IDM
IMAGE & DATA MANAGER
idm.net.au
November-December 2011

CAPTURE IN CONVERSATION
MARTYN CHRISTIAN, KOFAX

IMAGING SERVICES
BUREAU DIRECTORY

Industrial Strength SharePoint

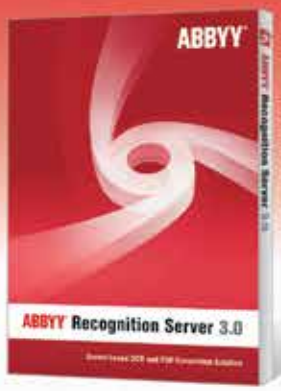
BAE SYSTEMS AUSTRALIA & SANTOS
TACKLE MAJOR NEW DEPLOYMENTS

ISSN 1320-176X
9 771320 176003 07
Print Post Approved: PP 255003/09418

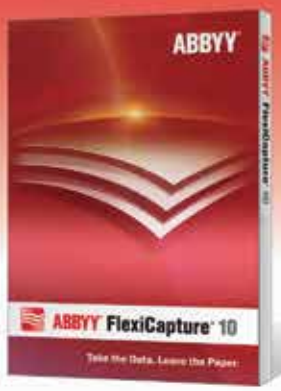
Do you know what can help them?

Capture your data on the fly from any documents

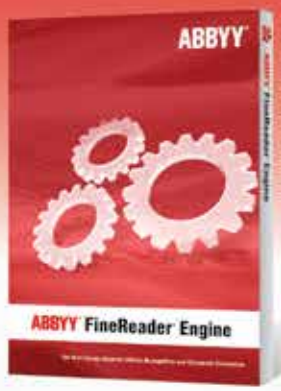
Intelligent OCR Software



Server based OCR Solution



Data Capture Solution



OCR SDK for developers

ACAPacific

ACA Pacific,
Phone: 1300 761 199
Email: sales@acapacific.com.au
Web: www.acapacific.com.au

ABBYY®

ABBYY is a leading provider of document recognition, data capture and linguistic software.
For more information, visit www.abbyy.com.au
Email: sales@abbyy.com.au

©2011 ABBYY. All rights reserved. ABBYY, the ABBYY Logo, Recognition Server, FlexiCapture, FineReader are either registered trademarks or trademarks of ABBYY Software Ltd.

Inside this edition

FEATURES

12 TAKING FLIGHT WITH PROJECT OLYMPIA
BAE Systems selects Australia as the site of a pilot deployment of SharePoint 2010 for for the defence manufacturer's workforce across the globe.

16 SANTOS DRILLS DEEP INTO SHAREPOINT
Multinational Australian energy giant Santos is revolutionising its information management practices with a company-wide deployment of SharePoint 2010.

18 CAPTURE IN CONVERSATION
Kofax Chief Marketing Offocer Martyn Christian and IDM editor Bill Dawes discuss the findings of the 2011 AIIM survey entitled "Capturing Data to Multiple Business Processes - what's holding you back?".

22 IS EVERY EMAIL A RECORD?
A vigorous debate ensues when ECM consultant Dean Fisk asks a LinkedIn forum for the cost implications of managing every email inside your organisation as a record.

24 IDM ENTERPRISE CAPTURE SURVEY
IDM readers outline their implementation of capture solutions.

26 ARE YOU GENERATING TOXIC DOCUMENTS?
When the term toxic is used to describe something one tends to think of toxic waste or a relationship turning toxic. Companies don't associate the term with the documents they create on a daily basis.

27 REVIEW: ABBYY FINEREADER 11
Allon Maxwell puts the latest release of this OCR software through its paces.

30 P2P MARKET SURGES
Leap IT Solutions is witnessing a boom in technology adoption in shared services across the Asia Pacific region.

34 AP WITHOUT OPEN HEART ERP SURGERY
Esker outlines a proposal to open up your ERP system to add AP workflow automation without delicate internal operations on your ERP application.

38 IMAGING SERVICES BUREAU DIRECTORY
IDM's annual guide to providers of comprehensive scanning and imaging services.

Publisher/Editor
Bill Dawes
bill@idm.net.au

Web & Design
Paul Mirtschin

Published by:
Transmit Media Pty Ltd
ABN 631 354 31659
PO Box 392
Paddington NSW 2021, Australia
Telephone: +61 (2) 9043 2943
Fax: +61 (2) 8212 8985
email: idm@idm.net.au

IMAGE & DATA MANAGER

All material in Image & Data Manager is protected under the Commonwealth Copyright Act 1968. No material may be reproduced in part or whole in any manner whatsoever without the prior written consent of the Publisher and/or copyright holder. Editorial contributions are welcome.

The Publisher/Editor bears no responsibility for lost or damaged material. The views expressed in Image & Data Manager are not those of the Editor. While every care has been taken in the compilation of editorial, no responsibility will be accepted by the Editor for omissions or mistakes within. The Publisher bears no responsibility for claims made, or for information provided by the advertiser.

ISSN 1320-176X
PRINT POST APPROVED PP255003/09418

cab CAB audited: average net distribution 6,133 for priod ended March 31, 2011

HiSoftware assigns Sherrif to SharePoint security

HiSoftware has launched a content-aware compliance and security solution for SharePoint 2010, HiSoftware Security Sheriff SP. The product was built by HiSoftware's 8-strong Australian development team in Melbourne, and tackles the challenge of securing sensitive documents that reside inside SharePoint.

Mike McAuley, vice-president of R&D at HiSoftware, said Privacy Acts around the world now require that documents containing personally identifiable information (PII), even when at rest, must be encrypted.

McAuley was behind the development of HiSoftware's Compliance Sheriff six years ago. Compliance Sheriff scans content in SharePoint and other ECM systems to identify content that should be subject to security, or which infringes other compliance scenarios such as WCAG accessibility. The new Security Sheriff product allows a Policy Officer to set rules relating to security, identify and monitor content infringements, and automate the application of security profiles to content," he said.

It aims to make SharePoint safe for sensitive enterprise data, from personally identifiable information to financials, strategic product information, HR data and more.

"A problem with SharePoint has always been that it decrypts documents when they are placed back into SharePoint. So when Compliance Sheriff identifies a document in SharePoint that contains PII data, Security Sheriff encrypts it. No longer do organisations need to store secure documents on a separate disk with rights management," said McAuley.

"Our major US government customers such as Veterans Affairs, Internal Revenue Service and Homeland Security wanted a solution that could keep content in place."

"It also solves the problem for commercial organisations that don't want IT administrators to automatically have access to highly sensitive documents such as discussions on mergers and takeovers."

Options are also available to extend the solution to provide workflow based on document metadata, auditing and allow user-classification. These make use of an OEM license of Nintex, the Australian-developed SharePoint workflow product.

A recent IDM survey found that one third of Australian organisations to respond were using SharePoint as their primary ECM platform.

"Security and compliance are emerging as key stumbling blocks for enterprises who want to take full advantage of the content management and collaboration features within SharePoint 2010," said HiSoftware CEO Kurt Mueffelmann.

"As SharePoint grows, the type and composition of data organisations want to store and share expands as well, with big implications for information governance and user adoption. By building on the strength of our content-aware rules engine and allowing organisations to take advantage of new functionality for both policy- and user-based classification, as well as encryption, we're removing those barriers."

Leveraging the hundreds of checkpoints built-in to the company's proprietary rules engine, HiSoftware's solutions continuously scan all SharePoint content (documents, libraries, lists and sites) as it moves in and out of the environment to identify specific policy violations and classify items via the addition of SharePoint metadata values.

Once classified by the rules engine, these values can then be utilised by Security Sheriff SP to encrypt and/or apply permissions that restrict access to the item, regardless of the permissions applied to the larger SharePoint site, library or list in which the item physically resides.

Security Sheriff also tracks the document's full chain of custody and, when deployed with the HiSoftware Connector for Microsoft Outlook, can prevent it from leaving SharePoint via email to an unauthorised user. Classification can also aid in e-discovery, search and retrieval, and provide a persistent form of identification for sensitive content as the SharePoint environment grows and evolves.

Security Sherif will be demonstrated for the first time in Australia at Share 2011 in Sydney at the end of November.

www.hisoftware.com

EzeScan adds Office output

Outback Imaging, the developer of EzeScan document scanning software, has announced the addition of Microsoft Office file formats to its list of possible output file types.

As well as saving PDF files (image only, or text searchable) to an EDRMS system, EzeScan users now have the option to output their scanned documents as editable MS Word or MS Excel files (.doc, .docx, .xls, .xlsx).

Mike Kirkby, managing director of Outback Imaging, said, "Our customers can now create MS Office files from either our WorkStation or SERVER product without the need to switch to other software applications.

"Having the ability to scan documents and output into an editable format means our customers who would traditionally have had to retype these documents, can now save time and with many companies today being time poor and short staffed this is an important feature.

"We recently did a demonstration on this product to a customer who had a 50 page price list sent to them which they needed to retype for further costing analysis. Within a few minutes the document was scanned and converted to MS Excel format ready for the next stage, saving this customer hours of work." said Kirkby.

EzeScan has also upgraded its OCR capabilities to now include support for 100+ languages and improved OCR accuracy on small fonts.

"Many companies here in Australia deal internationally and our global market is increasing exponentially. Having the ability to OCR in any of 100+ languages means that our product is now even more useful to our customers." said Mr Kirkby "Previously EzeScan supported 13 languages, whereas the new OCR capabilities dramatically increases this number and also allows multiple selections of OCR engines at any one time." said Kirkby.

FileTrail gets footprint in Australia with OBS

Australian SharePoint systems integrator OBS is extending the Microsoft platform to include physical records management and tracking with a solution from FileTrail that automates locating files and streamlines business processes.

"OBS specialises in helping transform our customer's business with SharePoint. In order to provide a complete solution, a robust physical records management system is a must," said Andy Neumann, Managing Director, OBS. "FileTrail provides a superior solution for customers that complements our current suite of offerings."

OBS believes the Australian market for physical records management solution in SharePoint is likely to see an explosive uptake over the next few years, with much of the growth fuelled by government, small to medium sized business and larger enterprises seeking to shift to SharePoint as their ECM platform.

FileTrail for SharePoint will be branded as OBS's i5 Software Physical Record Edition, to complement OBS's existing i5 Software product by delivering physical records management solution on SharePoint.

Reduce Process Time.
Increase Productivity.
Ensure Information Security.

Go from Envelope to Workflow... *Faster than Ever*

It takes quite a few steps to get your documents out of the mailroom and into your workflow. Considerable time and labor is involved in opening the envelope, extracting the contents, and preparing for scanning.

Now with the OPEX® AS7200i™ mail extractor and scanner, everything is done at one station, with one operator, in one pass. This translates to faster cycle times and an overall increase in customer satisfaction.

OPEX® CORPORATION

Ready to take your document imaging to the next level?

Visit GBC Australia, Authorized OPEX Dealer,
at www.gbcaustralia.com.au or call +61 03 9674 2603

SharePoint maps the road ahead for Maori Trustee

The NZ government body that administers Maori-owned land is making a move to SharePoint to handle information management.

The Māori Trustee organisation works from six offices around New Zealand and is responsible for 100,000 hectares of Māori land, 130,000 client accounts and $NZ135 million in funds.

A team of 70 staff currently work within a Microsoft mail and application environment, with corporate applications OpenText LiveLink EDRMS, a Property Management System developed in Fox Pro and the TerraView GIS application.

According to tender documents, the 90-year old organisation has accumulated a large information resource, with much of the paper and electronic records that have been created and captured over such a period "of significant value and play critical role in the daily operations of the organisation activities.

These information resources have become scattered and somewhat disparate making the efficient use of these resources increasingly difficult and the ability to apply suitable records management process complicated. "

An information technology strategy developed since mid 2010 seeks to ensure that "Māori Trustee information repositories are reliable, easy to use, and easy to change and fit within the overall information and technology architecture."

At present Māori Trustee staff have limited automated mechanisms for many of its business processes. It has no automated workflow for managing documents and approval processes. A considerable portion of information is paper based and the existing document management and other systems are not integrated making many document processes slow, open for data duplication and making documents difficult to maintain.

The organisation has previously relied on an OpenText Livelink document management system supplied by the Ministry of Māori Development, but separation from that ministry in 2009 encouraged staff to consider a new strategy.

The successful tenderer will need to assist with migration of more than 36000 documents currently in LiveLink and 4GB of fileshare data.

SharePoint has emerged as a focus as the Trustee is also looking to upgrade its property management system using Microsoft CRM and Microsoft NAV.

Spatial boost for NT utility

Northern Territory utility Power and Water Corporation has provided a demonstration of its new asset management system at the Australasian user conference for Esri Geographic Information System (GIS) technology.

Underpinned by GIS technology from Esri Australia and business intelligence software from IBM, Power and Water Corporation's new asset management system will be rolled out in the first half of 2012 and will help the business in its delivery of power, water and sewage services to 80,000 customers across 1.3 million square kilometres in the Top End.

The system is part of Power and Water's Asset Management Capability (AMC) Project, a four-year campaign to improve asset management practices across the Corporation.

Power and Water AMC Program Director Sharon McAnelly said the GIS technology would enable the company to plot all assets and works projects onto one central mapping system.

"We will be able to obtain more accurate information about our assets including data about their condition, maintenance records and relationship to other types of assets," Ms McAnelly said.

"This will bring improved clarity to deliver maintenance planning, and ultimately enable us to deliver better services."

Ms McAnelly said fault and outage management and notification would also be streamlined with the new GIS.

"Being able to see the relationships between assets and works projects enables us to pinpoint and coordinate maintenance works more efficiently," Ms McAnelly said.

Pen capture for SharePoint

Capturx software for digital pens is now compatible with SharePoint server, so when mobile workers fill out paper forms with digital pens, they can now check a box on the form that instantly sends the recorded data from digital pens to SharePoint through Bluetooth using a mobile phone.

With the new Capturx release, teams can accelerate data capture and collaboration using Microsoft SharePoint 2010, paper forms, mobile devices, and standard industry digital pens from Anoto.

Capturx automatically creates image files of the original handwriting and converted text in SharePoint lists for immediate workflows and reporting. Through SharePoint, teams can automatically integrate the data into a range of databases, content management, and back-end systems, such as Microsoft Dynamics CRM.

Mobile workers can also get instant data validation from SharePoint on their mobile phone to confirm data entries or remind them to complete a skipped field, for example, before they leave a customer or job site.

Accellion secures collaboration with SharePoint Plug-in

Accellion says it has closed the "Dropbox Security Gap" with the launch of a SharePoint plug-in that extendings secure file sharing of files to external users,

"The enterprise customers we work with have invested in SharePoint, but know that it can be cumbersome and expensive to set up external access to SharePoint. When internal users discover they can't share their SharePoint files beyond the firewall, they frequently seek workarounds, including dropbox-style apps, regardless of the security and compliance risks," said Yorgen Edholm, CEO of Accellion.

"With Accellion, no compromises have to be made. Business users have a secure, intuitive, SharePoint file sharing solution for both internal and external file sharing, and the organisation is able to protect, track and manage the files that are exchanged."

Accellion secure file sharing supports Microsoft SharePoint 2010 and 2007, and allows users to share any size file or folder directly from SharePoint Document Library to internal and external collaborators. Tracking files and reporting on document trails for auditing and compliance is claimed to be easier using Accellion.

The Accellion Microsoft Productivity Business suite includes features for monitoring and auditing file sharing activities.

Visualise...

mediarich® FORSHAREPOINT

and deliver content more effectively

MediaRich ECM for SharePoint is a rules changer!

A click of the MediaRich Instant On Setting in any library transforms a SharePoint Document Library into a visually appealing interface while enabling pan & zoom of all files.

Take total control of your videos, images and media ....

....call DataBasics for details

eQ equilibrium

Microsoft GOLD CERTIFIED Partner

Freecall: 1300 886 238
info@databasics.com.au

www.databasics.com.au

DataBasics

Objective puts government collaboration into the cloud

Objective CEO Tony Walls believes his company has got the drop on global ECM vendors with the announcement of a new cloud platform for government inter-agency collaboration, to be launched in 2012 as Objective Connect.

In his opening address to the annual Objective user conference in Sydney, Walls said the new platform was the fruit of $A50 million invested in R& D over the past five years and a defining moment in the future of the Australian company.

When the new service is launched in early 2012, users of Objective's latest release Version 8.1 ECM platform will be able to set up a Dropbox-style file-sharing locations by simply hitting a new "Share" button in the Objective ECM interface (see screengrab).

External parties will receive an email invite to visit a URL where they can view, edit or contribute documents. If they are a HP TRIM user, a folder will automatically be created and able to be viewed via the TRIM interface. Objective Connect will initially provide for connections between Objective ECM, HP TRIM, SharePoint and OS file systems.

All shared documents will be hosted in Objective's encrypted private cloud platform, built on the foundations acquired with the 2009 purchase of UK company Limehouse Software. Pricing of Objective Connect has not been announced but Walls said it was planned to be "relatively inexpensive".

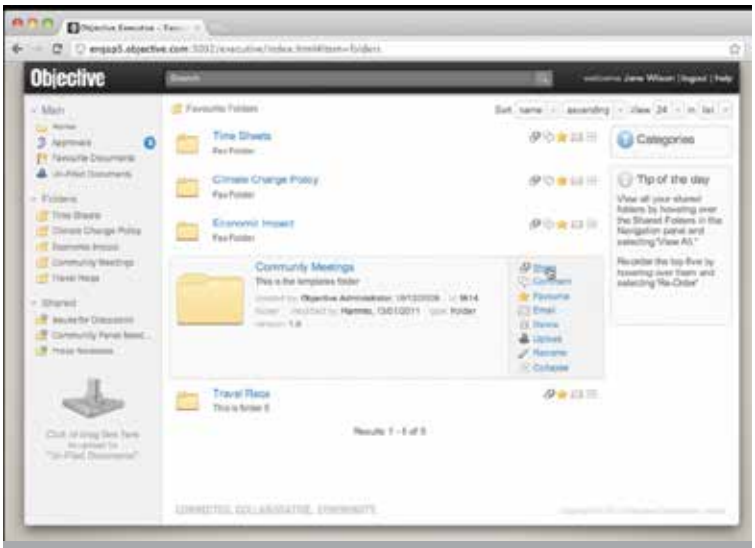
"Most of our customers have a SharePoint deployment and we do not see SharePoint as a competitor," said Walls. "It is a collaboration tool and is usually used for individual projects."

In discussions with government clients in Australia/NZ, the UK, Asia and the US, Walls said there was an increasing frustration that the only way that users can do this at present is via Web 2.0 services such as Dropbox and YouSendIt.

"Objective Connect will provide a secure, accountable and auditable alternative."

External collaborators will be identified by their individual email addresses, so as not to overload the Objective user's local Active Directory.

"Objective Connect sees us address a long term challenge for modern government: to deliver the benefits of information sharing and process governance across agency boundaries, where currently, at best, it is only available within individual agencies," said Walls



Objective Connect addresses the challenge of developing workflows and processes across different government departments and agencies, as well as enterprise search and FOI.

The need for sharing information between agencies has become critical to public servants, leading to an explosion in the use of emails, thumb drives, DVDs and to some extent generic online file sharing tools. The discovery of "lost" public sector information in the public domain, or worse on public transport, happens so often it is almost no longer newsworthy.

"The culture of government has evolved in response to initiatives to share information. Government is also responding to directives that demand greater transparency of processes and accountability. Objective

"Connect delivers secure inter-agency information sharing and process management and is at the core of our vision for a smarter government," said Walls.

"Our technology strategy with Objective Connect is simple. We are delivering lightweight but highly secure, cloud facilitated integration between the managed content stores of any government agency rather than promoting an impossible whole-of-government approach.

"Objective Connect complements and builds upon Objective's existing family of cloud-based products, Objective uEngage and Objective uCreate, used by more than 250 public sector organisations around the globe," Walls said.

EntropySoft enhances SharePoint portal integration

EntropySoft has announced the availability of Content Hub 5.2, the latest version of its tool for managing various enterprise applications with content management products. New out-of-the-box features for both the Professional and Enterprise Editions include SharePoint portal integration with web parts, Microsoft Office integration, CMIS and WebDAV support, clustering/ failover, and UI and performance improvements.

Built on more than 40 EntropySoft Content Connectors, Content Hub delivers centralised access to all document repositories whether on-site or in the cloud. It federates all content siloes into one virtual repository shared by all applications so users can work and search seamlessly.

"Content Hub 5.2 increases interoperability across the enterprise. New desktop integration and SharePoint portal web parts greatly enhance the end-user experience," said Nicolas Maquaire, CEO and co-founder of EntropySoft.

Content Hub brings content federation to Microsoft SharePoint by enabling access to more than 40 content management systems through EntropySoft's new web parts. SharePoint users can access and work with the connected content management systems to create, modify or delete documents, change permissions and metadata in the 40+ supported systems (EMC Documentum, IBM FileNet, Oracle UCM, among others). All this is done through a normalised SharePoint experience.

Advanced federated search features are now available to SharePoint Enterprise Search to easily find documents in all the Content Hub connected repositories. SharePoint Enterprise Search can execute centralised search against all connected applications. Since these applications have their own search engines, Content Hub can also execute a distributed search and send the results back to SharePoint.

Additionally, Content Hub manages the document processes needed to automate document transfers with other content management systems.

www.blumark.com.au

NEW PaperPort Professional 14

Easy to Scan, Easy to Organise, Easy to Share

Featuring PaperPort Anywhere®

Anywhere, anytime access to your important documents via the cloud

✓ SCAN

Scan to PDF or your favourite application: email, Microsoft® Word®, Microsoft® SharePoint® or even digital fax. One scanning interface for desktop scanners, mobile scanners, or all-in-one units.

✓ ORGANISE

Folder management, fast electronic form filling & superior integration with Windows to maintain existing access rights. Split desktop design to create custom PDFs by dragging & dropping thumbnail pages & documents.

✓ SHARE

High Compression Technology, rich set of annotations for review comments and transparent stamps for approvals. Password & encryption, capture web pages as PDF's, drag-and-drop to workflows and easy movement between PC and ECM systems.

✓ PAPERPORT ANYWHERE® IN THE CLOUD

Access files from any Web-capable computer mobile device – PC, Mac, iPhone, iPad or Android.

Special Launch Offer: SAVE 20% on Nuance Volume Licensing Program

Offer valid until 31 December 2011. A minimum of 5 licenses required. 12-month Maintenance & Support available.

Multi-User Licensing Programs available.
Contact your Preferred Software Reseller for pricing and availability or call Nuance on 1300 550 716.

Data#3	estore.com.au	harristechnology	Insight
data3.com.au	estore.com.au	ht.com.au	insight.com
1300 232 823	1300 658 600	1300 13 9999	02 8978 2000

NUANCE

ANZ business software market to hit $US7.3billion: analyst

The Australia and New Zealand (ANZ) business software market will hit US$7.3bn in 2015, driven by impressive growth across all software categories, predicts industry analysts Ovum.

In a new report, the independent technology analyst company finds that the business software market is expected to experience a compound annual growth rate (CAGR) of 8.4 per cent by the end of the forecast period, mainly attributed to increasing demand for business intelligence, business process management, and enterprise resource planning solutions.

Ovum technology analyst Sandeep Mishra commented: "ANZ has been among the front runners in technology adoption in Asia-Pacific (AP). Against a backdrop of slowdown in economic growth, enterprises are following a cautiously optimistic approach to investment in business software. With increasing data complexity and rising security concerns brought about by the growing number of IT platforms, enterprises across ANZ are expected to invest more in information management and security solutions."

According to Mishra, ANZ is the second-largest business software market in AP after Japan and offers a great deal of opportunities for vendors operating in the region. Therefore, software vendors should look to increase their revenues by targeting the small to medium-sized enterprise segment through channel partners and online sales.

From a category perspective, resolving data complexity and data security issues will be the top priority for enterprises, and Ovum expects the information management and security software markets to increase at CAGRs of 11.4 percent and 10 percent, respectively.

The market growth will also be driven by cost control and increasing demand for emerging technologies.

Mishra added: Demand for technologies that offer better analytical capabilities and increase mobility factor for users, as well as cost control initiatives laid out by enterprises, are expected to drive growth in ANZ during the next few years. "

Several key indicators will be applied during the forecast period, with cost control and efficiency as the major drivers in enterprise software buying decisions across all sectors in the region.

Mishra concluded: "On-demand solutions are expected to prove cost effective for businesses to manage their entire operations. ANZ is one of the largest markets for SaaS-based solutions in Asia-Pacific, and expected to grow faster than the market for on-premise solutions."

Billabong in the swim with Lawson Software

Lawson Software has won deal to provide an erp platform for Australia-based Billabong to help manage manufacturing and distribution processes of each of its brands across its global operations.

Lawson QuickStep Fashion will be used to transform the Burleigh Heads, Queensland-based company, responsible for many leading brands of apparel and accessories for active sports,

"Over the past decade, our global acquisition strategy focusing on top brands and retail banners has fueled strong growth across key international markets," said Craig White, CFO for Billabong.

"As our business continues to expand, our aim is to maintain the integrity of our brands as well as our commitment to customers. Our new relationship with Lawson will help support these objectives through the implementation of an enterprise software system designed to help us gain greater supply chain visibility and provide easier access to critical information across the enterprise. The Lawson QuickStep Fashion solution will help deliver greater business agility, which will further assist us in achieving ongoing growth goals."

Following an extensive evaluation of several competing enterprise software offerings, Billabong selected the Lawson QuickStep solution to replace legacy systems around the world.

"Due to the way in which our business has grown globally across the various regions and brands, core processes such as accounting, purchasing, inventory management and sales ordering have, until now, largely been supported by different applications," said John Austin, international systems project manager for Billabong.

"We chose Lawson because we were impressed by the company's implementation approach and its strong cultural fit. The alliance will help facilitate the creation of a central repository of critical business information by helping to consolidate enterprise data that has been stored regionally in separate ERP systems."

Lawson QuickStep Fashion is an industry-specific solution that helps eliminate the 'islands of information' that can occur in fashion companies. Predefined and flexible, the solution can help speed implementation by preconfiguring more than 70 percent of core processes, which when used in the format provided by Lawson, can help reduce the costs, risks and time required for deployment -- and a faster time-to-benefit.

As part of the contract, Billabong will implement additional solutions such as Lawson Smart Office, Lawson Enterprise Search, Lawson Business Intelligence, Lawson M3 Analytics, Lawson M3 Warehouse Mobility, and Lawson M3 e-Sales.

"The global fashion and apparel segment is an important and strategic market for Lawson," said David Hope, general manager and regional managing director for Lawson, Asia Pacific and Japan. "Partnering with a leading global player in the action sports market such as Billabong validates the value of our fashion industry solution, as well as our dedication and commitment to fashion customers globally."

Lawson Professional Services will begin a phased approach to the Billabong implementation project starting with the company's operations in Europe.

Enterprise social software can learn from consumer: IDC

Consumer social media tools and the way users connect online is too different from the current internal collaboration strategies of organisations in Australia, according to analysts IDC Australia.

"Enterprise social software is also not meeting the complex collaboration needs of organisations and integrating a consumer alternative is too daunting" says Vanessa Thompson, Software Analyst.

IDC predicts that over the next 12 months, more than 24% of IT decision makers will deploy social media or collaboration-type applications via platforms that allow the business to build applications in-house.

"It's understandable IT departments want to control application development because of integration and internal business process challenges but an internal focus limits the business value of the social Web and the change in customer behaviour," says Thompson.

With the attention on social and collaborative tools from a consumer perspective, Australian business and IT decision makers need to be cognisant of the social customer, empowered employees and the technical capabilities of vendors' enterprise social software solutions. Delivering business functions with embedded online social interactions will take some time for employees as well as IT decision makers to fully embrace as keeping existing communication channels open and accessible will be equally as important.

"Australian organisations understand the value of social networking with more than 32% having deployed social solutions for external collaboration.

"Connecting customers and partners online and in real time will become a necessity, especially to exploit competitive advantage," says Thompson.

ALL YOUR INFORMATION
ONE SIMPLE INTERFACE.

OBJECTIVE ENTERPRISE SEARCH.

Find Information in HP TRIM, Microsoft SharePoint, Objective ECM, Email, Network Drives - Anywhere Really.

- High performance browser based search experience
- Search across multiple repositories
- Security policy enforcement
- Prioritise the most relevant and authoritative results
- Search metadata and content simultaneously
- Easy to configure and manage

http://www.objective.com/search

Objective

OpenText scores with NZ Govt

New Zealand's Ministry of Economic Development (MED) is set to deploy an OpenText Enterprise Content Management (ECM) solution.

It will deploy OpenText Content Server, paving the way for improved links with the general public and across all government agencies.

The ministry provides advice to the NZ government and deals with a diverse portfolio that includes company registrations and insolvencies, issuing patents and trademarks, managing superannuation and the radiofrequency spectrum. It established the Rugby World Cup Office to help co-ordinate the 2011 event.

Once fully implemented, the OpenText Enterprise Content Management (ECM) solution will provide the MED with full content lifecycle management for any type of electronic document.

It offers a single, central, authoritative repository for storing, managing and organising documents ensuring a greater degree of collaboration and compliance between agencies.

"We're excited about this opportunity to lead the way with a cutting edge solution. This will facilitate far better management of information and knowledge across the Ministry, and will pull together a number of fragmented and costly systems, saving us money over the long term," said Simon Lawrence, spokesman for the Ministry of Economic Development.

The OpenText deployment follows a public tender process conducted by the MED. This saw OpenText solutions provider in New Zealand, Techtonics, awarded with a four-year partnership to implement and support the OpenText platform.

"Techtonics demonstrated that they can deliver the OpenText project cost-effectively into the future, with the added strength that as a New Zealand company they have an inherent understanding of our working environment and are committed to the long haul," said Lawrence.

Recently, another New Zealand ministry, the Department of Labour, also began rolling out the OpenText platform using the services of Techtonics. Commenting on their work in the government sector of New Zealand, Greg Bickerton, CEO of Techtonics, highlighted that OpenText's ECM Suite is increasingly being adopted by the public sector globally as a revolutionary platform for creating 'borderless' public service securely and cost efficiently.

"The exponential growth in records and document management presents a challenge to any organisation but it places particularly huge demands on public sector organisations. Without effective data management systems in place, information can become incomplete, unavailable or unusable over time.

"We are delighted that OpenText has been selected by the MED to help support service provision to the public," said Graham Pullen, Vice President Asia Pacific, OpenText.

Building social Commonwealth

A cloud-based, social platform from OpenText helped underpin the Commonwealth Heads of Government Meeting (CHOGM) 2011 held in Perth. Commonwealth Connects is a social media portal developed through contributions of Commonwealth countries including Canada, India, Australia and Singapore, and is based on OpenText technology.

"There are a whole range of important applications for Commonwealth Connects, including helping youth groups or government officials from across the Commonwealth collaborate; playing a role in election monitoring; or helping to fuel economic growth through digital business enablement," said Commonwealth Secretary General, Kamalesh Sharma.

"Commonwealth Connects is an innovative platform that sets the Commonwealth apart from other intergovernmental organisations," said Tom Jenkins, Executive Chairman and Chief Strategy Officer at OpenText.

Shared services centres improve bottom line: Deloitte

More organisations are delivering value to their bottom line through effective implementation of shared services initiatives, according to the results of Deloitte's sixth biennial Global Shared Services Survey. It also found that organisations headquartered in Australia and New Zealand continue to establish and/or expand their shared services operation. Greater interest in shared services by state governments, especially in NSW, has led to the creation or expansion of a number of domestic SSCs.

The global survey of 270 executives shows an 11 per cent increase in the number of Shared Services Centres (SSCs) per company since 2009, with companies reporting benefits that go beyond cost reduction, such as improved controls and processes, increased data analytics and new opportunities for growth.

Donal Graham, Leader of Deloitte's Shared Services Consulting practice said: "In Australia, like elsewhere, we find that shared services centres help organisations, both public and private, to reduce their cost base, enhance and simplify organisational processes, and also provide a platform for growth opportunities."

"To gain value from shared services, organisations need to align their approach with their broader corporate strategy. To be successful, it is critical that there is a heavy focus on change management elements such as communication, training, and executive leadership. The power of an organisation's culture cannot be underestimated or ignored. These are aspects that many organisations underestimate and under-invest in with significant impact upon the speed and success of shared services implementation," said Mr Graham.

Globally, the survey identified a decline in shared services located in mature economies but an increase in centres in other locations, particularly in Asia Pacific and Latin America.

"This is indicative of an increasing number of global organisations using offshore shared service locations. Australia is not immune to this and we see increasing signs of Australian companies embracing process offshoring, usually through a third party provider," said Graham.

"We can expect to see this trend to increase for both cost and skills reasons and we also believe that the Australian government and business community needs to become more realistic about offshoring as a legitimate business strategy. We are part of a global economy and with our current low unemployment rate; offshoring is a viable long term option for businesses and can ultimately be of benefit to Australian society."

ECM big guns stay in control says Gartner Magic Quadrant

The $3.9 billion ECM market is consolidating with just five vendors competing globally at the enterprise level, according to Gavin Tay, one of the authors of Gartner's 2011 Magic Quadrant for the Enterprise Content Management industry

Gartner analyst Gavin Tay

While the big five - EMC, Hyland, IBM, Microsoft, OpenText and Oracle - have only inched ahead from their positions in 2010, niche players are continuing to encroach on their space, says Singapore-based Tay.

In 2009, the ECM market grew by 5.1%; in 2010, it grew another 7.6% and was worth $3.9 billion; and Gartner estimates this growth will continue at a compound rate of 11.4% through 2015.

Tay believes the nimble approach to feature development by smaller niche ECM vendors is keeping the big guns on their toes, and the dynamic nature of the market makes it hard to compare with previous years.

"The Magic Quadrant is a snapshot in time," said Tay. "Large vendors will continue to focus on an enterprise solution, whereas some of the niche vendors are certainly introducing a lot of capabilities that are being requested."

Gartner predicts a "coexistence strategy" for SharePoint and ECM, and also sees the Microsoft platform as a way to deal with enterprise collaboration for work in progress content

"A lot of organisations have got an immense number of ECM projects, and certain departments may have the autonomy to make decisions on which solution they want to use and IT goes about and procures them.

"So they can end up with this whole proliferation of ECM solutions out there. ECM as an infrastructure becomes a consideration then, and we are seeing organisations identify a single centre repository of truth, whether its a Documentum or FileNet or Oracle Web Centre, while SharePoint is providing the end users with an intuitive interface which users, in their environment are comfortable with.

"From an office automation standpoint, SharePoint provides them an entry point where they can work with their daily documents or content in their respective categories and it does land up in that single central repository. "

Gatrner sees that there are still reletively few organisations to achieve the goal of Transactional Content Management, where correspondence, forms and applications are automatically digitised or captured and workflowed through the ECM platform

"it's seldom used in that perspective and it is most often used as a replacement of their file servers," said Tay.

"Although there has been an increasing use case scenario from the financial and insurance industries, they're advancing in this area. They are building up electronic forms to capture information but now storing the entire case into the enterprise content management repository, along with a set of business processes to help provide synergies with internal processes as well as to facilitate better interaction with their clients. "

Gartner also notes that, in terms of geographies, while growth in use and deployment is global, the Asia-Pacific region is outstripping all others for document and records management, collaboration and knowledge management deployments.

In particular, this applies to verticals such as financial, insurance and legal in Singapore, Australia and China, all of which are building out customisations as composite content applications (CCAs) incorporating comprehensive workflows.

"The Asia Pac region is certainly an area of growth for ECM because of the regulatory compliance needs of the banking and insurance industries, and governments are certainly looking at that intently as well."

Townsville looks to levy knowledge in the cloud

Citizens and customers of Townsville City Council (TCC) are to enjoy better quality and quicker response times to their questions through a deal signed between TCC and IMC Communications to implement livepro, a cloud-based knowledge management solution.

Megan Leavy, Executive Manager Customer Service, TCC, headed up the search for a system to help provide accurate and quick responses to questions ranging from, 'what night is garbage night?' through to survival information in natural disasters.

"We had moved from a word based document system to a free shareware product and then to SharePoint, but the searching still remained chunky. We wanted to track who's read what and importantly, who understands it. Our needs were specific, and we chose livepro as it was the only product on the market that gave us what we wanted."

"The time it takes to get our staff 'job ready' when new or after leave will also be dramatically reduced. Therefore, our customers should expect a faster response, consistent answer, and reduced time-on-hold as our team look up or check information. Our sums show we'll achieve multiple cost savings through reduced handling times, reduced Call Centre staff turnover, reduced risk of stress and reduced costs associated with storage and archiving of emails," said Ms Leavy.

The ability to update multiple users simultaneously will help TCC manage emergency responses.

"During Cyclone Yasi, our Disaster Recovery strategy was supported by the LGAQ call centre in Ipswich. However, the nature and speed of the cyclone's approach meant we needed to quickly supply the Ipswich team with information on how to handle the calls. Next time, with livepro, we'll be prepared; able to update information and for it to reach people in real time. This will help save lives," said Ms Leavy.

TRINOGY SYSTEMS

Trinogy Systems is an Australian company supporting Autonomy iManage™ in the Australian market

- Add-on modules to Autonomy/iManage™ to support government record standards and requirements
- Add-ons for Autonomy/iManage™ such as FloSuite™ (workflow/application development), Case Management, document scanning, document generation/assembly
- Dedicated support desk and 24*7 availability
- Certified Autonomy/iManage™ development capability, for environments such as SharePoint™, MS Office™, etc.
- Experts in Autonomy/iManage™ implementation, upgrade, advice/best practice, universal search

Trinogy Systems is the premier solutions provider for Autonomy/iManage™ and associated third-party solutions in the local market and supports dozens of sites varying from small to very large.

Project Olympia builds future for BAE Systems

BAE Systems Australia is manufacturing critical airframe components for the F-35 Joint Strike Fighter (pictured opposite) being produced for the US Navy and Marine Corps, the UK, Canada and Australia.

Global defence contractor BAE Systems chose Australia as the location of a pilot deployment of SharePoint 2010, known as Project Olympia, spearheading a rollout of a new document and records management system to a large part of its 100,000 strong workforce across the globe.

BAE Systems manufactures military equipment for submarines, aircraft carriers, war planes and tanks, including the J-35 Joint Strike Fighter. Australia is one of the company's major home markets, along with the UK, US, India and Saudi Arabia.

Its chief client in Australia for more than 50 years has been the Australian Defence forces. It has more than 6,000 staff at 100 locations around Australia. Some of its current projects in Australia include maintenance of the Royal Australian Navy's Guided Missile Frigates and building components at the Williamstown shipyard for the RAN's Hobart Class Air Warfare Destroyers, due to enter service in 2013. It is the second largest global defence company based on 2010 revenues of £22.4 billion

The rollout of SharePoint 2010 will eventually impact on around half of BAE Systems Australia workforce of 6000, and a large portion of the company's 100,000 global workforce.

Brett Penno, Team Lead - Information Lifecycle Management at BAE Systems Australia, said, "BAE Systems continually looks to implement and improve policy, process and infrastructure to retain control over its documents and records. This is to ensure compliance requirements are being met, litigation risks are reduced or responded to in a timely manner and intellectual property protected. Like most organisations, we have areas that manage their documents and records very well. These tend to be those involved in product lifecycle management (PLM); servicing of aircraft, ships, product design, manufacturing and support."

BAE Systems uses PTC's Windchill PLM solution as its enterprise standard for product development. Windchill delivers a secure, global platform for access to product data and design to enable collaboration across disparate sites and partners, support effective change and configuration management in order to quickly respond to customer requirements.

"Everything is pretty locked down in these PLM environments, but falling outside of that we have quite a large unmanaged document environment, things like our file server environment, existing SharePoint environments and other collaboration environments, email and communicator messages.

"There is quite a volume of information being stored and managed in that space," said Penno.

"It was recognised globally that we needed better management over unstructured data, to satisfy regulatory and compliance requirements. It was also important to provide strong evidence of conformance against contracts and be able to respond in timely manner

"We needed to maintain and share our corporate knowledge a bit better, rather than keeping it in silos." - Brett Penno, Team Lead - Information Lifecycle Management at BAE Systems Australia

for discovery and legal hold requests. Then there were the basic organisational and business requirements, assisting staff to find information and documentation whilst protecting the company's intellectual property, and allowing easier collaboration and sharing with other home markets.

"We needed to maintain and share our corporate knowledge a bit better, rather than keeping it in silos."

In an effort to address and drive the development of a solution , BAE Systems put in place a global Document Creation Retention and Disposal (DCRD) policy, to which all home markets must comply. Australia was then selected for a pilot project using SharePoint 2010 to develop that solution, known as Project Olympia. BAE Systems has a number of underlying technology options available to it in implementing a document and records management solution, including Oracle UCM/URM and Autonomy. SharePoint 2010 was selected because its use is already prevalent across a number of home markets so it is a platform users are already very familiar with.

"It was felt that SharePoint 2010 had evolved enough to deliver against the core requirements. We were still wary of the gaps, hence the need for the pilot," said Penno.

A team of 15 information management staff at BAE Systems Australia were joined by counterparts from the US and UK operations to develop an underlying solution to handle records and document management globally. Project Olympia kicked off in January 2011, but only after the BAE corporate legal team spent many months mapping out what was needed in terms of business requirements and process.

The Project Olympia team were then given a 9-month deadline to create a working pilot. This was completed in September 2011 on schedule, and is now being deployed in Australia, the UK and other home markets. Establishing the pilot across three business groups and 75 staff in Australia required a series major systems upgrades; from Office 2003 to 2010, SharePoint 2007 to 2010 and Exchange 2010 as well as implementing Microsoft Lync 2010.

"There were quite a few technologies changes we needed to address, but the technical challenges were not the hardest part, the core amount of effort was in establishing an understanding of what we needed to implement and the organisational change management processes to support its implementation."

Four project streams were run mostly in parallel for the nine-month duration of the project, seeking to establish a document creation retention and disposal policy, establish processes, iron out a technical framework and manage organisational behaviour change.

Project Olympia saw the deployment of SharePoint 2010 across three business groups: Information Systems, Legal and an engineering/project team. Each group had a short deployment followed by 4-5 weeks working within the new collaborative environment to enable swift feedback on what was working and what was not. Penno encourages anyone engaging in a similar pilot to spend a good deal of time planning their metadata strategy and how that will drive the record retention schedule.

"It's one of the things you really need to get sorted out before you engage in a pilot like this, you need to understand what metadata you are going to capture on a document as well as when it is declared as a record. You also need to define how that will support the record retention schedule and it application in SharePoint."

"Content can come from many places, it may be in SharePoint already or living outside in fileshares, from email or even Communicator messages. You need to address all of these plus others for your organisation."

BAE Systems has chosen to utilise the Records Centre in SharePoint 2010, which becomes the place to host and manage records for their retention duration.

"While SharePoint provides a good part of the overall solution,

(Continued over)

we also needed to look additional functionality. SharePoint alone didn't meet all of our requirements," said Penno.

"We utilise the DocAve Software Platform from AvePoint in a number of areas to provide the additional capabilities we required."

This included the use of the Remote Blob Storage (RBS) Extender, Archiving and File Connector for improved storage management and the Migrator for migrating content from different disparate systems into SharePoint 2010.

"We have used AvePoint solutions extensively in the past when we have needed to migrate content after acquiring other companies, taking information from old LiveLink systems or file servers into SharePoint, so we have got quite a bit of experience and background with them," said Penno.

"We are also looking to AvePoint's platform to apply Legal Hold across documents and records, and are working with them to develop their solution further to meet our Legal Hold requirements."

Another critical ingredient was a tool to provide simple integration between the Outlook 2010 email client and SharePoint 2010, which is being provided by harmon.ie for SharePoint. This provides an Outlook sidebar that provides full access to SharePoint from the email client.

THE PROJECT OLYMPIA TEAM CONSISTED OF UP TO 15 PEOPLE FOR THE LIFE OF THE PROJECT, INCLUDING DEDICATED INFRASTRUCTURE, SHAREPOINT STAFF A PROJECT MANAGER AND THREE BUSINESS ANALYSTS. EXTERNAL CONSULTANTS AND COUNTERPARTS FROM THE UK AND US WERE ALSO HEAVILY UTILISED DURING THE PROJECT.

"We needed a third party component for pulling email and email attachments into the SharePoint world as well as assisting the user to apply metadata and handle attachments at the same time. This is not natively supported in Outlook 2010. We reviewed and evaluated a few options, and ended up going with Harmon.ie. It's not well known in Australia, but it met our requirements at an appealing price point."

The final solution also required a good deal of custom development work from a team of three internal SharePoint developers, who were manly devoted to customising the document and record management process.

"With SharePoint 2010 there are two methods to declare records, either in place or create a centralised Records Centre; we went with the latter model. There are pros and cons to each approach, but we felt this way was more in line with the way BAE Systems works in having a centralised record centre team," said Penno.

"Using the Record Centre approach in SharePoint provided us with a greater level of manageability, support for applying different security models as well as improving the overall search experience across records."

"One thing you discover that isn't advertised by Microsoft when setting up a Record Centre is the need to implement a tight coupling of Taxonomies in the Term Store, Content Types, Meta Data, Content Organiser and Retention Rules. The tools to support the deployment lifecycle of all these components across multiple environments aren't provided. You need to develop the deployment tools yourself or seek a third party vendor. In addition to the deployment tools you also need a strong governance model to support the on-going management of the solution"

Penno recommends anyone considering a pilot deployment should ensure they get signoff on metadata and retention rules up front rather than having them evolve through the pilot.

"Some other challenges we faced included the utilisation of Content Types and globally unique document identification codes"

"We only use a small number of content types and mostly drive the retention rules applied to records based on the value of metadata selections. We also plan to apply retention policies on some Content Types. To allow us to apply retention policies at any level in the Content Type hierarchy instead of only at the base level we ended up having to break the inheritance model in our Content Types. The inheritance between Content Types is represented logically."

"The globally unique document id issue was addressed by implementing a process around the document id feature SharePoint 2010 already provides. Not everything had a technical solution".

One of the other challenges of Project Olympia was developing a pilot generic enough to be capable of deployment in a range of different locations around the world.

"There is a lot of legacy mindset in a large enterprise, and changing that can be challenging. You need to keep working at it, and continually reinforce the message of what you are doing and why you are doing it," said Penno.

"And while you are deploying, communicate, communicate, communicate. Records and document management is not a sexy topic, but if people come to understand what it is and what you are trying to achieve, the lights start to come on and people begin to realise the benefits.

Other elements of the solution that evolved over the duration of the solution development included not requiring documents to be checked in and checked out by users. Doing so allows multiple users to simultaneously collaborate on a document. Some consideration also needed to be given to document versioning limitations in order to keep a lid on storage requirements. Working in the sensitive world of defence contracting also means security is an extremely important consideration.

"We have to be very protective to what information we expose, even within BAE Systems," said Penno.

"We are using metadata to identify what information must be restricted, where and how, although the metadata itself is not being used to enforce the underlying security applied.

It turns out that this solution will fill 80-90% of our needs. It is a good fit, and integrates well with a lot of other products that we use, such as Office 2010. In addition to this it provides a great underlying framework for deployment of other capabilities including Reporting Services, Excel Services, Visio Services, Form Services as well as BI solutions.

"The Microsoft solution stack is depending more and more on SharePoint as the backend so we are looking to build on that as well. We identified the need early on for the creation of new roles in organisation, we established the need for record managers and record officers to support the staff when they ask questions, and help them understand what a record is and what process they should follow. It is important that these roles are provided to make this solution work at the end of the day. Especially when it is the staff being asked to determine what documents, emails and messages they choose to send to the Records Centre. Our metrics show less than 5% of emails become a record, which means only a small percentage go into Records Centre."

Before the pilot can be rolled out globally there is a roadmap in place to migrate the current SharePoint, Office and Exchange infrastructure to the 2010 versions.

"As for Records Management this is just the beginning for us, in addition to rolling out the Olympia pilot solution in each home market we still need to address a number of areas."

There are many specific line of business (LOB) applications employed within BAE Systems, e.g. manufacturing, engineering, R&D and financial management. While data will stay in these repositories, FAST search is being deployed to make this information accessible BAE Systems plan to leverage connectors to hook into environments such as Oracle ERP/URM/UCM, PLM systems like Windchill and other LOB applications. FAST will be used to deploy enterprise search within Australia. Eventually BAE Systems hopes to provide a search solution that spans the globe.

Australia SharePoint Conference 2012

Early bird registrations open now $725 for two days!

AUSTRALIA SHAREPOINT CONFERENCE
MARCH 20-21 2012

Tuesday March 20 – Wednesday March 21 2012

Worldwide Content

Microsoft's Worldwide SharePoint Conference in October 2011 in Anaheim, California attracted over 8,000 people, demonstrating the on-going enthusiasm for such events. SPevents continued this trend in two more successful events in Singapore and Hong Kong in November.

This content now comes to Melbourne, once again catering to all audiences. Organiser Debbie Ireland comments: "The success in past events has been largely based on having the right mix of sessions enabling business people to extend their knowledge with more technical sessions, while also allowing technical people to experience case studies and other business tracks. This is all co-ordinated by a passionate, community focused organiser team of SharePoint Trainers, Consultants and Evangelists."

Community Challenge

This popular event profiles a real world SharePoint solution built by Community Leaders and Contributors, and donated to a Not-for-Profit organisation. Submissions are open for the 2012 Challenge now, and details are on the site.

COMMUNITY CHALLENGE

World Renowned Speakers.

This event attracts some of the best SharePoint experts from around the globe. The full agenda and speakers will be published mid December. Included in the 2012 line up are:

Dan Holme

(Chief SharePoint Evangelist for AvePoint Inc) Dan is an Author, Editor, Trainer, Microsoft Awarded MVP and proven expert in solving business challenges and governance.

Wayne Ewington

(Principal Consultant – NZ Microsoft Consulting Services) Wayne is one of the first in the world to have gained the certifications for both Microsoft Certified Master (MCM) and a Microsoft Certified Architect (MCA) of SharePoint 2010.

Innovator Awards

2012 brings a new activity – the SharePoint Innovator Awards. This will include a range of categories and awards for customers to participate in. Of particular interest is the DESIGN award, which will showcase Australia's Top SharePoint Internet Sites. Anyone can enter! Details are available on the event website.

SharePoint innovator

Office and Productivity Track

Given the tight integration of SharePoint with Office, a specific track is being dedicated to improving productivity and helping you get the most out of the common tools you already use.

Hot Topics

You have had SharePoint for a while? Now what? Sessions will focus on extending SharePoint – Project Server, Visio Services, Excel Services, Performance Point, Project Crescent and extended use of InfoPath and SharePoint Designer. US Microsoft Specialists Krishna Mamidipaka (Senior Product Manager within Visio team) and Chris Hopkins (Senior Consultant with the US Services, Premier ISV team) will be amongst experts chosen for these sessions.

PLATINUM SPONSOR

Microsoft

GOLD SPONSORS

AvePoint® Your SharePoint® Our Innovation.

K2®

obs TRANSFORM YOUR BUSINESS

OPENTEXT THE CONTENT EXPERTS

QUEST SOFTWARE®

MEDIA PARTNER

IDM IMAGE & DATA MANAGER

sharepointconference@spevents.co.nz phone +61 3 8652 1206

www.sharepointconference.com.au

Santos drills deep into SharePoint 2010

Multinational Australian energy giant Santos is revolutionising its information management practices with a company-wide deployment of SharePoint 2010.

Santos – one of Australia's top publicly listed companies and a leading gas producer – has 2,400 employees working across its operations in Australia, Indonesia, Papua New Guinea, Vietnam, Bangladesh, India and Central Asia. The company has developed one of Australia's largest onshore resources projects in the Cooper Basin, and is embarking on a suite of growth development and exploration projects that include the US$16 billion GLNG project in Queensland.

Santos' journey with SharePoint began with SharePoint Portal Server 2001 over a decade ago. Santos then fully embraced SharePoint by building its entire intranet on SharePoint 2003 – which currently holds over 700,000 documents.

A major move is now underway to offer widespread deployment of SharePoint 2010 for the Santos intranet and broader collaboration as part of a program known internally as Information Management @ Santos (IM@S).

Kartic Kapur, Team Leader SharePoint Application Support in Santos' Information Systems team, said "there was a huge fileshare culture, and many people were using email to manage information."

"There was four decades of information held in file shares. From a users' perspective, the sheer amount of uncontrolled documents caused 'needle in the haystack' syndrome, where they could not find the information they required."

In addition to the use of SharePoint 2003, OpenText Livelink was deployed at Santos' Gladstone- based operations in Queensland.

In 2009, the Santos IM team received approval to produce a business case for the IM@S project.

"We did surveys and found the major frustration was that people couldn't find anything," said Kapur.

"Our studies showed that the time taken by the average staff member to find information or recreating information that already exists took up an astounding 21 hours per week.

"We have a very diverse user base. There is a difference in the way a geophysicist and engineer, finance, lawyer thinks about information management.

"With our SharePoint 2010 rollout we are starting at the bottom instead of putting the technology in and hoping it will solve problems."

Santos has two approaches it descibes as as above the line and below the line. The intranet is for above the line content, that is, everything that is likely to be required by any employee to perform their job is located here. More fine-grained information sharing is delivered via individual SharePoint Team Sites established for below the line content "collaboration."

Sava Politis, Business Analyst with the IM@S project, said: "We have undertaken the inevitable task of cleansing this information and implementing an information framework and cutting-edge intranet design which has pioneered a new level of SharePoint collaboration."

"We had piles of information everywhere, team sites, intranets. We needed to pull it out and make it consistent across the whole company."

Migrating content from SharePoint 2003 to the new 2010 intranet was a big job. After the analysts delivered the essential keywords to use for the business unit being migrated, a small team of IT graduates hired for the task would manually import content and add the keywords.

"It was a lot of work," said Politis. "We had a tight project schedule so we didn't get the keywords as cleanly filtered as we would have liked, and had to go through and clean them after the intranet went live. If you have 5000 keywords running from A-Z and only 1000 are necessary, it leaves your users with a lot of unnecessary scrolling."

Nine individual FAST servers have been implemented to provide enterprise search.

"Everything that was wrong with SharePoint 2003 has become our objective with 2010," said Politis.

"Search was very poor which is why we have put in all the FAST servers. We are also employing an information management framework so all information is tagged. All policies are tagged as policy documents, the same with guidelines, work instructions.

"That's been done at intranet level but we are also doing it below the line at the team site level as well so we have a full classification of all documents at Santos."

Scinaptic OnePlaceMail has been acquired to integrate access to SharePoint content within the Outlook 2010 email client, and provide the ability to drag and drop emails into SharePoint.

AvePoint's DocAve platform is being utilised for backend management of SharePoint and the migration of content. SharePoint is used for the company intranet and to provide team sites for individual projects.

"We do recognise that there are tools that will not be replaced, for instance engineering data management tools or specific solutions for measuring seismic data," said Kapur.

"SharePoint is very widely adopted, and we are now migrating information to 2010 using Content Types. Previously there was a different team site for every well, a document library for every different component. Now with content types we can manage them better."

Roiling out SharePoint 2010 "below the line" involves a measured approach that begins with a small team comprising a SharePoint specialist, business analyst and coordinator learning about the business processes of the team that is migrating. This process will continue for at least the next two years across 16 different business divisions at Santos before the migration is complete.

The IM@S project has involved creating precanned search results that automatically display on intranet pages, showing links to all documents created with the same tag, wherever they are created across the company. The intranet pages have been delivered with a newspaper look and feel, using consistent web parts on right-hand side to automatically link to relevant how-tos, management and governance links, policies and guidelines, FAQs and related subjects. In the future it is intended to extend this approach to provide different portals based on content types, "It is giving our users multiple perspectives to find the same information." – Sava Politis, Business Analyst.

Santos is also looking to automate more business processes with Nintex Workflow 2010, which adds a drag-and-drop workflow designer to SharePoint 2010. It previously had a limited number of approval workflows created using InfoPath forms in SharePoint 2003. However before launching into this project the IM@S team is keen to address the issue of governance.

"Workflow can easily create processes that are very siloed and all of a sudden you have them multiplying everywhere, so at this stage we are writing governance for business process management," said Kapur.

A new employee induction system is being built with Nintex Workflow 2010 to set tasks for new staff in their first six months of employment and generate email reminders and event triggers to keep track of their progress. Another major project on the IM@S roadmap is to create a records centre using i5 Records Management Software. This will be used to centrally control records in SharePoint, automate the classification of records and support the application and management of information policies

Users have the option of moving email to SharePoint and storage in the records centre, with Enterprise Vault sitting behind Exchange 2010 for permanent archiving of all mail.

Whatever your scanning needs...

EzeScan has a solution!

ezescan.
transforming paper into knowledge™

www.ezescan.com.au

- Invoice processing automation
- Simplified back scanning solutions
- Highly integrated EDRMS imaging solutions
- Application and survey forms data extraction
- Mailroom & correspondence automation

scan · capture · automate · intergrate

Contact EzeScan to find the solution for your organisation
T: 1300 EZESCAN (1300 393 722) E: sales@ezescan.com.au

Capture in the hot seat

The 2011 AIIM survey entitled "Capturing Data to Multiple Business Processes - what's holding you back?" highlights how a scan-to-process capture solution offers organisations a tremendous opportunity to produce cleaner data, higher quality information and better business process management (BPM). Kofax's Martyn Christian and IDM editor Bill Dawes discuss the findings.

As part of its key findings, AIIM reports that capture is considered to be a vital part of business processes and the return on investment (ROI) of scan-to-process is strong. The paper reports that of the organisations surveyed globally, 62 percent of those organisations scan-to-process projects equalled or improved on the expected ROI payback period through greater productivity, and 60 percent of organisations look to expand their utilisation of a current capture solution. The white paper to accompany the podcast can be downloaded from *www.aiim.org/Research/AIIM-White-Papers/Capturing-Data-to-Multiple-Business-Processes*

IDM: Martyn, the AIIM survey took a look at what is going on with enterprise capture [globally], and I was interested to note that almost 80% of the respondents had a formal mechanism for systematic scanning and capture, and 55% are primarily scanning the process. I don't have any data to back this up but I would guess this figure is higher than the Australian average. Is this a big opportunity for Kofax?

MC: Obviously in the Australian and New Zealand market here I would say yes, that would be the straight answer. I think that a lot of this is in the eye of the beholder. I've been coming to Australia doing business in the ECM world for quite some time, and I always, always found the market here to be much more focused on solutions, one, real value for technology, business process, control management, whatever you want to call it. Not necessarily in the software sense or the technology sense, but just as a whole, I think that the approach here is much more around business processes and around solutions, and getting value for money, and then a real focus on execution. So I suspect that maybe there's a bigger opportunity here because I would agree those numbers are sort of inflated for this marketplace. So it might take a little longer but when it happens it'll be done in a much more comprehensive way and a much more solution orientation and business process will be a much bigger part of it. It just won't be capture for capture's sake, so, yes; I think it's a great opportunity, yeah.

IDM: Scan-to-process, which was the focus of this survey, can be implemented in many different areas, invoice processing, medical claims, mortgage and loan applications. What is the killer application that's really going to drive this and where is the ROI most apparent?

MC: Depending on the type and profile of your business, whether you're a government agency or you're a big insurance company, or you're a banking organisation, whatever, different ones will be more compelling than others. From the research we've done over the last 12 months, in this area we think there's a compelling application that nobody's really talking about yet, at least in these surveys, and I call it customer on-boarding. Forester Research has done a lot of work in this area. And they're pretty convinced that customer on-boarding, that whether it's a government agency bringing in somebody so they can pay them benefits, or whether it's a bank bringing in somebody so they can lend them money, or whether it's a manufacturing company bringing in a customer so they can sell them product, that notion of bringing information into your organisation about a new or an existing customer so that you can service them with your product or offering, whatever it may be, we think could be the killer application for this scan to process. Because there's a lot of processes that sit behind that, the whole CRM set of processes, that whole space, there's a lot of business processes that sit behind it, and it's information that you don't control. So for a new customer you have no control over them until the moment they appear on your website, or the moment they appear in your branch or your retail outlet, or wherever it may be. So I'm not sure whether that's the right vernacular, but customer on-boarding, I think could be the killer application here.

Glenn Mead Suncorp, Dawn Stephenson Suncorp, Glenda Fioravanti Kofax, Paul Stroe Macquarie Group, Henry Sekzenian Macquarie Group

At Sydney's Ivy Room in front of a large group of Kofax's corporate and government customers in Australia, from a wide range of industry sectors including finance, insurance, government, legal and specialist scanning bureaux, IDM publisher/editor Bill DSawes (l) interviews Martyn Christian, Chief Marketing Officer, Kofax. Martyn has over 20 years' experience in the ECM space and is responsible for product strategy at Kofax.

IDM: One of the survey respondents commenting that "Our processes are mired in a paper that shows no sign of abating." Now that's a pretty familiar complaint. The Australian Government's new Department of Climate Change this year issued a tender for a large storage facility to house 6000 boxes of physical records. Now this is a Federal bureaucracy only created in 2007 which hasn't so far had anything to do because there's been no legislation, and has already created of paper records at the rate of 1,500 boxes a year. Now I think that indicates to me that there's still a way to go for process automation and digital records management and archiving within Government. How does that sort of compare with how you see the Government situation happening in the US and Europe?

MC: I think it's quite shocking. I believe that there's a compelling reason for people to do more in this area. Why would you put an organisation together, public or private, and handle paper, if it was a new organisation? Why wouldn't you adopt the technology and keep your costs low and all the things associated with it? I think in the US the most shocking sort of visualisation of this was 9/11. So you remember when the towers went down the picture that was on the front of every newspaper around the world was the paper just everywhere, in the streets, flying in the sky, which is so much paper everywhere. It was obviously a very shocking, traumatic situation, but it brought home to me that there's a long way

(Continued over)

Susan Huang Kofax, David Pickering, TAL, James Nugent TAL

Peter Webber Zurich, Sid Sanyal Zurich

to go in terms of people understanding that there's a better way of moving information around. I think consumer innovation such as iPods and iPads, and iPhones and then tablets, all that stuff will help. I think that will help people become aware and the new generation become aware. But frankly in the US it's as bad, if not worse, than the example you gave.

IDM: Should we just send the term "paperless office" into history along with other superannuated clichés, like paradigm shift, the information super highway, and thinking outside of the box?

MC: [Laughing] I don't know about the last couple there. But the paperless office? I've seen it. But it's only ever by department or by product line. The removal of thousands of files from the business process, I'm not sure whether it's paperless, but certainly a huge reduction in paper. Is that a paperless office? Because it's one off, it's one department, one set of people, one particular business process? I think it probably is. But it's certainly an incredibly overused term and I think when people say it they're thinking of something much bigger than what I just described.

IDM: In recent years a lot of organisations have spent a lot of time working to consolidate their ERP systems or bring them into the modern era, and most of the major ERP vendors, SAP and Oracle, have either integrated document management or AP processing, or created alliances specifically for that, how does that leave an opportunity for independent software vendors such as Kofax in that area?

MC: I think that's a maturing of the industry. If you look back to the database vendor wars and such like, I mean that's a maturing of a marketplace, that's embedding of functionality. A number of those organisations embed our capability, so that's good. That creates business and revenue and profits for us. But I think long term, for the more mature applications, that it will become an embedded function, whether it gets supplied by us as a supplier or somebody else. If you go to salesforce.com, the leader in CRM, SAS model, and you ask them about capturing large amounts of contract information, they will glaze over and you'd have to go and find a third party to do that.

IDM: Many business processes in major industry sectors in Australia, such as manufacturing and mining, which have integrated ERP platforms, are still mired in paper and demand printing and signing at many stages for things such as work orders along the way. Is that a big scan to process opportunity you see there?

MC: There is a Government agency in the UK that maintain

Ron Perry SEMA; Mike Jaggard CSC; Tony Smith, David Merry, Margaret Sabbag, Jannette Soiufi - SEMA .

the canals and waterways, and they have used our technology and SharePoint, to totally automate the maintenance of that and do it all in a paperless way using tablets, so somebody would be out in the countryside of England walking along a canal, they'd see a bridge, the bridge would be damaged, they'd take a photograph of it, they'd submit it into the Share Point system, it would kick off a job requisition, a job order for it to go and be repaired or maintained or whatever it would be, and all of that done without any paper being created, and very little latency in the process. So from the point where somebody saw it, to the point where the job order was created, was probably seconds, whereas the way they used to do it would have taken them maybe even days. So I think that, that's one example, but I think that whole area of sort of work orders and maintenance is definitely an area where more of a mobile capture type of solution is pertinent.

IDM: One of the AIIM capture survey conclusions was that the technical difficulties of integration with other enterprise systems are holding back expansion of capture to process projects. Do you think that is an issue still?

MC: I think it is. I think that capture needs to sort of almost grow up and become a first class citizen in the enterprise IT stack. Historically it's been almost in a dark room, certainly in the scan to archive world it was in a dark room. I think it's maybe out of that now, and it's the front end of the business process, but I think ourselves, and maybe our competitors, we need to put more time and money and effort into building our technology so it can be called as a service from any business process anywhere in your organisation. So if you're in an ERP system and you get to a certain point in an invoice processing application, and you need to capture trailing documents or supporting documents, you can call that as a service, as a first classed web service, and you can go capture that information. We're not there yet. I mean we have the capability to do that in a few different ways, but I think we need to sort of grow up and invest in that, and become a first class SOA citizen.

IDM Martyn, it must be a challenge for Kofax working as an independent software vendor with major ECM vendors who have all either acquired or implemented partnerships for capture and workflow and BPM, to offer the whole picture to their clients. How does Kofax deal with that?

MC: We have a great product, and we'll stand up in a competitive head to head I'm sure. But I also think it's about a commitment and a focus, and a culture around solving those solutions, solving those problems with capture solutions. So I worked at IBM, it's a great company, but I know that people at IBM typically don't wake up every morning and think "How can I make capture software better, and how can I solve more business problems, and how can I save you more money by deploying those technologies?". They have a very broad range of technology, and that's their advantage in the marketplace. What we do every morning is we have 400 engineers that wake up and they're solving capture problems. So if our customers and our business partners need focus, you need real attention to detail on capture problems, and you're going to get it from a focused vendor.

IDM: I'm graetful to the audience for contributing some questions today, here's first one: the gap between Kofax Capture and Kofax Transformation Module (KTM) is widening. What is the roadmap there, as you cannot use formation module without using a Kofax Capture click?

MC: The quick answer is yes. We don't really see those things as two product lines anymore. They came from different heritages, they were developed in different places by different teams, but our plan is really to address those types of concerns by bringing the products together, and having them sort of collapse into a single product from an integration standpoint, from a functionality standpoint, from ultimately probably a licensing and pricing standpoint. But that won't happen immediately so don't rush out and ask your sales guy for a quote, because they don't have the option to do that yet. Those two products are deployed almost seamlessly together most of the time now, certainly by new customers, and so we need to look at that and find a way to integrate them technically and also from a licensing and packaging standpoint. Over the next few months here we're hoping to make some announcements there.

IDM: With the push for companies to outsource, what are the plans for a multi tenanted platform in KTM?

MC: The way KTM's built today that's not something that we could easily do. So what it requires is some R&D work and some reconfiguration. Just before I left to come to Sydney we approved some work to go off and look at that. So we are looking at doing cloud based or services based applications which would include KTM. But that's probably going to take a while for us to be able to do it in a multi tenanted environment. So if you have that need we're very interested in talking to you. Our engineers are just going off and starting to do that research work now and if you have a use case, if you know what it is you want to do, whether it's from a BPO standpoint or it's from a customer standpoint, we'd certainly like to talk to you and get that information so we can build a use case around it.

IDM: Is Kofax doing any work with the Content Management Interoperability Standard (CMIS) for ECM platforms to work together?

MC: Yes, we are. To the extent that the ECM vendors or repository vendors adopt that, and some have and some haven't, and some have announced it but not yet delivered it, we're very interested in doing that. That would make our lives easier. We think it will be a much more standard approach to things, obviously. So, we have approved some work to go off and start working on that. It won't be available in the next few months, but it's certainly something we'd like to see on the market.

IDM: Finally, the past six months have been tough on many in the industry, including Kofax. Your CEO, Reynolds Fish, recently acknowledged that market slow down caused by increasing uncertainty and volatility in the global economic environment. He said "We expect these challenges to continue until more confidence and stability returns to the markets". He was confident that the push for the paperless office would still continue. Do you think there is a sufficient push for this new digital process management culture to keep expanding these projects?

MC: Yes. And I think that the alignment of capture technologies with business process management technologies is going to continue to converge. I think we are at the forefront of that, driving that, and I think that the reason why we're doing it is it's all about business value. So capture in its own right, as you saw, great return on investment, but capture needs to be closer to the business processes, you need to be able to see value from it, you need to be able to tie those things together, and if you do that then you're going to save a lot of money, you're going to generate more revenue, you're going to satisfy your customers better. So I think the answer is obviously it's uncertain times, there's a lot of pressure on all our businesses, collectively. Our strategy is really to go and drive more value out of the capture technology we have, and do that in a way where we're tighter linked to your business processes, have more capabilities there, but that's both software wise, services wise, integration wise, product wise, is to deliver you more there, more value on top of what you do with capture today.

Is every email a record?

What are the cost implications of managing every email inside your organisation as a record? The question, posed in a Linkedin forum by ECM consultant Dean Fisk, resulted in one of the most vigorous on long-running discussions to appear in the social networking forum.

Specifically, Fisk asked "What are PROS and CONS of managing non-records, as well as records, using the corporate records management application?"

He referred to the example of an organisation that is implementing a records management solution for email, one that does not have another application that manages the retention of non-records and "want to just create some "big buckets" in RM with short retention periods."

"What is the overhead cost for managing a record?" asked Fisk.

Responses came from across the globe, showing a distinct philosophical divide between those happy to treat everything as a record and those who warned that way leads to madness.

One of the first to respond was New York-based ECM consultant David Champeau who considers all information has a lifecycle so everything can be considered a "record".

"The lifecycle of some content may be very short. Another question is "what is the cost of not managing it?" it will be discoverable, storage will continue to grow, etc," he posted.

Dean Fisk responded "I fully support managing it ... just trying to determine the additional overhead of managing it as a "record" versus using another retention tool. e.g. since it is email, setting rules to delete after 90 days.

"It seems obvious that it would cost more to store the email in a repository, declare it as a record (perhaps in another repository) and then go through a record lifecycle process to review and eventually dispose of something that has little business value. I am looking for some "real cost" estimates."

Although Robert Sandusky, Records Manager at New York-based Fulton Financial Corporation, asked, "If they only want to keep emails 90 days why bother moving them off the email system? Talk about a useless cost. Furthermore that may not be a successful tactic as an email may be a "record" depending on its content and '90 days and gone' may put them in a lot of hot water.

> "THE LIFECYCLE OF SOME CONTENT MAY BE VERY SHORT."

"If they are talking about moving those emails that are "records" off the email system what about metadata? Can that be moved too and can you prove that you have security in place to prove the record is "faithful" to the original. Without the metadata it is legally useless.

"CON if you can have a record but can't prove it's legal viability you might as well not have it.

"PRO for managing "non-records" is if the RM is any good they might be surprised to find out how many "non-records" are actually records. All information should be managed, if it isn't you lose control of related expenses and you may even lose vital information.

"As to overhead, the time it takes to setup and manage the new "buckets" is your overhead and that cost is highly variable and unique to an organisation so there is no general answer to that.

Without knowing the system capabilities it is impossible to know how much time it will take to setup and manage the new buckets or even if it is doable. You also have to include the all of five seconds it is going to take for the user to move the item to the bucket."

Consultant Charmaine Brooks pointed out there are costs associated with where users place those non-records if they are not in the system, which must be factored in.

"Buckets are an easy way to manage content in a system, but a more effective way is a Functional Classification or File Plan mapped to records retention schedules. Then employees file the record by the context of the record or non-record and then they can be managed," said Brooks

"Users can determine that the document is Administrative versus a Contract and place it in the right category. One of the problems with Buckets is the user has to decide if it is a 90 day, three year or ten year record. With a classification scheme they just indicate the class of record based on the business activity.

"I THINK USERS MIGHT BE GIVEN THE RIGHT TO DECIDE ABOUT THE VALUE OF AN E-MAIL."

"Not including "non-records" in an information system just means "someone" will need to go back and clean them up at a later date, which rarely happens. Hence the large stores of unstructured records in organisations.

"This is the main area that my clients are addressing. If you can identify and categorise the content, you can manage it."

Paula Smith, a consultant with Techtonics NZ, takes the view that just because something has a 'lifecycle' does not mean that it's therefore automatically a record.

"Having said that in some cases the definition is an academic one as all information needs to be managed in order that the wheat can be sorted from the chaff.

"Information is the lifeblood of any organisation whether it's a formal record or an interesting piece of information that helps put you on a path.

"That is why the sensible organisations and vendors are looking at Content Management not records or document management, restricting the behaviours to only 'records' does not achieve the ultimate aim and you are reliant on users "declaring" items as records which can be problematic in itself."

So should users be given the right to decide the value of an email?

Consultant Julia Kuksin believes it is the right approach.

"I think users might be given the right to decide about the value of an e-mail. If it has valuable information, it is moved to the records management system, indexed, classified, becomes a "record" and falls into one of existing record types. If not it is just kept on the mail server, which is regularly cleaned of anything older than 90 days.The cost of maintaining the mail server is relatively low under condition that it is regularly cleaned. Of course, the organisation records management policy should be adjusted accordingly."

Others disagree.

"Personally I do not like the "let the user decide" approach as they will declare virtually everything since the definition of a record is vague," wrote consultant David Champeau.

Stephen Clarke, Principal Advisor, Information Management at New Zealand's Inland Revenue department, is grateful for the fact that legislation in his country states that any information created or received in the course of business" is a record.

"Therefore we don't have to make these meaningless (and frankly nonsensical) distinctions between records and "non-records". You manage all content as if it is a record, you are basically covered, and if it turns out not to be a record, well no big deal.

"Even in jurisdictions like the US, these debates about "is it a record?", "has it been declared?', etc. are broadly meaningless, as if it is discoverable it is a record from a legal perspective, so all these fine-grained distinctions are rendered pointless anyway.

"I'm also amazed by the prescience of all these records manages who know well in advance whether any given piece of content is going to be a record or not so they can decide if they should manage it or not! They should be living off their lottery winnings not agonising about "recordness."

According to Robert Sandusky, "Legally (in private industry) there is a significant difference so everything is not a record. Records laws in the US are based on content, so if the content is regulated you must keep that in whatever form it is created.

"Everything else you can treat as you please. So let us take emails for example; those with regulated content must be kept the mandated (minimum) time period, those that aren't can be deleted tomorrow, and as long as you do it consistently within your defined policy, there are no ramifications to not having the data.

"Now is that a smart approach, of course not you have business needs for information above and beyond the strictly legal. However once you start to treat items as an "official" record with in your corporate structure you attach legal obligations to the maintenance of that information that did not exist before.

"Remember while information is a valuable tool it can also be used as a weapon against you and your corporation (and also in America you can get a grand jury to indict a ham sandwich and jury to award a woman damages because she put the coffee between her legs while driving and it is the server's fault the coffee is hot).

"Legally deleting information according to your policies is a valid defence in court, the second you treat everything as a "record" is the same moment you hand anybody who wants to attack you (government, disgruntled employee, etc.) another arrow in the quiver.

"Information is valuable, it can also be dangerous."

In the end, Robert Fisk did not get the answer he was looking for, in terms of a real cost estimate of managing email in a records management application. Although the discussion continues on the Electronic Documents and Records Management Professionals Group at linkedin.com.

IDM Enterprise Capture Survey

SPONSORED BY KOFAX

The benefits of digitisation and process automation are so well documented, it begs the question why we still debate the topic in 2011? If the ROI is so obvious why are there still so many manual processes and paper-based workflows in government and business?

The answers are many, and can trace their roots in simple economics, legal and regulatory obstacles, and the basic difficulty in turning a big ship around, that is managing change.

IDM readers were asked to profile their implementation of capture, and the expected benefits. Over a third of those who responded have introduced capture capabilities, or are about, to Another third are back-scanning physical documents held in archives, either routinely or when called up from archive. The split between centralised vs. distributed capture, i.e. a mailroom or local office scanning or MFPs, was about 50/50 either way.

One major Australian federal government department with more than 5500 staff is currently operating a distributed capture environment, but looking into a centralised enterprise solution.

Capture is presently being applied to incoming mail, plans and drawings, accounts payable (invoices), contracts and claims.

Reduced storage costs and automated workflow are seen as the main advantages of a capture solution, in addition to satisfying regulatory compliance.

A major Australian media organisations with over 250 staff is taking a midway approach by scanning physical documents when they are called up from the paper archive.

Better searchability and findability are the drivers here. Asked to define the main benefits of enterprise capture, a clear majority indicated the fact that it makes it easier to find documents. Reducing storage costs and delivering automated workflow were both popular. There were surprisingly few who saw the potential for reduced staff count as a big potential win.

Establishing the business case for capture case can be tough. The major obstacle to implementing a capture solution was upfront cost, closely followed by the associated challenge of getting to the head of the queue of your organisation's IT initiatives.

Tony Quinn, IT Manager at biscuit maker Unibic, is evaluating a makeover of many of the company's business processes, and would like to see a move to paperless operation for invoice processing and other business processes such as picking lists, which must be printed out to instruct the warehouse on what items are needed to fulfil a sales order

Unibic, a Victorian company, has produced speciality biscuits, pastries and cakes for over 50 years. The Unibic range includes an RSL-licensed ANZAC biscuit line, Weight Watchers branded baked goods, a variety of shortbreads and European-style biscuits, and the Erica's Kitchen entertaining range.

In July 2010, Victorian Premier John Brumby cut the ribbon on Unibic's new $44 million biscuit and cake facility in Broadmeadows, which will produce Unibic's whole range. As well as established markets in Australia and New Zealand, Unibic is growing into markets in the United Kingdom, Canada, the United States and India.

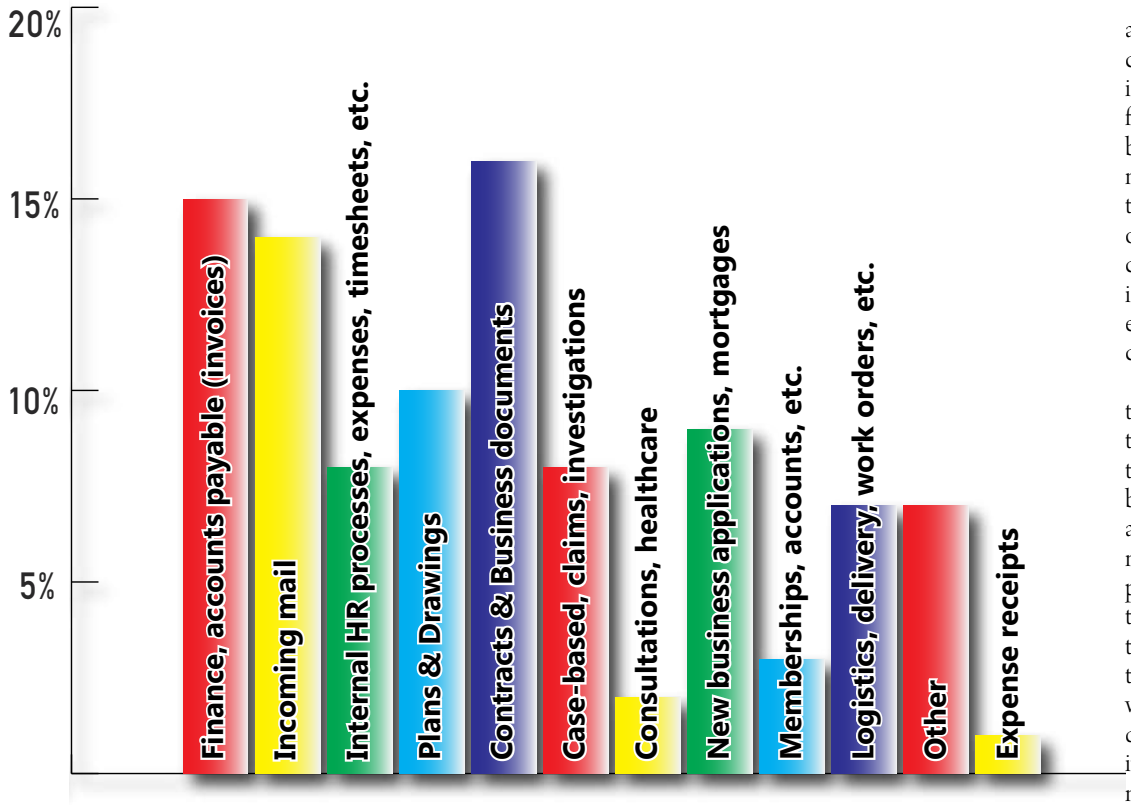
The move to EDI with its main customers, Coles and Woolworths, has cut down the paper trail extensively, but there are still thousands of paper invoices arriving each month from a broad range of suppliers that must be manually keyed into Unibic's Lawson M3 ERP platform.

"The basic ingredients for a baker are sugar, flour and eggs, and most of our transactions with these type of suppliers come in on paper," said Quinn.

"The ROI for AP automation is pretty clear, and I expect the investment would pay for itself in three years, but for a small Australian manufacturer like us, there is an ongoing focus on manufacturing, and continued investment in platforms and equipment to keep us competitive.

"We are also looking to implement RFID in the warehouse, but as the products we create, biscuits and cakes and pavlovas, etc., are not really high value products in individual terms, it's hard to justify the cost of the RFID tags. Although along with process flow and document management it promises to give us more control of our business processes."

At the Department of



How would you describe the processes that you have capture-enabled?

Human Services, formerly Centrelink, 60% of customer related documents are scanned by external BPO Salmat as they arrive in the organisation and placed into an Filenet ERMS system.

Some administrative records are also scanned into Filenet. Physical documents are being scanned to assist search and findability and because of an identified need to improve knowledge sharing.

The Department of Human Services is also looking to paperless operation to follow the federal government push to merge digital records and information management.

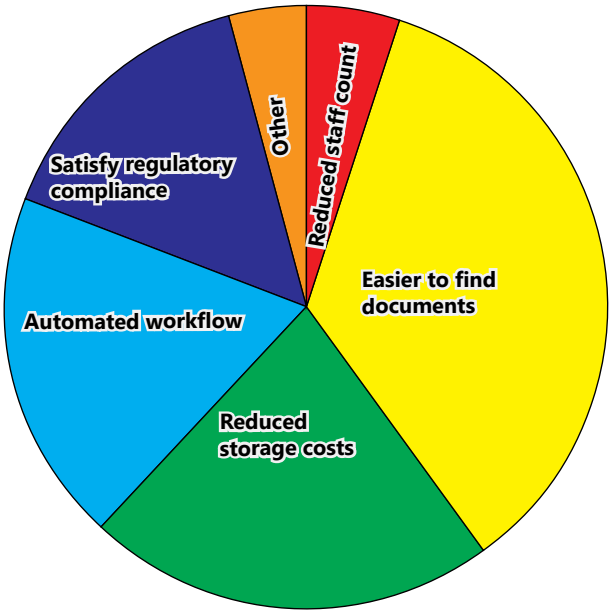
One large Queensland state government department has centralised digitisation and capture through its mail processing area for incoming items, while also having distributed digitisation and capture for outgoing items.

"In addition we have outsourced the production of many of our standard documents and this organisation is responsible for the digitisation of those documents," said the organisation's records manager

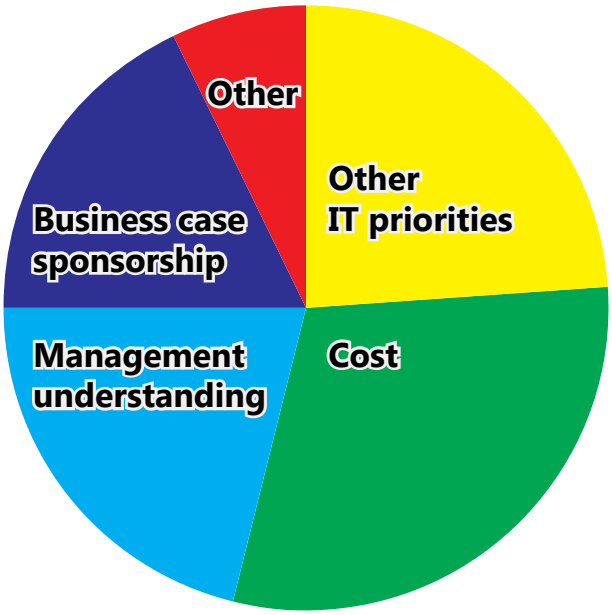
"We have limited OCR/ICR capability - this relies on barcode recognition for capture. we do not have full text search capability of digitised records (due to limited eDRMS functionality). Our eDRMS is tightly integrated with our core business systems

"Integration between eDRMS and core business systems has also resulted in improved client service improvements as call centre operators can quickly access client information."

The department is expecting further benefits in reduced storage costs when the State Archivist approves the destruction of paper originals, as well as looking forward to automated workflow when new case management and workflow applications are implemented.



What are the main benefits provided by introducing document capture?



What are the major obstacles to introducing capture-to-process in an organisation?

Kofax has provided Australian financial giant Suncorp with an enterprise capture solution worth over $A1.5 million.

The Suncorp group of companies offer a range of financial products and services in banking, general insurance, life insurance, superannuation and investment products across Australia and New Zealand. The Suncorp Group has around 16,000 employees and boasts over nine million customers.

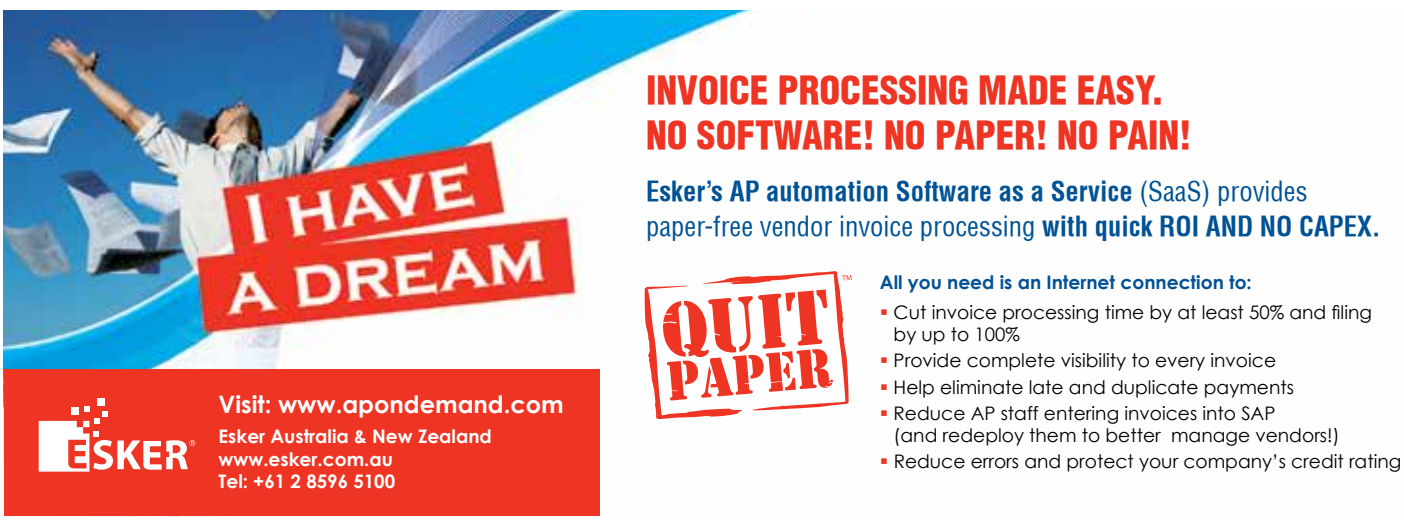
In 2010 Suncorp implemented IBM's FileNet platform for enterprise content management, and has now introduced Kofax capture to digitise loans processing. Other potential applications of document capture have been identified in human resources and invoice processing.

Suncorp is also utilising IBM Business Process Manager software. The application went live in July 2011 to capture information from loan applications and deliver it to a FileNet-based workflow.

The digital transition will remove the need for as many as 5000 paper files to be handled by the loan processing staff at any one time.

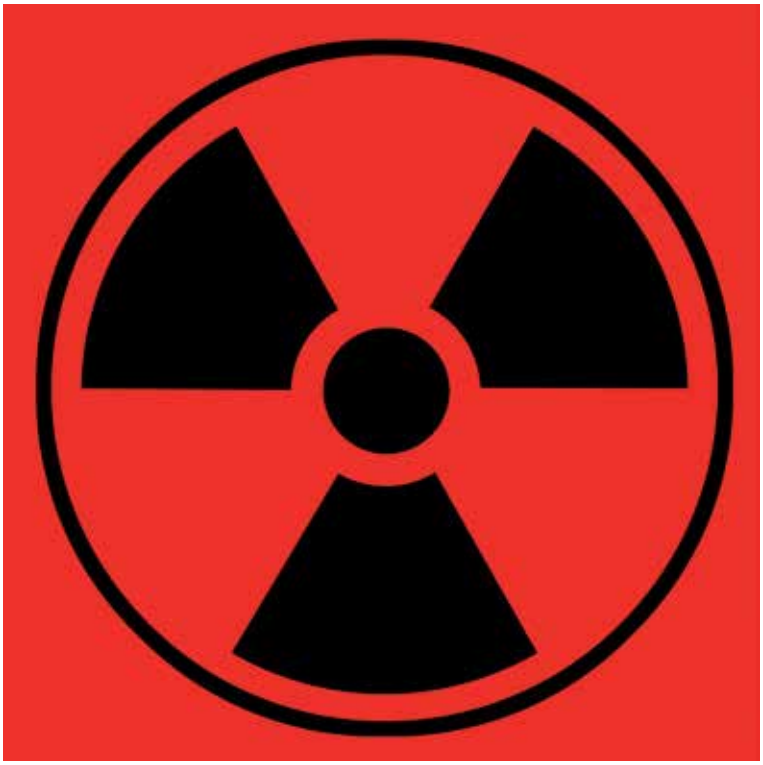
"Whenever incoming documents drive business processes and transactions, companies can benefit from implementing a capture solution. Kofax software offers a unified enterprise capture platform that is highly reliable, secure and scalable," said Martyn Christian, Chief Marketing Officer (CMO) at Kofax.

"Reduced operating costs, increased productivity, accelerated business processes, better data quality and improved regulatory compliance efforts easily combine to provide a compelling, short term return on investment."



Is your company generating toxic documents?

When the term toxic is used to describe something one tends to think of toxic waste or a relationship turning toxic. Companies don't associate the term with the documents they create on a daily basis. *By Faine Mende*



Part of the definition of toxic is something that can cause harm. How would a document have this capability? You need to look at harm not as physical harm, but damage. The damage a toxic document can create comes from committing the Information Age's cardinal sin: communicating inaccurate information. Toxic documents can cause civil and criminal liability, financial losses, spoil a company's reputation with customers, partners and the public, lost productivity, lower profits, shrinking market share and poor product quality. And once a toxic document resides in your company, it can breed many more with the exact same symptoms.

Documents might seem like unlikely candidates to be informational toxins in this era of electronic text preparation and online editing, but in many cases it's the ease of creating documents that turns them toxic. Ease disguises pitfalls in document creation processes that introduce one chance after another to make mistakes. Expensive mistakes.

Consider how a large document, like a contract, is prepared at most companies. An administrative assistant, manager or salesperson calls up a template, which is usually a static word processor document. They fill in basic information like customer names, addresses and contact information that exists either on their own desktop, in a CRM system or some networked database. They add contract boilerplate language from the legal department and sales boilerplate that resides on a local server. Even with electronic documents, this is a long, laborious process of searching through disparate data repositories and re-entering information. That process can draw out contract closings and reduce revenue.

Every one of those tasks can turn a document toxic. There's inherent risk in transcribing or cutting and pasting information. An agent uses an old legal boilerplate because they missed the e-mail from the legal department about changes in regulations. They transpose two digits in a figure, changing a unit price or contract rollover date. They enter the name of an item to be insured but it wasn't correct. And now a living toxic document has been born and is available for others to use and propagate.

Serious mistakes are often caught before they go out the door, but the pace of business and the ability to produce documents quickly encourages speed more than it does accuracy. The mistake doesn't surface until it's too late. Companies are almost always blindsided by the consequences. I was told by a customer's chief operating officer that the only time they find out they've created the wrong document is when they get to the courtroom.

His business relied on a process like the prototypical one described above. It was based on manual templates. There was no enforcement or control over the type and quality of the documents being created. Like most of the document creation processes in effect today, his process only took advantage of a tiny sliver of computer technology's benefits – electronic text. That leaves a lot of computerization's benefits on the table. Integration with data sources and embedded intelligence can automate those templates so they draw updated information from authoritative sources every time an employee creates new material. The more advanced document creation solutions on the market today also enable managers to attach workflows that ensure documents have the right sign offs before they go outside. This model of centralised document creation also enables companies to give all of their documents a uniform look and feel that projects a more professional image.

Automated document creation is the cure for toxic documents. Its primary benefit is to eliminate the hazardous errors that can cause a company problems, while improving productivity and giving the company more control according to one insurance provider. Document automation saves companies from the most toxic step in the document and contract process, human error – i.e. someone typing the wrong premium amount.

Agents are also able to spend less time on low-value work like searching for the current version of a template and more on the important points of the contract, customer letter, RFP, etc. they're drafting.

A first step to automating the creation of documents is to take stock of your document processes. Take time to poll or review documents and templates across the organisation that have been drafted and get an understanding of how much time was involved in creating each document. Look at how many documents are being sent, is any data contained in the documents available within another system (i.e. the CRM or policy admin system), are there any mistakes, how standard is the look and feel, and have there been any recent problems with documents produced.

Once this step has been taken, an organisation is ready to look at different software tools and technologies that can help manage the creation of documents and templates. Then "toxic" can go back to describing waste and relationships instead of documents.

Faine Mende is President of North American Operations at template management and document automation software company ActiveDocs (www.activedocs.com).

REVIEW: ABBYY FineReader 11

By Allon Maxwell

I have used OCR software since soon after I got my first scanner sometime around 1995. To get a useful result, you had to "fiddle" with the contrast and density settings of the scanner, for nearly every page, and then manually correct an embarrassing number of read errors. (around 20 to 30 per page).

You could only get a plain text file from that first software I used, but that was still a long way better than asking my wife to retype the whole document. It meant the difference between getting a workable plain text file copy, and giving up without even trying.

About a year later I graduated to my first commercial OCR, (TypeReader Pro 4). That improved the "error count" to about 8-10 per page. However, eventually, upgrading to a newer version of Windows rendered both the scanner and OCR software obsolete.

The new scanner (a Mustek 1200UB) came bundled with ABBYY FineReader Sprint version 4. Wow!! The error count now averaged only about 2-4 per page. Sprint 4 was also able to reproduce formatting of the original, and save the results in .rtf format.

A need for a better scanner with a photo slide copying attachment led to purchase of an Epson V350. The choice was heavily influenced by the fact that it gave me both the slide copy feature, and ABBYY FineReader Sprint 6. The "error count" was about the same as for Sprint 4. However, now I could send the results direct to a Word File which opened automatically, after recognition was completed.

However the very long "warm up" time of the Epson, made scanning a frustrating exercise for multi-page text documents, and it was quickly replaced by a Canoscan 8800F with virtually no warm up time. The downside was that, for my purposes, the bundled Omnipage SE 4.0 was a lot "clumsier" than FineReader. It was a "no contest" decision to store the Epson Scanner in the shed, but continue to use Sprint 6.0 with the Canon 8800F!! Now I had the best of both worlds.

Not long after that I became aware that ABBYY were selling their new FineReader PRO 9.0 locally. I was impressed with the features of the evaluation version, and quickly arranged to purchase a copy. (Competitor's Sales Managers please note - ABBYY seems to be about the only OCR software suppliers offering an evaluation version. I find it hard to understand why, in today's competitive world, the "others" haven't tumbled to the obvious benefits of that as a marketing ploy. A couple of generations ago, if we couldn't sample it, we called it "buying a pig in a poke"! I still try, very hard, not to do that.)

Since then I have routinely upgraded to FineReader PRO versions 10 and 11, as they became available.

I have only had version 11 for about a week, so my experience is limited. However in the interest of giving it a thorough workout, I have now scanned some 10 pages or so of Times New Roman and Arial text, in which there hasn't been a single "read error"!!

The really big personal bonus lies in ABBYY FineReader's superior ability to recognise 19th century typefaces. This has always been hard. (Not surprising when you remember that many of these old documents were printed in small town print shops, using homemade hand cast lead type, with ink quality depending on the "skills" of an apprentice who had to "paint" the ink onto the plates for each page.)

With older OCR software, "error counts" on these 19th century typefaces have been so high (sometimes upwards of 75-80%) that it simply wasn't worth the effort of trying.

Abby FineReader PRO 11 offers a feature which can OCR a PDF file made from scanned images, to add a searchable text hidden behind the images. I haven't had time to fully evaluate this feature, but my early impression is that results are at least as good as Acrobat Standard X, and Nitro PDF PRO 6.2. (Both of which I have copies of, and have used occasionally for this purpose)

A screen grab of a page from the 1812 Racovian Catechism, downloaded as a PDF file. The second is same page from the Word file generated with FineReader 11. The Word file is "as is" (including the 7.5pt font size!) without any editing.

However, for my purposes, the really great feature is the ability to OCR that same PDF file made from scanned images, and sent the result to a Microsoft Word document, complete with original formatting!

I have only tested this feature on one document so far, but the results are truly amazing.

The original file was a PDF made from scanned images of a 532 page book published in 1812.

(*The Racovian Catechism, English Translation from the Latin, by Thomas Rees* -- 44 MB download , available online from: *http://www.archive.org/download/racoviancatechis00reesuoft/racoviancatechis00reesuoft.pdf*)

The original 44MB PDF became a 15MB searchable PDF file. And as a Word document it became a fully editable 3.6MB file.

While less than 100% perfect, accuracy on such an ancient document is remarkable, to say the least. For now I don't want to read the whole 532 pages to guess at a number, but read errors are going to be very low, especially compared with previous experience of some that older OCR software. With a little reformatting of page size and font size, and a determined spell check, it will be quite useful as a reference document which is much easier to use and much smaller to handle, than the original PDF.

There were a very small number of pages (about 2%) where ABBYY FineReader said it had difficulty recognising the page, but I haven't had time to investigate the causes.

However when it did have problems it threw up a warning message noting the page number and the problem. These included things like "The font David does not contain some of the characters", or "Make sure the recognition language is turned on", or "The resolution of the source image is too small". That will make it easy to follow up later, if I ever need to.

IN SUMMARY

ABBY FineReader 11 Professional Edition
PRICE: $A199
VERDICT: Would I recommend it? Well of course you need to evaluate it for your own local purposes which are bound to be quite different from mine. However there is an evaluation version available. And that is something you don't seem to be able to get from most of the opposition. But for me? This new version 11 is so good I may never have to upgrade again!!

VicForests selects RecFind 6

VicForests has chosen RecFind 6 from Knowledgeone to provide a new Enterprise Content Management (ECM) System. Responsible for producing approximately one third of Victoria's timber, the state government owned forestry business required an ECM platform that was compliant with the VERS electronic records standard developed by the Public Records Office of Victoria (PROV).

Tony Holland, Sales & Marketing Director at K1Corp said "the implementation will address the problems experienced from having multiple, disparate information stores including paper records, Lotus Notes, shared network drives, personal folders and SharePoint.

"We will convert VicForests' existing records catalogue data into RecFind 6 and will introduce automated processes to capture and register new documents and records to RecFind 6 on receipt or creation. This will significantly reduce the amount of time and effort required to query and report on information and will also improve key work processes and refine current work practices."

In addition to being an EDRMS, RecFind 6 is also a generic information management application that can manage concurrently in an integrated system all information relating to Contracts, Customers, Suppliers, Employees, Assets, Incidents, Correspondence and Projects.

VicForests Manager of Corporate Information said that there was a great deal of interest across the organisation about the implementation of RecFind6 and staff were looking to leverage off the system's infrastructure to meet future information management needs for their respective business functions.

Nuance claims capture crown

Nuance Communications has ranked number one in the worldwide document capture software market in a new study from the market research firm Harvey Spencer Associates (HSA) – placing Nuance as the global top scanning and capture software vendor for the second consecutive year.

The report found Nuance products captured 16% percent of the overall global document capture market in 2010 – leading Kofax, EMC, ReadSoft, IRIS and others. The HSA report also calls out that Nuance posted a 48.9 percent market share in the Ad Hoc Image segment, which includes scanning solutions for multifunction printers (MFPs).

This is nearly 10 times larger than its nearest competitor and increases its market share lead over NSi, Omtool and other MFP capture vendors in this segment.

"Nuance once again led the global document capture software market, and has extended its already large lead in the Ad-Hoc image segment," said Harvey Spencer, president of HSA, the leading analysis company specialising in document capture.

"Document capture is an area of significant opportunity as MFP manufacturers seek to differentiate and add value through their products. Nuance is continuing to demonstrate market leadership through its understanding of user experience requirements, expanded R&D investment, growth in its partner ecosystem and relevant acquisitions."

Nuance's document imaging portfolio includes Nuance eCopy ShareScan scanning and workflow solutions, and Nuance OmniPage, PaperPort, PDF Converter Professional and eCopy PDF Pro Office desktop applications.

Ricoh MFPs add digital workflow

Ricoh has released a new range of black and white multifunction printers have the ability to scan hardcopy documents and convert them into a selected file format, automate scanning and routing into digital workflows, or can help with fleet management and carbon footprint reporting solutions.

The Aficio SP 5200 series offer a small footprint with printing, copying, colour scanning and optional faxing with the added ability to be customised with java-embedded solutions. Users can work with Ricoh's in-house team of developers to design an application specific to an organisation's workflow and systems.

The embedded architecture offers the ability to add software that can significantly improve and extend productivity.

One solution, ESA TransFormer, is an Optical Character Recognition (OCR) solution, which can be embedded directly in the printer. It takes scanned hard copy documents and converts them into a choice of file formats including Microsoft Word, PowerPoint, Excel or PDF.

Gartner says IT spend to top $US2.7 trillion by 2012

Worldwide enterprise IT spending is projected to total $US2.7 trillion in 2012, a 3.9 percent increase from 2011 spending of $US2.6 trillion, according to Gartner, Inc.

While enterprise IT spending growth is slowing (from the expected 5.9 percent increase in 2011), analysts said it's important to note that despite the global economic challenges, enterprises will continue to invest in IT.

"What supply chain models did to manufacturing is what cloud computing is doing to in-house data centres. It is allowing people to optimise around where they have differentiated capabilities," said Peter Sondergaard, senior vice president at Gartner and global head of Research.

"The days when IT was the passive observer of the world are over. Global politics and the global economy are being shaped by IT," Mr. Sondergaard said. "IT is a primary driver of business growth. For example, this year 350 companies will each invest more than $US1 billion in IT. They are doing this because IT impacts their business performance."

Mr. Sondergaard said two-thirds of CEOs believe IT will make a greater contribution to their industry in the next 10 years than any prior decades.

"For the IT leader to thrive in this environment, IT leaders must lead from the front and re-imagine IT," Mr. Sondergaard said. "IT leaders must embrace the post-modern business, a business driven by customer relationships, fueled by the explosion in information, collaboration, and mobility."

This new era brings with it urgent and compelling forces. They include: the cloud, social, mobility, and an explosion in information.

GGartner estimates that while $US74 billion was spent on public cloud services in 2010, that only represented 3 percent of enterprise spending. But, public cloud services will grow five times faster than overall IT enterprise spending (19 percent annually through 2015).

"What supply chain models did to manufacturing is what cloud computing is doing to in-house data centres. It is allowing people to optimise around where they have differentiated capabilities," Sondergaard said.

The next stage of social computing is about mass-customer, mass-citisen, and mass-employee involvement with enterprise systems.

"With 1.2 billion people on social networks, 20 percent of the world's population, social computing is in its next phase," Mr. Sondergaard said.

"IT leaders must immediately incorporate social software capabilities throughout their enterprise systems."

Siemens cleans up its act with SAP

Siemens Australia has selected the Esker Sales Order Processing solution to automate the processing of its 'unclean' customer orders into SAP.

Located in Melbourne, the Siemens Customer Care team for the Industry Products group processes more than 30,000 orders per annum across a range of highly technical products (including Building Technologies, Industrial Automation, Water Technologies and Drive Technologies). These orders can be a mix of stock to order or purchase to order items.

Siemens embarked on a journey to improve its customer order processing function by first concentrating its efforts on increasing the number of 'clean' orders that could be processed more easily by the Customer Care team. Phase two focused on improving the processing of the remaining 'unclean' orders that arrived and could not be processed immediately. 'Exception' orders include orders with pricing mismatch, orders with incorrect part numbers or configurations, orders from customers on credit block, etc.

Clean Orders are orders that once they are received – can be entered straight into SAP by the Order Processor (CSR) without any questions being asked – you can then track anything that happens in SAP e.g. short-ship, time to process. Unclean orders are orders that cannot be entered into SAP without clarification from Sales or Marketing or Supply Chain or Finance or the Customer so they need rework to fix before they can be entered into SAP. Additional effort and increases time to delivery thus resulting in non-conformance costs and a decrease in customer satisfaction.

After a series of projects to improve its 'clean' order rate, Siemens decided that it should invest in a solution to decrease the order processing time for 'unclean' orders. Having evaluated some alternative scanning solutions, Siemens selected the Esker Sales Order Processing solution for SAP.

"We use Esker for all of our product orders. Esker processes all orders coming in via email or fax to either create the order in SAP without any typing or to reject the order. Additionally, the images of all orders are now available as attachments in SAP," said Tom Amour, Process Analyst & Project Manager, Siemens Australia

Siemens wanted to fast track the implementation in order to achieve the expected business benefits in as little as three months. Esker set up a team of local consultants experienced in sales order processing solutions for SAP and accepted the challenge to deliver a completely working solution in production within the timeframe.

The technical team at Siemens included experts located in Melbourne, Singapore and Thailand.

'The Esker project team has been very responsive and we have found the communication throughout the project to be excellent (even with the project teams operating from different cities and countries),' says Tom Armour.

Solution Gains have seen a reduction of order processing time by 65% and reduction of 'unclean' orders turnaround time by 80%. There has been a reduction in processing SLA time (waiting time for order to be processed) by 70%.

"Esker delivered a huge benefit to our company, the Esker solution and processes delivered as promised." - Steffen Raab, Supply Chain Manager, Siemens Australia.

'We review these metrics every three months, and after six months of operation we are achieving all tangible benefits and exceeding intangible benefits,' said Armour.

Siemens Australia is planning to further leverage its investment in the Esker DeliveryWare platform to extend the Esker Sales Order Processing solution to other divisions within Siemens Australia.

Additionally, Siemens Australia is exploring the use of the formatting and document delivery capabilities of Esker DeliveryWare in order to integrate some customer care communication into its processes.

Brainware unveils Globalbrain 5.3

Brainware has launched Globalbrain v5.3, the latest evolution of the company's application for enterprise search and the engine that underpins Brainware Distiller's intelligent data capture technology. New enhancements include an RSS feed and more robust performance monitoring and system audit capabilities. Globalbrain v5.3 also provides the ability to preview a full document — even images — with embedded highlights that match the search terms. Search list processing is a new feature that allows a user to upload a database list or spreadsheet as a query. This provides the ability to cross-reference data sources; for example, it would allow governmental authorities to search checks against a terrorist watch list.

"Large enterprises globally require ever more scalable, capable technologies that allow users to maintain control over their growing data repositories," said Charles Kaplan, VP of Marketing at Brainware.

The only way is up for P2P

Gordon Irons Managing Director of Australian consulting firm, Leap IT Solutions, is witnessing a boom in technology adoption in shared services across the Asia Pacific region.

Given the increased focus on improving business performance since the global financial crisis became a reality in 2008, many organisations – both public and private – have adopted shared services to improve the efficiency and effectiveness of their back office functions such as procurement, finance, IT and HR.

A key driver of operational excellence in shared services is the process known as Purchase to Pay (P2P) – which can more than double productivity and working capital for organisations.

The Asia Pacific shared services market is growing strongly with demand for shared services automation solutions such as P2P at their highest levels in recent years, and at Leap IT we believe the Asia Pacific shared services market is now in the growth stage.

Demand for P2P and similar automation solutions is strong in all sectors – with retail, manufacturing, property and construction, sport, media and professional services all showing strong interest in improving their business performance by adopting shared services to improve their procurement and finance activities.

For example, in professional services we have seen an increased demand for SaaS based solutions that help to automate both invoice processing and expense management. In addition, given the soft retail environment we have seen a number of organisations in this sector deciding to adopt a SaaS-based approach to shared services improvements.

In making these decisions customers have indicated they need to invest their limited capital in solutions which are "closer to the customer" and enable them to compete with the increasing number of offshore retail providers - who allow customers to do their shopping on the web with goods being delivered in days at significant discounts to what's being offered in retail stores.

In discussions with existing and prospective customers we are also seeing an increased emphasis and importance being placed on business process improvements within shared services. The CFO is leading this change in thinking as he/she is looking to improve their overall effectiveness and ability to support decision making in their organisations.

For example, organisations in the manufacturing and retail sectors have formed project teams (sponsored by the CFO) where business process owners are appointed to drive improvements – rather than functional leaders for activities such as accounts payable or accounts receivable.

As a result, whilst there is recognition that reliably capturing and managing supplier/invoice data is an important part of the process, these process owners are regarding data capture as the "front end" component of an overall solution approach to automating their Purchase to Pay (P2P) or Order to Cash (O2C) process.

Supplier-based B2B networks

In the retail and manufacturing sector we have witnessed an increasing interest from customers in working with international solution providers who provide B2B-based supplier networks. In part this is driven by their need to reduce the amount of paper-based invoices being received from their key suppliers but we believe this approach to P2P automation will grow quickly in the next 3-5 years.

For example, in the retail sector, following recent merger and acquisition activity and the closure of retail outlets, we are seeing organisations move more of their supplier-based activities onto the web. This includes all purchases, access to catalogues, receiving goods and invoices and other P2P related communication.

As a result B2B solution providers who have developed supplier-based B2B networks to support their European and North American customers are actively working with customers in the Asia Pacific region who are looking to improve their P2P processes and leverage investments they have already made in financial/ERP applications. In our view SAP's recent acquisition of B2B solution provider – Crossgate – is a salient example of SAP's increased focus on providing solutions to meet this growing demand.

Web-services integration

Given the increased adoption by senior technology executives of a Services Oriented Architecture (SOA) approach to managing their increasingly complex environment, we have witnessed many organisations in both the private and public sector seeking a web-services integration approach when looking to automate shared services processes such as P2P.

We believe this reflects a maturity and understanding of the issues many organisations have faced when upgrading their core financial/ERP applications where "customisation" was used in automating some of the P2P processes. For example, when we were advised by clients such as Gunns and Mirvac why they had selected our solution, we were advised that they wanted a "configurable" solution which is loosely integrated – rather than a "customised" solution which is tightly integrated. They indicated to us that they regarded a "customised" solution as much riskier, more expensive to maintain and less scalable as their business grows. In our view this represents a "tipping point" in technology thinking about the best way to automate procurement and finance based processes in shared services.

www.leapit.com.au

STORAGECRAFT.
SHADOWPROTECT 4®

REAL-TIME DISASTER RECOVERY

The World-leading Real-Time Recovery Solution

MIGRATE | PROTECT | RECOVER | RESTORE | TEST | REPLICATE | MANAGE | MONITOR

Would you like a solution that delivers:

- 3 – 5 minute server disaster recovery
- Restores files in seconds
- Reduces data loss to 15 minutes

Backup Fast, Recover FASTER!

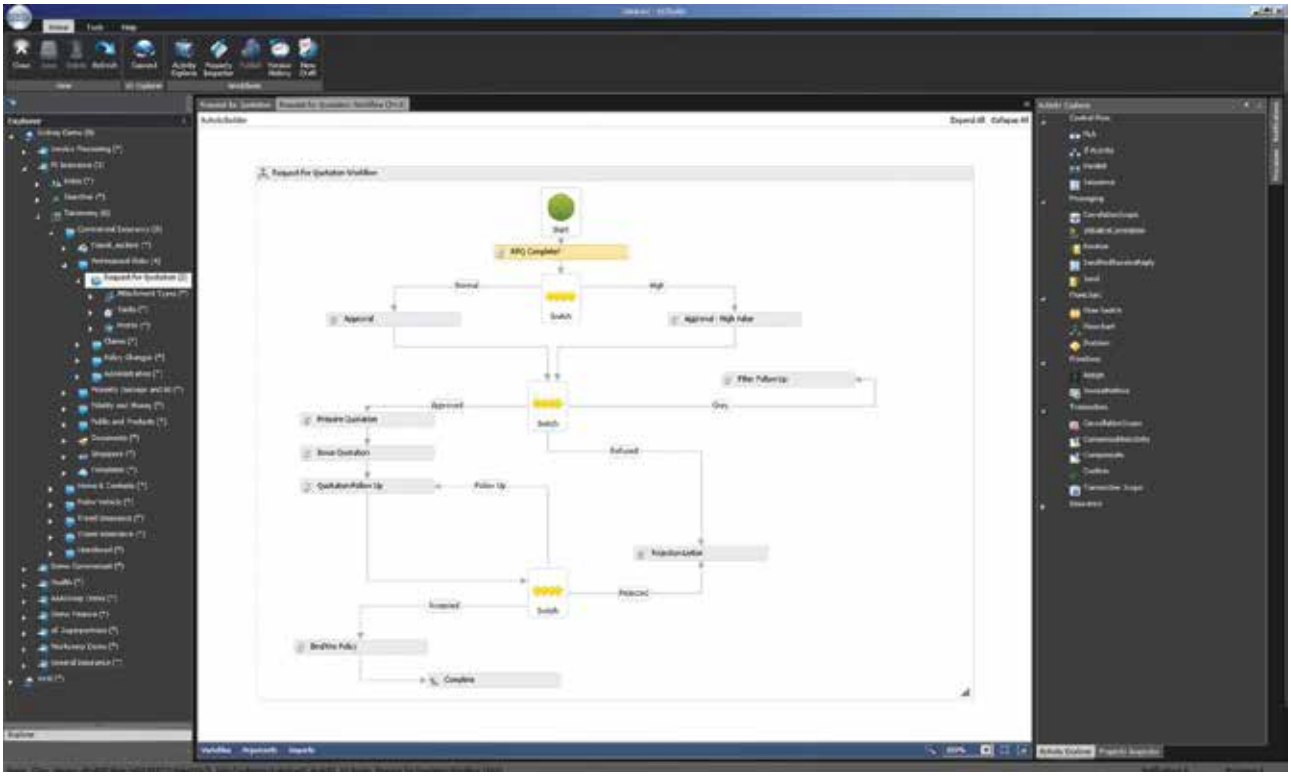
Watch a 5 minute demonstration
www.storagecraft.com.au/virtualboot

World-leading Real-Time Recovery solutions for Windows® servers

StorageCraft Asia / Pacific, Level 11, 53 Walker Street North Sydney, NSW 2060
Tel (Aus) +61 2 8061 4444 Email: sales@storagecraft.com.au **www.storagecraft.com.au**

STORAGECRAFT.

e5 has designs on SharePoint workflow



Australia's Dataract has announced a significant update to its e5 Work Allocation Management Suite, adding a graphical workflow designer to the SharePoint solution for the first time.

Version 3 of e5 enables document imaging, automated data capture, and document management for SharePoint, plus workflow, work allocation management and business process automation.

The new e5 suite from Dataract incorporates a Studio Workflow Designer that is based on Microsoft's Windows Workflow Foundation 4. This is a Microsoft technology that provides tools to design and host long-running processes as workflows within .NET applications.

Dataract principal Craig Van Zeyl said the company has also recently opened a new US office to support the company's global push for its solution to automate document driven business processes and work allocation management.

e5 manages the transformation and exchange of business critical or high valued information from paper, fax, and electronic formats more accurately, timely, and cost effectively using Microsoft SharePoint as the document repository.

Originally developed in 2003 with the first iteration of SharePoint, Dataract's e5 is now used by 17 health insurers in Australia, as well as travel & life insurance customers and a number of pathology labs in the US.

The solution is designed to aid in automation and allocation of work across a range of business processes including claims processing, accounts payable, case management for government users and human resources tasks such as employee onboarding and employee management.

"NIB Health has been running e5 and SharePoint since 2005, with over 440 users handling between 3-8000 new scanned items every day without missing a beat. Correctly managed, SharePoint is a fabulous mid-range imaging and workflow solution," said Van Zeyl.

Designed to work with a variety of on-premise or bureau capture solutions, e5 was initially developed by Dataract, when the company was a Filenet reseller.

"We looked at SharePoint and figured we could deliver a lot of the functionality that Filenet was delivering for the backoffice for high volume imaging workflow and document management," said Van Zeyl.

"We aimed to provide a highly configurable framework that delayed the point at which you needed to cut code.

"Our job is to manage the allocation, delivery and management of cases and work, not to be an all encompassing ECM. We figure that market's been done quite well."

"For mid-range enterprise users, SharePoint provides an excellent platform for imaging workflow and automating backoffice processes," - Dataract principal Craig Van Zeyl

"SharePoint is a fabulous mid-range imaging and workflow solution, but we are agnostic as to the document repository so if your workload grows larger and you need an OpenText or a TRIM with a high volume archive store e5 can adapt."

e5 incorporates imaging, document management, fax management, document production, email archiving, workflow, statistical reporting and business activity monitoring to provide a total Business Process Management Suite environment.

By configuring your work structure and the underlying workflows, users can specify the flow of activities, both human and automated, and then manage that flow both graphically and in real time.

e5 continuously monitors the performance against service levels, calculates the end-to-end cycle time and determines the human cost of processing.

Pingar applies analytics smarts to invoices

Pingar has developed a new tool that automatically applies its internally developed text analytics and natural language processing technology to invoices. It aims to instantly organise and apply metadata to semi- structured data such as invoices.

"A significant number of enterprises regularly fail to make insightful decisions about significant changes in their business and markets," said Peter Wren-Hilton, Pingar CEO.

"Invoices are exchanged between businesses on an every-day basis, and they all contain the same information: What is the amount of the invoice? Who is issuing the invoice? How is the payment to be made? Capturing and organising this information can give clues to critical supply chain and cash flow questions and help business analysts make better decisions."

Semi-structured data includes any documents, which contain table-based information including, application forms, CVs, resumes, invoices, expense sheets, budget lists and itineraries. These documents may be stored in a huge variety of formats and comprise a large volume of data in a company.

Documents may be electronic or need to be scanned. Invoice Analyzer can instantly apply metadata, extract entity information and automatically categorise data into a database for further business operations.

Pingar says that because its solution relies on advanced natural language processing and text mining algorithms, the accuracy of data collection is improved, making it easier to obtain business intelligence.

Solutions created with Pingar can integrate with any enterprise content management or document management solution.

Swift solution for global e-invoicing

Bottomline Technologies has gone live with a secure, real-time solution for sending and receiving invoices electronically via the global SW IFT network. E-invoicing presents a significant opportunity for banks and their corporate customers to streamline paper-laden processes and reduce costs while increasing visibility into the financial supply chain.

UK-based Bottomline customer Spirax Sarco is leveraging Bottomline's SW IFT Access Service to exchange e-invoices via SW IFT with a Finnish customer. Bottomline claims is the first time that the SW IFT network has been used for the automated exchange of invoices between buyer and supplier through their service providers. Unlike using SW IFT for payments, with the right service provider and banking partnerships, corporates who are not SW IFT members can leverage SW IFT's new e-invoicing standards and network.

SAP acquires Crossgate e-invoicing service

SA P has moved from its role as investor in the Crossgate B2B exchange to outright ownership of the service which allows companies to send and receive digitally signed, compliant PDFs or EDI invoices electronically. It says the acquisition will enable networking at the enterprise level, providing an easy way for trading partners to collaborate, share data and automate processes that link customers and suppliers for streamlined B2B e-commerce. Headquartered in Munich, Germany, Crossgate is used by more than 40,000 businesses across multiple industries in in North America, Europe, and the Middle East to securely exchange important documents and data.

Crossgate's e-invoicing services cover the entire process of inbound and outbound invoices, including signatures, compliance monitoring, integrated with customers' backend systems and finance processes.

Most recently, SA P agreed to resell and market the SA P E-Invoicing for Compliance application by Crossgate, which allows companies to send and receive digitally signed, compliant PDFs or EDI invoices electronically. Analyst Jason Busch, believes with the Crossgate acquisition, SA P customers will have more complete choices than ever in the electronic invoicing/invoice automation area.

"Partner options from vendors like Hubwoo and Capgemini (IBX) will no doubt continue to provide SA P customers with alternatives to market leaders like Basware as well as P2P suite vendors like A riba -- in addition to SA P's own offering. But SA P will now have a more complete offering to sell on their own paper as well, enhancing the capability of the current Open Text solution that they resell.

"OpenText and Crossgate are complementary solutions regarding e-Invoicing. Crossgate ensures the compliance aspects with tax and regulatory as the invoice comes in the door, and then Open Text shuttles the invoice through the process of exception management, work flow etc on through to payment. Open Text is an 'any source' solution regarding where invoices originate and can take them from the Hubwoo network, a Crossgate EDI connection, etc."

PROCESSIT Auditor for Oracle E-Business suite

ReadSoft has announced a tool for monitoring invoice lifecycle activity in Oracle E-Business suite, designed to provide insight into possible fraud & non-standardised processes throughout the life of an invoice. PROCESSIT Auditor provides visibility to inspect segregation of duties associated with the roles and functions taking part in invoice processing activities throughout the invoice lifecycle. The application allows process managers to easily detect when the same user role has performed activities that may present regulatory compliance or internal process violations.

Users also have the ability to inspect multiple invoices across a particular timeframe, focus on a single invoice, and download reports based on their findings for broader inspection and collaboration.

Designed to facilitate the investigation of business activities, PROCESSIT Auditor aims to detect non-standardised or fraudulent business processes.

Work smarter...

ezescan.
transforming paper into knowledge™

- Batch scan your documents, forms and invoices
- Automate your document workflows
- Powerful data capture capabilities
- No ongoing per-page scanning charges
- Seamless scanning integration with your EDRMS packages including:

Alfresco
Autonomy iManage WorkSite
HP TRIM
infoXpert eDRMS
Laserfiche
Microsoft SharePoint
Objective
OpenText eDOCS/Livelink
Xerox DocuShare

- Ideal for Corporate, Education or Government.

Your complete batch scanning software

Contact Sales at EzeScan

T: 1300 EZESCAN
(1300 393 722)

E: sales@ezescan.com.au

www.ezescan.com.au

scan · capture · automate · integrate

trademarks belong to their respective owners

AP workflow without open heart surgery on your ERP

Like a delicate surgical procedure, opening up your ERP system to add AP workflow automation carries significant costs and risks. Solutions that function within the ERP environment often require a major investment of time and money for installation, integration and maintenance by ERP application engineers.

Have an Accounts Payable automation project initiative? Before you get knee-deep in the vendor evaluation process, Esker says to make sure you consider the option of using a solution that handles workflow outside your ERP solution.

Why you ask? Well, even though you might think it's good to keep the workflow inside your ERP, there are some benefits to actually having workflow take place outside the system.

Since the validation of the invoice takes place outside the ERP, there is no need to purchase additional ERP licenses for invoice approvers. Not only will this save your company money, but also if you get an AP automation tool that allows workflow to take place outside the ERP and is web-based, your approvers can validate invoices remotely. This comes in handy if your approvers are traveling a lot or if they're located in a different office. It definitely cuts down on the time it takes to process an invoice.

Having the workflow outside the ERP makes things so much simpler if your company has multiple ERPs. Since the workflow would be considered a stand-alone module outside the ERP, it allows you to deploy the solution in different offices even if they are not running the same information system. It's not uncommon for a company to have multiple ERPs anymore … you have companies merging, acquisitions taking place, shared services centres being set up, etc. every day.

You never know what sort of systems you may need to deal with, whether they are legacy, custom-built systems or old versions of software you currently use. Why make it hard on yourself trying to implement an AP automation solution that automates the workflow inside each of those systems?

Integrating AP automation into ERP

Automating AP can be difficult in complex ERP environments. CIOs and ERP system administrators who have done their research — especially those in large corporations that have grown by acquiring other companies with different IT systems — recognise the advantages of a solution that integrates vendor invoice data recognition, validation and workflow independently of their ERP system(s).

At first glance a solution that runs AP workflow inside the ERP system might seem like a logical approach, but there are some important factors to consider. Many companies have diverse ERP landscapes comprising vastly different systems with different architectures and data formats. Not all ERP systems have workflow engines, and success in modifying the application code to automate AP is not guaranteed.

Even if they are able to install an AP workflow tool inside one ERP application, companies running several ERP systems within the organisation must maintain "inside workflow" in each instance. This can cause inefficiencies, additional costs and consistency issues over time.

Ultimately, companies often take an external approach to automating AP workflow because an ERP-independent solution enables integration in heterogeneous ERP landscapes without the time, cost and risk involved in trying to implement a tool within

their ERP application(s). Industry analysts have reported that as much as 80 per cent of accounts payable processing time is spent on routing of vendor invoices. Companies that have not automated need too many people to run around and make sure they get the necessary sign-offs to approve payment of invoices.

This is a significant time waster and typically results in lost invoices, late payments and missed discounts. Knowing where an invoice is in the approval process and being able to escalate payment of invoices from top vendors are crucial, but manual processing offers little or nothing in the way of visibility and invoice prioritisation.

With the value of operational excellence at an all-time high, the need for AP automation is clear. The question is how best to do it.

One company, one ERP system?

With the ever-increasing complexity of business, the vision of one enterprise/one ERP system simply does not reflect today's reality. A one-to-one relationship sounds good in theory, but today companies are going global and mergers/acquisitions have become an almost everyday part of their activities. It is not unheard-of for a company to have as many as five ERP systems in use across its global enterprise.

Some companies also run variations of an ERP system. Although they are all based on the same platform, each system can be different enough to require special attention. They may seem identical from a high-level view, but it can be a very different picture at the operational level.

Even if a company has standardised on an enterprise-wide ERP solution, multiple instances in different locations around the world can require integration of multiple workflow tools in order to automate AP workflow. This can complicate initiatives such as setup of shared services centres.

Some key participants in the invoice release process may not have access to the ERP system or may prefer not to use the ERP interface for AP workflow. In many cases it is faster and easier for these people to check and approve invoices through a web-based application or

a mobile device, particularly when they are working remotely or traveling.

Solutions developed to operate within the ERP environment are, by nature, limited in their ability to integrate with multiple systems. Businesses need an AP workflow tool that will work with any AP-related systems they may have now or may add in the future, providing all the necessary functionality regardless of the system.

In the constantly changing IT landscape, it is important to integrate AP workflow automation at a level that maintains ERP system integrity while working seamlessly with the ERP system. Tools that operate from with the ERP environment can tap system resources allocated to core ERP applications and other enterprise systems. The impact is multiplied as companies add systems through mergers and acquisitions, and as additional staff require more resources. Offloading AP workflow from the ERP server to an independent architecture can allow for higher server performance and reduced drain on ERP system resources.

"Inside ERP" workflow solutions need data to work with. This data must be extracted from paper invoices, email, faxes, EDI and any other means by which a company receives invoices. Placing this important part of the solution outside of the ERP system while approval workflow is inside the ERP system creates a break in the end-to-end audit trail that companies are looking for to better control business processes.

In addition, AP personnel have the burden of dealing with two different applications and interfaces — as opposed to validating recognition and initiating the workflow from the same screen, as they can do if the whole AP solution resides outside of the ERP system. In reality, the idea that workflow inside the ERP system is more streamlined, because all actions can be performed from within the ERP interface, does not reflect what many companies will face in actual practice.

Audit Trail

With external AP workflow, buyers and managers are notified by email when invoices need to be approved. They can check, comment on, add to, reject or sign off on invoices around the clock, from any location. Web-based workflow offers the ability to create a matrix for automation of the approval process, including support for non-ERP systems and mobile devices.

Easy deployment via web browser and a familiar environment helps to simplify training and promote user acceptance. Users who are unfamiliar with ERP applications may not readily embrace the ERP interface due to its complexity and uniqueness. This can cause confusion, errors and, most importantly, user rejection — one of the most common reasons for failure of business process automation projects.

Workflow outside the ERP system allows users to access all relevant information in order to make an informed decision when approving an invoice, without the need to be an ERP application user. This can reduce the need to add ERP seats in the execution of an AP automation project. Users have a single access point for invoice data along with the original document image and a history of actions carried out on it.

As a result, companies can:

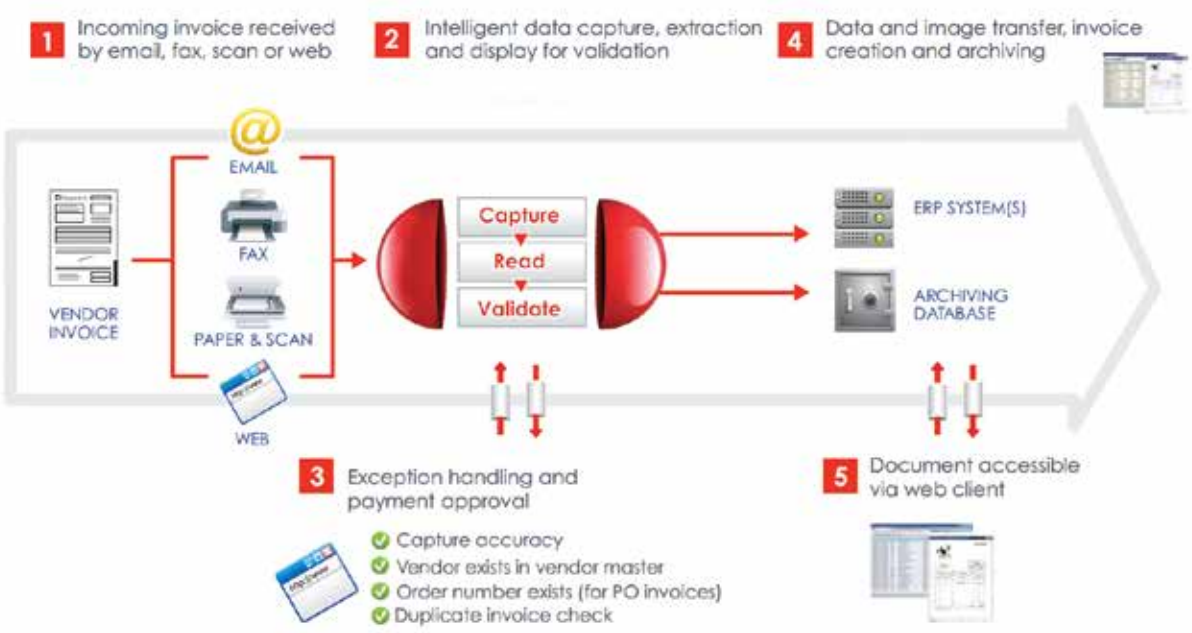
- Share AP data across business applications;
- Include Purchasing and other involved departments in the workflow; Include pre- and post-processing steps in workflow;
- Extend approval workflow to remote staff and mobile devices; and view archived invoices and audit trail outside the ERP application .

Unaffected by changes to the ERP implementation, such as an upgrade to a new version, web-based AP workflow outside the ERP system helps maintain business continuity by keeping AP processing stable through the many IT landscape changes a company can expect to undergo.

Consolidating AP workflow logic in one place supports tight control. Operating independently of the ERP environment yet fully integrated with the ERP system, an external workflow solution can incorporate legacy systems as well as new business unit acquisitions without the need to duplicate workflow logic.

With more and more companies making decisions to integrate their business operations based on a global view, shared services centres are bubbling up everywhere. By definition, shared services centres are disconnected, at least geographically, from business users — and sometimes from the pre-existing IS logic. As a result, shared services centres often comprise multiple systems, application instances, processes and business units.

A tool for AP workflow consolidation outside the ERP system can support efforts to create regional or worldwide shared service centres for AP processing, addressing diverse systems automatically and including logic to avoid errors.



Integrating with ERP systems, Esker accounts payable automation solutions provide a central point of entry for vendor invoice approval workflow with full functionality for ERP application users as well as those outside the ERP deployment. Esker solutions reside on a server, connect to the ERP platform independently and require no custom programming at the application level. Companies using Esker solutions can extend electronic workflow to employees and managers who need to participate in invoice approval but do not have access to ERP solutions. Through an easy-to-use web interface, users working inside or outside an ERP solution can quickly code, approve and release invoices.

Scan Conversion Services

Tel: 1800 Paperless (1800 727 375)
Adelaide, Brisbane, Melbourne, Perth, Sydney
Email: sales@scanservices.com.au Web: www.scanservices.com.au

Reduce the time and effort involved in processing of accounts payable with the associated benefits of process efficiencies, time and cost savings, and substantially improved visibility. At Scan Conversion Services (SCS) we have developed our CAAPS - Complete Automated Accounts Payable Solution, based on extensive research and experience in the field of invoice processing to significantly improve productivity in your accounts payable department. CAAPS represents a 'third generation' invoice processing solution. Through its use of our award winning business rules engine it goes well beyond simple scanning and data capture solutions to deliver significant boosts in productivity, real-time visibility of financial commitment and streamlined reporting and audit capabilities. CAAPS integrates with your financial application to enable you to prioritise and re-distribute workload, reduce data entry and coding errors and streamline statement reconciliation and payment runs. To find out how CAAPS can save you money, visit http://www.accountspayable.net.au/roi_calculator.html and use the Return on Investment (ROI) calculator.

Esker Australia

CONTACT: Christophe DuMonet
Phone: 02 8596 5107
Email: christophe.dumonet@esker.com.au
Web: www.esker.com.au, www.quitpaper.com.au, www.apinthecloud.com.au

Esker, a leader in document process automation solutions, provides best-in-class accounts payable automation solutions:

•On Premise AP automation solutions for SAP - www.esker.com.au/solutions/dpa-accounts_payable_automation_sap.asp

•On Premise AP automation solutions for ERPs - www.esker.com.au/solutions/dpa-accounts_payable_automation.asp

•'Cloud' AP automation for SAP & other ERPs - http://au.apondemand.com/

Esker clients include successful Australian and multinational companies such as BHP Billiton, Orica, PaperlinX, James Hardie, NEC, Johnson & Johnson, Siemens, Samsung, SONY, Sharp, Sanofi-Aventis, etc. Over 1,700 companies in Australia run their business on Esker solutions today. With its comprehensive document process automation platform, Esker helps companies QUIT PAPER. Solutions for procure-to-pay and order-to-cash business processes include sales order management, e-invoicing, e-purchasing as well as Accounts Payable.

FileBound Australia

Phone: 1300 375 565
Email: sales@filebound.com.au
Web: www.filebound.com.au

FileBound Australia is the exclusive distributor of the FileBound Document Management and Workflow Automation solutions. Integrated Workflow and Electronic Form functionality combine to give FileBound users the flexibility to automate just about any critical work process from complex Accounts Payable processing to simple document archival and retrieval. These solutions are priced on the number of document images stored and therefore offer unlimited users, unlimited workflows and unlimited e-Forms built into the base price. FileBound can be purchased as an On-Demand Solution (Cloud based), an On-Premise Solution or pre-installed on a Network Appliance. FileBound Australia distributes the solution nationally through a network of Value Added Resellers.

Computershare Communication Services

Contact: Ross Ingleton
Phone: (02) 8234 5000
Email: Ross.ingleton@computershare.com.au
Web: www.computershare.com.au/communicationservices

Computershare Communication Services Pty Limited (entity of Computershare Limited ASX:CPU) is a leading global provider of business process outsourcing and multi-channel communication solutions. The world's leading organisations depend on the Communication Services' business to help transform their business processes by assisting them to capture, organise and publish business critical data and documents. Every day we help organisations automate complex and unstructured document intensive processes. Our managed service platform eliminates the need to manually process documents such as invoices, remittances and loan applications, thereby reducing costs, driving efficiency and increasing working capital. Unlike on-premises software solutions that require capital and human resource commitments upfront before any business benefits are realised, our solutions deliver capability and scale on-demand. This provides the flexibility for organisations to purchase only what they need today, and then adjust requirements overtime as necessary.

RecordPoint

www.recordpoint.com.au
Phone: (02) 8001 7743 Fax: (02) 8001 7778
Email: info@recordpoint.com.au

RecordPoint simplifies your records management and compliance processes by combing the world leading Microsoft SharePoint platform with a simple rules based retention and classification system. By using RecordPoint and Microsoft SharePoint 2007 or 2010 organisations can fully comply with Australian regulatory requirements and corporate retention and disposition policies without the need for a second system. RecordPoint is the only solution available built entirely on the Microsoft SharePoint 2007 and 2010 platforms and by taking advantage of your existing Microsoft technology investments, the solution is extremely cost effective, highly intuitive, has high user acceptance and training costs are minimised.

Decipha

Phone: 1300 559 195 Fax: 03 9403 8145
Email: john.raphael@decipha.com.au
Web: www.decipha.com.au

Decipha provides high volume inbound document management to some of Australia's largest organisations including big four banks, federal and state government departments, and reputable retail and manufacturing companies. We can provide your organisation with the ability to capture a range of incoming information from various channels including mail, email, fax, the Internet and electronic sources. Once received, we process this incoming information to your specific business rules delivering it to your business systems, archives (electronic or physical) or workflow to minimise manual handling or enable straight through processing. As examples, existing client services include forms processing; remittance processing; electronic mailroom; accounts payable processing; and electronic archival of documents. With a core focus on delivering customised inbound solutions Decipha has an experienced team of IT experts, analysts, and project managers and an extensive national servicing infrastructure. We can ensure you receive a tailored, professional inbound solution in line with your performance expectations.

EzeScan

Phone: 1300 393 722 Fax: (07) 3117 9471
Email: sales@ezescan.com.au
Web: www.ezescan.com.au

EzeScan enables its clients to substantially slash the cost of deploying batch scanning solutions for unstructured (correspondence), semi structured (invoices) and structured (forms) hard-copy documents. EzeScan enables images to be integrated seamlessly with many ECM and/or EDRM Systems easily and effectively using built in integration connectors. EzeScan works with any TWAIN/ISIS scanner or any brand of networked MFD to unleash the full power of your scanning hardware.

EzeScan provides 3 levels of EDRMS integration: Scan to Input Queues; Scan/Index using an ECM registration form; and Auto Scan. Index/Upload using its inbuilt indexing and upload modules. EzeScan has a proven track record of use with HP TRIM, Objective, Autonomy iManage WorkSite, OpenText eDOCS/Livelink, Microsoft SharePoint, Xerox DocuShare, infoXpert eDRMS, Meridio, Laserfiche and Alfresco. EzeScan solutions range from basic manual data entry to highly automated forms processing. With over 650 installations in Australia, NZ ,Canada & the UK, EzeScan is your ideal batch scanning solution.

Bridging the mail and electronic worlds

As one of the global leaders in financial communication services, Computershare provides outbound and inbound document services for many of the world's largest companies.

One of the company's specific divisions, Computershare Communication Services, specialises in transactional communications -- from dividend disbursement to customer bills, and is using cutting-edge technology to produce more than 250 million transactional documents each year for financial clients. In Australia, the company archived more than 300 million documents for the 2010-2011 financial year. To get a clearer picture of this operation, IDM interviewed Peter Milburn, Managing Director, Computershare Communication Services.

IDM: Peter, Computershare Communication Services has evolved from its early roots in providing services to help listed companies communicate with its shareholders. What has been the most dramatic change during the past five years?

PM: We have been very successful in managing shareholder communications globally for a number of years now, with production facilities in 11 sites across the US, Europe, the UK, Canada and Australia to provide our clients with a truly global service. The key to our success in offering sustainable communications is due to working closely in partnership with clients from the start to develop a standardised approach to their communication which can then drive the look and feel for all communications, be it paper or electronic. This standardisation has led to enormous back-office benefits in terms of workflow efficiency and data capture for our business which in turn provides a cost-effective and timely solution for clients.

There are a variety of individual transactions that Computershare performs on behalf of our clients. It could be a piece of mail asking us to sell shares on shareholders behalf; it might even be an update of their personal details. The biggest change has been that nowadays, instead of using numerous paper-based transactional communications to produce an action on behalf of a shareholder, shareholders are now able to login using unique details to a secure self-service portal where they can manage their own information and transactions by a click of a button, and in real-time without the need for human interaction by Computershare.

We still receive a small percentage of mail, usually from shareholders who do not have access to a computer, but it's certainly diminishing to the point where only 36% of calls are coming through our call centre compared to three years ago, while six out of every 10 transactions are completed online. In Australia, shareholder communications is 20% of our business and the other 80% is in providing the same sort of services for commercial customers.

IDM: What are the vertical markets where Computershare has a strong presence?

PM: We touch many industry sectors. Based on our heritage, we have a very good reputation in the banking and financial services sectors. We're also strong in the insurance and superannuation industries, as well as in the government sector and in professional services. Our engagement in the utilities, credit unions and retail industries is continuing to grow so you can see it's quite a diverse portfolio. In addition, we have developed proprietary technology that provides a myriad of capabilities when it comes to inbound communications. These capabilities can be utilised by most if not all of the aforementioned industry sectors. For example, we have a strong footprint in loan (mortgage) processing.

We've built our platform for multiple stream input, allowing us to process significant volumes of structured and unstructured documents by automatically extracting the relevant pieces of information and transferring it into workflow. The documentation can also be stored within our Enterprise Content Management (ECM) system should it be required. Our strength really is in the ability to process large tranches of documentation and data coming in from multiple channels, including print, web, email and fax.

Peter Milburn, Managing Director, Computershare Communication Services.

IDM: With the constant growth in both inbound and outbound, have you required any investment in infrastructure or facilities in the past 12 months in Australia?

PM: Yes, the IT resource investment is a continual commitment. This area is never static, you review your architecture or upgrade your security, or just simply physically upgrade or replace end of life hardware. On a global level, our IT R&D investment for FY11 was US$55 million. In the last 12 months we've actually reinvested and reinvigorated our data centres in Australia, the US and Europe. Each location also has hot-site disaster recovery data centres.

IDM: A buzzword in the statement production industry is "transpromotional," which indicates transaction documents that have white space filled with targeted messages for the recipient. Is this technology being widely utilised in Australia?

PM: The key to the success of transpromotional is the relevance. Some organisations think it's just an advertising insert into a transactional document that goes out to every person, but where it's relevant and unique to you as an individual based on your data or a trigger or an event, that's where it becomes extremely powerful, and that creates the call to action. Computershare Communication Services actually takes transpromotion one step further in what is known as Precision Marketing. Precision Marketing personalises the transpromotional offering, but more importantly, when the use of data analytics is involved, to improve response. This includes consulting with the client to build propensity or predictive models utilising client data which then drives the personalised transpromotional message for cross-sell or up-sell - real revenue generating activity.

For example, in a telco, we'll be provided with historical billing data that might identify the contract a customer is on and when it expires. We could then work with the client to include a promotion on that customer's bill, say four months prior to expiry, to offer them an upgraded plan handset, based on usage data, should they re-sign their contract with the telco.

Again, I must reiterate the importance of relevance for each individual customer to obtain the greatest impact. Now that kind of information doesn't sit in a CRM system - that's a data interrogation service we can provide to clients prior to just simply printing a transactional document. So there's smart ways to approach it as well.

IDM IMAGING SERVICES

THE IDM IMAGING SERVICE BUREAU DIRECTORY FOR AUSTRALIA AND NEW ZEALAND PROVIDES A COMPREHENSIVE GUIDE FOR ALL YOUR DOCUMENT OUTSOURCING NEEDS.

Acrodata

Ground floor, 47 Sandy Bay Road
Hobart Tasmania 7000
Tel: (03) 6224 8011
Fax: (03) 6224 8055
enquiries@acrodata.com.au
www.acrodata.com.au

A3+ MICRO BOOK CAPTURE MAIL SCAN-TO-WEB ON-SITE

Acrodata assists organisations better manage their critical corporate information. Acrodata can design and implement electronic document workflow (including digital conversion of historical records) and advise on issues such as business classification schemes, disposal schedules and disaster recovery. Other core services include:
• Specialist Photocopying;
• Document Scanning;
• Hosted Solutions;
• Records & Information Management Consulting

ADEC Preview Solutions

13-15 Smith Street
Chatswood NSW 2067
Tel: (02) 9418 7822
Fax: (02) 9418 7833
sales@adecpreview.com.au
www.adecpreview.com.au

A3+ MICRO BOOK CAPTURE MAIL SCAN-TO-WEB ON-SITE

ADEC Preview is one of Australia's leading document scanning and document archiving companies. ADEC Preview offers a range of specialist scanning, capture and archiving services designed to improve efficiency and reduce the costs of managing and safeguarding your key documents. These services range from small volume to bulk document scanning and data extraction to web based electronic archiving and physical document storage plus a host of other related services.

Advance Record Management

140 Broderick Road
Corio VIC 3215
Tel: 1300 132 241
Fax: (03) 5274 2011
philip@docstore.com.au
http://docstore.com.au/

Allfiche Australia

P.O. Box 163
Pendle Hill NSW 2145
Phone: (02) 96314800
Fax: (02) 96315800
johndobson@allfiche.com.au
www.allfiche.com.au

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

Whether you have ongoing scanning requirements, or you need your paper documents, Plans, photographs, microfiche/ films digitised, Allfiche has over 20 year experience in bureau services. Allfiche offers on-site services, web based retrieval and a quality product.

Australian Microfilm Services

230 Bank Street
South Melbourne Vic 3205
Tel: 03 9690 6800
Fax: 03 9696 3865
sales@ams-imaging.com.au
www.ams-imaging.com.au

A3+ MICRO BOOK CAPTURE MAIL SCAN-TO-WEB ON-SITE

Australian Microfilm Services/AMS Imaging is an ISO accredited service bureau that has provided specialised document imaging and management for 40 years.
Our services include;
· active and archive imaging where we can provide digital images for day to day use along with the security of a long term backup format;
· high speed scanning of business records in colour or black and white to searchable archive format PDFs;
· We can convert microfilm, microfiche and aperture cards back to digital format;
· AMS has the necessary experience to handle sensitive and heritage materials;
· Large format plans, drawings and artworks can be imaged in colour or black and white;
· Small format can be done to PROV specifications in colour or black and white;
· Bound books and volumes can be imaged. This can include an archival copy on microfilm if required;
· AMS can provide VERS compliant records management software or on-line hosting of your data; and
· AMS can provide APROSS approved storage where you want to hold onto the originals to meet your long term disposal schedules.
- We are an ELO Business Partner.

LEGEND:

A3+	Large Format (Above A3)
MICRO	Microform Conversion
BOOK	Book/Bound Volume Scans
CAPTURE	Data Capture/Workflow
MAIL	Mailroom & Mail Handling
SCAN-TO-WEB	Online document management
ON-SITE	On-site scanning

Branca Micrographics

4/24 Elizabeth St
Wetherill Park NSW 2164
Tel: +61 2 9756 1160
Fax: +61 2 9756 4246
Email: info@branca.com.au
Web: www.branca.com.au

Branca Micrographics complete suite of integrated document management services to streamline business processes, reduce costs and increase operational efficiencies. Combining over 30 years of experience an established methodology to deliver robust dynamic solutions and the latest in data capture and image management systems, Branca Micrographics offers complete end to end services extending from pre implementation planning through to delivery support and management services to a diverse portfolio of organisations. Branca Micrographics comprehensive document management and support services include: Scanning and Data Capture, Microfilm/Fiche/Aperture Card Conversion. Book and Bound Material Scanning, Hosted/ On-site AP Automation: Web Based Workflow and Retrieval systems.

Brisbane Colour Bureau

Ground floor 360 Queen Street
Brisbane QLD 4000
Tel: (07) 3229 6044
Fax: (07) 3221 5771
Email: info@bcolour.com.au
Web: http://bcolour.com.au/

Chandler

14-16 Boundary Street
South Melbourne VIC 3205
Tel: (03) 9694 8666
Fax: (03) 9686 1511
Email: melbourne@chandler.com.au
Web: chandler.com.au
Additional Locations: Sydney, Brisbane

Chandler provides scaleable document scanning and work flow solutions for your organisation. Chandler manages document creation, distribution scanning hosting and storage on line and off-line.

Clayko Group

Unit 5, 85 Forrest Street
Cottesloe WA 6011
Tel: (08) 9385 2059
Fax: (08) 9385 2062
Email: sales@clayko.com.au
Web: www.clayko.com.au
Additional Locations: North Sydney NSW

A3+ SCAN-TO-WEB ON-SITE

Clayko has been servicing Australian business scanning and document management requirements since 1981 with extensive experience in Telecommunications, Insurance, Finance and Banking, Engineering and Mining industries. We deliver an end-to-end solution that enables you to capture, store and retrieve your high value business documents, enabling you to find information when you need it. We are the specialists in scanning to SharePoint and are an Australian partner of the industry leading KnowledgeLake solution which delivers a complete in-house ECM solution that can be incorporated into your daily business processes. Whether you have ongoing scanning requirements, or you need your paper documents digitised, or maybe you want to perform scanning in house, we have a solution to suit.

BUREAU DIRECTORY

Computershare Communication Services

452 Johnston Street
Abbotsford Vic 3067
Phone: 02 8234 5000
Email: ross.ingleton@computershare.com.au
Web: www.computershare.com.au/communicationservices
Additional Locations: Port Melbourne VIC, Ermington NSW; Osborne Park WA, West End QLD.

A3+ MICRO BOOK CAPTURE MAIL SCAN-TO-WEB ON-SITE

Data Capture/Workflow - Computershare Communication Services' data capture and workflow solutions are provided as an outsourced or ASP service, enabling clients to access best-in-class OCR/ICR software, without making upfront capital investments.
Where possible, Computershare matches extracted data on-the-fly to database look-ups, increasing data accuracy and process automation. In addition to data capture solutions, Computershare enables the automated classification of documents, which is particularly effective at automating processes with multiple document types or a high degree of unstructured content that historically required manual intervention.
Mailroom & Mail Handling - Computershare Communication Services' operates outsource mailrooms across the globe. In Australia, we provide secure handling of incoming mail, including cheque payments.
We utilise the latest automated letter opening and sorting technology prior to submitting documents for scanning on our high end Kodak and Unisys NDP 500 scanners. Each year we process over 100 million transactions across multiple 'line of business applications', such as digital mailroom, invoice and remittance processing, insurance claims, loans and application processing.
Computershare processes both paper and electronic documents from a range of channels including mail, email (including attachments), web, and faxed documents.
Online Document Management - Computershare provides a full range of facilities for the receipt of documents in a variety of formats, including hardcopy scanning, fax, e-mail, web, Electronic File Interchange (EDI), or any channel or format that your organisation may require.
Our mail room and digital mail room solutions are integrated with a central content store, enabling secure role-based document retrieval and workflow for users managing exceptions, processing within your core business systems, or searching via a secure web interface. Our platform provides flexible integration options including web services, Single Sign On (SSO) token authentication, or web access.

Converga

Unit 16, 39 Herbert Street
St Leonards NSW 2065
Phone: 1300 557 672
Fax: (02) 9433 7099
Email: hello@converga.com.au
Web: www.converga.com.au
Additional Locations: South Melbourne Victoria; Tuggeranong ACT; Brendale QLD; Adelaide; Perth; Auckland, Wellington, Christchurch; Philippines, Singapore, New York, USA

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

Converga has a range of office and business solutions that use imaging, data capture, document management and workflow technologies to provide clients with real competitive advantage.
We specialise in Information Logistics and Business Process Outsourcing, and in order to provide our customers with effective solutions, we leverage our experience, processes, people, technology and partners to deliver innovation, exceptional customer service and cost savings.
We have market leading capability in high speed, high quality scanning and intelligent auto recognition technology and have been providing outsourced services since 1994.

Conversion Crew, The

12E Milner Road
Artarmon NSW 2064
Tel: 02 9411 8117
Email: scanning@bigpond.net.au
Conversion of all size docs to word/excel/PDF. No job too small.....High volume capability -up to A3. Fast turnaround & after hours service available. Business operating over 15 years

Dallas Documents

135 Bamfield Road
Heidelberg Heights VIC 3081
Phone 03 9458 8088
Email: admin@dallasdocuments.com.au
Web: www.dallasdocuments.com.au

Data Imaging Solutions Corporation

1/2 Joule Place
Tuggerah NSW 2259
Tel: (02) 43 53 6262
Fax: (02) 43 53 6263
Email: admin@dataimaging.net.au
Web: www.dataimaging.net.au

DatacomIT

70 Dorcas Street
Southbank VIC 3006
Tel: (03) 9522 2000
Fax: (03) 9522 2099
Email: ed@datacomit.com.au
Web: www.datacomit.com.au
DatacomIT is a provider of specialised digitisation services. We:
- Scan all formats of microform (fiche , film, aperture cards;
- Scan books and bound records of all shape and sizes up to AO in size;
- Specialise in the digital preservation of rare, fragile and historical material;
- Scan large format maps and documents;
- Extract data from scanned images for indexing, search ability, and XML Conversion;
- Provide data processing and forms processing services;
- Provide data conversion and data migration services; We also sell a large range of book and microform digitisation equipment.

Dataline Group

11U/175 Lower Gibbes St
Chatswood NSW 2067
Phone: (02) 98826301
Fax: (02) 98826306
Email: sales@dataline.com.au
Web:www.dataline.com.au

MAIL SCAN-TO-WEB ON-SITE

For over 20 years Dataline has been enabling efficiency with accounts management solutions for clients across the Asia Pacific region. Through a combination of proprietary software development and strategic national and international partnerships we offer our clients the leading Payables, Receivables and Payments solutions available. Our Paper to Data services receive and scan all your inbound paper invoices including wholesale lockbox services i.e. Cheques and EFT remittance processing and output the data directly into your finance system. Your finance team can then view and manage all invoice data online -quickly and simply.
Dataline has a modular solution so you can move your business to electronic accounts payable and accounts receivable processing in manageable steps with minimum disruption to your day to day operations and no strain on your existing resources.

Datamail

1 Victoria Street Petone
Lower Hutt, 5012 New Zealand
Ph: 04 568 8200
Fax: 04 568 9600
Web: www.datamail.co.nz

Datatime Services

1/318 Auburn Road
Hawthorn Vic 3122
Tel: 03 9819 5777
Fax: 03 9819 0300
Email: info@datatime.com.au
Web: www.datatime.com.au

Decipha

2 -40/ 46 McEvoy St,
Waterloo NSW 2017
Tel: 1300 55 91 95
Fax: 03 9403 8145
Email: john.raphael@decipha.com.au
Web: www.decipha.com.au
Additional Locations: Canberra, ACT, West End, QLD, Keswick, SA, Belmont, Abbotsford VIC

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

Decipha offer high speed, high volume imaging services nationally to meet your business requirements. Our imaging capability is backed by a broad range of capabilities in document auto categorisation; data capture; secure electronic transmission; workflow and electronic archival of documents.
These capabilities enable images to be appropriately indexed and stored or distributed depending on your business needs. Each Decipha location has a significant pool of high speed imaging equipment to deliver quality results quickly whilst also offering business continuity to meet client timeframes.
Our services include ongoing capture of images from various documents (including incoming mail) and ad-hoc projects such as back-scanning. Each client service is professionally scoped and implemented by our experienced team of IT experts, analysts, and project managers.
Leverage our capability which has enabled us to successfully engage in significant imaging projects with big four banks, federal and state government departments, and blue chip corporations.

LEGEND:

A3+	Large Format (Above A3)
MICRO	Microform Conversion
BOOK	Book/Bound Volume Scans
CAPTURE	Data Capture/Workflow
MAIL	Mailroom & Mail Handling
SCAN-TO-WEB	Online document management
ON-SITE	On-site scanning

Docuvan

Level 3, IBM Tower, 60 City Rd
SOUTHGATE VIC 3006
Tel: 1300 855 839
Fax: (03) 8610 0134
email:richard@docuvan.com.au
Web: www.docuvan.com.au

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

The name Docuvan is synonymous with On-Site Scanning Services in Australia. We specialise in providing an On-Site Bureau Scanning Service anywhere in Australia, helping medium to large businesses convert their sensitive and/or confidential documents into an electronic format. We can offer value added Optical Character Recognition processing and cater for the full range of documents to be scanned. Our expertise in scanning and capture software gives us the ability to help our clients implement their own solutions where they believe it is a part of their core business. Docuvan is recognised for Specialising in Kodak Scanning Equipment. We supply and support Kodak Scanners and Capture Software and can also provide other specialist products for specific processing requirements. We are happy to support clients through an implementation and then provide a backup or overflow service as required.

e-file

level 2, Mint House –326 Hay Street
Perth WA 6000
Tel: 08 9221 3577
Fax: 08 9221 3599
Email: e-file@e-file.com.au
Web: www.e-file.com.au

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

Efficient accurate and secure conversion of large volumes of paper based records to digital formats. Emphasis on electronic litigation support for various legal database applications.

e-law

Level 3, 9 Castlereagh Street,
Sydney NSW 2000
Tel: 1300 136 993
Fax: (02) 9232 8248
Email: contact@elaw.com.au
Web: elaw.com.au

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

e.law is a privately owned Australian company providing specialised e.information, e.forensic, e.discovery and e.courts advice and services to the legal profession, corporate and government organisations. Our services are high quality, fast, reliable and competitively priced. We cover the following areas of e.information management and e.discovery:
* litigation readiness
* document processing, review, analysis and production
* records management
* project management
* consulting.

File Scan Services

PO Box 1051 Wynnum
QLD 4179
Tel: 0403 456 717
Email: craig@filescan.com.au
Web: www.filescan.com.au

A3+ Book cApture

File Scan Services offer professional conversion services throughout Queensland, NSW, Victoria and PNG. We are reseller partners for the Open Text Alchemy CMS suite plus Kodak and Canon true document scanners.

Fuji Xerox Australia

101 Waterloo Road
Macquarie Park NSW 2113
Phone: 13 14 12
Fax: 02 9856 5003
Email: enquiries@aus.fujixerox.com
Web: www.fujixerox.com.au

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

Fuji Xerox's Imaging and Document Management Services provides scalable, flexible and secure options to meet your daily business needs. Streamline your document workflow for optimal cost efficiency and response time. Our team provides comprehensive capabilities, from document scanning and conversion through electronic document management and storage. No more time spent searching for information and no more money spent storing paper. Achieve instant access to information that gives your firm a competitive edge. At Fuji Xerox, we also understand that submitting business critical documents for imaging and document management requires a high level of trust. We earn it by ensuring our services meet all of your company's specific security needs, from employee controls to advanced disaster recovery.

Gosford Micrographics

Unit1, 3 Bonmace Close
Berkeley Vale NSW 2261
Tel: 02 4389 8066
Fax: 02 4389 8077
Email: georgehardie@gosmicro.com.au
Web: www.gosmicro.com.au

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

Gosford Micrographics have more than 30 years' experience at converting paper to digital images or microfilm. We offer the best Optical Character Recognition (OCR) service at the best rates.
We can convert your digitised documents into searchable PDF, PDF/A-1 and/or MS-Word at an accuracy of 99.995%. We can extract data from documents, forms, drawings and plans and use the information as the filename or to create an index file in CSV, ASCII or Excel format. We can convert the following material:
• A5-A3 paper
• A2-AAo large format drawings/plans
• Microfilm 16mm & 35mm
• Microfiche
• Aperture cards
• Forms
• Invoices
• 35mm slides, photographs
• Duplicate microfilm
• Duplicate microfiche

Grace Information Management

Unit 49/45 Powers Road
Seven Hills NSW 2147
Phone: 1300 788 211
Fax: 02 8824 1799
Email: sales@graceinfo.com.au
Web: www.graceinfo.com.au

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

Grace's range of image capture systems allows us to manage many varied types of records including: Accounts Payables, Medical Records, Engineering Drawings, Bound Volumes and Magazines in fact documents and records of all variances including the Digital conversion of previously Microfilmed archives.

Harrison Data Capture

3c/10 Ingleburn Road
Ingleburn NSW 2016
NSW/ACT/Qld: 02 96182111
Vic/SA: 03 9686 9090
WA: 08 9421 1661
Email: prof@post.harvard.edu
Web: www.harrisons.net.au

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

Harrisons provide great-value scanning and document indexing for ANY application, Accounts Payable, PoD, medical records....
We scan to any format, overnight update by FTP or CD. Indexing is 'gold standard' (double-blind entry/ verification), at 8000+characters/hour/operator, rates you'll never match in-house.
Top-100 corporations to SMEs use our web-retrieval solution, so only nominated users gain direct encrypted access to any image from anywhere -A truly nil-CapEx imaging solution needing no in-house maintenance. Our data entry integrates AusPost's Delivery Point ID for guaranteed deliverability of addresses.

Imaging Station

Bayswater, Perth WA 6053
Tel: (08) 93701539
Fax: 08 93701533
Email: sales@imagingstation.com.au
Web: www.imagingstation.com.au

MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

Specialising in volume document scanning (up to A3) and document naming / output to your specific requirements. We also have a team of software specialists to integrate document scanning and indexing to your document management needs. We have extensive scanning project management experience. As well as our off site bureau, we also offer a unique onsite short term scanner hire service.

Integrated Imaging Systems

95A Merola Way
Campbellfield VIC 3061
Tel: (03) 9357 8404
Fax: (03) 9357 8601
Email: samg@samange.com.au
www.integratedimagingsystems.com.au

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

Specialised scanning and data capture bureau service offering full web services for retrieval and workflow solutions of all document and image formats. Customised document imaging solutions for large and small businesses.
Documents for data entry can be sent via email, efax, remote scanning software no matter where you are located in the world. Speed, price, quality and fast turnaround are our goals for all of our clients.

Law In Order

Level 3, 123 Pitt Street
Sydney NSW 2000
T: (02) 9223 9200
F: (02) 9223 9600
Email: sydney@lawinorder.com.au
Additional Locations: Brisbane, Melbourne

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

hosting & consultancy, Additional services include : photocopying and printing (up to Ao); document collation; binding; document coding; electronic document extraction; exact and near duplicate detection; e-mail thread endpoints; Optical Character Recognition; VHS/CD/DVD conversion & duplication; Court Copying; and Appeal Book Preparation. Available 24/7 – 365 Days a year with no penalty rates and free pick-up and delivery within the CBD.

Lexdata | Law Image

23-25 O'Connell Street
Sydney NSW 2000
Phone: +612 9231 1440
Fax: +612 9231 1446
Email: support.nsw@lexdata.com.au
Web: www.lexdata.com.au
Additional Locations: Melbourne, Brisbane, Perth, Canberra.

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

Lexdata | Law Image is a leading information management company that provides specialised solutions to law firms, government departments and other corporate organisations. Our company provides a comprehensive suite of services including Scanning and Digitisation, Printing and Copying, Online Publishing, Legal Support Services, Applied Legal Technology and eDiscovery support, Court Copying and Appeal Books, and Print Room Management. We offer our services nation-wide, with offices operating in Sydney, Canberra, Brisbane, Melbourne and Perth. We are available 24 hours a day, seven days a week with no penalty rates for out of hours work, and free pickup and delivery in CBD locations. Additionally, we apply strict Quality Assurance processes for every project and handle every project with the highest security and confidentiality protocols.

Melbourne Documents

135 Bamfield Road
Heidelberg Heights VIC 3081
Phone 03 9458 8088
Email: admin@melbournedocuments.com.au
Web: www.melbournedocuments.com.au

Micro Image

29 Worrell St
Nunawading Victoria 3131
Phone: 61 3 9878 7407
Email: info@microimage.com.au
Web: www.microimage.com.au

Microsystems

1/2 Parramatta Rd
Granville NSW 2142
Tel: (02) 9682 6111
Fax: (02) 9682 3390
Email: sales@microsystems.com.au
Web: www.microsystems.com.au

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

Established in 1975, Microsystems is Quality Assured to 9001: 2008 Standard. Our Services include: High Volume Scanning of Documents, Drawings and Microfilm, Data Entry, OCR, Image Enhancement, Forms Recognition, Scanner Hardware & Software Supply.
Additional Services Offered:
• Ultra High Res Book Scanning; • Daily Scanning / Mailroom services;
• Image upload via Secure FTP;
• Data Warehousing and Disc based Retrieval Systems;
• SharePoint & EDM systems integration;
• Digital Images to Microfilm (Kodak ArchiveWriter x 2); and 16mm, 35mm & 105mm Microfilming.

New Zealand Micrographics

Unit 1, 10 Surrey Street,
Wellington New Zealand 5249
Tel: 64 4 232 9396
Fax: 64 4 232 9399
Email: info@micrographics.co.nz
Web: www.micrographics.co.nz

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

NZMS have a unique focus on preserving rare, fragile and oversize items through digitisation and microfilming. We have been working with libraries, archives, museums and individuals since 1990, delivering imaging solutions that meet their high expectations for handling, duty of care and image quality. Our Company can advise you on all aspects of digital and micrographic activities including procedural advice, standards and the supply, installation and training of microfilm/microfiche scanning, viewing and printing equipment.

NOM Office Solutions

1st Floor, 188 Parry Street
West Newcastle West NSW 2302
Phone: 02 4969 2855
Fax: 02 4962 1875
Email: john@nom.com.au
Web: www.nom.com.au

1. A4 to Ao+ Scanning in B&W or Colour – at NOM or on your site NOM's bureau services, in most cases while you wait, include:
2. Plan printing with reductions & giant enlargements to 914mm width x 6 metres long, Prints & CAD Plots output to paper, tracing or film,
3. Collated drawing sets printed for tenders,
4. Digital scanning from hard-copy drawings to archives on CD, Digital scanning from 35mm microfilm aperture cards,
5. Scanning & conversion of documents to multi-page PDF files.
6. Scanning Equipment for sale & rental. Authorised local dealer for ScanPro 700 and ScanPro 2000.

Prodata Australia

Unit 2, 83-87 Wellington Street
St Kilda Victoria 3128
Phone: (03) 96961445
Fax: (03) 95106868
Email: info@pro-data.com.au
Web: www.prodataaust.com.au

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

Australian Owned and Operated Scanning Bureau. Any document and film size and also accept computer data down the line. Indexing to customers specific requirements.

Project Services Australia

108 Railway Parade
West Perth WA 6005
Tel: (08) 9422 4348
Fax: (08) 9322 4113
Email: sales@psadigital.com.au
Web: www.psadigital.com.au

A3+ MICRO BOOK ON-SITE

PSA has many years' experience in the provision of professional scanning services, and our experienced staff have managed large scale scanning projects for Perth based companies. A full range of colour or black and white scanning services, from high speed A4 and A3 document scanning (colour or black & white) through to images up to 1016mm wide. Scanning of microfiche is also available.

Quiltech Imaging

Unit 2 / 14 Salisbury Rd
Hornsby NSW 2077
Phone: (02) 94777 111
Fax: (02) 94777 579
Email: quiltech@quiltech.com.au
Web: www.quiltech.com.au

Think your accounts payable department is efficient?

-> Find out - Go to www.accountspayable.net.au and download the Accounts Payable Benchmark Report.

LEGEND:

A3+	Large Format (Above A3)
MICRO	Microform Conversion
BOOK	Book/Bound Volume Scans
CAPTURE	Data Capture/Workflow
MAIL	Mailroom & Mail Handling
SCAN-TO-WEB	Online document management
ON-SITE	On-site scanning

Salmat BPO

2 Military Road
Matraville NSW 2036
Tel: 1300 Salmat, 1300 725 628
Fax: (02) 9311 9911
Email: info@salmat.com.au
Web: www.salmat.com.au
Additional Locations: Matraville NSW, Moorebank NSW, Mayfield West NSW, Parkinson QLD, Symonston ACT, Ravenhall VIC, Edwardstown SA, Mile End SA, Darwin NT, Bassendean WA 6054
INTERNATIONAL: Hong Kong: Manila, Philippines; Taipei, Taiwan.

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

Salmat's digitisation service assists organisations and their staff in the management, processing, distribution and storage of all types of business communication and associated business processes. The service also provides valuable customer information for internal use, or for provision to customer self-service portals. The service eliminates the movement of paper around an organisation by employing automated image and data capture and routing. Digitisation takes place in secure environments in Australia and Asia, delivering images and data to recipients directly, or into workflows for downstream processing. Our clients' customers can access digitised information online to manage their personal details securely and conduct transactions electronically.

Scan Conversion Services

Tel: 1300 SCAN IT (1300 7226 48)
Email: sales@scanservices.com.au
Web: www.scanservices.com.au
Locations: Adelaide, Brisbane, Melbourne, Perth, Sydney

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

Since 1996, Scan Conversion Services (SCS) has been developing a range of smart solutions to manage the many complexities of your business information, both now and into the future. The solutions we create are sold in 19 countries, in turn giving our staff global exposure to the latest technologies, which they leverage to provide the best outcomes for your organisation.
Every solution we create in consultation with you, ensures that your business' valuable information is no longer "trapped on the printed page" but transformed into digital assets for your staff to securely access and use – on demand.
Designed to complement your own business systems and processes, SCS can offer a full range of information management services which include accounts payable and remittance processing, secure hosted image archiving, workflow solutions, hosted Proof of Delivery solutions, archive document and microfilm scanning as well as OCR and forms processing.

Scan2Archive

8 Melville Street
Parramatta NSW 2150
Tel: 1300 789 684
Fax: 1300 789 684
Email: georgehardie@scan2archive.com.au
Web: www.scan2archive.com.au

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

Scan2Archive is a leader in the conversion of hard-copy and microfilm based records into digital format whether it is TIF, PDF, PDF/A, JPG and JPEG2000. The facility is highly secure and our clients have access to the digitised information online through a secure web portal.

SEMA Group

6 The Crescent
Kingsgrove NSW 2208
Tel: 1800 009 544
Email: Contact.Us@semagroup.com.au
Web: www.SEMAgroup.com.au
Additional Locations: Laverton North VIC, Virginia QLD, Pooraka SA.

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

SEMA document automation offers your management, staff and customers a new way of doing business, unencumbered by the delays, risks and costs of manual paper-based processes. SEMA provides a complete solution including each phase in the process of transforming your organisation from paper filing systems and manual handling to one where documents move at the speed of thought, assuming whatever form is required at a click of a button. By using world leading imaging and data extraction (OMR, OCR & ICR) technology we are able to convert all your paper documents to indexed electronic documents available for easy retrieval through a client web portal. This solution is fully scalable and is not limited to only paper documents. The solution can manage a wide range of inputs including e-mails, faxes and electronically transferred documents. As an alternative to using the online web portal for the document retrieval the processed images with indexes can be provided back via CD/DVD with the appropriate file structure for you to be able to retrieve the documents using standard software and greatly reducing the need for storage cabinets. The solution is equipped to manage a range of additional services over the basic document storage and management such as Account Payable and Accounts Receivable processing with exception handling capabilities.

Speedscan

4–6 Mentmore Avenue
Rosebery NSW 2018
Tel: 1300 937226 (1300 WE SCAN)
Fax: (02) 9662 3639
Email: sales@speedscan.com.au
Web: www.speedscan.com.au

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

Speedscan brings together a combination of experience, leading edge technologies and robust processing services to deliver world class outsourcing solutions for document intensive business processes. These Document Process Outsourcing (DPO) solutions are delivered from multiple locations across Australia, New Zealand and The Philippines, driving efficiency, productivity and profitability for more than 500 companies and managing more than one billion pages. Our experience across the region is derived from over 10 years of proven success in creating powerful and effective solutions for business.

Sydney Micro

Unit 11, 6a Prosperity Pde
Warriewood NSW 2102
Tel: 02 9998 2600
Fax: (02) 8212 5950
Email: peterh@sydneymicro.com.au
Web: www.sydneymicro.com.au
Micro Micrographic equipment sales and service

West-Net Imaging

27 Boulder Road
Malaga WA 6090
Tel: (08) 9370 2866
Fax: (08) 9271 5320
Email: nina@west-net.com.au
Web: www.west-net.com.au

A3+ MICRO BOOK MAIL SCAN-TO-WEB ON-SITE

- IMAGING
- LARGE FORMAT DIGITIZATION
- EQUIPMENT
- DATA WHAREHOUSING
- VERS COMPLIANT RECORDS MANAGEMENT SOLUTIONS
- RECORDS MANAGEMENT
- MICROFILM
- DVD DUPLICATION
- MICROFICHE, MICROFILM & APERTURE CARD SCANNING
- APROSS APPROVED DOCUMENT STORAGE
- CONSULTANCY

AMS Imaging

Total Imaging Solutions

AUSTRALIAN MICROFILM SERVICES
230 BANK STREET
SOUTH MELBOURNE VIC 3205
Ph. (03) 9690 6800 Fax (03) 9696 3865
e-mail: sales@ams-imaging.com.au
web: www.ams-imaging.com.au

ELO Business-Partner certified
Teamwork for our customers.

Yammer and Brava talk turkey

Sophisticated document review capabilities have been added to the Yammer enterprise social media platform via new integration with the Brava product from Informative Graphics.

Yammer users will be able to open a document in the Brava viewer from their enterprise content management system and add comments at specific locations within the document.

The comments can then be pushed to the user's Yammer feed with a link to the document in the repository for further collaboration.

To ensure document security and integrity, Brava never alters the original document, only sending an encrypted rendition to the user's workstation.

When subsequent users view an edited document, the corresponding Yammer thread is displayed in Brava, ensuring reviewers see all comments and discussions related to the document.

Both Brava and Yammer are designed to work securely within the enterprise, so the solution ensures content stays secure and compliance objectives are met. There is no need to email potentially sensitive documents and no concerns about old document versions in circulation.

"This partnership seamlessly combines IGC's secure document viewing with Yammer's leading-edge collaboration capabilities for the true benefit of the enterprise. It allows today's users -- who are comfortable with social media tools -- to work more efficiently on documents while still maintaining corporate compliance standards," said Jeff Herding, vice president of sales at Informative Graphics.

"Our open API enables innovative companies like IGC to integrate any resource on the web into the Yammer Social Graph, making it easier to discover, track and collaborate on relevant business data," said David Stewart, vice president of platform at Yammer.

Browser-based PDF viewing and editing portal

activePDF has announced an update to its server-based PDF .NET web control tool that allows users to edit PDF files from any source, using any browser.

Hosted on a user's server, Portal 2011 provides browser-based PDF viewing and editing capabilities without requiring third party software on individual systems or devices.

Enterprise users can selectively disable the end user's PDF editing, printing and saving capabilities to allow full protection against unauthorised distribution or tampering with any documents.

Tim Sullivan, activePDF CEO, said, "Portal 2011 also provides a complete set of tools for uploading and inserting images, making annotations, drawing objects, creating form fields, inserting hyperlinks and more without the overhead of costly desktop software" .

The interface to Portal 2011 is able to be customised with custom buttons and tabs, including custom JavaScript actions, custom callback arguments and alerts, and access built-in functions such as progress indicator, plus save and download,

It also offers the ability to highlight text in a document, add/upload Images to a PDF, and tools for adding comments, annotations, drawing objects, form fields and hyperlinks.

PDF form creation and editing capabilities include field calculations and formatting within the browser.

An online demo is available.

A semantic approach to ECM

TEMIS, a provider of Text Analytics software, has announced the launch of the next generation of Luxid, its flagship semantic content enrichment solution. Luxid 6 is a semantic tagging platform that automatically extracts relevant information (entities, topics, events, sentiments), identifies relationships residing in unstructured data and facilitates links between similar and related documents.

Luxid 6 optimises the management of enterprise content through the capture and structuring of targeted information. The software also enhances the utilisation of content within workflows such as competitive intelligence, research and innovation, voice of the consumer and reputation management.

It is designed to be used by governments for financial fraud detection, security, and risk prevention.

Three new approaches to content enrichment are:

• Taxonomy Skill Cartridges - to streamline and accelerate the use of an existing taxonomy to rapidly enrich document assets;

• Rule-Based Skill Cartridges - capture domain experts' reasoning through an easy-to-use interface to immediately apply it to content; and

• Machine-learning Skill Cartridges - replicate experts' tagging strategies after preliminary training on an annotated corpus.

Luxid 6 integrates into a range of CMS and Web CMS platforms (SharePoint, Alfresco, Nuxeo, Drupal), and generates rich semantic metadata that can be leveraged to enhance management, access and distribution of information. Semantic metadata generated by Luxid 6 enables faceted search and navigation, similar-documents recommendation and linking to other content or knowledge bases in compliance with semantic web standards (RDF, RDFa, Microdata).

Davinci tackles SharePoint 2010

Migration of out-of-the-box and SharePoint Designer work flows, as well as custom work flows built with Nintex Work flow, are supported by Axceler's newly launched Davinci Migrator 2.0 for SharePoint 2010

Davinci Migrator will be able to identify which sites have Nintex Work flow deployed, as well as the type of work flow by means of a discovery and query engine. Through Davinci Migrator's pre-migration analysis, it will also proactively warn users which sites contain Nintex Work flow instances that are still running.

Nintex vice president of product technology Mike Fitzmaurice commented, "Several companies provide limited interoperability with Nintex; however Nintex Technology Partners go far beyond that. Partners like Axceler work with us to rigorously test our products and ensure they work together seamlessly, while providing joint support for our common customers."

Davinci manages migration from SPS2003 and MOSS 2007 to the 2010 environment, allowing users to discover, transform, iterate, and control migration activities.

CAD Data Extractor for Alfresco

Formtek has announced a new addition to its Engineering Data Management (EDM) solution, the EDM Data Extractor for Alfresco. This is an Alfresco extension designed to extract AutoCAD drawing properties and block attributes and store them as EDM metadata in the Alfresco content repository. The Formtek EDM Data Extractor is preconfigured to work with the Formtek EDM Module and supports extraction from both DWG and DX F file formats.

Data extraction occurs when a new AutoCAD drawing or drawing revision is uploaded to the repository from either the Alfresco Share interface or the Formtek EDM Connector for AutoCAD application. The EDM Data Extractor extracts AutoCAD drawing properties and block attributes and maps them, per the customer's unique template, to specific metadata fields in the repository's EDM content model.

Brother launches drive-by printing

Brother International has announced its new Brother PocketJet 600 series of mobile printing solutions for printing A4 sized documents. The PocketJet uses Thermal Print Technology to eliminate the need for ink jet cartridges or toner ribbons. Images are produced as the specially coated thermal paper passes over the heated print head. High quality images are created as the paper reacts to the heat and turns black.

Thermal technology allows the printer to be highly compact and also eliminates any risk of ink spillages, leaks or unsightly print smudges. It offers Bluetooth, Infrared and USB connections and can easily be connected to PDAs, Smartphones, tablet PCs and notebooks.

At just 26 cm wide and weighing 473g, PocketJet fits easily into a briefcase or computer bag, and can be mounted in vehicles or other work areas. Pricing ranges from $A499to $A679.

SharePoint auditing solution

Idera has launched a new auditing solution for SharePoint that captures and records all audit events, manages the audit data captured in a central repository and provides comprehensive reporting and analytics regarding who is doing what, when and where in a SharePoint environment.

Idera SharePoint audit enables administrators to simplify audit administration, automatically turning on auditing for new SharePoint site collections and configuring specialised auditing at the web application or site collection level.

Leveraging technology acquired from Muhimbi, it collects the data needed to comply with regulations and data security requirements. Idera SharePoint enterprise manager then ensures security standards are properly applied in SharePoint by remediating potential security or compliance issues.

Knowledge management suite

Bamboo Solutions has released a Knowledge Management solution for SharePoint that combines its Knowledge Base application with workflow and process automation.

It claims to improve content quality through automated routing of new articles to subject matter experts across the enterprise for review and approval.

There is support for custom taxonomies leveraging SharePoint's metadata management features; and configurable alerts to notify stakeholders and subject matter experts of updates and changes to relevant content.

Reporting and dashboards are included to manage knowledge collection and identify trends in content consumption.

Tom Polivka, Bamboo's Director of Enterprise Sales, said, "While it's important to support a self-service model, it's equally important to enable collaboration between end users and subject matter experts."

LATISTA 5.0 builds hope for paperless construction

Rolled up plans and drawings will finally disappear from the average construction site and be replaced by iPads and tablets according to L ATISTA Technologies, which says it can replace them with its new Web 5.0 software platform to manage documents digitally throughout the project life-cycle.

The new version of Web provides Apple iPad/Microsoft tablet software for field management solutions in construction. It synchronises documents between a central repository and iPads/tablets on a job site.

All project records are stored in one central repository and the software can open project files in native applications (e.g. Blue Beam, Autodesk NavisWorks, Autodesk AutoCAD, Tekla)

It aims to be compatible with all building information modeling (BIM) electronic types. All modifications made to a document by an authorised project team member on L ATISTA Web from any remote computer will be seamlessly transferred into the central repository and then propagated to tablets of all field users automatically.

The new version will track user activities with a history of document creation, access, and edits with all project records. The system also manages all possible conflicts automatically.

Andrei Lavrov, CEO, L ATISTA said: "We recognise how important collaboration is between members of an on-site project team and off-site parties like owners and architects, and we're proud to be the first to combine document management with a field-proven automation solution.

"We've already had reports from projects that they're reducing their printing costs on the jobsite by 40% by replacing paper processes with digital automation."

Chris Ramsey, EV P, L ATISTA adds: "All of our updates are done with our customers and users in mind. Being able to meet the market's need for secure, convenient document management in our solution will help project teams eliminate paper and associated costs while at the same time advancing their BIM initiatives."

Transforming business with Excel-based Global BI

Loci Solutions Group is launching a new spreadsheet automation suite onto the Australian market that it says has the capacity to transform complex business intelligence - Global Software.

It combines the flexibility and visual presentation tools of Excel with the integrity and structure of relational databases to produce real time results.

This technology adds a configurable and cost effective dimension to organisations with complex reporting needs and potentially multiple data sources.

Global Software provides Excel-based automation tools for over 40 leading ERP systems in the world today: including Oracle, SA P, JD Edwards, PeopleSoft, and niche market solutions for the Property market, such as MR I and Yardi.

Nikki Steadman, Loci Solutions Group CEO, said, ''Post GFC, clients are looking to increase controls, increase visibility and decrease risk by making targeted investments in technology.

"There has been particular focus on work flow, document management, A P automation and business intelligence tools. We expect to see more vendors expanding into the region within the next 12 months.''

www.locisolutions.com

www.temis.com

Power to the people with ECM8

Objective is seeking to democratise enterprise content management, with its latest release 'ECM 8' providing everyday users with the tools to search, read and contribute content via an Internet browser.

ECM 8 has also been beefed up to a full 64-bit architecture, and firmly embeds enterprise search capability from French company Exalead.

"From extensive field testing we believe we've set the benchmark in our quest to deliver a zero-training ECM user experience and importantly, one which is also engaging to use." said Tony Walls, CEO Objective Corporation.

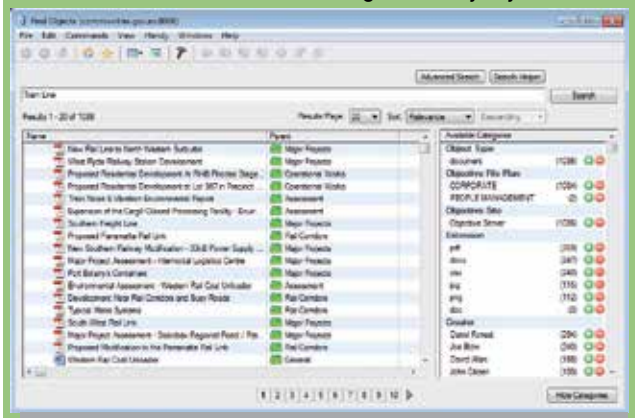
Objective Executive is a new browser based interface that is designed to broaden the use of ECM beyond content specialists to standard users who just want intermittent access to information.

It is able to be used on a variety of mobile devices and provides access to documents and folders; a simple "one-field" search facility, and drag and drop addition of documents to the ECM repository. It also allows local editing and publishing and keeps track of changes.

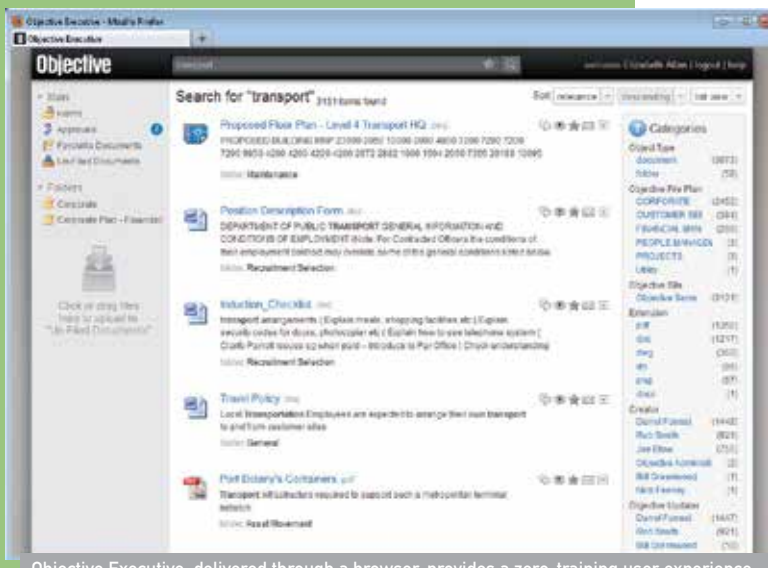
The traditional thick client is still required by those needing access to complex functions, e.g. information managers and document administrators.

"Objective Executive will enable substantially faster user adoption of ECM throughout an organisation, which in our experience is the key success factor for enterprise information and content management," said Walls.

A browser client introduced with previous versions of Objective ECM, known as Objective Portal, included a full set of ECM functionality. This presented an interface that was considered too daunting for everyday users.



Objective Discover combines the simplicity of one-field search with the relevancy derived from category refinements



Objective Executive, delivered through a browser, provides a zero-training user experience, simple one-field search and the ability to add, approve and publish documents.

The Exalead CloudView platform for data-extraction, indexation, and text-analytics is now delivered as a core part of ECM 8, replacing the Verity search technology used previously by Objective.

Objective has added a new search option with ECM 8, known as Objective Discover, This is an additional product that introduces faceted search; the ability for users to conduct a familiar, Internet-style search, then further refine the search by applying filters for categories, content type or many other criteria based on the metadata and contents of the search results.

It can return results based on document title, metadata and document content. It can expose information that has always resided in the repository but may have been buried; highlighting for example search text frequency and use patterns or uncovering subject matter experts within an organisation.

Objective believes the accuracy and relevance of search results can be improved by uncovering these relationships, leading to better decision-making.

It promises faceted search will deliver results at speeds users expect from an Internet search experience.

Search results are also able to be subject to security, privacy and compliance restrictions that are required by government, defence and intelligence organisations.

ECM 8 provides support for 32-bit & 64-bit clients, and is backward compatible with the ECM 7.5 client.

FXA launches workflow "appliance"

A workflow automation solution designed for small business operators that want business process without the IT headaches has been introduced by Fuji Xerox Australia. Known as Automate, the solution arrives as an appliance that uses network architecture and business rules to automatically route documents through defined workflows.

According to research conducted by IDC, over 52 per cent of Australian small businesses report frustration with their current document processes, yet only 16 per cent had implemented solutions to overcome these problems, which is partially attributed to the high-end cost of ownership of a business process solution.

James White, Fuji Xerox Australia Office Solutions Marketing Manager, said the solution was designed to optimise routine processes in any workflow procedure, from automated approval processing to integrated document retrieval, in order to help reduce cycle times and improve organisational scalability.

"Using Automate, documents are created or scanned into the business' system, which then initiates a workflow process. The system provides visibility to other related documents required to complete the process, minimising steps in the process, employee time and expense."

"We analyse the organisation's processes and existing workflows and then devise a customised proposal to match their exact requirements," said White.

Fuji-Xerox Australia provides implementation, training and consultation. There is an upfront configuration fee, with an ongoing monthly fee based on usage.

www.fujixerox.com.au/solutions/automate

Suite solution for linking Outlook and SharePoint

Colligo Networks has announced a new suite of email and document management applications for SharePoint sites for both on-premise and cloud-based SharePoint installations.

The new products extend the functionality of the existing Colligo Contributor suite, which, in addition to extensive support for SharePoint access online and offline on Windows PCs and laptops, enables users to file emails to SharePoint on any mobile device (smartphone or tablet) connected to Microsoft Exchange.

"Today's enterprises face increasingly complex content management challenges, including the consumerisation of IT, and the increasing awareness that email is an essential component of corporate records management initiatives," says Barry Jinks, Founder and CEO of Colligo Networks.

Colligo Email Manager is the enterprise solution for managing email in SharePoint 2010 and Office 365 on Windows PCs and laptops. Users can file, tag , find, view, and share email and attachments in SharePoint, all from within the Outlook interface.

Colligo Briefcase is an application for securely browsing , viewing , and storing SharePoint content on Apple iPads. SharePoint content is automatically synchronised to the iPad, providing instant access, even when offline. Colligo Email Manager 5.0 and Colligo Administrator 1.0 are available now. Colligo Briefcase is currently in beta, with commercial release in November, 2011. A free edition of Colligo Briefcase for personal use will also be available from the Apple App Store. Single user licenses for Colligo Email Manager are $129AU. Volume discounts are available.

S4i Systems announces new release of desktop capture

S4i Systems, a developer of electronic document automation and disk space management software for IBM Power users, has announced the release of its Desktop Capture V2.1.

It obtains documents from a scanner, the file system or directly from email. Index data can be manually entered into Desktop Capture or acquired automatically from third party application software.

The associated indexes with the corresponding documents are used for future retrieval and automated distribution.

Some of the features included are; file acquisition by browsing for desktop files, dragging and dropping PC files, email or scanning hard copy documents to your back end repository or content management system.

Automatic document separation eliminates manually organising the documents, automatic screen scraping and database lookups are used to obtain index data that is not displayed in the application, and validation against a database ensures that the document has enough information and minimises user error.

Alistair Scott, S4i Systems' chief technology officer, said the latest release of Desktop Capture; "Provides enhancements such as options for arranging the layout of your panels for document previewing and indexing giving the user greater flexibility to arrange their workspace.

"Additionally, we've added previewing of Microsoft Office documents and support for Outlook 2010 and Lotus Notes V8.5.2".

www.pickett.com.au

StorageCraft unveils ShadowControl ImageManager

StorageCraft has announced the Australia/NZ launch of ShadowControl ImageManager 5, software designed to help manage, customise and enhance the backup process. ShadowControl ImageManager works in conjunction with StorageCraft's ShadowProtect range of backup and disaster recovery software. It includes tools and services that allow users to replicate backup images to remote locations including the cloud, pre-stage backups as virtual machines, consolidate backup image files and monitor and manage backups created with ShadowProtect.

Greg Wyman, Vice President – Asia Pacific at StorageCraft says: "In Australia and New Zealand, the lack of decent Internet is a challenge for most companies wanting offsite or cloud disaster recovery.

"With ShadowStream, the ultra-fast replication technology in ShadowControl ImageManager 5, companies of all sizes are now able to reliably implement remote disaster recovery using just ADSL lines. Tests have shown that using the new ShadowStream technology over 'normal' Internet typically improves performance five-fold."

"StorageCraft ShadowProtect backs up only the sectors that change – called incremental forever technology - and protects data and databases every 15 minutes, which means that only a small amount of data gets transferred every 15 minutes. Combined with ShadowControl ImageManager, the software delivers a complete solution for offsite or cloud based disaster recovery."

ShadowStream technology transports ShadowProtect backup files off-site quickly and reliably by controlling bandwidth capacity. intelligentFTP enables the user to filter files for replication locally, to the network or to an off-site location. The user can set parameters for the replication, whether it's every incremental backup or just backup files that have been verified.

HeadStart Restore reduces the recovery window by proactively constructing the backup image as a virtual machine, allowing the user to restore the system in minutes, saving critical time.

In addition, ShadowControl ImageManager provides management tools that allow users to verify and re-verify backup image files over time to make sure they are still intact.

ShadowControl ImageManager also consolidates backup image files and allows the user to set up retention parameters locally and in the cloud, saving valuable storage space both onsite and offsite. Users can set up email notifications to track the status of backup images as well.

New Zealand-based IT services provider Oxygen IT has developed a complete offsite disaster recovery solution leveraging StorageCraft technology.

"Time is a valuable commodity for any business today. Small, medium and large enterprises have a critical need for simplified, automated business continuity that takes the risk of data loss off their plate.

"Faster backups and faster recoveries are now possible with ShadowStream and HeadStart Restore. Every minute of time or data lost is unnecessary and can be avoided with the right tools," said Stace Hema, Managing Director at OxygenIT.

ShadowControl ImageManager is included free with a ShadowProtect licence. Jobs using ShadowStream, intelligentFTP and HeadStart Restore require additional licensing fees, depending on the software the user selects.

Citrix acquires cloud platform

Citrix Systems has completed the acquisition of ShareFile, a provider of cloud-based data storage, sharing and collaboration.

ShareFile is a platform to store, sync and share business documents and files, both inside and outside the company.

Citrix expects the personal cloud market to be a multi-billion dollar opportunity by 2015, fuelled by trends such as cloud computing, faster bandwidth, email limitations and the consumerisation of IT. It says the acquisition of ShareFile adds "follow-me-data" capabilities to its portfolio, allowing business users to access their documents and files from anywhere, share them across multiple devices and collaborate easily with colleagues.

Colligo, NewsGator unleash the social business stream

Colligo Networks and NewsGator have announced an ambitious undertaking that aims to combine social computing, email management and SharePoint into a single stream of business communication. The solution allows email and documents to be simultaneously saved to SharePoint folders and also provided as a FaceBook-like stream to colleagues who can comment, "like", share, or flag for follow-up. It incorporates enterprise search capabilities to help locate emails, documents, and social conversations.

The solution also supports filing from smartphones and tablets, and gives users the option to work in offline mode with community content collections – including idea campaigns, wikis, and document libraries – all through Outlook, including sync and version control.

"Social Sites, Colligo, and SharePoint are about unifying information and streamlining processes," said Melissa Risteff, NewsGator SV P of marketing and corporate development.

"Bringing the solutions together closes the information gaps and magnifies the benefits of consolidating content. We're proving that there is power in social computing not only as a phenomenon in itself, but as a way to boost the quality of overall business communication and interactions."

Ediscovering social media

US company X1 Discovery has launched an investigative solution specifically designed to address social media content from Facebook, Twitter and LinkedIn, X1 Social Discovery.

The platform is designed to collect, authenticate, search, review and produce electronically stored information (ESI) from the most popular social networks.

It is tailored for ediscovery and computer investigation professionals and their specific case-centric work flow from collection, search and production, while capturing and preserving key metadata and maintaining a consistent chain of custody throughout the process.

X1 Social Discovery is available for sale through the X1 Discovery website at an introductory price of $US945 per seat annually.

Organice engineers the cloud

Cadac Organice has teamed up with hosting provide Rackspace to offer SharePoint-based engineering document management and control in the cloud.

The new cloud solution can be used instantly and includes the Cadac Organice Product Suite for engineering document management and control functionality.

The company now offers on-premise and hosted solution based on SharePoint, and says the door is open for a hybrid solution. This would allow companies to manage part of their documentation and information on-premise and another part in the cloud, while users can work seamlessly and transparently in both environments.

It provides the example of a company managing as-built information on buildings, plants and installations on-premise and temporarily uploading project and maintenance information to a hosted environment to collaborate on these documents with external partners. After project close, these documents can be moved to on-premise to update the as-built documentation.

Predixion delivers Analytics 2.0

Predixion Software has introduced Predixion Insight 2.0, the latest version of the company's collaborative predictive analytics solution.

Predixion Insight 2.0 provides business intelligence (BI) professionals with predictive analytics in the common interfaces of Excel 2010 and SharePoint.

Predixion has created Excel-based modelling solutions and a deployment framework designed to simplify the process of sharing models across an enterprise, automate predictions directly from source data to SharePoint dashboards, other portals or business applications and squeeze complexity out of the end user experience, resulting in self-service predictive analytics. The new end-to-end collaborative features in Predixion Insight 2.0 allow users to share models, datasets and results as well as set permissions for shared items by simply sending them to other users or setting up "collections" to which multiple users subscribe. Users can then comment on items within the collection, score models with new or existing data, share the results within the collection or publish them into SharePoint or other portals for a truly collaborative experience.

Predixion's deployment framework enables companies to extend predictive capabilities throughout the enterprise. Predixion's new enterprise automation capabilities enable automation directly from analyst workbooks without requiring recoding of analytical logic. Automated workflows refresh predictive scores in dashboards, KPIs and business applications at customisable intervals as source data is updated, with users having near real-time actionable data to expedite decision-making.

Predictive results achieved using Predixion Insight 2.0 are now available as interactive visualizations via Predixion's thin client. Line of business managers can review results at the highest level or drill down to detail levels to better understand predictions and make better informed, smarter decisions. In addition to its off-site public and private cloud offerings, Predixion Insight 2.0 now is available as an on- premise solution for organisations such as healthcare and financial services firms who require it.

Hybrid records management add-on for SharePoint

TA B Products has launched a new records management software add-on for SharePoint able to handle physical or electronic records, or both in a hybrid environment. TA B FusionRMS adds functionalities specifically designed for RM professionals, including lifecycle management, governance, control and disposition. Ross Nepean, TAB's vice president of global marketing., said, "This "out of the box" solution can be implemented in a matter of days, offering immediate records management authority and a high level of compliance and e-discovery confidence."

The SharePoint add-on provides the ability to establish and implement defensible retention programs and immediately locate records processes via Optical and Intelligent Character Recognition (OCR/ICR).

www.datafile.com.au

Industry Moves

Kodak has added print and imaging distributor **Alloys** as a new distributor in the Australiasian market for its range of "Distributed Capture" A4 Document Scanners.

Kodak selected Alloys due to their high level of expertise in delivering Electronic Document Management Solutions through reseller partners, as well as their ongoing commitment to educate and train resellers on new incremental revenue opportunities.

Francis Yanga, Kodak Australasia Business and Channel Manager said: "Kodak Australasia is delighted with our appointment of Alloys as the specialist Distributor for our range of A4-size scanners.

"Alloys brings a wealth of experience in providing specialist skills and knowledge in the distributed document scanning space. We are excited to work very closely with the team at Alloys and its network of channels in growing our distributed scanner business".

Alloys Document Imaging Specialist Greg Powis said "Partnering with Kodak is a monumental day for Alloys document imaging. Kodak are a market leader and form a great fit with Alloys being the number one Document Imaging distributor in Australia. The team is very excited to be able to offer Kodak solutions to our customers."

Open source ECM company **Alfresco** has announced an increased drive into the Asia-Pacific marketplace with increased local staff numbers on the back of 13 new customers in the past 12 months. Alfresco has also appointed three new partners and moved to new premises in North Ryde. The company claims revenue growth is ahead of industry averages with global headcount increasing 20% in the second quarter and more than 2000 enterprise customers in over 40 countries.

Barry Costin, Sales Director for Alfresco A PAC, said, "Working with business partners is still our primary route to market and recruiting new partners to provide geographic coverage and address specific vertical requirements in Australia and New Zealand is a big focus. We are aiming to bring on board a moderate number of quality partners that can sell, add value to customers and have the skills and domain knowledge to take advantage of the opportunity that Alfresco presents. We are not attempting to saturate the market with partners – fewer but deeper with good profitability all round is definitely the idea," said Barry.

Tasmania's **Acrodata** has expanded and welcomes **Steve Ktori** to the team. Steve has been involved with records and information management for the past twelve years. Originally trained in microfilm production for Document Control Micrographics, Steve soon moved into managing large scale scanning projects for many local, state and national government departments as well as multi-national corporations and local industries. Steve has more recently been Director of Solutions for Scobie Archive and is now Manager of Scanning Services at Acrodata working alongside John Groom and Leigh Keane to advance the local capabilities for information management.

FileBound Australia has recently added several new members to its team. "We are finding that the mid-market in particular has a high thirst for process automation products." said Lee Bourke, CEO of FileBound.

"We have long held the view that this market has been underserviced in the Document Management and Business Workflow Automation solution space. We are happy to be finally filling that void."

Recent FileBound Australia appointments include; **Bruce Allan** – Senior Account Manager, who will fill a dual national role that focuses on managing reseller accounts as well as driving new business sales. Bruce comes to FileBound with an extensive background in software solution sales having worked for such companies as Microsoft, Compuware and Salmat.

The recent release of the FileBound On-Demand "Cloud-delivered" product has resulted in a large increase in system volumes. **Drew Unwin** has been brought onboard as Systems Administrator to continue the forward development of the hosting infrastructure to handle future expansion. Drew has an extensive background in technology implementations for small and medium sized businesses.

EVENT DIARY

Electronic Document and Records Management One-day forum

14-15 February 2012
The Sebel Surry Hills, Sydney
Topics to be addressed include:
- Raising the profile of electronic information management for greater senior management support; gaining user buy-in for electronic document and records management; - Using SharePoint as a recordkeeping tool; - Complying with legal and business requirements for electronic document and records management; and - Integrating your EDRMS with other business systems.
www.arkgroupaustralia.com.au/ Events-E012EDRM.htm

3rd Annual National Records & Information Officers' Forum 2012

28 - 29 February 2012
Marriott Melbourne
Essential Strategies for Building Organisational Competence for Records and Information Management in a Changing Environment. Practical insights to ensure that practitioners are well equipped to perform in a shifting reform, technology, and information management landscape.
Speaker lineup includes: Mark Young National Manager, Corporate Records Management, Department of Human Services; Nadine McBain Assistant Commissioner, Document, Content and Records Management, Australian Taxation Office; Tony Corcoran Assistant Secretary, Freedom of Information and Information Management, Department of Defence; Vinod Kumar Senior Manager, Enterprise Records Management, Westpac Banking Corporation; and Lisa Coxhell National Manager, Documents Management Program, KPMG International.
http://liquidlearning.com.au

Australia SharePoint Conference

20 - 21 March, 2012
Hilton on the Park, Melbourne
The Australian SharePoint Conference is organized by a group of dedicated SharePoint MVPs and Community leaders who participate and support the community through organising and sharing their knowledge at user group events.
www.sharepointconference.com.au

Data Quality 2012 Asia Pacific Congress

27-29 March 2012
Citigate Central Sydney
DQ Asia Pacific 2012 will examine topics such as Master Data Management, Business Intelligence, and Data quality communication, data quality frameworks, Business intelligence and Governance.
www.dqasiapacific.com/index.htm

CeBIT Australia

22 – 24 May 2012
Sydney Convention and Exhibition Centre
CeBIT Australia provides a business technology platform for decision makers across all industries and government, including innovative ICT solutions and a Conference program with over 100 global thought leaders.
www.cebit.com.au

SUBSCRIBE TO IDM NOW

IDM is the trusted resource for information managers in enterprise & government in Australia, New Zealand and the Asia Pacific region. Subscribe now to guarantee your window into contemporary information management issues such as document & records management, workflow automation, email management, ediscovery, enterprise content management, imaging, records management and associated storage solutions.

YES, I would like to subscribe to IDM Magazine & IDM Weekly e-newsletter

Australia - ☐ 2 years (12 issues) $100 ☐ 1 year (6 issues) $A60

New Zealand - ☐ 1 year (6 issues) $A80 Other Countries - ☐ 1 year (6 issues) $A150

Please make cheques payable to Transmit Media

Pay by Credit Card ☐ Visa ☐ Mastercard ☐ Bankcard ☐ American Express ☐ Diner's Club

CARD NO. ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

CARDHOLDER NAME _____ EXPIRY DATE ☐☐/☐☐ CODE _____

TITLE _____ FIRST NAME _____ SURNAME _____

POSITION/TITLE _____ COMPANY/ORGANISATION _____

ADDRESS _____

SUBURB _____ STATE _____ POSTCODE _____ COUNTRY _____

PHONE _____ _____FAX _____

EMAIL _____

FAX THIS FORM TO (02) 8212 8985 OR POST TO TRANSMIT MEDIA, PO BOX 392, PADDINGTON 2021

EMAIL TO IDM@IDM.NET.AU OR SUBSCRIBE OVER THE PHONE AT (02) 9043 2943

© Kodak, 2011. Kodak is a trademark.

Makeover and streamline capture across your entire enterprise

Kodak Capture Pro Software is the complete capture software application that allows you to efficiently convert forms, invoices, patient records and other critical business documents to high quality images leveraging on advanced image processing technology in-built in every **Kodak Scanner**. Simple to deploy with its comprehensive integration with **Microsoft Sharepoint** and other ECM systems.

Call Kodak on 1800 895 747 to streamline your capture operation today.

Kodak

It's time for you and Kodak

Network Workgroup Departmental Production Software Service