with crumpled papers, documents with handprints, or complex tables within PDFs. He positioned ABBYY's solutions as crucial for making LLMs more accurate and practical for enterprise use in these challenging scenarios.

Practical Applications and Market Demand

Maxime Vermeir also touched on the current state of AI applications in the market:

"Everybody's asking, Why is this useful? What does it actually do? Even though we have all this power, the market is still searching for how can we make this new technology practical."

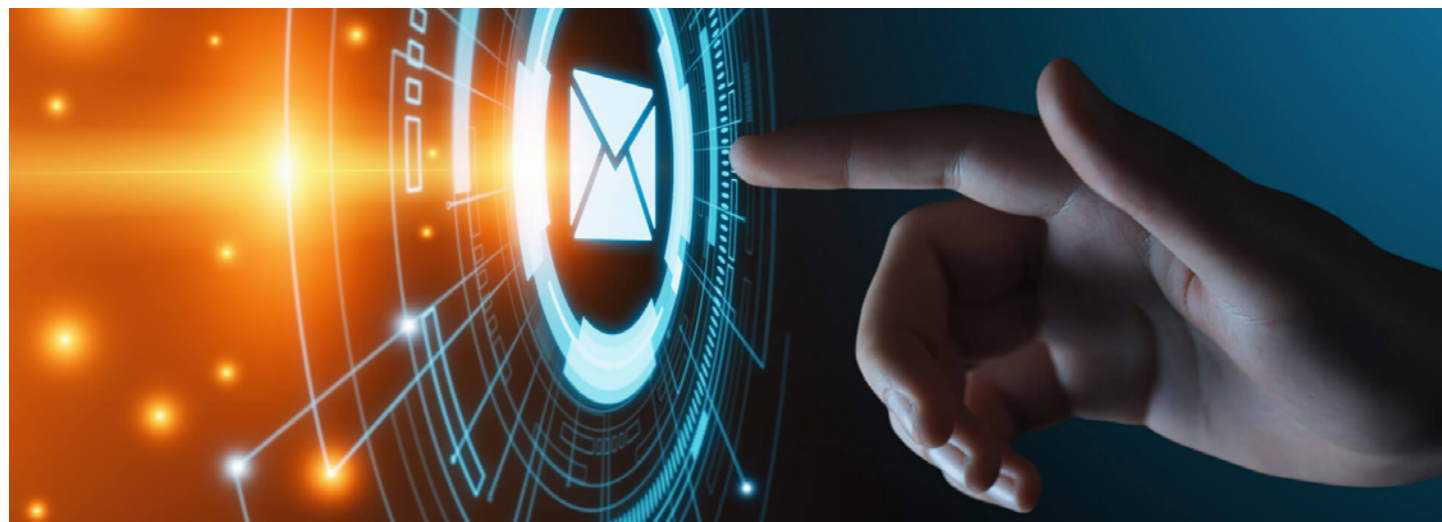
He contrasted ABBYY's focused approach with broader AI initiatives:

"At ABBYY we're not trying to solve chatbots. We're not trying to solve boiling the ocean of this whole AI problem. We're trying to say, if you have a document, it has a very specific universe of data that will be contained with the addresses, names, relationships, and amounts."

"We've optimized our system to understand that context and that's all we're trying to solve.

"We have this purpose-built AI vision and strategy to transform your data into something meaningful and actionable," said Orcutt.

Get Well Soon email Breached Employee's Privacy, earns Fine



A well-meaning manager thought they were doing the right thing by updating staff on the welfare of an employee who was hospitalised after collapsing in the company carpark. Australian Privacy Commissioner Carly Kind has disagreed and fined the firm \$3000 for breaching the employee's privacy.

The incident occurred on April 8, 2021, when the employee, known as 'ALI', suffered a medical episode in the company's car park due to a pre-existing condition. After receiving CPR from colleagues and being taken to hospital by ambulance, ALI's husband texted her manager to say she was "out of the woods" but "very sore and tired."

Later that day, the Managing Director of the company, referred to only as 'ALJ', sent an email to approximately 110 head office staff with the subject line "[ALI] - recovering well". The email named ALI and her husband, described the medical incident, and provided an update on her condition.

ALI complained to ALJ's Privacy Officer on April 28, stating that many email recipients did not previously know her or about the incident. She verbally resigned that day, saying her position was "no longer tenable."

Dissatisfied with ALJ's response, ALI filed a complaint with the Office of the Australian Information Commissioner on May 6, 2021.

In her determination, Commissioner Kind rejected ALJ's claim that its actions were exempt under the "employee records" provision of the Privacy Act. She found that sending the email to 110 staff was not directly related to ALJ's employment relationship with ALI.

The Commissioner determined that ALJ collected ALI's personal information, including sensitive health information, for the primary purpose of ensuring her welfare and meeting work health and safety obligations. However, ALJ then used this information for the secondary purpose of updating staff more broadly.

"I am of the view that the respondent used the complainant's personal information for the purpose of updating its staff. This was not for the primary purpose for which the information was collected," Commissioner Kind wrote.

She found that ALI did not consent to this use of her information, nor would a reasonable person in her position expect it. The Commissioner also determined that work health and safety laws did not require or expressly authorize ALJ to use ALI's personal information in this manner.

"It is evident that the respondent could have discharged its obligations to other staff under the WHS Act, or any relevant common law duty, without identifying the complainant by name, which seems to be at the heart of her grievance," the determination states.

While acknowledging that ALJ appeared to act in good faith to address staff concerns, Commissioner Kind found its actions constituted a breach of Australian Privacy Principle 6.1.

The Commissioner ordered ALJ to pay ALI \$3,000 in compensation for non-economic loss, recognizing the "hurt feelings, distress and anxiety" caused by the privacy breach. She also directed ALJ to reimburse \$125.10 for two psychologist appointments ALI attended partly due to the incident.

However, the Commissioner declined ALI's request for six months' salary compensation, finding that her decision to resign was not directly caused by the privacy breach. She also rejected requests for ALJ to make a charitable donation or provide an employment reference.

"Declarations made under s 52(1)(b) of the Privacy Act are intended to address the relevant privacy breach, including any harm or loss suffered by a complainant. This does not extend to providing donations to other entities," Commissioner Kind explained.

The determination noted that this appeared to be an isolated incident for ALJ rather than a systemic issue. The company has already taken steps to prevent similar breaches, including updating its privacy policy and requiring legal review of sensitive staff communications.

"The determination will have an educative effect and provide the respondent with the opportunity to review and improve its internal practices, procedures and systems to ensure future compliance with the Privacy Act," Commissioner Kind wrote.

The full ruling is available [HERE](#)

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DTA's Early Insights from Copilot Trial

A final report on the Australian Government's 6-month trial of Copilot for Microsoft 365 (M365), which concluded in June, was expected to be completed by August 31, according to the Digital Transformation Agency (DTA).

In a [submission](#) to the Senate Select Committee on Adopting Artificial Intelligence (AI), the DTA stated: "Early insights from the trial have identified several themes for further exploration.

"These include recordkeeping, privacy and freedom of information, and the efficacy of point in time security assessments, such as Infosec Registered Assessors Program (IRAP) assessments, for evergreen IT products that are rapidly evolving."

There were 7000 public servants who participated in the trial.

The DTA states that while the use of AI within Australian government is not new, the rapid development of generative and general-purpose AI has exposed limitations in existing obligations and Australian laws, such as those relating to privacy, online safety, intellectual property, anti-discrimination and cyber security.

"These guardrails have and will continue to respond to some of the risks of AI. Recent developments in AI technology, however, present new challenges and highlight limitations in the current state, necessitating the development of more targeted measures to support its adoption in a safe and responsible way."

According to [reports](#), DTA chief executive Chris Fechner told the Senate Select Committee that Copilot was attractive to the Australian Public Service (APS) because it was built to extend the functions of over 180,000 licences of Microsoft 365 it holds.

"The DTA is now leading an evaluation of the productivity, quality and capabilities of Copilot. We will actually have that done in the next couple of months, by the end of September," he said.

Large Scale Copilot rollout at Telstra

Telstra is claiming to be underway with Australia's largest deployment of generative AI, with Copilot for M365 being made available to 21,000 of its staff. It is also one of the largest of any telecommunications company globally.

Telstra is proposing a phased roll out of Copilot to its regular users of Microsoft 365 apps, after consulting with employees and unions.

The large-scale adoption follows a trial by 300 early adopters, who reported using Copilot to summarise meetings, emails and chat threads, and generate first drafts of content.

According to survey results, most Telstra users reported saving between 1 - 2 hours per week, with 90 per cent agreeing that Copilot improved their experience at work.

The Copilot roll out is the next step in Telstra's ambition to be an AI-fuelled company and follows the deployment of AI tools to help frontline employees

better serve customers – like AskTelstra and One Sentence Summary – and a company-wide Data & AI Academy to train employees to use AI confidently and responsibly.

"We're dedicated to equipping our people with the best AI technology and upskilling them to thrive in the workforce of the future," said Telstra CEO Vicki Brady.

"Giving our team access to Copilot not only gives them the space and time to spend on more meaningful tasks, but also fosters a culture of continuous learning, improvement and innovation as we drive digital and AI transformation through our business."

How Copilot is Reshaping Work at ANZ

ANZ has expanded its use of Copilot for Microsoft 365, deploying an additional 3,000 licenses across its workforce, transforming how ANZ employees approach their daily tasks

The adoption of Copilot comes at a crucial time for ANZ, as the bank navigates the complex process of integrating Suncorp Bank following its acquisition in July 2024. With 3,000 new employees and 1.2 million customers joining ANZ, the bank faces the daunting task of aligning policies, standards, and risk documentation between the two organizations.

Jo Hayes, Chief Information Officer of Group Services, Technology at ANZ, highlights the efficiency gains in this process.

"We're finding we can become 80 percent more efficient by using generative AI on this process, which is saving us a huge amount of person-hours and increasing our consistency significantly," Hayes explains.

"This dramatic improvement in efficiency demonstrates the power of AI in handling complex, time-consuming tasks that would traditionally require extensive manual labour."

For executives like Hayes, Copilot has become an indispensable tool for daily management. She describes it as a "daily boost" that helps her start each day with clear focus.

"I use Copilot to summarize my actions from the previous day, review meeting notes in a Copilot summary (which may sit across multiple pieces of content) and quickly identify my focus areas for the day," she says.

This AI-assisted organization allows leaders to streamline routine tasks and dedicate more time to strategic thinking and relationship-building with team members and stakeholders.

Project management at ANZ has also seen significant improvements with the introduction of Copilot. The AI assistant helps employees synthesize information from meetings, handle administrative tasks, and even overcome writer's block when developing new strategies.

However, ANZ's approach to AI adoption is not without caution. The bank has implemented a robust framework of ethical guardrails and oversight for AI initiatives, ensuring alignment with its core values and industry regulatory requirements.

To further support its AI journey, ANZ has partnered with Microsoft to launch an AI Immersion Centre at its Melbourne headquarters.

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Data and Risk are Key Challenges to GenAI Uptake: Deloitte

The Deloitte AI Institute has unveiled the third quarterly edition of its *State of Generative AI in the Enterprise* report, revealing the current landscape of GenAI adoption and deployment and how organizations are overcoming barriers to create value at scale.

The report is based on a survey of 2,770 director- to C-suite-level respondents across 14 countries conducted between May and June 2024.

While respondents have a range of self-reported levels of Generative AI expertise, all are experienced with AI and are piloting or implementing Generative AI in their organizations.

Survey respondents say that while their senior executives and board members are still intrigued by GenAI, there are signs of enthusiasm beginning to wane as the “new technology” shine wears off.

Interest remains “high” or “very high” among most senior executives (63%) and boards (53%); however, those numbers have declined since the Q1 2024 survey, dropping 11 percentage points and eight percentage points respectively.

While selecting and quickly scaling the GenAI projects with the most potential to create value is the goal, many GenAI efforts are still at the pilot or proof-of-concept stage, with a large majority of respondents (68%) saying their organization has moved 30% or fewer of their GenAI experiments fully into production.

Data is taking centre stage for AI-savvy leaders, with 75% of organizations increasing their technology investments around data management due to GenAI.

However, as enterprises look to scale, unforeseen roadblocks were exposed - with data-related issues causing 55% of surveyed organizations to avoid certain GenAI use cases.

Solving for data deficiencies has emerged as a crucial step in addressing the GenAI-specific demands of data architectures. To modernize their data-related capabilities, organizations are enhancing data security (54%); improving data quality practices (48%); and updating data governance frameworks and/or developing new data policies (45%).

“As promising experiments and use cases begin to pay off, it’s clear that we have arrived at a pivotal moment for Generative AI, balancing leaders’ high expectations with challenges such as data quality, investment costs, effective measurement and an evolving regulatory landscape,” said Jim Rowan, Applied AI leader and principal, Deloitte Consulting LLP.

“Our Q3 survey has revealed that now more than ever, change management and deep organizational integration are critical to overcoming barriers, unlocking value and building for the future of GenAI.”

Although respondents recognized that managing GenAI risk is critical, three of the top four reported barriers to successful GenAI deployment are risk-related, including worries about regulatory compliance (36%); difficulty managing risks (30%); and lack of a governance model (29%).



Likely driving these concerns are risks specific to GenAI, like model bias, hallucinations, novel privacy concerns, trust, and protecting new attack surfaces. To help build trust and ensure responsible use, organizations are working to build new guardrails and oversight capabilities.

The top actions organizations are taking include establishing a governance framework for using GenAI tools and applications (51%); monitoring regulatory requirements and ensuring compliance (49%); and conducting internal audits/testing on GenAI tools and applications (43%).

“We are seeing continued enthusiasm for GenAI across organizations, and leaders are deriving the most value from the technology by deeply embedding it into critical business functions and processes,” said Costi Perricos, Generative AI leader, Deloitte Global.

“Our research indicates that the top benefits of GenAI are extending beyond improved efficiency, productivity and cost reduction, with more than half pointing to increased innovation, improved products and services, enhanced customer relationships and other types of value. The diversity of these value sources underscores the immense potential and versatility of this transformative technology.”

While surveyed organizations are beginning to scale past proof-of-concept, 41% have struggled to define and measure the exact impacts of their GenAI efforts and only 16% have produced regular reports for the CFO about the value being created with GenAI.

As applications and use cases mature, leaders will be less inclined to invest based solely on lofty visions and the fear of missing out — making measurement a critical factor in maintaining interest and support from the C-suite and boardroom.

To demonstrate value, organizations are using specific KPIs for evaluating GenAI performance (48%); building a framework for evaluating GenAI investments (38%); and tracking changes in employee productivity (38%).

View the full report [HERE](#).



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Redactable Signatures could be a Game-Changer for Secure Data Sharing

A new technology for redacting digitally signed documents has been adopted as an international standard. Developed jointly by Hitachi and the National Institute of Advanced Industrial Science and Technology (AIST) in Japan, this “redactable signature” technology has been approved by the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC).

The technology, now part of the ISO/IEC 23264-2 standard, addresses a crucial challenge in the digital age: how to partially disclose documents while still ensuring their authenticity. This is particularly important for industries such as pharmaceuticals and finance, where data integrity is paramount, but privacy concerns often necessitate redaction.

The newly standardized schemes allow signers to pre-designate certain parts of a document as redactable when creating it. When the document is released, these sections can be easily hidden or removed without invalidating the original digital signature. This process preserves the document’s authenticity while protecting sensitive information.

Two specific schemes developed by Hitachi and AIST have been included in the standard:

MHI06: This scheme allows for merging multiple signed documents and hiding information in redacted fields.

It’s particularly useful when the scope of disclosure needs to be adjusted dynamically based on privacy policies.

MIMS05: Compatible with various digital signing methods, including quantum-safe signatures, this scheme can detect whether a document has been redacted.

Implications for Data Security

Dr. Masayuki Abe, a lead researcher at Hitachi, explained the significance: “This technology bridges the gap between privacy protection and data authenticity. It’s a crucial step towards a safer data-utilization society.”

The adoption of this standard is expected to streamline the process of releasing public documents and enhance data security across various sectors. It could prove especially valuable in scenarios where partial disclosure is necessary, such as in response to freedom of information requests or during legal proceedings.

Both Hitachi and AIST have expressed their commitment to further developing cryptographic technologies. They aim to implement these advancements in products and services, contributing to the realization of a secure digital society.

The technology is set to be implemented in the coming months, with both public and private sector entities showing keen interest in its potential applications.

https://www.aist.go.jp/index_en.html

Data Breach costs at Record Highs: IBM

Australian businesses are facing unprecedented financial risks from data breaches, with the average cost reaching a record AUD \$4.26 million in 2024, according to IBM's annual Cost of a Data Breach Report, a 27% increase since 2020.

The technology sector bore the brunt of these costly cyber incidents, with average breaches amounting to AUD \$5.81 million. Close behind was the financial services industry, where breaches typically cost AUD \$5.61 million.

The report, based on an analysis of real-world data breaches experienced by 604 organizations globally between March 2023 and February 2024, revealed several key findings for Australia:

■ Initial attack vectors: Phishing attacks emerged as the most common initial attack vector, accounting for 22% of breaches and costing businesses an average of AUD \$4.35 million per incident. Stolen or compromised credentials followed closely, responsible for 17% of breaches with an average cost of AUD \$4.32 million.

■ Data Breach Lifecycles: Australian companies required an average of 266 days to identify and contain cyber incidents, surpassing the global average of 258 days by eight days.

■ Data Visibility Gaps: Nearly a third (32%) of breaches involved data stored across multiple environments, including public cloud, private cloud, and on-premises systems. These incidents proved to be the most expensive and time-consuming, costing an average of AUD \$4.88 million and taking 301 days to identify and contain.

■ Detection and Escalation Costs: At AUD \$1.65 million on average, the cost of detecting cyber threats remained the most expensive component of a breach, followed by post-breach response and lost business costs.

IBM Security APAC Chief Technology Officer Christopher Hockings said the cyber security industry is reaching a tipping point in the maturity curve for AI, where enterprise grade AI capabilities can be trusted to automatically act upon many types of threats.

“Breached organisations across Australia are seeing significant cost and time savings via their use of security AI and automation across their security operations,” Mr Hockings said.

“Australian businesses are increasingly understanding that the ability to detect and respond to cyber threats swiftly can make all the difference.”

Legal Aid Queensland Pivots to Decentralised Document Capture

A Decentralised Records Capture System from EzeScan has made life easier for Legal Aid Queensland in its role providing legal services to financially disadvantaged people across the state.

With over 700 full-time employees spread across 13 regional offices, Legal Aid Queensland processes more than 50,000 paper-based applications for aid each year.

Until recently, these applications were physically couriered from each regional office to the Brisbane Head Office, where they were digitised and entered into the organisation’s records management system, Content Manager.

The discontinuation of the DX Document Delivery Service, which had provided overnight document exchange between offices, forced Legal Aid Queensland to pivot from having a well-established, but highly centralised record capture operation and mailroom located in Brisbane, to decentralising this function so that records received in its regional offices are captured into core business systems and Content Manager in the shortest possible time and at minimal expense.

With EzeScan powering its existing centralised capture solution, Michael Johnston, Manager Records and Information at Legal Aid Queensland turned to EzeScan for a swift solution.

“We were an existing EzeScan customer and became aware of their decentralised capture solutions which utilises their Web Applications to provide capture capabilities to anyone in the organisation. This showed promise to allow our fleet of Ricoh Multi-Function Devices (MFDs) across the state to provide the same capture function that was previously provided in our Brisbane mailroom,” said Johnston.

Key to the solution was EzeScan’s Ricoh Capture App which turns any Ricoh MFD with a ‘Smart Panel’ screen into a mailroom capable document scanner, integrating directly with EzeScan’s WebApps allowing users to select and initiate capture workflows.

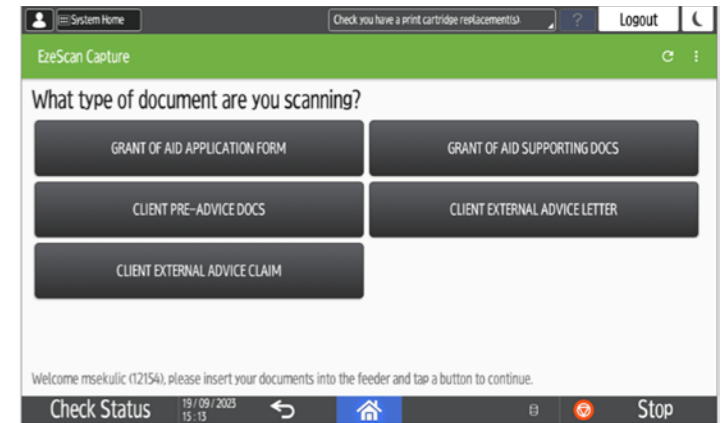
“The integration between EzeScan WebApps and Content Manager is just completely seamless,” said Johnston. “We’re able to utilise a lot of our existing information without requiring people to re-enter it.

“It’s not a big trick for a system to recognise the logged in user and know who they are, but via integration with Content Manager, which has our entire organisation structure in it, we can for example not only tell who the person using the system is, but also their supervisor and then their supervisor.

“So, if specific processes need to get a manager’s approval or a director’s approval, we can workflow all of that by using the information that’s already in our systems. So that’s a really big win for us.”

One of Legal Aid Queensland’s most document-intensive workflows is Legal Aid application forms which are typically accompanied by bundles of supporting documents, bank statements and more.

“When you scan an application form, the server now picks it up and then EzeScan immediately emails you a digitisation cover sheet which can be printed out and



A screengrab of the EzeScan Capture app on the Ricoh MFDs which helps to identify the correct workflow for scanned documents.

used as a scanning cover sheet for all the supporting documents. The barcode will relate all the supporting documents back to the original application,” said Johnston.

“When they’ve finished scanning all the copies in a regional office, all the documents are put back together in a plastic sleeve and sent back to Brisbane where we allocate an archiving box. We then just need to scan the barcode on the cover sheet to know where all the supporting documents are.”

Another ongoing process that generates a lot of paperwork is the recruitment process. Three people on an interview panel will all be taking notes throughout the course of the interview, all of which must be captured. Johnston said one of the attractions of EzeScan WebApps was the ability to generate customised cover sheets for scanning jobs

“Originally, we had dozens of separate scan jobs in EzeScan for different workflows. Now, all the variables for all those different jobs are encoded in the cover sheets, so we only need two main scan jobs: one for grayscale and one for colour. If something changes, we just update one job instead of managing dozens.”

“And if there’s a new process that comes online really quickly, which can happen as Government priorities and court procedures change, instead of having to go and programme up a whole new job, I have a table in the EzeScan Authority server with all the different scan job variations.

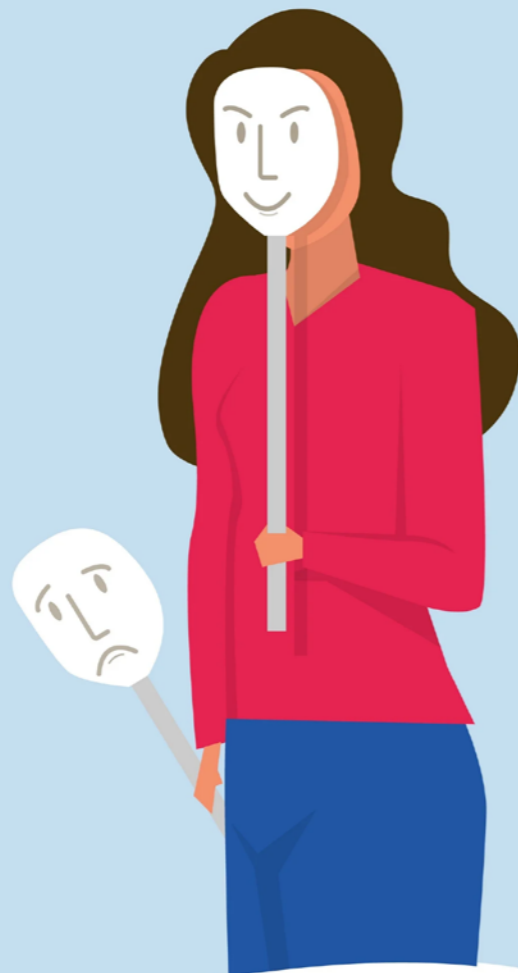
“So, you just select the variation that you want on the cover sheet and then all of those variables are encoded in the barcode on the cover sheet.

“That’s also been huge for us because previously even a small change would have dozens of flow-on effects.”

The agency is also underway with an extensive backscanning operation across its regional offices to free up space for staff. The scanned documents are then sent to Brisbane for storage.

“We are still doing a lot of QA checking but our ultimate goal is, where the Public Record Act allows, us to destroy the hard copies for certain documents,” said Johnston.

The Toxic Positivity of AI



By Brad Kasell

Much has been said and written in recent years about Artificial Intelligence (AI) and its likely impact on the world. So much in fact that, like every technology trend before it, the hype overwhelms the substance. Toxic positivity though? That seems a little harsh given that every modern business aspires to be data-driven in both strategy and execution.

Over the last decade or two, data has been universally adored as a critical corporate asset, essential to quality decision-making. AI's meteoric rise is therefore no surprise – but is it justified?

All of that said, the genuine importance of data as an asset has resulted in significant overheads being required for its protection and management.

Whether we're talking about security, regulatory obligations, or simply data integrity, it's clear that there are plenty of risks and concerns about how it is being used.

Recently, the concept of data as a liability has also raised its head, albeit usually in terms of its strategic impact, and what might happen if it was compromised in some

way.

The prevailing analogy has changed from "data is the new oil" to "data is like uranium", both powerful and dangerous. Savvy data practitioners now realise that governance, while never sexy, has taken on a new and heightened importance.

Yet that's not quite what we're talking about. For me, the idea of toxic positivity being applied to AI, takes two forms – context and presentation. If the broader concept of toxic positivity is a social construct that appeals to popular culture and the zeitgeist of today – why wouldn't it pertain to data?

In terms of context, it's easy to see how data practitioners become infatuated with their analyses and reports, and are blinded to more mundane considerations like relevance, and impact. This type of toxicity stems from the idea that data is the sole, and unquestionable (objective) truth.

Overconfidence in your data and algorithms breeds unwarranted certainty around any insights and can yield fatally flawed decisions. The solution to this problem is to maintain a healthy scepticism towards prima facie answers and to apply common sense and experience in equal measure. As always, data should be used to prove or disprove hypotheses, not the other way around.

A more insidious threat to decision-making integrity has emerged though, in the form of Generative AI "solutions", and more specifically their user interfaces. Obvious challenges with AI include a lack explainability, poor transparency, and variable data quality, however a "positivity" problem now presents itself when we Generative AI's outputs – delivered in such a prescriptive and authoritative manner, as to silence any debate on their value or correctness.

Here is where AI tends towards positive toxicity – attractive, easy answers that are presented as compelling and "right" answers are the default option for time-poor analysts or inattentive insight consumers.

Without any way of knowing if answers are right or wrong, users will naturally opt for the path of least resistance. Unfortunately, once headed down this path, it is very hard for them to turn back.

How then, as data practitioners and businesspeople, can we combat these toxic effects? Luckily, the fundamentals of data quality management always apply and in AI's case are more important than ever.

Firstly, increased attention to data cleaning and preprocessing can have dramatic effects on AI model quality, reducing errors and filtering noisy data.

Ensuring data is consistent and balanced improves model accuracy and speeds computational efficiency (currently a critical consideration for AI). Likewise, preprocessing supports more focused feature engineering, smaller data sets, and reduced dimensionality – all of which means "better" and more relevant models.

Similarly, when training AI models, considerations like data labelling and annotation provide benefits in terms of

model validation and generalised applications. Consistent data classification provides a learning baseline, enables pattern recognition/generalisation, and supports data portability across different models.

Furthermore, expert annotations facilitate custom models and/or domain-specific applications – fundamental to the broader adoption of AI.

Like all emerging technologies, Generative AI is battling its way through the hype cycle, with sustained value on the foreseeable (but not guaranteed) horizon.

Meanwhile it's important to remember that whether we're talking about AI or "traditional" analytics the fundamentals of data quality and integrity always hold value.

There is never any drawback to actually knowing your business, and understanding how data can improve it – this only comes with experience and true domain expertise.

The assertions above aren't intended to question the value of AI, or data-driven decision-making for that matter. The right knowledge, thoughtfully applied, can illuminate a decision with new possibilities.

Rather, it's to highlight that the fundamentals of data management always apply, no matter what analytical techniques are being applied.

Toxic positivity comes in the form of the attractive soapbox spruiker standing on the corner, telling you they have all the beautiful answers, without getting you to do the work.

Brad Kasell is the Principal Technology Strategist at Domo Asia-Pacific, based in Melbourne.



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Kapish and DEWR in Content Manager Deal

The Australian Department of Employment and Workplace Relations has signed a \$330K contract with Kapish for Licensing and support for its Content Manager EDRMS.

Formed in 2022, DEWR plays a crucial role in shaping Australia's labour market policies and practices. It oversees initiatives related to employment, workplace relations, skills development, and workforce participation.

It is a significant user of Content Manager with almost 7,000 users who will be supported 24/7 by the Kapish Service Desk.

Kapish says it will leverage its extensive experience in implementing & supporting eDRMS solutions to provide scalable and secure support services that meets the unique needs of DEWR.

DEWR joins the Department of Agriculture, Fisheries & Forestry, National Anti-Corruption Commission and the Australian Trade & Investment Commission (Austrade) in partnering with Kapish for the provision of Secure Records Compliance.

Another recent contract win at DWR was for Kyocera Document Solutions Australia for the provision of Papercut print management and EzeScan scanning solutions.

Meanwhile the Department of Foreign Affairs and Trade (DFAT) has signed a \$1.4 million software contract with Kapish parent company Citadel Group, a global partner with OpenText for its Content Manager Select SaaS platform.

DFAT also signed a \$206K deal with Australia's Castlepoint Systems to deliver a Manage In Place Content Classification Service.

The pairing of Citadel and CastlePoint mirrors contracts awarded by the [CSIRO](#) in 2021.

Kodak Alaris bought by Investment Firm

Kodak Alaris has been acquired by Kingswood Capital Management, an LA-based private equity firm focussed on buyouts of businesses with operational improvement potential. The sale price was not disclosed.

The Alaris brand, which has been owned by the UK's Pension Protection Fund (PPF) since 2020, was originally spun off from Eastman Kodak when the Kodak company filed for bankruptcy in 2012.

A statement from the PPF said, "Kodak Alaris ... was restructured and has subsequently performed well, leading to our decision to sell the business."

Kodak Alaris is one of the largest global providers of data capture and processing solutions through its award-winning software, document scanners, and services.

Kodak Alaris serves customers in more than 100 countries around the world with major locations in the US, UK, France, Germany, Mexico, and Australia.

John Blake, President of Kodak Alaris, said, "The investment by Kingswood Capital is a clear endorsement of the enduring value of our offerings and a testament

to our team's hard work. We are delighted to have secured the backing of new owners who share our vision for the future of our business.

"We look forward to starting this new chapter guided by Kingswood's robust operational expertise."

Similarly, the PPF expressed its satisfaction in having reached an outcome beneficial for all parties, including the employees and stakeholders of Kodak Alaris.

"At Kingswood, our goal is to help companies reach their full potential by providing capital, bolstering its operations, and identifying avenues to achieve growth," said Alex Wolf, Managing Partner of Kingswood.

"We are excited to help continue Kodak Alaris' strong recent performance and momentum."

Novidea acquires Automated Document Generation Platform

Novidea, creator of a cloud-based, data-driven enterprise insurance management platform for brokers, agents, MGAs/MGUs, carriers, and wholesalers, has announced the acquisition of Docomotion, an automated document generation technology provider.

The acquisition will add new capabilities to Novidea's insurance management platform, including automated forms processing, design, management, and e-signatures.

"Docomotion is a leading innovator in automated document management, an essential technology for document-heavy industries.

"Its unique, cloud-based document generation technology presents major technological synergies between our two companies," said Roi Agababa, CEO of Novidea.

"We are proud to welcome Docomotion's talented team to the Novidea family and look forward to working together, leading successful digital transformation initiatives for our customers."

Digital transformation remains a significant challenge in the insurance space.

Novidea's platform enables customers to improve operational efficiencies, increase business resilience, stay competitive, and provide a better customer experience.

Docomotion's automated document management solution removes the administrative and manual burden of processing complex forms and documents.

"Novidea has experienced unprecedented growth over the last few years, driven by the global trend to modernize customer experience in insurance. We share a similar vision for the evolution of the document generation industry," said Oren Leshem, CEO and Founder of Docomotion.

"By combining our powers, Docomotion and Novidea can further expand our capabilities and drive even greater value for our customers.

"Docomotion will continue to serve all its customers in the various verticals. Customers will benefit from access to broader resources and availability of assets as we join forces with Novidea."

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Which Way Forward? The Case for a Hybrid Records Management Strategy



By Nigel Carruthers-Taylor

Achieving optimal records management requires a hybrid approach, combining centralised records management for vital information and manage-in-place for general administrative records.

Additionally, the Bearman model offers an important methodology for embedding records management into defined business processes where there are limited record types.

The centralised and Bearman models were rivals that emerged during the 1990s. The Duranti model, championed by Dr. Luciana Duranti of the University of British Columbia, involved moving records out of business applications into a centralised repository which has a structure/schema optimised for record-keeping.

Whereas the model developed by fellow Canadian archivist David Bearman involved intervening in business applications to ensure that their functionality and structure/schema are optimised for record-keeping.

The manage-in-place model emerged in the last decade, spearheaded by technology companies such as Microsoft

Using a combined, or hybrid, approach ensures critical records are securely stored and preserved with appropriate structure and context, while general records are efficiently managed within the systems where they are created. This article advocates for using a records management solution that supports all models of records management.

This article outlines when each model should be used, citing research, standards, case studies and practical experience to support the approach.

Key considerations for combining approaches

Academic research on record structures: Academic studies show that when the structure of records is important, such as in legal or compliance documents, a centralised model is preferred. *“The in-place model involves acceptance of sub-optimal structure/schemas, so in circumstances where it is possible to optimise the efficiency of a structure/schema of a corporate records system, we should reject that model”* (Lappin, Jackson, Matthews, et al., *Archival Science*, 2021).

Experience with context and record integrity: A key challenge with manage-in-place is ensuring the

Requirement	Centralised	Manage-in-place	Bearman Model
Compliance & auditing	High compliance with strong, consistent enforcement and easier audits.	Harder to ensure consistency across multiple systems, leading to gaps.	Strong compliance through automatic records capture in workflows; reduces human error.
Cost	Higher software cost for implementing new systems.	Lower software costs but higher operational costs for multiple services.	Relies on source system unless combined with in-place. Medium cost due to automation and integration into business processes.
Ease of use	Requires new workflows and training, potentially disruptive.	Minimal disruption, as records are managed within familiar platforms.	High ease of use; records management is integrated into existing workflows with minimal user intervention.
AI outcomes	Enhanced AI insights through access to well-structured, consolidated data.	Potential reduction in AI effectiveness due to fragmented data.	Improves AI outcomes by capturing comprehensive transactional data with context.
Security	Stronger, centralised control with standardised security measures.	More difficult to enforce security standards across multiple systems.	Moderate security, integrated with business systems, requires consistent controls.
Scalability	Highly scalable, especially for critical records that require structured management.	Becomes complex with scaling across multiple platforms and repositories.	Highly scalable for transactional data as it embeds within workflows, making it flexible.
Disaster recovery	Simplified through a single, centralised system for critical records.	Complex recovery due to data being spread across various systems.	Assumes included in source system, or use of in-place management.

This table highlights the strengths and weaknesses of each model based on key operational parameters. The preference is therefore to apply the best model as the circumstances require.

full context of records. When records are automatically identified and stored in multiple repositories (e.g., Outlook, Teams, OneDrive), it becomes difficult to determine which version is the authentic, accurate record. This fragmentation weakens the reliability of records, as they lose the context of the original transaction or activity they were created in.

Standards for contextual records management:

Managing records in place often fails to maintain context, leading to incomplete or inaccurate records. Standards bodies, such as the Australian Digital Recordkeeping Initiative, have addressed this with specific principles: *“Contextual relationships between records in Microsoft 365 must be maintained. Mechanisms must connect records and information relating to the same body of work, assign version controls, and connect records across systems”* (*Functional Requirements for Managing Records in M365*, CAARA, 2021).

Hidden costs of manage-in-place

While manage-in-place may seem efficient, it can have significant hidden costs. Practitioners, including Bill Tolson (*Archive360*), identify the following:

■ **Storage costs:** Content remains in high-cost storage even after becoming inactive.

■ **FOI/discovery costs:** Multiple repositories lead to higher costs when responding to Freedom of Information or legal discovery requests, as there are many copies and versions to review.

■ **Audit costs:** Auditors must access multiple repositories to find relevant content, increasing time and costs.

■ **Security costs:** Each repository requires its own security and privacy controls, including encryption, which complicates and increases costs while limiting search capabilities.

Centralised records management: when to use it

Centralised records management should be applied to vital records where structure, security, compliance, and long-term preservation are paramount.

By centralising these records in a dedicated system, organisations ensure consistency in classification, retention, legal compliance, and long-term preservation while also improving the accuracy of AI-driven insights.

(Continued over)

Which Way Forward? The Case for a Hybrid Records Management Strategy

(From Previous Page)



Use for:

■ **Legal & compliance documents:** Contracts, court rulings, intellectual property records, and regulatory filings. Why? Academic research concludes the use of centralised systems is critical when the structure of records is crucial, as in legal and compliance documents.

■ **Financial records:** Financial statements, tax records, audit reports, and budget documents. Why? Centralising financial records provides a secure environment for compliance and auditing and ensures structured data is available for AI analysis and insights.

■ **Human resources (HR) records:** Employee contracts, performance reviews, and payroll data. HR records are subject to privacy laws and regulations, requiring centralised control to ensure compliance with standards such as the Australian Privacy Principles.

■ **Client or project records:** Client communications, project deliverables, and finalised reports. Vital client or project records need to be centrally managed to maintain context and track versions accurately, ensuring authenticity and reliability.

■ **Strategic business data:** Business plans, mergers, acquisitions, and intellectual property. Strategic data is vital for decision-making and long-term preservation, requiring secure centralisation.

Manage-in-place: when to use it

Manage-in-place works best for general administrative records that are frequently updated, referenced, and do not require high-level security or long-term retention. This approach leverages the systems employees already use, allowing them to manage documents within those platforms efficiently.

Use for:

■ **Routine administrative documents:** Meeting minutes, internal memos, and procedural guidelines. Why? These documents are operational and low-risk, so they don't require the structure or long-term retention that vital records need.

■ **Project collaboration files:** Drafts, working documents, and team collaboration files in platforms like SharePoint or Microsoft Teams. Why? Teams need quick access to these files, and manage-in-place allows

real-time collaboration within the systems where they are created.

■ **Internal communications:** Emails, chat messages, and informal notes. These communications are often low-risk and temporary, making manage-in-place more efficient for their short-term use.

■ **Temporary files & drafts:** Working documents or draft reports that do not need permanent retention. These files are often discarded or revised, making manage-in-place appropriate until a final version is centralised.

■ **Non-sensitive HR & training materials:** Training guides, onboarding materials, and general HR communications. These records are frequently accessed by staff but do not require the higher level of security or long-term retention that centralised systems offer.

The Bearman model: where to use it

The Bearman model offers an approach that embeds records management within business processes, ensuring records are automatically captured and managed as part of daily operations without adding additional burdens on staff. This model is well suited to where there are limited record types in the business process.

Best suited for:

■ **Transactional records:** Processes such as sales, procurement, or service delivery where records are generated frequently and need to be captured at the point of creation.

Why? The Bearman model ensures critical transactional records are managed within the workflow, reducing the risk of incomplete records and ensuring their context is preserved.

■ **Compliance-driven sectors:** Industries such as healthcare, finance, or government with strict compliance requirements can use the Bearman model to ensure that records are automatically captured and classified as part of the workflow, reducing the reliance on user action to manage records.

Why? Automating records capture within business processes enhances compliance and reduces human error.

Record type	Recommended approach
Legal & compliance records	Centralised records management
Financial statements & audit data	Centralised records management
HR contracts & payroll	Centralised records management
Client/project final records	Centralised records management
Strategic business data	Centralised records management
Transactional/process-driven records	Bearman model, possibly combined with manage-in-place
Administrative memos & notes	Manage-in-place
Drafts & working documents	Manage-in-place
Internal communications	Manage-in-place
Non-sensitive HR & training docs	Manage-in-place

To enable best practice, a records solution that supports all models is required. This table identifies where each model is best applied according to record type.

■ **High-frequency, low-risk records:** Records such as routine customer service interactions or purchase orders, which are frequently generated but of lower risk, can be managed efficiently using the Bearman model without needing centralisation.

Why? This ensures that even low-risk records are captured without overwhelming central systems, while still maintaining compliance.

Case study

This case study demonstrates best practice, where a records solution that supports multiple models is implemented, either using a single software solution or, in other examples, using a combination working to complement each other.

Wodonga TAFE employs over 400 staff, providing a wide range of training and education services across different industries.

Wodonga TAFE purchased iCognition's Content Manager-as-a-service supplied in the [iCognition Ingress cloud platform](#).

The TAFE wanted Content Manager to deliver ongoing access to central legacy records, as well as providing a central point of search for enterprise records.

Importantly, they had a fragmented digital landscape resulting from fast tracking the roll out of SharePoint and Teams sites to meet COVID pandemic requirements.

"The decision to transition to Content Manager 23.4 SaaS Cloud was driven by our commitment to providing the best possible digital environment for our staff and a vision to integrate our systems," says Vanessa Flanagan, Records Management Specialist at Wodonga TAFE.

Managing these Microsoft 365 sites was a daunting task that consumed valuable resources and posed loss of records and security risks.

However, using the combination of centralised and manage-in-place records models that Content Manager supports provided a great solution: they used Content Manager to archive and delete 1600 unused SharePoint

and Teams sites, thus providing ongoing access and preservation of those records, and they also set up the manage-in-place capability for 456 other active sites.

"This easy integration has allowed us to manage some sites as "manage in-place" and others we finalise and can delete/archive to allow the clean-up process to be effective", says Ms Flanagan.

"As we progressed with our project, we have found the integration easy to implement, allowing staff to continue working in their preferred systems while record-keeping occurs effortlessly and seamlessly."

Have a look at this [video on LinkedIn](#) for more detail on this case study.

In other examples where multiple models are used in combination, iCognition has integrated Content Manager with Castlepoint to undertake a 'handover' of vital records to Content Manager, and/or to create a manage-in-place record in Content Manager. iCognition created this integration resulting in a product called the [Castlepoint Connector](#).

Conclusion

A hybrid approach to records management - centralising vital records, managing general administrative records in place, and using the Bearman model for transactional processes - offers the best balance of compliance, efficiency, and cost-effectiveness.

Centralising critical data ensures robust structure, security, and context, while managing less sensitive documents in place supports flexibility and operational efficiency.

The Bearman model further enhances this approach by embedding records management into everyday workflows. For best practice, make sure your records framework and solution supports all models!

Nigel Carruthers-Taylor is Executive Director & Principal at Information Management and Governance Specialists, iCognition. For more information contact iCognition on info@icognition.com.au.



Overcoming 8 Enterprise ECM Challenges

By Brian DeWyer

With the rise of remote work, enterprises face three common problems: information management, security, and collaboration. Enterprise Content Management (ECM) software has been the go-to solution for businesses. However, challenges like unexpected downtime or the inability to track user activity can still derail projects and bring work to a standstill.

In this article, I discuss the eight biggest enterprise content management challenges and how you can resolve them.

Content Management is a comprehensive approach to managing an organization's unstructured information throughout its lifecycle. It includes various information types, like documents, emails, images, videos and other types of digital content.

The process involves creating strategies, finalizing workflows, and adopting tools to make content management (i.e. storing, finding and accessing content) easy. For example, it could be a tool where your team can search through information and find the details they need, or putting a strategy in place that makes document versioning and access seamless.

Content management ensures data integrity and mitigates security risks associated with data security breaches. So, you don't have to worry about spending money on expensive legal suits. Content management for small teams and enterprises differs significantly in scale, complexity, and organizational requirements.

Of course, both aim to organize, create, and distribute content effectively. However, enterprises have larger volumes of content, more diverse teams, stricter compliance requirements, and a greater need for scalability and integration.

For example, a small legal firm might use document management software like DocuSign or HelloSign to securely store and manage client contracts and legal documents. A larger financial services firm might use an ECM solution like IBM FileNet or Content Manager.

These more robust solutions help enforce strict compliance with regulatory requirements. They also ensure proper retention, access controls, and audit trails for sensitive financial documents and customer data.

Enterprises need an enterprise content management strategy to handle data in their workplaces. Organizations are catching on; businesses are onboarding multiple ECMs to simplify content management. Even if you onboard an excellent ECM system, you'll still have to deal with common enterprise content management challenges. Here are such challenges and the solutions you can adopt immediately:

1. Content silos and inefficiencies

When an organization scales, so does the data it deals with. Content gets created by an expanding team and, sometimes, gets stored in different tools – this leads to data silos. The disadvantage of these silos is that teams need to spend time searching for the data they need. There's no way of having a common repository. Important documents may get misplaced, and collaboration becomes a challenge.

To combat this, businesses have shifted to adopting ECMs for their content management needs. Yet, some had to resort to onboarding multiple ECMs, which brings back the same problem of data silos.

One solution is having a proper strategy in place to ensure people know what and where data is stored. It's best to choose ECMs with integrations so you can move data seamlessly between the platforms you use.

2. Poor workflow management

A lack of defined processes and collaboration can lead to poor workflow management. To solve this issue, you need to pinpoint existing bottlenecks and inefficiencies. You can do this by conducting a thorough assessment and gathering feedback from stakeholders. Once identified, workflow processes should be defined, with roles and responsibilities outlined at each stage.

Simplifying and standardizing workflows where possible helps eliminate unnecessary steps and reduces complexity. Providing comprehensive training and support to employees on ECM tools and workflow processes makes for effective implementation.

We also recommend using communication tools to facilitate realtime communication and data sharing. By following this, organizations can address poor workflow management, increasing efficiency and collaboration across the enterprise.

3. Security and compliance issues

Security threats and non-compliance can lead to a massive loss of reputation and money. For example, a financial institution losing customer information can create a huge uproar and long legal battles.

Even if you adopt an ECM system, you're not guaranteed complete data confidentiality or protection from data threats. That's why businesses adopt ECM monitoring tools. The industry offers agentless monitoring platforms, so you don't have to invest in setting up an IT infrastructure or team.

They also provide a range of tests that can be scheduled to run regularly with notifications sent when there are issues. This helps proactively resolve issues and make sure that you stop security risks before they become difficult to manage.

4. Increased content operation costs

With businesses using multiple content management platforms, teams can waste time finding the right content piece. These operational inefficiencies often lead to high costs. To manage content operation costs, you must implement strategic initiatives that optimize resources and maximize return on investment.

Start by auditing current expenses across content creation, distribution, and management. Then, centralize content management using a digital asset management platform to facilitate content reuse and version control.

This reduces duplication of effort and storage costs. We recommend monitoring performance metrics and adjusting strategies as needed to ensure ongoing cost efficiency while maintaining proper content operations.

5. Potential loss of data

There are many factors contribute to data loss:

- Human error
- Content management system failures
- Insider threats
- Regulatory compliance failures

This can have significant consequences, ranging from financial losses and reputational damage to legal liabilities and operational disruptions.

For example, say your customer support team loses access to documents explaining how to resolve certain feature failures. This issue would hamper customer satisfaction and may lead to negative reviews. To avoid this, you can have robust thresholds in place.

For example, you can limit the number of times an important document is accessed or downloaded. One way to do that is by using a monitoring tool. You can notify relevant team members and take immediate action when this threshold is reached.

6. Scalability and performance problems

Your enterprise content management strategy should be flexible enough to accommodate your growing needs. When your team size grows, it should not lead to performance problems with your ECM solutions.

Many ECM systems have built-in performance monitoring and optimization tools. These allow organizations to track system performance metrics and proactively identify and address scalability and performance issues before they impact user experience.

ECM monitoring tools can ensure optimal performance and prevent system bottlenecks. Best of all, they help organizations scale their ECM infrastructure as needed and monitor the usage capacity for each ECM system in your organization.

You can see which monitors can be used to onboard further capacity. This helps you scale easily and avoid performance bottlenecks that often arrive when an organization grows.

7. User adoption

You may have onboarded a new ECM tool. But how do you get your team to implement it? Many employees might resist the new way of work because they lack the confidence to use those tools in their daily jobs.

To solve this, start by highlighting the benefits of ECM, such as streamlined document management, improved collaboration, and easier access to information. It's important to offer comprehensive training sessions and support resources. These can empower users with the knowledge and skills to leverage ECM.

You can incorporate user feedback and suggestions into the ECM implementation process to tailor the platform to their specific needs and preferences. Gamification techniques, such as rewards and recognition programs, can incentivize user participation and drive engagement with the ECM platform.

8. Remote access

With the ability to work remotely and the prevalence of mobile devices, employees expect seamless access to content from anywhere, at any time. Whether working from home, on the go, or from a client site, employees need to collaborate, access documents, and stay productive regardless of their physical location.

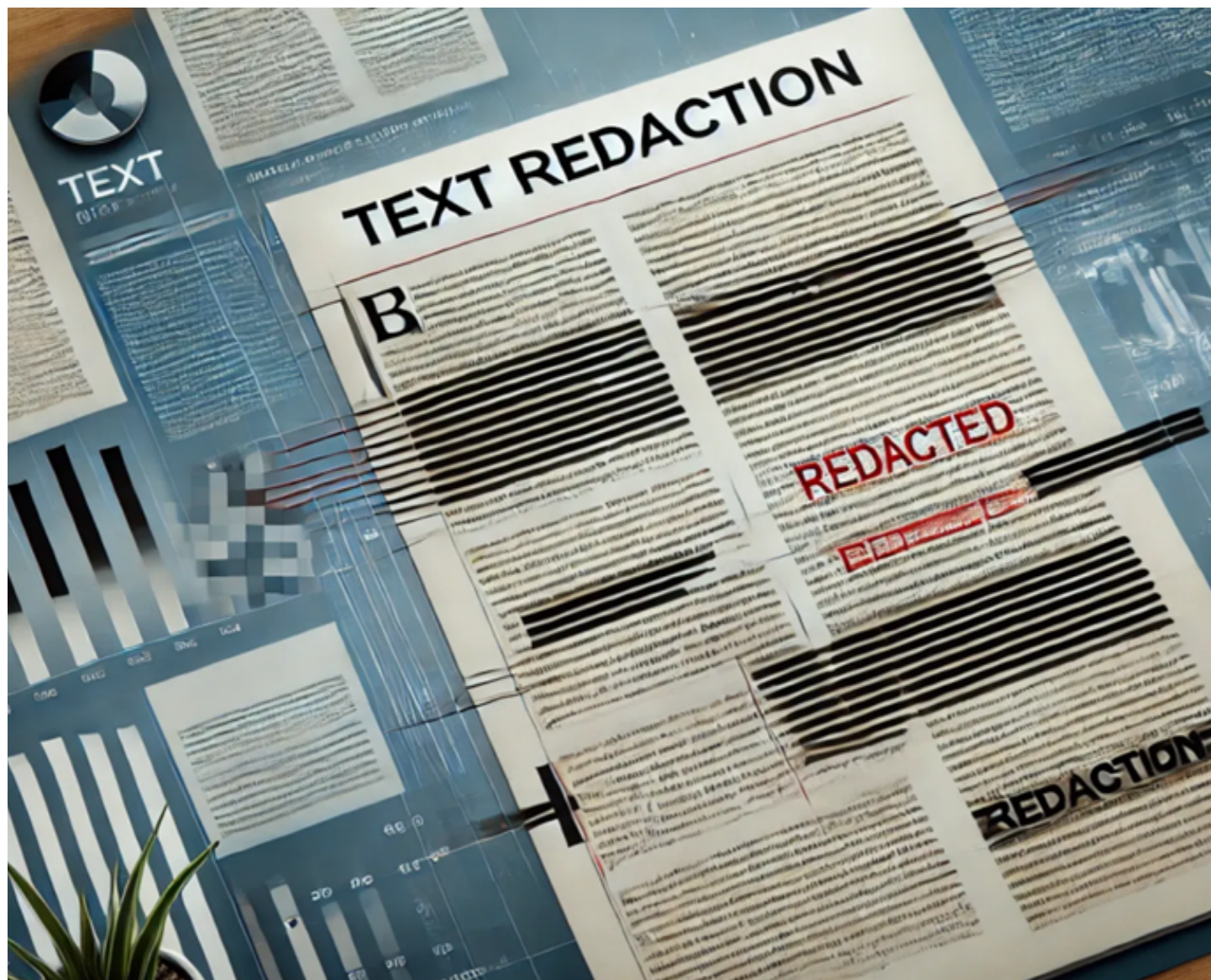
Enterprise Content Management (ECM) solutions are uniquely positioned to address the increasing requirements of remote organizations.

These solutions offer secure, cloud-based repositories that enable employees to access, share, and collaborate on documents and files from any internet-connected device. This flexibility enhances employee productivity and collaboration and enables organizations to adapt to the evolving demands of remote work and mobile-driven workflows.

Effectively managing Enterprise Content Management challenges is crucial for organizations. By addressing key challenges such as scalability, performance, user adoption, and remote access, organizations can unlock the full potential of ECM solutions to drive efficiency, collaboration, and innovation across the enterprise.

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

Redacting Sensitive Data in Documents: A Comprehensive Solution before Viewing



By Vinay Joseph, OpenText

Protecting sensitive data is paramount to organizations today. With the vast amounts of data managed by organizations, the need to redact Personally Identifiable Information (PII) and other confidential details before documents are viewed is critical.

OpenText Knowledge Discovery, formerly known as IDOL, offers a comprehensive solution to this challenge by redacting sensitive data at the index level and generating an HTML copy of the original document.

Redaction involves the process of obscuring sensitive information before it is made accessible to unauthorized parties.

This is crucial for ensuring privacy, maintaining compliance with regulations like GDPR and HIPAA, and safeguarding an organization's reputation.

Whether it's an address, a Social Security number, or other confidential data, redaction ensures that only the necessary information is visible to the intended audience.

OpenText Knowledge Discovery, known by many as IDOL, provides powerful tools for managing and

protecting information.

A key component of this solution is the View Server, which plays a pivotal role in the redaction process.

Rather than altering the original document, View Server redacts sensitive information at the index level and generates an HTML copy for viewing purposes.

This approach ensures that the integrity of the original document remains intact while still protecting sensitive data.

A Practical Example: Redacting an Address

Imagine you have a PDF document stored in SharePoint that contains an address - sensitive information that should not be visible to everyone.

Using OpenText Knowledge Discovery, specifically the View Server component, you can automatically redact this information at the index level.

When the document is viewed, an HTML copy is generated where the sensitive data has been redacted.

At right is a screenshot demonstrating how redaction is applied seamlessly within the knowledge graph ingestion article which contains some code with an address element redacted:

BACK TO SEARCH

How do I index information into the knowledge graph.pdf

OPEN ORIGINAL

I am using the following script to load information into the knowledge graph.

```
import requests
import base64
import json

data = [
  {'title': 'Haden Morgan',
   'FelonyConviction': '2',
   'Associate': 'James Michael',
   'Associate': 'Peter Angelo',
   'Address_of_Felony': '*****',
   'Car': 'DC03E0E'
  },
  {'title': 'Peter Angelo',
   'FelonyConviction': '3',
   'Associate': 'Hollen Michael',
   'Associate': 'Holly Gidley',
   'Address_of_Felony': '*****'
  },
  {'title': 'Hogan Gidley',
   'FelonyConviction': '23',
   'Address_of_Felony': '*****'
  }
]
```

Redacting addresses in a PDF document residing in SharePoint

This capability extends beyond PDF documents in SharePoint to include virtually any file type across multiple content repositories.

Supporting 200 File Types Across 88 Content Repositories

One of the standout features of OpenText Knowledge Discovery is its versatility. It supports redaction across 200 different file types, ensuring that whether your documents are in Word, Excel, PDF, or another format, the redaction process remains consistent and reliable.

Moreover, with support for 88 different content repositories, you can be confident that wherever your documents reside, they can be securely redacted at the index level and safely viewed as HTML.

Ensuring Compliance and Security with Education

The education engine within OpenText Knowledge Discovery is at the heart of the redaction process. It intelligently identifies sensitive information, such as PII, and ensures

that it is redacted according to predefined rules.

This automated process not only protects sensitive data but also ensures compliance with legal requirements, reinforcing the trust of clients and partners.

As data privacy continues to be a top priority, leveraging a robust redaction solution like OpenText Knowledge Discovery is essential.

Whether you're dealing with a single PDF in SharePoint or managing documents across hundreds of file types and repositories, the ability to redact sensitive data at the index level and generate HTML copies ensures that you're always in control of what information is shared.

By implementing OpenText Knowledge Discovery, you can safeguard sensitive information, streamline the document-sharing process, and enhance your organization's compliance efforts, ultimately creating a more secure and trustworthy environment.

Vinay Joseph is Pre Sales Lead - AI & Analytics - APAC at OpenText



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

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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.

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Accusoft adds Auto Tagging Module

Accusoft, a software company specializing in document viewing, processing, and automation technologies for integration into Enterprise Content Management (ECM) solutions, has released Auto Tagging and Classification modules within its PrizmDoc secure document viewer.

The new module, built using the IBM watsonx data and AI platform and underpinned by IBM Granite, IBM's flagship series of foundation models, enables users of Enterprise Content Management to more easily locate documents relevant to their project.

PrizmDoc's Auto Tagging and Classification module automates manual tagging and classification providing consistency and ensures documents are meticulously organized, easily searchable, and compliant with regulations. This uniformity is crucial for maintaining data integrity and ensuring reliable document management practices.

"As part of our commitment to innovation, we're empowering ECM software organizations to benefit from AI technologies like IBM watsonx.ai and IBM Granite to help reduce document processing times. These new modules are indeed a game-changer, providing practical benefits that streamline development time and empower our customers to rapidly bring cutting-edge ECM applications to market," said Steve Wilson, Chief Product Officer at Accusoft.

PrizmDoc's Auto Tagging and Classification features improve the user experience by quickly organizing large volumes of documents, making it easier for users to locate key documents.

Key benefits include:

Enhanced Document Organization: Advanced AI-powered algorithms ensure that all documents are consistently labelled and stored in the appropriate categories, making retrieval quick and efficient.

Improved Search and Retrieval: Accurate tagging and classification provides improved document search within an ECM system, increasing productivity by reducing the time needed to locate documents.

Time and Cost Savings: Manual tagging and classification are labour-intensive tasks that are prone to human error. By automating these processes, PrizmDoc improves operational efficiency by enabling resource reallocation to strategic tasks.

Improved Consistency and Accuracy: AI generates consistent tagging and classification across all documents, applying the same criteria uniformly to maintain data integrity and reliable document-management practices.

Seamless Scalability: As your business grows, so does the volume of documents to manage. Auto Tagging and Classification can be automated to support effortless scaling and handling of large document libraries without the need for additional human resources.

Accusoft recently [collaborated with IBM](#) to integrate IBM watsonx.ai in its [Auto Summarization](#) module, which enables PrizmDoc users to quickly generate concise summaries of lengthy documents.

<https://www.accusoft.com/products/prizmdoc/features/auto-tagging-and-classification/>

TELLEC Docs gives insight into M365

A unique view of collaboration and usage of Microsoft 365 is promised in TELLEC Docs, a new standalone application developed by an Australian solution provider.

"TELLEC Docs gives new insights into how people and departments are using Microsoft 365," says Joshua Haebets, CEO at TELLEC.

"Compliance oversight in Microsoft 365 has always been a challenge. Now TELLEC Docs gives our clients the facts and the data to govern and secure content whilst streamlining storage to save on the ever-growing storage costs."

The product has been developed in response to the needs of managers of IT, Records, and Knowledge, who have struggled to make fully informed decisions about collaboration across Microsoft 365. It has been hard to collate information about outdated and unused content.

"And it has been difficult to get an understanding of the impact that permissions, site structure, and external sharing are having on users."

TELLEC Docs provides data and graphics explaining the types of content, who is using it, where they are storing it, and who it is being shared with. It also highlights unused content and unused sharing links. With this information, managers can make evidence-based decisions to maintain and optimise document management in Microsoft 365.

TELLEC Docs is a SaaS platform currently available as a month-by-month subscription that provides granular details of the ways that SharePoint, MS Teams and OneDrive are being used within an environment.

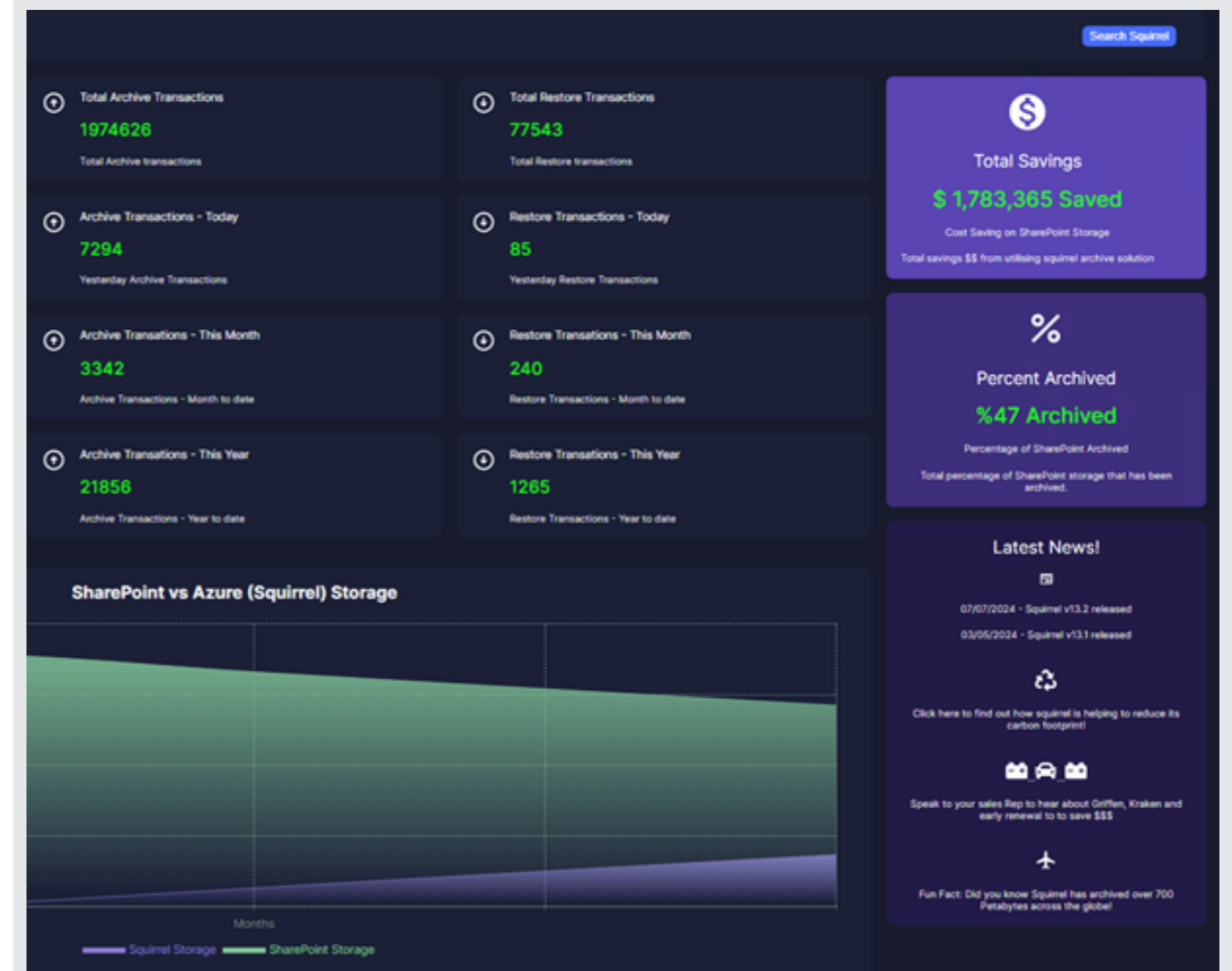
It solves common management issues of costs and compliance by informing storage usage, monitoring and securing permissions and exposing external sharing. Plus it will also unveil end user training needs, which is always a valuable investment to bolster productivity.

TELLEC Docs provides:

- A real picture of Storage at a service level across SharePoint, MS Teams and OneDrive;
- Insights into M365 Content by seeing the types of content used across the environment;
- Valuable insights into Usage with visibility into where users and departments are working; and
- A true picture of External and Internal Sharing with a clear view of what guests can access.

<https://tellec.com/>

Automated Archiving for SharePoint Online



Melbourne's SmiKar Software has announced the launch of Squirrel, an automated document archiving solution designed specifically for SharePoint Online.

Designed to streamline data management and reduce storage costs, Squirrel offers an innovative approach to archiving that maintains data accessibility and security, ensuring businesses can manage their documents efficiently and effectively.

Squirrel automates the archiving of SharePoint Online documents to more cost-effective Azure Blob Storage based on customizable lifecycle policies. By moving infrequently accessed documents, Squirrel helps organizations optimize their storage costs without compromising on data availability or security.

Archiving is a transparent experience for users. When a document is archived, Squirrel leaves a stub file in SharePoint with the same file name as the original, allowing users to access and rehydrate the data with just a click.

This seamless integration means users can continue working as usual, without disruptions.

The solution encrypts all archived data, ensuring that sensitive information remains protected.

Squirrel also provides detailed reporting on the status of documents and files in SharePoint, offering valuable insights into data usage and storage trends. This reporting capability empowers organizations to make informed decisions about their document management strategies.

Squirrel also supports OneDrive-synced folders from SharePoint, providing a holistic solution for managing document archiving across the Microsoft ecosystem.

For organizations seeking to tailor their document management processes, Squirrel offers a comprehensive set of REST APIs. These APIs enable custom integrations, allowing businesses to extend Squirrel's functionality to meet their unique needs.

For more information, visit <https://www.smiKar.com/squirrel> or contact sales@smiKar.com.

AtScale unveils NLP breakthrough

Data analytics developer AtScale claims to have set a new standard in Text-to-SQL accuracy by combining its Semantic Layer and Query Engine with large language models (LLMs) to achieve 92.5% accuracy across all combinations of question and schema complexities.

As enterprises generate and store increasing volumes of data, the demand for quick, accurate data analysis has never been higher, outpacing traditional methods reliant on human analysts. AtScale's integration of Generative AI transforms natural language queries into precise SQL commands, improving efficiency and decision-making speed.

While LLMs excel at generating human-like text, they often struggle with complex database schemas and business logic. AtScale's Semantic Layer bridges this gap by providing LLMs with comprehensive business-side metadata, eliminating the need to create metrics from scratch or generate complex joins, and significantly enhancing result consistency and accuracy.

"Our integration of AtScale's Semantic Layer and Query Engine with LLMs marks a significant milestone in NLP and data analytics," said David Mariani, CTO and Co-Founder of AtScale. "By feeding the LLM with relevant business context, we can achieve a level of accuracy previously unattainable, making Text-to-SQL solutions trusted in everyday business use."

In rigorous testing, AtScale's integrated solution outperformed traditional methods by a wide margin. Across a diverse set of 40 business-related questions, the solution achieved a 92.5% accuracy rate, compared to just 20% for systems without the Semantic Layer. These results underscore the system's capability to handle a wide range of query complexities with superior precision.

Key Benefits of AtScale's Solution:

- **Enhanced Accuracy:** Achieves 92.5% accuracy in translating natural language questions into SQL queries.
- **Simplified Query Generation:** Removes the need for LLMs to generate joins or complex business logic, reducing errors and improving efficiency.
- **Business Context Integration:** Provides LLMs with essential business metadata, ensuring consistent and accurate results.

The company plans to enhance the integration further by optimizing prompt engineering and expanding training datasets, aiming to tackle even more complex queries with greater precision and efficiency. By doing so, AtScale seeks to empower businesses with increasingly robust and reliable data analysis tools. You can download the [full report here](#), which includes detailed statistics, charts, and a deeper dive into the analysis.

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

Swiss Army Knife of Enterprise AI

Fisent Technologies has unveiled BizAI, described as an Applied GenAI Process Automation solution. The company says it allows enterprises to select the right LLMs for the processes they are looking to automate and to effortlessly shift processes to different models, adjusting for variables such as content, structure, size, and data latency.

This flexibility addresses a growing trend in the enterprise sector, where businesses are no longer content with a one-size-fits-all approach to AI implementation.

According to a recent [CB Insights survey](#), 97% of enterprises using LLMs work with multiple AI developers. Specifically, 34% use at least two developers, 41% use three, and 22% employ four or more. This diversification reflects the rapid advancements in AI technology and the emergence of new, well-funded challengers in the market.

Adrian Murray, Founder and CEO of Fisent, explained the rationale behind BizAI's model optionality: "Different AI models are designed and trained for specific tasks based on their architecture, capabilities, and the nature of the data with which they were trained. Where Gemini excels at audio transcription relative to other models, GPT has an advantage over others for text-based analysis, and the LLMs developed on internal data bring proprietary intelligence to the fold. BizAI allows all of these options to be harnessed to automate and optimize processes."

The platform's key features include support for initial model selection based on use case fit, seamless switching between models, flexibility in host selection and management, the ability to process various content types, and integration with existing business process management systems.

Fisent has already implemented BizAI in several real-world scenarios. For a health insurance company processing varied invoices from providers, BizAI utilizes GPT-4 to analyze complex care notes and expedite the review process. In contrast, for a high-volume credit dispute process, BizAI employs the more cost-efficient Llama 3.1 model to classify supporting evidence and reduce adjudication time.

BizAI capabilities include:

- Support initial model selection based on use case
- Facilitate seamless switching between models if better options emerge or as initial choices evolve
- Offer flexibility in host selection and management for both Foundational models (when available) and proprietary LLMs
- Enable the models to process any content source/type
- Integrate seamlessly with any application/business process management (BPM) layer

<https://fisent.com/>

Celonis and Emporix unveil Process Tool



Celonis, a company specializing in process mining and intelligence, has announced a partnership with Emporix to develop a new process control solution. The tool, called the Emporix Orchestration Engine, aims to help organizations improve their end-to-end business processes using artificial intelligence.

Carsten Thoma, President of Celonis, stated that current market solutions and automation strategies alone are insufficient for comprehensive process optimization. The new platform attempts to address this by coordinating resources, systems, and employees more effectively.

The Orchestration Engine integrates Celonis' process intelligence capabilities with Emporix's orchestration technology. It's designed to enable realtime adjustments to business operations, potentially allowing for more data-driven processes and reduced manual intervention.

Key features of the tool include:

- **Process Transformation:** acts as an orchestration layer, connecting systems, teams, and automations across an organization.
- **Intelligent Process Orchestration:** Using Celonis' process intelligence to monitor how processes actually take place and dynamically adapts to the results.
- **Complexity Reduction:** By offering a low-code/no-code platform for process orchestration.

Eberhardt Weber, CEO of Emporix, suggests that the tool could allow organizations to redesign their processes more effectively than before.

The companies claim the solution could be applied in various areas such as supply chain, finance, and customer service. For example, an online retailer might use it to manage inventory and pricing more dynamically.

Cloud Capture Now GenAI-Powered

ibml has enhanced its intelligent document processing (IDP) platform in the cloud with generative AI and large language models (LLMs).

This update simplifies setup and improves out-of-the-box accuracy in classifying and extracting metadata from documents generated from any input source.

The company claims the biggest pain point in IDP today is the amount of time and money organizations spend on professional services to set up IDP and make it work for their business processes.

The generative AI and LLMs now incorporated in ibml Cloud Capture promise to deliver streamlined, simple IDP setups with high accuracy out-of-the-box.

With ibml Cloud Capture, users can:

■ **Overcome content management chaos with agile automation.** The ibml Cloud Capture accelerates automation and provides organizations with a comprehensive platform that can be extended to do workflow automation, robotic process automation (RPA) and document management all in one seamlessly integrated low- or no-code platform.

■ **Capture and digitize unstructured data from any type of content.** Leveraging generative AI, ibml's Cloud Capture enables customers to consolidate document capture software and processes into one, pre-integrated platform. With automatic classification and out-of-the-box extraction capabilities, data is captured from any source. Machine learning is added to further improve accuracy.

■ **Transform manual and paper-heavy processes with intuitive, AI-powered workflow automation.** Customers can accelerate digital transformation, replacing manual work with unmatched speed and intelligence. The ability to integrate legacy systems without code and a drag-and-drop functionality makes ibml Cloud Capture a modern solution that's easy to use.

■ **Automate repetitive, time-consuming tasks with attended and unattended RPA.** Freeing up users to focus on their customers, RPA minimizes risks and errors, eliminates the need to perform repetitive tasks, and integrates between systems without code. Use one button for attended RPA or build complex 'unattended' processes.

■ **Easily migrate and manage everything throughout the document processing lifecycle.** Whether on-premise or across multiple clouds, ibml Cloud Capture enables managing content in any repository.

Users can simply connect to existing content service solutions or capture, process, and manage within a single, unified, cloud-native document management system when managing content on Microsoft SharePoint or Azure with ibml Cloud Capture.

<https://www.ibm.com/software/ibml-cloud-capture/>

AI-Driven Data Quality Assessment



Iterative has announced the upcoming release of DataChain, a new open-source tool for processing and evaluating unstructured data.

The announcement comes as businesses are struggling to harness the full potential of generative AI (GenAI). According to a recent McKinsey Global Survey, only 15 percent of surveyed companies have seen meaningful impacts from GenAI on their operations. This low adoption rate is largely attributed to the difficulties in processing and evaluating unstructured data at scale.

“The biggest challenge in adopting artificial intelligence in the enterprise today is the lack of practices and tools for data curation and generative AI evaluation that can ensure the quality of results,” said Dmitry Petrov, CEO of Iterative.

Petrov emphasized the need for AI models capable of evaluating and improving other AI models, a concept previously limited to industry frontrunners like DeepMind and OpenAI.

DataChain aims to bridge the gap between traditional structured data technologies and modern AI workflows based in Python. It democratizes advanced AI-based analytical capabilities, such as using large language models (LLMs) to evaluate other LLMs and performing multimodal GenAI evaluations. This approach levels the playing field for data curation and pre-processing, making these sophisticated techniques accessible to a broader range of AI engineers and data scientists.

The proliferation of sophisticated AI foundational models opens the door to intelligent curation and data processing. However, the absence of easy solutions to wrangle unstructured data using AI models in easy-to-manage formats keeps the technology barrier high.

In practice, most AI engineers are still building custom code for converting their JSON model responses, adapting them to databases, and running

models in parallel with out-of-memory data.

DataChain democratizes the popular AI-based analytical capabilities like ‘large language models (LLMs) judging LLMs’ and multimodal GenAI evaluations, greatly leveling the playing field for data curation and pre-processing.

DataChain can also store and structure Python object responses using the latest data model schemas - such as those utilized by leading LLM and AI foundational model providers.

For more information, visit <https://dvc.ai>.

LAMs: The Next Big Thing in AI?

Orby AI and Databricks have announced a strategic partnership aimed at revolutionizing enterprise automation. The collaboration brings together Orby’s Large Action Model (LAM) technology with Databricks’ Mosaic AI platform.

Orby AI, a US startup specializing in generative AI solutions, has developed ActIO, a deep learning model capable of interpreting actions and performing complex tasks based on user inputs. The company claims this Large Action Model approach marks a departure from traditional Large Language Models (LLMs), focusing on observing and automating actions rather than merely interpreting and generating language.

The partnership will see Orby joining Databricks’ Built On Partner Program, leveraging the Databricks Mosaic AI to pretrain, build, deploy, and monitor its ActIO model. This collaboration is aiming to enhance the capabilities of enterprise automation systems, allowing for the handling of tasks with increasing complexity and variability.

Naveen Rao, VP of Generative AI at Databricks, said, “Orby’s AI innovations are a real game changer in enabling enterprise automations that require truly cognizant reasoning.”

He emphasized that Orby’s LAM approach provides organizations with the ability to automate complex tasks that were previously impractical or impossible.

One of the claimed advantages of Orby’s LAM technology is its ability to learn by observing users at work, identifying automation opportunities, and creating actions to implement them. This process allows for continuous improvement as the system learns more, with users retaining control through an approval and modification process.

Will Lu, Co-Founder and CTO of Orby, said, “Databricks Mosaic AI makes it possible to build a multimodal training pipeline at a scale that is essential for delivering unrivalled performance, accuracy and stability.”

By combining Orby’s LAM technology with Databricks’ robust AI infrastructure, the two companies aim to set a new standard for enterprise automation, potentially transforming how businesses operate and make decisions in the age of AI.

Skilja adds LLM Text Extraction

Business process automation developer Skilja has announced the integration LLM based extraction into its new software releases, LAERA 3.0 & Tegra 3.0 with Classifier 6.0 and Information Extraction 5.0.

CEO and Founder Alexander Goerke said, “This is not a simple API call that we use, but we have trained our own (smaller) LLM based on numerous examples from the industry, which is used as a base model for token generation.”

The Skilja LLM, called LaBERTa, accurately represents the language used in business because as it was trained on millions of snippets from real business documents.

“With the new LLM feature significantly fewer examples are now needed, and recognition rates in the tests up to now are greatly improved,” said Goerke.

Training of the model is undertaken by simple labelling without any specific configuration except for field names and types thus reducing the overall complexity of setting up an extraction project.

LAERA LLM can be run on the GPU for optimal speed and performance, or in CPU mode.

The company says that when combined with the new LESA OCR model 2024-08, trained with additional examples, unprecedented automation rates can be achieved.

Classification and extraction are fully configurable through web interfaces, and can be installed on-premises or in the cloud, and are

fully multi-tenant with API key protection for each tenant.

The LaBERTa – layout aware LLM is optimized on German and English documents and provides different sizes for multi-language support (104 languages).

It supports classification and extraction and the base model can be extended by adding training examples for fine tuning.

Multi-tenant and permissions features include:

- Classification and extraction projects can now be hosted by the Designer Service (back-end service of the web designer)

- Can also be accessed from any Windows Designer or SDK application via https and username/password or API key

- Enforced access permission, like read/write permission per project and project visibility per user

- Basic support for multi-tenant hosting of classification and extraction solutions Multi-tenant access supported for projects and online learning service (classification and extraction)

- LLM based extraction now possible in Paragraph Locator, Trainable Field Locator and Role Schema. Role Schema now allows for a simpler extraction definition(prompt extraction) without any locator but using the LaBERTa LLM instead

<https://skilja.com/>

AI Automation with Workflow Assistant

HighGear, a specialist no-code enterprise workflow platforms, has launched an AI-powered Assistant that generates production-ready workflows via a natural language interface.

The new Workflow Assistant allows administrators to create fully functional workflows simply by describing their needs in plain language.

This AI-driven approach dramatically reduces the time required to develop complex workflows, potentially cutting hours of work down to mere seconds.

Key features of the Workflow Assistant include:

- A chat panel interface for intuitive workflow creation

- AI-generated workflows based on natural language descriptions

- Automatic generation of forms, fields, and statuses

- Option to review and approve new items or reuse existing workflow objects

- Capability to make realtime adjustments to generated workflows

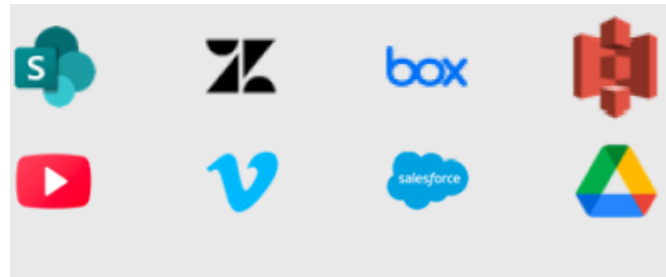
The tool is designed to benefit both novice administrators and experienced professionals, streamlining the workflow creation process across all levels of expertise.

By bridging the gap between natural language and production-ready workflows, HighGear aims to make enterprise automation more accessible and efficient.

HighGear is currently offering demos of the Workflow Assistant.

<https://highgear.com/>

Unlocking the Value of Unstructured Data



Pryon has announced the launch of its Ingestion Engine and associated SDK, an Extract, Transform, and Load (ETL) solution designed to unlock business value from unstructured data.

The new solution converts unstructured data - from various document types and formats - into machine-readable data, ensuring accuracy and usability for AI applications.

Data holds tremendous business value for enterprise, yet much of it remains trapped in unstructured formats, in large volumes and across diverse sources. Fragmented data not only limits data access but also compromises quality and AI model performance.

Processing unstructured data also requires significant effort and consumes a substantial amount of data engineers' time, impacting operational efficiency and overall innovation.

"Enterprises sit on troves of valuable knowledge, but it is often scattered across various locations, formats, and levels of quality. Unifying this information into a coherent, machine-readable form is a significant

challenge," said Chris Mahl, President and COO, Pryon.

"Our ingestion solution and SDK transforms mountains of unstructured data within an organization into a unified, structured format, enabling enterprises to build and deploy AI applications."

It leverages filetype handling, layout analysis, OCR (Optical Character Recognition) and Handwritten Text Recognition (HTR), and semantic segmentation to extract critical insights from unstructured documents.

Information parsed from documents includes the text element (e.g., header, paragraph), position of the text on the page and proximity to other content, and segments of continuous text elements.

The platform empowers developers to construct retrieval-augmented generative (RAG) solutions, refine and train large language models (LLMs), and develop AI applications seamlessly.

Benefits include:

- **Advanced Data Extraction:** Precision extraction of textual content and metadata from diverse sources of multimodal content including PDFs, documents, and more.

- **Contextual Understanding:** Capturing the semantic meaning, segmentation, and relationships within the extracted data, enhancing searchability and relevance.

- **Scalability and Performance:** Designed to handle large volumes of data with minimal latency, ensuring robust performance across enterprise-scale deployments.

<https://www.pryon.com/product/ingestion-engine>

Newgen Launches Marvin – APEX

Newgen Software has unveiled [NewgenONE Marvin](#) – APEX Edition, providing a GenAI boost to the [NewgenONE low-code platform](#) to streamline complex workflows, enhance customer engagement, and ensure secure AI integration.

The APEX Edition promises to reduce application development time by 40% and save up to 50-70% on document-related tasks.

Features of the APEX Edition include auto-classification and metadata pre-fill to automate document categorization and speech-to-text capabilities for more intuitive user interactions via voice commands. UI Design through natural language prompts will help transform interface development by leveraging [GenAI](#).

The APEX Edition also addresses safety concerns associated with integrating AI and GenAI enhancements. It prioritises security with role-based access permissions to protect sensitive

data and promote Responsible AI.

The GenAI update will ensure pre-built guardrails, such as Llama Guard 3, monitor user input and agent response across customizable risk categories. Prompt Guard, a classifier model, is used to detect unsafe prompts.

Varun Goswami, Product Head at Newgen, said, "The Apex edition of NewgenONE Marvin introduces a new level of efficiency to enterprise productivity. With advanced features, organizations can supercharge workflows, improve decision-making, and empower communication across channels.

"APEX prioritizes user-safety with adequate security models. NewgenONE Marvin continues to innovate by transforming process & data management and customer engagement, driving operational excellence and business growth."

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

AI-enhanced Process Automation

The latest release of the Appian Platform introduces the expansion of several AI capabilities, designed to enhance data and process automation for enterprises. Appian's Copilot updates empower users to get faster answers from their enterprise data and documents, with plain language and fewer steps.

Additional updates include enhancements to the Appian Platform's data fabric, low-code, and automation capabilities. These upgrades streamline workflows by integrating people, technology, and data into a cohesive system, allowing users to tackle business challenges more efficiently and focus on higher-impact tasks.

Appian AI enhancements in 24.3 include:

- **AI Copilot for data fabric,** now available in preview, offers immediate insights across your enterprise data within a unified chat space. AI Copilot provides transparent and trustworthy answers, citing source data for verification.

- **Enterprise Copilot** allows users to easily locate information across curated sets of documents by simply asking the AI, even without knowing the specific document set.

- **Process HQ with AI-suggested starting points** accelerates process investigations by offering AI-suggested views with KPIs, process details, and filters, ensuring the right questions are being answered.

- **AI Copilot in Case Management Studio** helps users quickly pinpoint information with case comment and document summaries, and helps users create data fields with a guided data modelling experience.

- **AI Copilot for developers** helps developers automate test-case generation for expression rules, both making test generation faster and increasing test coverage.

<https://appian.com/>

OCR Labs to Relaunch as IDVerse

OCR Labs Global, a developer of digital ID verification (IDV) solutions, has rebranded as IDVerse. The move away from OCR (Optical Character Recognition) in the company's name reflects how the IDV landscape has changed since 2014 when OCR Labs began operating in Australia. With the rise of Generative AI and synthetic media, fraud has evolved, and so has the company's products.

The new name and branding combines "identity" and "universe," "versatile" and "diverse," and highlights the company's commitment to a comprehensive and universal approach to identity verification. IDVerse also signals the importance of Zero Bias AI in the company's identity verification platforms and products.

IDVerse provides a comprehensive suite of proprietary solutions – biometric verification (known as liveness technology), identity document verification, data verification, Video KYC, Age Verification and reauthentication.

OCR Labs was the first Australian private company to be accredited as an identity provider to operate outside of the Australian Government's [Digital Identity System](#) under the Trusted Digital Identity Framework (TDIF). It has also gained accreditation from the UK's [ACCS](#) for its API for age verification services.

OCR Labs can extract information from and verify the legitimacy of any identity document in the world. That information can then be checked against local government and credit bureau databases in realtime.

Once this has taken place, IDVerse can then verify that the person presenting the document is alive and well and owns the document being presented, known as "liveness". This is a fully automated process powered by AI, a step change from the standard procedure of using agents/call centres as the processing mechanism.

<https://idverse.com/newname/>

OutSystems code-free Automation

OutSystems has announced Workflows, a business process modelling and workflow automation solution. The company says it differs from legacy BPM (Business Process Management) solutions that require countless high-code customizations, which are more challenging to maintain and scale.

Workflows provides a simple and intuitive solution for modelling complex workflows, with the added benefit of being unified with a low-code development platform with extensive UX/UI customization options, simplified system integration, and advanced data management capabilities.

The new web-based interface also enables business stakeholders to model workflows autonomously, reducing the need for iterations and detailed explanations of business rules.

This shift significantly improves collaboration and reduces IT's workload, keeping the promise of low-code simplicity without requiring traditional coding customization. Combined with the broader OutSystems platform, Workflows makes it simple to customize any application, creating tailored workflows without incurring technical debt.

Users can leverage OutSystems Workflows to manage common internal processes, such as expense or vacation management, invoice approval, or workforce management. Workflow applications can also streamline consumer-facing services, such as case management, complaint management, or loan origination.

<https://www.outsystems.com/low-code-platform/workflow-automation/>

A Conversational PDF Interface



PDFChatPDFGPT has unveiled a new AI-powered technology that transforms how users interact with PDF files. The new tool, dubbed “AI-Powered Document with Chat PDF,” allows users to engage with PDF documents as if conversing with a knowledgeable assistant.

The technology leverages advanced artificial intelligence, including natural language processing (NLP) and machine learning algorithms, to analyze and understand document content. Users can now ask questions and receive instant, contextually relevant answers directly from their PDF files, eliminating the need for time-consuming manual searches.

Key benefits of the AI-Powered Chat PDF include:

- Instant access to information
- Enhanced user experience through natural conversation
- Improved productivity by reducing search time
- Increased accuracy in information retrieval

<http://www.chatpdfgpt.ai/>

Qlik in to Analyse Unstructured Data

Qlik has released an extension of its analytics platform, Qlik Answers, that promises to transform unstructured data into actionable results through generative AI, while offering full explainability - a common obstacle in enterprise AI adoption.

Qlik Answers combines generative AI with Qlik’s data analytics capabilities to deliver precise, contextually relevant results from extensive unstructured data sources. This solution enables customers to seamlessly integrate AI into their existing Qlik

business intelligence workflows, ensuring efficient use of resources and avoiding technical debt.

“Qlik Answers is designed to help businesses use their unstructured data to make better decisions,” said Brendan Grady, Executive Vice President and General Manager of Qlik’s Analytics Business Unit.

“This solution integrates our strengths in analytics and data with generative AI, providing users with precise answers to their questions. With Qlik Answers, we are offering a tool that supports the direct translation of unstructured data into tangible business outcomes.”

It offers:

- **AI-Powered Responses:** Delivers relevant answers from curated knowledge bases, enhancing the utility of unstructured data.
- **Rapid Deployment:** Offers a ready-to-use solution, reducing the time and complexity of deployment.
- **Transparency:** Ensures full explainability with answers linked to their source documents, fostering trust and consistency.
- **Broad Connectivity:** Integrates with existing systems and platforms, using Qlik’s enterprise connectors to access a variety of unstructured data sources.
- **Enhanced Efficiency:** Supports real-time business activities and decisions, enabling users to quickly access relevant information.

At its core, the solution uses Retrieval Augmented Generation (RAG), which merges retrieval-based and generative AI methods. This technique dynamically retrieves relevant documents from pre-indexed knowledge bases and generates precise, contextually relevant responses. By leveraging modern generative models, Qlik Answers can interpret and synthesise information from diverse sources, providing users with concise and actionable answers.

To ensure seamless integration with existing systems, Qlik Answers utilises Qlik’s existing enterprise connectors. These connectors allow the solution to access a wide range of unstructured data sources without requiring extensive data movement or reconfiguration. This approach not only simplifies deployment but also maintains data integrity and accessibility.

Additionally, Qlik Answers is designed with full explainability and transparency in mind. All AI-generated answers are traceable back to their original sources, enabling users to verify and trust the information presented.

Qlik Answers is also self-service oriented, allowing business users to deploy and manage AI-driven knowledge assistants without needing extensive technical expertise or custom development.

This ease of use ensures that organizations can quickly benefit from the solution, supporting real-time business activities and enhancing decision-making processes.

<https://www.qlik.com/us/products/qlik-answers>

RecordPoint partners with Workday

RecordPoint is now a Workday Innovation Partner, and will provide a more seamless integration process with the RecordPoint platform, increasing data visibility for better data lifecycle management and risk mitigation.

A cloud-based enterprise software provider, Workday offers product solutions for human capital management, financial management, and planning.

Because data held in Workday systems – typically finance or HR data — can be some of the most sensitive information an organization holds, it requires a robust data governance strategy to effectively manage and protect it.

With RecordPoint as a Workday Innovation partner, Workday customers have complete visibility over their full data estate – including data outside of Workday – held within a unified data lifecycle management solution.

The RecordPoint platform offers advanced features including data inventory, automated classification and PII detection, and customizable retention schedules, allowing you to dispose of data as soon as it’s no longer required.

Users can instantly integrate with hundreds of essential businesses systems in addition to Workday, through the RecordPoint’s Enterprise Connector framework.

The platform provides an in-place, realtime view of your full data estate, enabling better decision-making, facilitating explainable AI outcomes, and driving business success.

Hosted on RecordPoint’s infrastructure, the integration uses Workday’s native APIs to automatically identify, classify, and manage new records. With a user-friendly interface and no change management required, the solution helps organizations proactively tackle data retention and minimization challenges, allowing users to focus on their core responsibilities.

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

TitanFile teams with M365/NetDocuments

TitanFile has announced upgrades to its “Secure Send” Outlook integration, added a new Microsoft 365 integration and unveiled integration with NetDocuments.

With TitanFile’s Secure Send product that offers Outlook integration, users can continue using Outlook’s familiar email experience for specific matters while also benefiting from TitanFile’s exceptional capabilities around large file sharing and security. The enhanced Secure Send now also supports Outlook Web, meeting the rapidly growing demand for its adoption.

The new TitanFile–Microsoft 365 integration transforms professional collaboration by keeping document interactions secure and compliant, boosting productivity and streamlining workflows. It enables TitanFile users to edit and collaborate on Microsoft 365 documents directly from TitanFile.

Additionally, TitanFile’s NetDocuments integration elevates legal practices by enhancing productivity and streamlining workflows between the two highly secure platforms. The integration with NetDocuments enables its users who benefit from NetDocuments highly secure file sharing and collaboration capabilities to seamlessly leverage TitanFile to send high volumes of files and very large files more quickly and easily.

The integration eliminates the need to manually move files between platforms or to local storage, allowing legal professionals to focus on their core practice areas and manage their work with NetDocuments, while knowing that they have the added capability to send gigabytes and terabytes of data with TitanFile’s technology.

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

Conversational AI Intelligence Service

Talkmap, a generative AI platform specializing in contact centre Conversational Intelligence, has announced the launch of Talkdiscovery 9.0 which aims to provide realtime, accurate visibility into customer interactions.

As part of Talkdiscovery 9.0, Talkmap is launching Continuous Question Intelligence, or CQI. With CQI, customers can ask specific questions of their conversation data automatically and continuously.

Importantly, CQI does all of this automatically and seamlessly answers questions leading to actionable insights identified via Talkmap’s Generative AI and Large Language Models running in secure private mode. The results are accessible daily in an easy-to-use dashboard. Talkmap customers can ask questions of a percentage of all conversations or of a segment of conversations for a particular group of agents, specific call reasons, or a designated location, or other criteria.

What Can be Learned from Customer Conversations using CQI:

- What are the specific reasons driving the recent increase in cancellations?
- What are the unresolved customer issues behind our high % of repeat calls?
- Are agents properly troubleshooting before escalating or scheduling a service call?
- Did our customer service reps follow best practices in each call? If not, what are the coaching areas needed for each rep?
- Why are some agents getting more upsells?

<https://talkmap.com/>

Cloud App for Mail Management



Quadient has announced the launch of [Secure Barcode](#), a cloud-based application designed to enhance the security of customer physical communications through barcode generation and insertion into documents. The solution is tailored for small businesses that are beginning their journey into digital mail solutions, providing immediate benefits in document management and operational efficiency.

“Secure Barcode illustrates Quadient’s commitment to supporting small businesses in their digital transition,” said Alain Fairise, Chief Solution Officer for Mail Automation at Quadient.

“Our goal is to provide a user-friendly, cost-effective solution that enhances document integrity and compliance, making it easier for businesses to manage their mail processes. We see Secure Barcode as the first step in helping our customers embrace digital solutions, unlocking new opportunities for efficiency and growth.”

Secure Barcode is designed to address the needs of businesses dealing with documents of varying page lengths. The application offers an intuitive drag-and-drop interface, allowing users to upload files and automatically insert barcodes without requiring specialized technical skills.

Leveraging QR code technology, Secure Barcode accurately identifies page numbers and extracts relevant information to streamline document processing. Output files are generated efficiently, ready for printing, folding and insertion.

Thanks to the hot folder plugin feature, users can simply drag and drop job files into Secure Barcode, to effortlessly incorporate barcodes into files in seconds.

Available as a subscription service, Secure Barcode provides an affordable solution for small businesses to enhance their mail processing efficiency and accuracy. The solution is already available in France, Canada and Benelux, with new countries to be launched in the coming weeks.

<https://mail.quadient.com/en-ca/mailroom-software/secure-barcode>

Embedding Data Governance in AI

As artificial intelligence (AI) continues to reshape business landscapes, a critical challenge has emerged: how to harness AI’s power while safeguarding sensitive data. Secuvy believes it has the answer with its newly unveiled AI-driven data governance and privacy platform.

The platform’s core offering revolves around PI (Personal Information) and Sensitive Data Scrubbing for large language models and deep learning models. This feature ensures that data remains protected while organizations work with AI models, a crucial consideration in today’s data-driven business environment.

Secuvy’s AI Data Governance solution boasts several key features:

■ **AI Model Inventory:** The platform provides a comprehensive inventory of all AI models within an organization, offering crucial visibility into data flows and usage.

■ **Data Classification:** Secuvy employs self-learning and contextual data classification for various data types, including unstructured, semi-structured, and structured data. This classification extends to files, documents, emails, and images, covering both data at rest and in motion.

■ **PI and Sensitive Information Scrubbing:** The platform allows for the scrubbing of linked or referenced personal and sensitive data based on custom criteria such as data subject types, residency, consent, and retention periods.

■ **AI Readiness Certification:** Through automated workflows, businesses can minimize bias and improve fairness in AI-related products. The platform publishes associated risks for model cards and compliance purposes, streamlining the AI readiness certification process.

■ **Integration with Amazon Bedrock:** Secuvy’s platform integrates with Amazon Bedrock, enabling the development of secure generative AI applications that can proactively identify and mitigate potential compliance risks and threats to personal information.

Prashant Sharma, CTO of Secuvy, said “Privacy teams need AI Data Inventory & Mapping along with tackling Data Minimization, Bias & Fairness issues. Security teams are concerned about PI & Sensitive data leakages to unauthorized users. Our goal is to provide a simple workflow for AI Data Governance for both Security & Privacy teams via Secuvy’s AI Data Linkage Graphs.”

Secuvy has announced plans to introduce realtime prevention and blocking of data leakage for LLM (Large Language Model) generated responses. This upcoming feature will utilize advanced machine learning algorithms to provide real-time protection of any personal or sensitive data included in responses from generative AI applications.

<https://secuvy.ai/>

Pipefy adds GenAI to Process Automation

New generative AI capabilities have been added to Pipefy’s no-code business process automation (BPA), to accelerate workflow deployment, automate complex processes, and analyze data.

Suitable for HR, finance and procurement teams, Pipefy AI simplifies building, automating, and managing workflows and processes for users, including business users, citizen developers, and IT teams.

Pipefy AI consists of three core features: AI Automation, AI Agents and AI Co-pilot. AI Automation eliminates manual and repetitive tasks. AI Agents streamline service delivery, and AI Co-pilot builds new workflows and provides the data analysis and insights teams need to optimize them.

Pipefy’s AI Automations execute manual, repetitive, high-volume tasks through natural language, trigger-based prompts. This feature is part of its automation engine and expedites tasks such as image recognition, data extraction, and data interpretation.

It significantly increases team efficiency by automating complex processes like matching data, verifying documents, generating content, and summarizing information.

For example, a legal analyst that needs to review 10 contracts with suppliers – a process

that usually takes three hours – now takes just 30 minutes with Pipefy AI. For procurement/purchasing departments, examples of AI-driven Automations with Pipefy AI include:

■ Analyzing purchase requests or item descriptions and automatically placing them into the appropriate procurement categories

■ Automatically approving simple requests according to preset criteria, such as policies and budgets

■ Scanning procurement and transaction documents to ensure compliance with internal policies, industry regulations, and contractual agreements; flagging potential issues for further review and remediation

Pipefy’s AI Co-pilot tool builds optimized workflows in seconds and delivers the data analysis and insights teams need to make strategic decisions. AI Co-pilot also guides users to most effectively utilize Pipefy.

For the procurement/purchasing department, examples for uses of AI Co-pilot include:

■ Generating financial performance and delivery reports

■ Analyzing supplier data to identify best partners based on past performance

■ Identifying bottlenecks, trends, and root causes

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

Enhanced Protection for Unstructured Data

ShardSecure, a provider of cloud data security, privacy, and resilience software, has completed an integration with Entrust to protect unstructured data against outages, attacks, and other forms of data compromise.

The integration combines ShardSecure’s approach to file-level encryption with Entrust KeyControl Compliance Manager’s singular dashboard view of keys across on-prem, public cloud, and hybrid-cloud environments, including detailed information about ownership, environment, and critical systems for compliance purposes.

It joins an existing integration between ShardSecure and Entrust eShield HSM (Hardware Security Module) that offers secure key generation and management.

“Entrust’s identity and security solutions support organizations in accelerating growth, protecting

their assets, and building trust into every digital interaction,” said Michael Loger, Entrust’s Director of Product Management and Product Security.

“The new integration with ShardSecure reiterates our commitment to helping organizations face evolving security threats across a myriad of industries by creating open platforms to extend and integrate with best-in-breed solutions like ShardSecure.”

ShardSecure’s innovative, agentless alternative to file-level protection secures data from threats without the cost and complexity of agent-based solutions. It provides strong file encryption and offers “set and forget” management as well as low latency and fast throughput architecture with minimal to no performance impact.

By separating data owners from infrastructure admins and cloud providers, the ShardSecure platform prevents unauthorized access and ensures strong data privacy and security in a unified, multi-protocol platform.

<https://shardsecure.com/> <https://www.entrust.com/>

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.



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