Continental drift: Can Europe go paperless?

Preservation order: No such thing as retrospective compliance

Public sector selling: Accreditation where it’s due

When not to shred: Retention and admissibility

Interviews: Xerox Scanners, ibml
C-Cube Solutions specialises in providing Electronic Document and Content Management solutions based on the C-Cube software suite. Systems scale from departmental applications to enterprise wide solutions and include: the C-Cube Portal, Electronic Forms, Content Searching, Workflow/Collaboration, COLD/microfiche integration and EDRMS.

SPECIALIST SOLUTIONS INCLUDE:

- Legal Compliance
- Health Records Management
- Law Enforcement Applications
- Information Web Portals
- Invoice Capture and Authorisation
- Local Authority Applications
- Human Resource Management

The key to C-Cube Solutions’ success is integration with your business to ensure that information is delivered on time and to the right place.
Our first issue of 2015 sees Document Manager continuing to do what it has done for the last 23 years, outlasting various short-lived attempts at competition: reporting on and analysing real world stories from the DM and ECM ‘coal-face’, and speaking to the people who matter. A good example is our report from the Kodak Alaris Partner Forum event at the end of last year: what was once ‘Kodak Document Imaging Division’ has effectively re-invented itself as a new business entity, with some very clear perspectives on the future of the capture industry as well as its own place in that future. As recently-appointed Chief Marketing Officer, James Soames, commented during his opening speech, ‘We are a new company, born from one of the world’s most iconic brands. The market is very exciting at the moment, as we see unprecedented levels of information creation and consumption.’

It is this unprecedented growth in content that drives so much of what is happening across the sector at the moment - and increasingly we are seeing a need to manage different types, as well as larger volumes, of data. It is this - dubbed by Harvey Spencer of HSA as ‘Capture 2.0’ - that we may well see sorting out the men from the boys in the DM/ECM industry over the coming years.

Elsewhere in this issue we hear from Vijay Magon of CCube Solutions, who examines the difficulties that SMEs have in breaking into the ‘big boys’ network of public sector IT suppliers. Our sister title Cloud Hosting magazine has covered this theme in some depth in recent issues, as companies try make themselves more visible to prospective buyers in government departments and health authorities via the much-vaunted G-Cloud. Does the document management industry suffer as much as some other areas of IT from what used to be known (back when I had a ‘proper’ IT job!) as the ‘Nobody ever got fired for buying IBM’ syndrome?

We also talk to Erik Banis of Xerox Scanners, whose firm of ‘new kids on the block’ (his words, not mine) came almost out of nowhere to win the coveted ‘Company of the Year’ prize at last year’s DM Awards. He explains the company’s thinking in terms of product development, the need for an ‘integration approach’, and why, in his words: “People don’t buy scanners.” See our interview later in these pages to find out what he means by this potentially counter-intuitive proposition!
EDITOR’S comment.................................3

NEWS roundup.................................6
- Fujitsu team up with ABBYY on capture
- DM in the cloud ‘not taking off’

CASE STUDY: Land Registry..............................8

EVENT: Kodak Alaris Partner Forum 2014.................10

OPINION: Public sector procurement.........................12
Why do SMEs still find it difficult to break into public sector procurement opportunities? CCube Solutions’ MD Vijay Magon suggests that one solution may come in the form of accreditation and adherence to standards

OPINION: ECM Trends 2015.................................16
Howard Frear, Director of Sales and Marketing at EASY Software UK, looks at the trends he sees emerging in the year ahead and what DM practitioners should be doing to take advantage of growth opportunities

INTERVIEW: Xerox Scanners.................................18
We speak to Erik Banis, whose Xerox Scanners business came almost out of nowhere to win the coveted ‘Company of the Year’ prize at last year’s DM Awards

ANALYSIS: Digital Europe.................................24
As we look to 2015, asks Sabine Holocher of PFU, is it worth revisiting the question, ‘Will Europe go completely paperless’?

OPINION: Retention and admissibility............................28
Invu CTO Stuart Evans discusses strategies for getting rid of paper documents while complying with longer-term document management regulations

MANAGEMENT: Compliance.................................30
Rich Tumer, Vice President of Business Development and Strategic Marketing for C2C Systems, examines why there is no such thing as ‘retrospective compliance’

INTERVIEW: ibml................................................32
The end of last year saw ibml introduce its new ImageTrac 6000 range, which builds on one of the success stories of the scanning industry. DM Editor David Tyler catches up with Sales Director for Northern and Western Europe and Africa, Ashley Keil
EASY Contract™

The features below come as standard

1. Complete contract lifecycle management
2. Easy to use web interface for complete contract visibility
3. Secure role access and revision compliance
4. Support for a library of terms and standard templates
5. Advanced financial reporting and deadline reminders

EASY CONTRACT makes managing and processing contracts faster, more efficient and more reliable.

www.easysoftware.co.uk   Tel: +44 (0)1284 727870
Canon’s ultra-compact portable scanner

Replacing the imageFORMULA P-208, Canon’s new P-208II portable scanner features a newly-designed paper feeder tray, making it easier to load multiple documents onto the 10-sheet automatic document feeder (ADF).

The device offers the same double-sided scanning speeds of up to 16ipm as its predecessor and the bundled software has been updated with new versions of CaptureOnTouch (Ver. 3), CaptureOnTouch Lite (Ver. 3) and BioCard, providing users with a more simplified scanning operation, enhanced post-scan image processing and connectivity to popular cloud applications such as Dropbox.

GFI manages email server security

GFI Software has released GFI MailEssentials 2015. The latest release features major enhancements to scalability and load balancing capabilities, which improve the management of multiple mail servers. With an increasing number of medium to large organisations moving to a multiple server model for managing ever-increasing email volumes, ensuring all servers are in-sync and equally protected against spam and phishing attacks becomes a challenge. This is further complicated by the need to load balance so that one server doesn’t become a weak link that could destabilise the cluster and become a target for attacks.

The solution provides email management, content filtering and attachment filtering, and offers powerful spam detection capabilities and Intelligent Language Detection, and the ability to leverage up to five of the top anti-virus engines simultaneously (BitDefender, ThreatTrack VIPRE, Avira, McAfee and Kaspersky).

GFI Software has released GFI MailEssentials 2015. The latest release features major enhancements to scalability and load balancing capabilities, which improve the management of multiple mail servers. With an increasing number of medium to large organisations moving to a multiple server model for managing ever-increasing email volumes, ensuring all servers are in-sync and equally protected against spam and phishing attacks becomes a challenge. This is further complicated by the need to load balance so that one server doesn’t become a weak link that could destabilise the cluster and become a target for attacks.

The solution provides email management, content filtering and attachment filtering, and offers powerful spam detection capabilities and Intelligent Language Detection, and the ability to leverage up to five of the top anti-virus engines simultaneously (BitDefender, ThreatTrack VIPRE, Avira, McAfee and Kaspersky).

www.gfi.com

Kodak Alaris has announced that, to save money through the closure of its large off-campus records library whilst enhancing patient care through clinical and operational efficiency, Basildon and Thurrock University Hospitals NHS Foundation Trust has completed deployment of a trust-wide electronic medical records (EMR) system in a project costing a total of £6.5 million. This has seen 450,000 patient case notes digitised - around 54 million pages - with all departments now live.

Phil Burke, the trust’s EMR programme manager, says, ‘The main thing was to install a system and scan the medical notes without disrupting the running of the hospital. The shift from paper to electronic records is a huge business change initiative. It’s not just a case of introducing IT and scanning. Our transformation team has had to understand the intricacies of each medical specialty and how they interact with the notes given the patient flows around the hospital. Our system has then been designed from the ground up to meet our specific needs given there was no off-the-shelf solution that met our requirements when we first started evaluating solutions towards the end of 2009.’

The new EMR solution comprises various components including Mobius medical records software from Fortrus, Laserfiche’s EDMS, Adobe Livecycle workflow and eforms technology, with the actual notes scanned using both Kodak production scanners and ibml ImageTrac Lite equipment.

In close collaboration with its advisory group of 14 clinicians, the EMR project team defined around 50 key (medical) document types and is using a combination of bar codes, OCR and manual input to recognise, index and date documents so that they are presented in the context of each patient episode. The EMR is also split into chapters such as correspondence, nursing, observations, investigations and so on.

Ian Linehan, lead clinician on the EMR project, says, ‘The big issues we have solved are first implementing a system so that historical patient information is accessible and usable, and second managing the change process carefully. We have made the records more accessible by dating and indexing documents to avoid the clinician seeing information presented in an unstructured way.

System acceptance has been achieved by involving staff, avoiding a ‘big bang’ roll out, testing it in restricted areas to address any issues and adding value by incorporating other benefits where we can. So, when you look at the EMR, you get immediate access to bloods, pathology and X-ray reports without having to revert to other IT systems.’

The Trust expects to realise significant return on investment by the closure of its medical records library - located three miles away from the hospital campus at Sovereign Park - which it doesn’t own, thereby saving on leasing, general overhead and transport costs.
What’s stopping DM take-up in the cloud?

Only 15% of UK organisations are using document management (DM) in the cloud, despite 95% believing it can deliver business benefits, according to a new survey by global business automation software provider V1. The survey was carried out among senior IT and finance professionals from 79 organisations across the public, private and third sectors.

Cost-effectiveness was highlighted as the main benefit, with 28% of responses stating this would be the prime advantage of using the technology. Providing 24/7 access to documents was also identified as being key, with 26% of responses admitting this, and 17% said providing greater support for remote working would be the primary driver.

Although only 15% of the survey’s respondents revealed that they are using DM in the cloud, almost two thirds (62%) highlighted that they would consider accessing and sharing documents in this way in the future.

Janette Martin, MD of V1, says, “The rewards of using cloud-based document management technology are evidently clear to organisations which recognise the flexibility and cost savings it can bring. However, what is also apparent is that despite recognising these benefits, many organisations are not taking advantage of them.”

The survey also revealed a 10% increase in companies using DM in the cloud, compared to the same questionnaire conducted by V1 in 2012. Martin adds, “The number of businesses utilising document management in the cloud is rising as more recognise the increased agility it can bring them while putting security fears aside. As well as being cost-effective, it also supports remote working with access to documents from anywhere at any time - a must in today’s workplace.”

www.wearev1.com

The Genus approach to scanning books

Genus has launched the Unionovo book scanner. The Unionovo range offers professional digitisation systems at an affordable price, thanks to the integration of Canon EOS DSLRs, combined with specialist lighting and cradles. Uni-Capture software’s clean design offers the professional archivist all the relative options required as well as being easy to use. With V-Cradles and counter balance 180 (degree) cradles available the Unionovo range is able to capture a wide range of archival material.

www.genusit.com

Kofax enters global partnership with Xerox

Kofax has entered a global partnership with Xerox Corporation. Under the agreement, Xerox will sell, market, deploy and support Kofax TotalAgility to help organisations extend the value of Xerox’s managed print and document management services and products. Kofax’s sales and services staff will support Xerox in this endeavor.

“Our partnership with Kofax creates a more comprehensive document processing solution so customers can extract even greater benefits from Xerox’s Next Generation Managed Print Services - which improves productivity by automating and simplifying business processes,” said Mike Feldman, President, Large Enterprise Operations, Xerox.

Kofax TotalAgility combines capture, process management, data integration, mobility, analytics and e-signature capabilities in a unified platform. Total Agility provides an essential link between an organisation’s systems of engagement and systems of record, helping increase responsiveness to customers, improve service levels and greatly reduce operating costs.

“We view this as a very strategic relationship, one that should better serve customers and build market share,” said Howard Dratler, Executive Vice President of Field Operations at Kofax.

www.kofax.com

ABBYY and Fujitsu partner on data capture

ABBYY Europe is to partner with Fujitsu on data capture and replacement scanning, primarily covering solutions for automating incoming mail processes and automatic invoice processing.

Markus Pichler, Director of Business Unit Solutions at ABBYY Europe GmbH explains: “The technological partnership with Fujitsu will help us to offer our customers complete solutions for automating invoice and/or mail processing in medium to large sized companies. Thanks to Fujitsu’s extensive experience in the implementation of large IT projects, ABBYY will in the future be able to offer its customers a complete solution package at the highest level.”

Fujitsu offers corporate customers a comprehensive portfolio of technology products, solutions and services covering the entire spectrum, from end devices and data centre solutions to managed services and cloud solutions, all the way through to outsourcing.

ABBYY brings to the partnership its expertise and software solutions for the automation of document-based business processes in the digitisation, incoming mail and invoice processing areas. The partnership will enable ABBYY and Fujitsu customers to improve the efficiency of their document handling.

www.abbyy.com
Land and Registry is a government department created in 1862 to register the ownership of land and property in England and Wales. They keep and maintain the Land Register, where more than 24 million titles - the evidence of ownership - are documented. Once land or property is entered in the register they record any ownership changes, mortgages or leases that affect it. Land Registry's vision is to be recognised as a world leader in the digital delivery of land registration services and in the management and re-use of land and property data.

**FRAUD PREVENTION**

Land Registry's electronic Document Registration Service (e-DRS) project was established to allow customers to send in applications to change or create property registers electronically, rather than through the post. With e-DRS, customers can send in certain applications and receive the results securely, over the internet and through Land Registry's business to business channel. The Project was a significant 3-year programme of work that was designed to deliver significant benefits to both Land Registry and their customers. One aim was to save customers time and money and help protect them against property fraud. The applications that customers submit through e-DRS are form based, typically as PDF or a Tif, JPG or GIF image. The content of those files was “locked” and not readable or searchable by machine. Land Registry wanted to increase operational efficiency by reducing the time required by employees to manually enter data from these documents. Land Registry determined they could increase efficiency by automatically digitising the valuable information held in the forms so they could pre-populate their existing casework systems.

**TRIAL WITHOUT ERROR**

One of Land Registry's partners mentioned that they had previously used ABBYY's products and suggested this might be a best-fit for their document processing needs. They obtained trial versions of several products and ran examples of Land Registry forms through them. Ultimately, ABBYY FlexiCapture Server was chosen based on the accuracy of the output data, the scalability of the product and the friendly licensing scheme.

“The decision to move to a digital system was not taken lightly,” comments Kim O'Flaherty, Technical Team Lead, Land Registry. “The e-DRS initiative was a multi-year project but we knew we could reap significant benefits by undertaking it. A major part of this was putting in an automated system that gives us the potential to take data straight from forms and put it into our systems. The ABBYY FlexiCapture solution gives us this potential.”

**10 MILLION PAGES AND RISING**

Once Land Registry had established a model that worked, the solution was deployed quickly. The development and deployment team were able to work through any issues with the ABBYY support team in less than two days. In the new process Land Registry receives scanned forms from their customers via both their online and business-to-business channels. Land Registry puts the documents through ABBYY FlexiCapture Server to extract some of the information contained in the forms. The digitised information is saved in data sets (in a DB2 database) and read by the casework systems. This allows them to pre-populate specific information, removing some manual keying in of data.

“We are expecting to process over 10 million pages this year and this is increasing steadily as take up of the service increases. Overall, we are very pleased with the ABBYY solution,” concludes Kim O’Flaherty. “It is saving our caseworkers time by not having to key in data. The ABBYY team was friendly and supportive throughout, responding quickly to the emails and calls put in by our developer.”

More info: www.abbyy.com
Ensure all tasks converge into a single flow.

**Business needs are fluid** - your IT department should be, too. Laserfiche enterprise content management is a centralized system that still has the flexibility to get up and running quickly. With powerful capture, distribution, search and automation tools, you’ll reduce operating costs and keep your whole organization on course.

To learn more, contact us at ecm@laserfiche.com or +44 1923 819 159

“"In order to succeed in change management, IT needed to become an enabler of business, to envision a better way to use and store documents.”

Aparna Masumdar, Head, R&D / Information Technology, Ranbaxy Laboratories

Run Smarter®
The end of 2014 saw the 'first birthday' of the Kodak Alaris business and the company held its Partner Forum event at the prestigious Wokefield Park manor house in rural Berkshire, in the company of a diverse group of partners, analysts and other interested parties - including, of course, Document Manager magazine.

The theme of the two days was 'Capture 2.0', with the focus very much on how the company's offerings were intended to differentiate themselves from the traditional capture market; as EMEA MD Martin Birch told us: 'Something like Info Input is quite different to anything else out there in the market.' Birch went on to explain that the continued blurring of the lines between hardware and software were changing the way that users - and vendors - approached capture.

Referring to game-changing technologies such as the Internet of Things and capture to the Cloud, Birch claims that Kodak Alaris has developed a unique perspective on what he described as 'the importance of connections'.

James Soames is the new CMO at Kodak Alaris and his presentation focused on the idea of this long-established player having its 'first birthday' as a new entity, saying 'We feel as though we are a new company, and now we are ready to really get started.' He went on to describe the success of the last year: turnover in excess of 1.2 billion dollars, including the first million dollar-plus sale of their Info Insight product. While the global scanning market continues to grow, the real opportunity lies in unstructured information, according to Soames: '...Not just the post room, but also the emails, the tweets, etc.' The market is moving away from 'just' capture of documents and into the realms of Smart Process Applications (SPAs).

With this in mind, Kodak Alaris is identifying new target markets including insurance, call centres, and healthcare providers. Soames concluded by saying that the company's marketing would show a fresh approach, with partners an integral part of the future of the business.

The event's keynote speaker was the highly respected Harvey Spencer of HSA, who gave the gathered delegates a great deal of food for thought as he expanded on the Capture 2.0 theme. Capture in the future, he suggested, would need to be "process driven, modular, and most of all integrated into business processes." He summarised the situation in most organisations today: 'Email is continually expanding as a 'source' for capture, and at the same time (as the last AIIM survey supports), over 50% of businesses are still 'nowhere near' to getting all their paper digitised.' Too much of current capture revenue is still coming 'after the event', in Spencer's words, i.e. as a records management function rather than a process management function.

Compare this to Harvey Spencer's view of the future, where he describes Capture 2.0 as 'the big wave': "The digital world requires multi-source, multi-channel capture, sold to the business." This was a key point for Spencer: that in the future, the buyer will be the line-of-business, not the CIO. By 2020, he suggested, scanners will
THE CHALLENGE OF CAPTURE 2.0, EXPLAINED KODAK ALARIS’ COLIN LABRUM, WAS THAT IN ‘MOVING UP THE BUSINESS PROCESS’ TO NEW INDUSTRIES, AND SELLING DIRECTLY TO THE LINE-OF-BUSINESS, THEY HAD TO DEAL WITH A DIFFERENT CUSTOMER BASE: OFTEN YOUNG, USUALLY PROGRESSIVE THINKERS, SOMETIMES STARTUPS - AND, CRUCIALLY, WITH A NEW FOCUS ON CUSTOMER EXPERIENCE. THESE CHANGES APPEAR TO BE DRIVING A NEW BUSINESS MODEL FOR KODAK ALARIS TO ASPIRE TO: THIN CLIENT/WEB BASED ARCHITECTURES, DISTRIBUTED SOLUTIONS, SaaS APPROACHES.

Contribute significantly less toward capture revenues, while email and mobile data will contribute more. Traditional capture applications such as Accounts Payable will grow slower than the rest of the market, while areas such as case management will see far higher growth, as capture becomes, in Harvey Spencer’s words, ‘more real-time’.

Once the keynote had set the scene, Kodak Alaris responded with their own vision of how their product offerings could address these predicted shifts. Colin Labrum agreed with Harvey Spencer that ‘capture at the end of the process is till typical’, emphasising that in their view, the traditional markets remain very healthy for the moment, and the company’s established products remain an important part of the business. Capture Pro had seen huge success with around 12,000 installs across Europe, and particular success in the BPO sector.

The challenge of Capture 2.0, explained Labrum, was that in ‘moving up the business process’ to new industries, and selling directly to the line-of-business, they had to deal with a different customer base: often young, usually progressive thinkers, sometimes startups - and, crucially, with a new focus on customer experience. These changes appear to be driving a new business model for Kodak Alaris to aspire to: thin client/web based architectures, distributed solutions, SaaS approaches. All these elements are driven by what Labrum described as ‘new customer requirements’: multi-channel capture, unstructured content, 24/7 access, and the need for faster and/or more frequent response times.

From a hardware perspective new devices like the i1180 address these changes: designed for thin client system use, and packed with on-board image processing. Perhaps the biggest shift though is in the emphasis on software solutions. The InfoInput web based capture platform is a very important flagship for Kodak Alaris in its new mission - similarly Info Activate, its ‘sandboxed’ solution for SharePoint users. Info Insight, meanwhile, is designed to span ECM and CEM (Customer Experience Management) in a way that no other DM/ECM vendor can continually claim to do. Labrum described the AI-based Info Insight solution as addressing ‘the changing face of customer communication’.

Costas Ipsilantis went into more detail on the InfoInput offering, which was the topic that generated the most response and interest from an already lively audience of partners, in a Q&A that over-ran its allotted time as delegates began to discuss the potential for this tool in their own customers and prospects. InfoInput is now an enterprise scaleable product offering, able to scan up to 2 billion pages on a single server. Ipsilantis described how the software is helping Kodak Alaris to win some very large contracts against the likes of IBM, Kofax, Oracle and EMC. A large part of the appeal, he explained, is its ability to ‘plug in’ to any line-of-business application in a way that would require significant development work for most competitive approaches: ‘We’ve been able to scan enable IBM Content manager in about half an hour’.

Over the course of a highly informative and productive two days, the Kodak Alaris team clearly managed to enthuse the partners in the audience, and there is no doubt that they will have achieved one of the objectives of any such event, which is to make sure your partner community is on board with the planned direction and strategy of the business. As CMO James Soames commented during his opening speech, ‘We are a new company, born from one of the world’s most iconic brands. The market is very exciting at the moment, as we see unprecedented levels of information creation and consumption. At Kodak Alaris we are in the process of transforming our business.’ On the evidence of this partner event, it looks like they’re getting it right.

More info: www.kodakalaris.com
Credit where it's due for SMEs

Why do SMEs still find it difficult to break into public sector procurement opportunities? CCube Solutions' MD Vijay Magon suggests that one solution may come in the form of accreditation and adherence to standards.
STANDARDS ARE A TRIED AND TESTED WAY TO WORK MORE EFFICIENTLY AND EFFECTIVELY. THEY HELP ORGANISATIONS TO IMPROVE THEIR PERFORMANCE, REDUCE RISK AND HELP THEM BE MORE SUSTAINABLE. MEETING THE REQUIRED BSI STANDARDS IN ANY SECTOR POSES THE USUAL CHALLENGE OF RESOURCE FOR SMES. HOWEVER, SECTOR SPECIFIC STANDARDS AND GUIDELINES ARE OFFERING A MORE PRAGMATIC SOLUTION.

directly at SMEs and on which the views of SMEs are invited. There are strong grounds for believing that SMEs play a key role in innovation and growth. The Government would like to make the UK the best place in the world to start and grow a business. There is evidence to suggest that there is no doubt that successful businesses are set up, and run, by enterprising individuals - but it is the Government that shapes the environment within which they do business. Those in government have the responsibility to support business success. The Small Business Service (SBS) is responsible for promoting small businesses in public sector markets. The SBS talks about ‘...a clear vision - we want to accelerate the drive to make the UK the best place to start and grow a business.’ The Office of Government Commerce (OGC) is responsible for procurement policy, and is working to improve civil government procurement procedures and practices. To help inform the development of government procurement with respect to small business the SBS seeks to understand as fully as possible the contribution which is and could be made by such businesses. They note that anecdotal evidence suggests that small businesses can deliver substantial savings to local and central government and that they have a potentially larger role to play.

BUYING SIGNALS
Buying Solutions is the UK government executive agency charged with procurement management. It is an executive agency of the Office of Government Commerce. In 2010 it moved, along with the Office of Government Commerce, to become part of the Efficiency and Reform Group within Cabinet Office. Buying Solutions’ operations break down into framework agreements, which are a set of pre-tendered contracts with a range of suppliers from which public sector customers can purchase goods and services. A small commission (averaging less than 1%) is collected from the suppliers for each sale they make under the frameworks.

The primary role of Buying Solutions is to maximise the value for money obtained by Government departments and other public bodies through the procurement and supply of goods and services. Buying Solutions is a Trading Fund which is run on commercial lines. It generates income to cover its costs and operates at no cost to the taxpayer.

Clearly, procurement from a small firm can expose the procurer to extra risk, especially for mission critical projects. Sufficient competence is needed on both sides to ensure that this risk is not over- or underestimated and to devise measures to reduce any such risk where appropriate. Areas of concern include:

- Less emphasis on formal procedures or standardisation;
- Complexities of information requirements;
- Resource limitations;
- Limitations in commercial liabilities.

Key concerns raised by SMEs include:

- The onerous and lengthy procurement process;
- Lack of opportunities for developing customer-supplier relationships;
- Resource limitations;
- Cash flows

A FAILURE TO COMMUNICATE
A particularly worrying trend seen by SMEs is the increasing lack of opportunities for engaging with potential buyers. The close relationships that develop during a successful procurement between buyer and a smaller supplier, often at managing director level on the supplier side, contribute to flexibility and innovation. However they can also have longer term dynamic consequences, providing scope, by closer understanding of the buyer's needs and the supplier's capacities, to develop new services. The scope for such pre-contract discussions has been replaced by onerous procurement procedures which serve simply to make all procurement regimented and uniform, irrespective (to an extent) of what is being procured.

The use of framework agreements or other mechanisms whereby suppliers are accepted onto a list, which is then used by one or by many buyers as a source list, and perhaps a requirement, for potential suppliers, is widespread. It has obvious virtues, in reducing transactions costs for both buyers and suppliers. The list of suppliers, its management, and refresh frequency are problem areas for SMEs. Most SMEs will not be able to afford the time and resources necessary to qualify as a listed supplier. Those not on the list will seek partnerships with those who are on the list but still face lengthy, onerous, and costly procedures for any given bid. There is clearly a balance between additional procurement effort and the consequent benefits from a wider and
better quality supplier base. OGC is pursuing this as part of its programme of procurement reform.

RAISING THE STANDARD FOR SMES

What can SMEs do? One answer is to convey confidence and trust in the supplier’s ability to deliver to acceptable standards, i.e. to be measured by rules that apply to any other supplier.

Investments in establishing formal procedures and attaining accreditations for recognised standards is one way of mitigating risks and helping to allay concerns all round. Standards are a tried and tested way to work more efficiently and effectively. They help organisations to improve their performance, reduce risk and help them be more sustainable.

Meeting the required BSI standards in any sector poses the usual challenge of resource for SMEs. However, sector specific standards and guidelines are offering a more pragmatic solution; for example the Information Governance (IG) Toolkit is an online system which allows NHS organisations and partners to assess themselves against Department of Health Information Governance policies and standards. In essence, the aim is to demonstrate that the organisation can be trusted to maintain the confidentiality and security of personal information.

This in-turn increases public confidence that ‘the NHS’ and its partners can be trusted with personal data. This is not a one-off assessment - annual IG Toolkit assessments are required for commercial third parties and any qualified provider to the NHS.

Outside the Public Sector, there are a number of options. Computing Technology Industry Association (CompTIA), a non-profit trade association is a provider of professional certifications for the IT industry. The CompTIA Accredit UK Trustmark+ is a vendor neutral business credential designed to showcase the competencies of Information and Communications Technology (ICT) companies. It is a proven, audited industry credential and is the benchmark for ICT organisations wishing to prove their business excellence, adherence to best practices and commitment to continuous improvement. This business credential improves confidence in the ICT supply chain by requiring holders to comply with a stringent set of industry standards. The criteria include organisational management, company direction, business generation, service delivery and operations, and customer relations.

Here at CCube Solutions we have invested significant time and effort into attaining both the CompTIA Trustmark+ accreditation for software product design and development, and the NHS Information Governance Toolkit accreditation, in order to improve our ability to address public sector procurement opportunities.

Failure to make changes in the procurement procedures will continue to impact badly on the UK SME community which is largely overlooked, considered fragmented, and often ignored. Yet it is precisely this sector - UK SMEs - which provides the vital and exciting foundation from where tomorrow’s large corporations will emerge.

More info: www.ccubesolutions.com
Information: the new currency

IRMS Conference 2015
The Celtic Manor Resort
17-19 May

Book your place at Europe’s premier information and records management event now at
www.irmsconference.org.uk

@IRMSConference
#IRMS15
How was 2014 for you? Good I hope - possibly even great? Well, the year ahead promises to be even better for CIOs and, in fact, all of us who have a stake in the world of information management and business growth and productivity in general.

In this article I’d like to outline three trends for the year ahead which I believe illustrate the potential for up-and-coming ECM and DM technologies to remodel how work gets done and how businesses grow.

The three top trends we see as shaping the Document and Enterprise Content Management market are cloud, the move from ‘searchability’ to ‘findability’ and the acceptance of ECM’s role as a much more central part of the business landscape. So let’s go through these one at a time to explain why.

1. **Cloud gets real**

   2015 will be all about cloud becoming truly mainstream, for the reasons I probably don’t have to trot out again: lower cost of ownership, immediacy, document control, disaster recovery, ability to work from anywhere - all that good stuff. Yes, there are genuine (and important) questions still to answer over security, where best to physically locate data and so forth, but that’s not a problem unique to the cloud. Think, for example, how many laptops are lost at airports alone. When everything is stored in the cloud, data can still be accessed no matter what happens to the physical hardware. Cloud is here now - so deal with it!

   The **go-to action for DM practitioners:**

   You’ll have to start meeting user demand for access to content from wherever they want and from whatever device. As
long as employees have access to the Internet, they can work from anywhere. This flexibility has a real impact on knowledge workers' productivity and work-life balance. Be aware that no one expects us to really ever go to a cloud-only world, though. Just because cloud-based technologies are the future doesn’t mean that “legacy systems” are history completely yet of course. You will always need to be able to blend both legacy and cloud services, so start learning how to do that now.

2. Information seeks us out
Findability will become very important indeed over the next year. ‘Findability’ and ‘Searchability’ are not interchangeable terms, although they are often treated as such. ‘Findability’ describes the ease with which information on a website can be found, both from the outside, using search engines, and from the inside, by searching the website itself, whereas ‘Searchability’ is the ability to retrieve information by using known information, so a keyword or specific phrase. Being able to find the information you need, when you need it, can make or break your business. If you find what you need, before you even realise that you need it, then that makes things very interesting indeed.

In an ideal world, search technology would take account of who you are, what you do, where you are and what you know, so that you get the information that’s relevant to you and you alone and that is the world we are moving into. Is there life beyond Google? Yes; and Google knows this more than anyone else. That’s why it’s constantly innovating with technology and moving things forward, e.g. its fascinating work with predictive search (Google Instant). What all these years of search engines has shown us is that there’s a lot of information out there, which we have to do the work to find. Better: let’s push that great information the user’s way, so that they are always empowered with knowledge and data.

Think of it as making it easier to ‘find’ what they need - hence the idea of ‘findability’. ‘We are living in an age of unlimited findability - put simply, anyone can find anything at any time. This is really going to take off, by the way, when Big Data goes mainstream, another 2015 phenomenon to watch out for.

The go-to action for DM practitioners: Look to build great DM-enabled tools to make content as accessible as possible for this coming class of findability tools. Make great organisational knowledge and information assets easy to access and hook on to this trend. It’ll be worth it, as the business will love you for making their lives that much easier!

3. DM is seen as a ‘cost of doing business’
This one probably excites me the most! For too long, DM/ECM has been a niche business - specialised software that only a minority of businesses felt they needed to invest in. But, as content becomes more and more central to what all organisations of all stripes need to do, that’s changing. ECM is moving more and more to the centre stage - I think of it as the new email; ten years ago, email was a fun novelty, but now, is there any business on the planet not using it? Today a typical ‘information worker’ sends and receives more than 25,000 emails a year, many of which are later archived for compliance and legal purposes. Life without email is simply unthinkable. So just how will DM become the new email? Businesses know that to maintain profit and increase productivity they need to get people contributing from the get-go. Nobody wants a lengthy learning curve as new employees learn to navigate their way round the information system. So we’re going to start seeing content-rich business processes become more and more embedded in business. Content-rich processes are triggered by content events such as ‘Save’, ‘Move’ or ‘Open’. These will allow new employees to drop right in, have immediate access to the customer data they need to do their job, plus get supported from the apps, which will also supply managers with the right data to help guide the whole process. The promise is ‘just add the people and the revenue gets generated from the first minute’, and documents and content will be fundamental to that, helping the transportation of the right information through the process from one end to the other.

The go-to action for DM practitioners: Get in on the ground floor with the business, positioning content and DM as the enabler to this new breed of productivity systems. Work closely with the business to start mapping where the real revenue comes from a business process, showing how content systems can help the most.

Of course predictions are always just that - predictions - and when we think about the year ahead, we tend to be influenced by what’s big at the moment. There will undoubtedly be advances in things that aren’t even on the horizon at the moment, but I think we can safely say that technology will continue to progress at the same alarming speed and, in economic terms that means growth, so that’s definitely something we can all look forward to.

More info: www.easysoftware.co.uk
Users aren't buying scanners any more

We speak to Erik Banis, whose Xerox Scanners business came almost out of nowhere to win the coveted 'Company of the Year' prize at last year's DM Awards, about how a scanner company can differentiate itself in a world where 'everybody builds good scanners'.

David Tyler: We can't really talk about Xerox Scanners without mentioning your big win at the end of last year, when you came away with 'Company of the Year' at the DM Awards 2014. What has that meant to you - and indeed your customers, prospects and partners?

Erik Banis: We were certainly not expecting to win the Company of the Year Award at all! As you know, while the Xerox brand is of course very well known, Xerox Scanners had really not been actively communicated or marketed into Europe until relatively recently. From that perspective, bearing in mind that we really only started to change that less than two years ago, we were really thinking of ourselves as the 'new kids on the block' when it came to the DM Awards ceremony.

We'd done a lot of promotion in advance of course, and we were quietly hopeful of maybe getting some recognition on the product side - but we really didn't expect to be Company of the Year.

This win is something that we're incredibly proud of, and we're using it wherever we can to help support our messaging, in the UK and internationally. Obviously Document Manager is primarily a UK-based publication, but I can tell you now that there are lots of people out there checking out your online content from outside the UK and getting a lot of value from the articles.

I've been talking to key decision makers within some very large organisations, for example multinational airlines, and being able to talk about this win - especially with some of the other big names who were in the running - can really help to get their attention. It will, I'm sure, have a positive influence over time on a number of our sales cycles. So yes, it's definitely been good news for us to have been part of the awards.

DT: You say that the Awards win came as a complete surprise - what do you think influenced the readers' voting in your favour?

EB: I don't think there is a single straightforward reason for our win; it's a combination of everything that we are focusing on as a business. We've made a lot of changes, introduced a whole new set of messages to the market. And perhaps crucially, our focus is absolutely not on the hardware - anyone can make scanners, after all. We have combined excellent hardware with the right software and services offerings to create a powerful message. I think that proposition helps us to be seen as different.

Scanner hardware is no longer a sensible way to try to differentiate: a few years ago there was a massive difference in quality between good, intermediate and frankly bad quality hardware. That is simply not the case any more: Fujitsu makes excellent product, so does Kodak Alaris, so does Panasonic - and so do we of course. There is no such thing as 'bad' equipment any more in our market.

What a lot of people maybe don't appreciate is that users don't buy scanners. They buy solutions to a business need, something that has to be integrated into business-critical processes and applications. That is where we are focused. Customers can see the benefit of that approach; because of course it means we are much closer to their business needs in the first place. It also helps us to ramp up our sales channels, and to better integrate with the direct sales teams we have within the wider Xerox organisation. It allows them to have a completely different conversation.
they’re not talking about ‘feeds and speeds’ any more, they’re talking about the customers’ business processes. When the focus shifts to the software, then really nobody cares whether you’re talking about 25 or 45 or 145 pages per minute - it’s no longer relevant at all.

DT: So is the focus these days more around helping with process issues, as opposed to a technology sale?

EB: There are times when we are talking to businesses that don’t even realise that they have a problem that can be solved using our solutions. Sometimes we might explain a very specific integration that we might have done for another customer, and there is a moment of realisation: “You know, we should have done that. We also have a similar issue, but we never realised there was a solution.” They might not even recognise that there is a problem with how they have been doing things, until they see that there are ways of doing things at a much lower cost, and/or with much higher rates of efficiency.

Those conversations of course are always process-driven, they’re never hardware-driven. That’s made quite a difference obviously in how we communicate with the market generally, and it’s also changing the kind of feedback we are getting from both customers and channel partners.

DT: How has the relationship between Xerox Scanners and Xerox Corporation changed since we last spoke?

EB: Visioneer has been in this licensing agreement with Xerox for almost twelve years now, but customers still are sometimes confused by the relationship and don’t get why they have to deal with two companies for what may seem to them to be related product ranges. One recent change is that we are now properly integrated into the direct sales teams at Xerox Corporation. In the past it was unnecessarily complex for Xerox sales to sell our products to their large corporate customers: it was a Xerox product, but it was a supplier - Visioneer - actually bringing the devices to market.

Nowadays our complete product line is embedded in the Xerox systems offering. This means for example that Xerox can now include our scanners in their leasing contracts, in combination with MFPs. Things like service and support and contract renewals are now much more tightly integrated. It makes things much easier for the sales teams of course, but also much easier to manage from the customers’ perspective - they no longer have to maintain three or four different contracts for different types of device.

DT: What markets are Xerox Scanners targeting at present - are you identifying new verticals, for instance?

EB: We are still a relatively small team here, so there’s only so much we can do in terms of seeking out new markets. What we have seen is that within a lot of our existing core markets - healthcare, banking, government - there has until recently been a great deal of caution around making investments, due to economic pressure and tightened budgets of course. We think that is starting to change now, particularly in banking. There are some big investments moving along now in large scale document management and digitisation projects. Interestingly some of those companies, who perhaps in the past might have only considered a small group of very large partners to approach, are now coming to us and saying ‘Why don’t you come in and tell us what you could bring to this project?’

And it’s not just about trying to get a cheaper solution, by any means. We are seeing organisations taking longer to make decisions on projects like this because they want to be sure they are making a decision that will serve them well in the long term. They want to know what we can deliver for their business, not what hardware we’re pushing - it comes back to that conversation about business process integration. It is a completely different value proposition.

More info: www.xeroxscanners.com

"SCANNER HARDWARE IS NO LONGER A SENSIBLE WAY TO TRY TO DIFFERENTIATE: A FEW YEARS AGO THERE WAS A MASSIVE DIFFERENCE IN QUALITY BETWEEN GOOD, INTERMEDIATE AND FRANKLY BAD QUALITY HARDWARE. THAT IS SIMPLY NOT THE CASE ANY MORE: FUJITSU MAKES EXCELLENT PRODUCT, SO DOES KODAK ALARIS, SO DOES PANASONIC - AND SO DO WE OF COURSE. THERE IS NO SUCH THING AS 'BAD' EQUIPMENT ANY MORE IN OUR MARKET."
CASE STUDY: SURREY HEATH BOROUGH COUNCIL

Surrey Heath Borough Council, serving over 80,000 residents, continually strives to find better ways of interacting with constituents. Wherever possible, they utilise technology to provide staff with new and efficient ways of working, which improves engagement with constituents, stakeholders and partners.

A DM JOURNEY
The Council has been working with document management technologies for over 10 years, albeit in a very small way to start with, as a simple look-up tool for archived documents. This gradually evolved into the installation of an OnBase solution to provide a firm foundation for an envisaged, future enterprise DM system which would standardise the way documents were processed, shared and stored across the entire organisation.

Opting for OnBase also reduced the number of applications the IT Department had to support and maintain and provide a single supplier point-of-contact for any technical queries and upgrades. To date, Surrey Heath has been able to successfully roll-out OnBase into seven departments, with three more already on the list for the next year.

A decade of DM development

A ten year document management journey at Surrey Heath Borough Council has resulted in easier access to information across multiple departments and improved the efficiency of frontline services.

Surrey Heath Borough Council, serving over 80,000 residents, continually strives to find better ways of interacting with constituents. Wherever possible, they utilise technology to provide staff with new and efficient ways of working, which improves engagement with constituents, stakeholders and partners.

A DM JOURNEY
The Council has been working with
The project started with saving storage space and improving document retrieval - no document management server was required. Archived paper documents were stored in filing cabinets which were taking up a huge amount of office space - downsizing was long overdue.

Documents in varying formats were scanned into electronic images by a third-party bureau and indexed/stored on optical disk using an OpenText Alchemy Pro software license, to provide an electronic filing cabinet of archived documents. A free, read-only version of Alchemy embedded in the disk enabled staff to browse and view the documents from their desktop. The original paper documents were then destroyed in line with compliance regulations and storage space was freed-up. Office space could be returned to more productive use.

GROWING PAINS

Surrey Heath's ongoing aim to improve document records management and make information more freely available throughout the whole organisation meant that they eventually outgrew Alchemy.

Matt Lindsay, Applications Support Officer, is responsible for driving Surrey Heath's document management journey towards a single Electronic Content Management (ECM) solution for the entire organisation: "Alchemy is primarily an enormous, electronic filing cabinet. It's great for securely storing silos of documents so they can easily be found, but we wanted a lot more than that. Ultimately, all unstructured data entering the organisation will be automatically captured and moved via workflow to the right person. All our users will be able to store, locate, view, edit or print documents, no matter where those documents are located."

An internal review on electronic document and records management was undertaken. How to handle unstructured data/information, compliance, freedom of information and data protection issues, making information available over the web and security were all discussed.

THE FUTURE IS ONBASE

The result was that Surrey Heath selected OnBase as its future ECM solution. Matt said; "OnBase is the only solution available that fitted our criteria for functionality, scalability and budget. It enables us to control the way information moves around the organisation, rather than it controlling us and empowers us to positively demonstrate good governance." 

"OnBase can handle all our day-to-day information assets," he went on. "It provides us with a robust foundation which will not have to be discarded when our line-of-business applications are eventually upgraded or discarded. It totally fits our current and future strategy to utilise and build, in a modular way, on our existing infrastructure as demand from departments grows and budgets allow."

OnBase is easily integrated to provide a seamless back-end for existing applications (such as the GIS used by Planning Control as well as Outlook and MS Office) and/or as a front-end for business process and workflow to deliver immediate content management benefits.

- The initial OnBase integration was with the GIS. Information held within the Alchemy repository was imported, functionality and content were replicated.
- OnBase was then integrated with Surrey Heath's fleet of Canon MFDs - further reducing their dependency on paper.
- All departments previously using Alchemy for document retrieval and look-up now use OnBase.

BUILDING TEAM BY TEAM

Other departments soon realised that colleagues working with the new document management system were much more productive and efficient. Staff have therefore been very supportive of Matt's OnBase adoption plans and he's had little resistance. Departments have been keen to take ownership and manage their own scanning and workflow.

The appointment of a new Records Manager, to put compliant data protection and FOI policies in place, is a clear indication of the ongoing commitment by Surrey Heath to run an efficient operation and deliver better services to the community.

LAND CHARGES

The Council's Land Charge Register data was next. All land charge documentation, which has to be held for a minimum 6 years, was stored in paper format in the basement. Using the OnBase Application Enabler - a custom-build integration tool that facilitates seamless integration with business applications - OnBase was integrated with Acolaid, which holds the Land Searches. The Council's Land Charge Register data was subsequently scanned and Acolaid added at this stage to standardise and automate the data entry and indexing process. AutoFill keyword sets enable the auto-population of up to 10 indexing data fields, saving users keying-in time.

www.document-manager.com January/February 2015 @DMMagAndAwards
CASE STUDY: SURREY HEATH BOROUGH COUNCIL

How it works:
- A primary key word field and associated fields are chosen.
- Licensing’s primary key field is case number. Associated key fields are name, business, address, case type etc.
- Each new licensing document is referenced on case number and input in the line of business system.
- The document is automatically routed to an OnBase index queue located on the network.
- Every 3 minutes OnBase picks up the documents.
- Utilising keysets, it searches integrated applications for the preset keyword field (the license case number in this instance) and once verified, automatically pulls through name, address etc and populates the key index fields identified, completing the indexing process.

Each team member now spends just under three and a half hours a week on document search and retrieval, freeing up over 11 working hours a week per person which can be used for much more productive tasks. Time saved equates to an annual cost saving of £19,500.

ENVIRONMENTAL & HOUSING
Now fully comfortable with OnBase, assured of their in-house technical expertise and appreciating the return a successful document management implementation creates, Surrey Heath expanded OnBase into the busy, paper-laden Environmental and Housing departments. This move accrued them another £13,000 of annual savings. New tools were introduced to improve efficiency, workflow and compliance - automated redaction, document conversion and document composition. Support for the existing IDOX planning system and Formscape was due to be ended, so information from those applications was transferred into OnBase -130,000 documents from the IDOX system were migrated into OnBase with all their associated indexing information.

REDACTION STATIONS
Automated Redaction was set-up to electronically obscure - and thereby secure - sensitive information (such as personal telephone number and email address) on documents available for viewing by members of the public on public access portals.

Up to this point, in Planning, sensitive information was manually ‘blacked-out’ and was the responsibility of two members of staff. It was not unusual for this task to take two weeks to turnaround, per case. If they were out of the office, no redaction took place and longer delays resulted. Now, all six staff in the Planning Admin team can complete this task in an hour using OnBase, with the added security that there is no risk whatsoever to sensitive data.

Other benefits include a much quicker scanning process; a real positive when scanning representation letters running into multiple pages. They can be batch scanned with the same indexing using batch separation sheets, saving even more time. It’s all progressing towards that paperless office goal. Case officers are being issued with iPads, making it much easier for them to access information stored within OnBase from any location.

REAPING THE BENEFITS
Previously, Formscape was used by Surrey Heath to create all Revenues and Benefits forms, including Giro cheques. To replace Formscape, Surrey Heath were able to utilise the document composition and distribution capability of OnBase to automate bill and notice production; immediately improving their incumbent process and taking efficiency a step further.

Prior to OnBase, staff wanting to run letters and forms and retrieve historic copies, relied on IT to retrieve the data files for them from a UNIX server. Having recovered the files, IT then had to manipulate the data so that only specific records could be viewed. As bill templates change from year to year, the identified data file then had to be matched with the correct template before bills could be reprinted. Now:
- No more intervention from IT staff to run letters and retrieve historic copies.
- Service area users are now self-sufficient as they can retrieve bills and notices themselves.
- Product replacement saved a further £12,849.75 of budget.

BUSINESS AS USUAL
It is hard to control costs in a tough economic climate with reduced investment returns and income, but introducing business process automation - which can take up the slack when staff numbers are reduced and back office operational costs have to be cut - means it can be business as usual.

ProcessFlows’ and Surrey Heath’s work with OnBase has improved the quality of the working day for staff. They no longer waste time locating information; it’s easy to find in OnBase, enabling them to quickly respond to queries. As a result, job satisfaction and morale is higher, in spite of having a greater workload. From a management perspective, OnBase provides greater control and visibility, providing all the tools needed to collate information for reporting, auditing and business planning.

At Surrey Heath, the outgoing cost of physical document storage, which equates to 80+ square metres of space so far, has been turned into a profit as the space is now generating a rental income of up to £10,250 a year from third party organisations.

“With a reliable and robust document management system in place, you’ll quickly discover that employees feel much more productive, as they no longer need to spend time on the mundane and frustrating task of searching for documents,” concludes Matt Lindsay. “Stakeholders approve because the operation is more productive and less costly, enabling them to get closer to the saving targets set by the government.”

More info: www.onbase.com
Europe’s Largest Unified Communication and Collaboration Event.

The **free two day event** encompasses the technologies that enable smarter working and a truly connected business.

- Get hands-on with demos from 90+ specialist suppliers
- Join over 5,000 fellow ICT professionals
- Gain insights into best practice from public and private sector experts
- Participate in free educational seminars, case studies and panel discussions
- Learn how to start or get more from your UC projects and enable flexible working

Get answers to your board’s questions about mobility and real-time communication and collaboration

@UCEXPO • #UCEXPO

**REGISTER FREE today and SAVE £35**

www.ucexpo.co.uk

*Sponsored by:*

*Visitors not registered by 19:00 on 20.04.15 will be charged a fee of £35.*
While the answer to the question is probably a resounding “No” given that paper has proven its worth throughout the ages, radically reducing the amount of paper that is consumed is a very realistic target.

More and more, businesses and government agencies are switching from paper-based information to digital data. They realise that “business-at-the-speed-of-paper” will no longer be economically feasible in just a few years’ time. 68 percent of the respondents to a current study titled “Paper Wars 2014 - an Update from the Battlefield” by the Association for Information and Image Management (AIIM), shared this opinion. The international study reached a further conclusion: improved searchability and shareability of business documents is the biggest driver behind the scanning of paper-based data.

Electronic data is not just the domain of the corporate world, though. Government agencies in many countries have long ago turned their attention to digital data. Governments throughout the world are also striving to provide digital data in an effort to reinforce citizens' trust in government. For example, the UK NHS plans to go completely paperless by 2018. The initiative aims to diminish bureaucracy in order to deliver health care to patients more efficiently.

Digitisation is also proceeding apace in the legal system; every courtroom is expected to go completely digital by 2016 with the help of data capture technology. The Ministry of Justice in Great Britain is investing 160 million pounds so that it will be able to exchange information securely and efficiently by electronic means.

CROSS-BORDER DIGITISATION

Digitisation is arguably proceeding more rapidly in our European neighbouring countries. For example, The Digital Government 2020 programme in Germany is intended to propel the shift from paper to
electronic files at the federal level. The goal is to digitise and link the federal government's internal processes thoroughly across all media and to make government electronically accessible for citizens. Electronic invoicing is another key German initiative covering everything from the time an order is placed until payment is made and has huge implications for suppliers, restaurants and other service providers which issue a large number of invoices and receipts.

Initiatives to reduce the amount of paper consumed are also widespread in France, particularly in the pharmaceutical industry. The "Dossier Pharmaceutique" states that any citizen who possesses health insurance from the state can create a pharmaceutical file. Paper-free initiatives in Poland have likewise taken aim at the healthcare system. The goal is to have all medical documentation digitised by 2017, while Italy's Digital Agenda focuses on the areas of digital identity, digital administration, digital education, digital health, the digital divide, electronic payments and invoicing, and digital justice. The Netherlands plans to have a "Digital Government" by 2017 while the Belgian government aims to have a digital federal government by the end of its tenure.

HOW EUROPE DOES DIGITAL

In principle, all the technologies needed for implementing the various initiatives for digitisation (as well as other digital initiatives) already exist; it is not necessary to re-invent the wheel. However, there is a lot more work to be done. Scanning solutions are as varied as the initiatives taking root across Europe and while considerations like scanner format, functions and capture quality can vary the constant is ensuring that scanned documents are usable. Aside from image formats like TIFF or JPG, documents are usually converted into searchable PDFs. Search functionality is particularly key given that there is not a single government agency that can do without forms to capture handwritten information. Forms also play an important part for insurance companies and businesses that see a lot of standardised paperwork or invoices. It is therefore essential for businesses and government that scanners recognise forms and are able to quickly extract, interpret and classify contents. Interpretation here means automatically capturing the content of forms or questionnaires.

Form-recognition software is becoming increasingly intelligent so that it can now recognise whether customer numbers, figures, contract numbers or invoice amounts appear elsewhere. This is scanning at its best - at the press of a button. Ease of use is still another characteristic of a quality scanner. Whereas just a few years ago users had to contend with cryptic text menus, now large-size displays and extremely user-friendly intuitive interfaces hold sway. With this rise in convenience has also come increased readiness on the part of staff to work with scanners. Simple push-button routines help the user to manage the entire scanning process. For example, one can create individual user profiles to carry out a specific process such as converting text into searchable documents and storing it in a cloud archive or other application, at the touch of a button. Once these routines have been created, employees require no further training, which not only saves time, but also is a major factor in heading off resistance to new technologies.

THE IMPORTANCE OF SOFTWARE

Scanners are equipped with software interfaces so that they can transfer document files to a document management, Enterprise Content-Management (ECM) or archiving system. Aside from the default drivers - ISIS and TWAIN are the best known - downstream software applications have been the subject of constant refinement. The applications are becoming faster and more modern. The amount of documents is rising rapidly and the digital initiatives are placing new demands on the electronic, low-paper office.

Fujitsu, for example, is making new inroads with its driver and image enhancement software "PaperStream IP" and its software "PaperStream Capture" for batch scanning. PaperStream IP represents a totally new type of driver middleware. It provides a unique triple stream capability and can even generate three files simultaneously with different colour scales, resolutions and file formats in different destination directories/systems.

FROM SCANNING TO SCAN-TO-PROCESS

Despite all the impressive features that modern scanners have to offer, one must not overlook the fact that scanning alone is not enough. Digital documents have to be transferred into productive processes in business and government. "Scan-to-Process" has become the rallying cry. In fact, it all starts with the quality of a scanned image but scanning has become merely the first step in completely electronic business processes. Manufacturers of dedicated scanner solutions such as Fujitsu subsidiary PFU are working closely with ISVs and systems houses in order to provide comprehensive solutions and to support businesses in integrating scanning solutions into their DM or ECM systems.

Companies in practically any industry will stand to benefit if they are able to integrate scanned information into processes and applications and then furnish it to every pertinent employee for further handling. Businesses, government, healthcare, education, small businesses - even freelancers and home offices - all stand to get more out of existing business processes and solutions.

More info: www.fujitsu.com
Hot tea, hot coffee, hot folder?

International supplier of snack and beverage vending machines, N&W Global Vending, has overhauled its document capture and indexing processes.

N&W Global Vending is a world-leader in the production of automatic snack and beverage vending machines. Founded in 2000 following the merger of two respected vending companies - Necta and Wittenborg, hence the name - today N&W Global Vending is an international player, offering a wide-range of vending machines and related products and services, for hotels, restaurants, cafés and offices.

With the improving economic climate, N&W Global Vending recognised the need to drive new workflow efficiencies, save time, lower costs and prepare for the growing demand for its products and services. Today, Nuance eCopy ShareScan and eCopy Watch Service are instrumental in helping it achieve these goals.

PAPER, PAPER, EVERYWHERE

Mick Goodwin, IT & Cost Control Manager at N&W Global Vending, explains the driver for deploying imaging solutions from Nuance. "We identified that we had a very labour intensive routine for processing Order Packs and invoices and archiving them into our existing INVU document management system. We had one person on this task and it was close to being a full-time job for them. We had to find a better way to capture, collate and index Order Packs and invoices."

Order Packs are comprehensive bundles comprising order forms and supporting emails, correspondence and even handwritten notes. Previously, the collation of Order Packs was a complex and time-consuming process, which took one member of staff the best part of a working day, alternating between scanning, printing and manually collating documents before scanning them back in again, using a standard MFD scan-to-folder function for manual import and indexing into INVU. Given that the company produces up to 300 Order Packs a month, the decision was made to automate as much of the capture and indexing process as possible.

Further complexity was added to the document workflow process, as Mick explains: "Invoices are supplied from our JD Edwards ERP system based at our head-office. The invoice PDF often contains multiple invoices and they are also multi-paged. These were printed out and then scanned back in individually, which also made this a time-consuming task."

MORE EFFECTIVE CAPTURE AND INDEXING

When assessing document capture...
CASE STUDY: N&W GLOBAL VENDING

solutions, Mick was advised to consider Nuance eCopy ShareScan and eCopy Watch Service by EBC Group (UK) Ltd, N&W Global Vending's managed print service supplier. eCopy ShareScan is an MFP document capture solution that completely automates and simplifies workflows to provide users with advanced imaging capabilities. eCopy Watch Service is an email and folder watching functionality. It captures electronic files and documents by monitoring network folders or email addresses. This enables organisations to expand eCopy ShareScan workflows to include electronic documents, files, and images from virtually any source - including mobile devices, email addresses, and MFPS or scanners not on the supported device list.

The ease of integration

When assessing the available capture solutions, one aspect that stood out for Mick was ShareScan's straightforward integration with INVU, meaning the company wouldn't have to make any additional investments to support the implementation, while maximising the investment already made in other applications. Another feature that appealed was ShareScan’s simplicity and ease of use. 'It's essentially two buttons on the screen of our MFP, and the interface is very neat and straightforward to use,’ explains Mick.

These factors, combined with Mick’s previous positive experience with solutions from Nuance, meant the decision was made to deploy ShareScan. It is a decision that has rewarded N&W Global Vending with a far slicker process for Order Pack creation, thanks to ShareScan’s barcode recognition, extended forms processing and eCopy Watch Service. Now, multiple Order Packs are collated manually and then batch-scanned using eCopy ShareScan embedded on a Canon MFD. Once scanned, eCopy conducts template recognition to identify the split of an order. The relevant fields are captured to a CSV file. The split files are then renamed according to the order number, and sent to a hot-folder - along with its relevant CSV file - which is monitored by INVU and then imported accordingly. The invoice process has been dramatically simplified too. The company no longer has to print the supplied invoice PDF; they simply drop it into a hot-folder which eCopy watches, and a similar splitting process takes place. They are renamed to the invoice number and delivered to another hot-folder that INVU monitors for automatic import.

READY FOR THE FUTURE, TODAY

Needless to say, this solution has saved the company many hours in manual scanning and archiving time and has enabled a member of staff to be deployed to conduct other tasks. "It's an excellent solution,” Mick states. "It is easy to integrate, easy to use and it works very effectively. An item can be scanned and indexed correctly in less time than it takes to walk back to your desk." Another advantage of having this system is that when a customer calls, we spend less time trying to locate their files or invoices, which greatly improves the customer service experience. Additionally, the less time we're looking for files, the more time we can spend on the phone selling. And, with the economic recovery brewing, N&W Global Vending can be confident that its document workflow process is now well prepared for processing future sales orders.

More info: www.nuance.co.uk
Opinion: Retention and Admissibility

Technology has shifted the reliance on physical paper documents towards more electronic transactions and documentation. The processing and retrieval of paper documents has been transformed, but while physical documents and files are extremely vulnerable to loss, damage, or misfiling, they are tangible and - if unaltered - do provide absolute proof. It is this understandable comfort that stops many businesses from embracing electronic document management (EDM) solutions.

Despite the fact that more documents are being shared electronically, the ‘paperless office’ has not materialised quite yet - but the journey is well underway. Even today, destroying physical paper evidence feels unnatural and risky to some firms that are yet to embrace the digital method wholeheartedly. There are cases where employees even print and file documents they received via email.

While it is critical that company documents are stored and managed securely, some companies have...
outdated views on why original paper documents should be retained.

**IS IT SAFE TO DESTROY ORIGINALES?**

Original paper documents are usually destroyed because they are no longer needed, freeing up space. However, there are exceptions: original documents that are critical to an organisations’ legal obligations - HMRC tax forms, leases, title deeds and contracts for example - must be retained.

There is a common misconception that these documents must be kept in hard-copy format, but nothing could be further from the truth. As long as digital documents are appropriately captured and managed, they have the same legal validity as their paper-based counterparts.

Opting for an EDM solution makes good business sense. Effective document management is about far more than scanning and storing documents in digital format. It is about using data capture to automatically pull out relevant information and drive an electronic and automated process. Yes, this includes document storage, but it can also be used for invoice or payment status tracking or for streamlining and automating the approval process of legal documents such as contracts, non-disclosure agreements and other legal files.

The main benefit of such an approach is that it creates an audit trail that is essential for potential legal challenges. Operational documents, once captured electronically and saved in an EDM solution, will always be retrievable. Meeting a court’s requirements for highly reliable evidence is where the issue of Legal Admissibility comes into play. Like paper-based documents, if the provenance of a document is clear and its integrity is incontestable then admissibility is not considered an issue.

However, before you reach for the shredder, ask your EDM supplier the following questions to ensure you stay on the right side of the law:

- How credible are your electronic copies? The scanned document must be an exact replica of the original document.
- Can it be used to produce reliable evidence? The scanned document must be of a high standard of legibility with no modifications between it and the originating document.
- What are the specific regulations and legislations around EDM in your sector? Each industry vertical is slightly different - so make sure you know what regulations apply to your business.

**ALIGNING BUSINESS PROCESSES**

In addition to reviewing the technology, organisations must also address their own internal business processes. The British Standard BS 1008:2008 includes best practice advice to ensure legality admissibility of information. In complying with the code, a business can be as sure as possible that it is satisfying official record-keeping needs.

Importantly, this standard is device independent. Over the past few years, smartphone use and remote working practices have grown hugely. Electronic filing is now increasing at such a level that it is commonplace for regulatory bodies such as HMRC to address the standards they require.

Opting for an EDM solution therefore is no longer a luxury; it is fast becoming a necessity. Whether you opt for a web portal, Cloud or server-based solution, seek advice from your relevant body and contact other companies in your sector to ensure your choice of EDM incorporates regulation and legislation into your solution from the start.

**More info:** [www.invu.net](http://www.invu.net)
It would be an altogether more prosperous world if hindsight drove our business decisions. When it comes to compliance, the courts are littered with cases of tribulation. Unsurprisingly, the US lead the way. Fallen energy giant Enron’s vast email collection hailed the ‘birth’ of modern compliance regulations, with businesses worldwide suddenly facing the fact that simply through the virtue of employing people, they had an ongoing obligation to prove adherence with regulatory compliance for their applicable documents and records. Indeed, in certain vertical sectors, compliance has become even more regulated. The UK Financial Services Act mandates ‘preservation’ of company/client interactions (including email) for specified periods of time - so if a company sells something for anything other than cash, by default, they are regulated and must achieve compliance.

**HOW COMPANIES COMPLY**

In general, specific industry regulations include provisions directing companies to preserve specific documents and communications for specified periods of time, but none of these regulations outline the mechanism by which they must preserve such information, nor do they even outline what ‘preservation’ actually means. It’s all down to best practice. This has created a murky situation on compliance disputes for many solicitors and corporate legal departments across the UK.

Whilst most companies will mandate that documents, emails, records, and transactions are retained and preserved for specified periods of time, compliance audits for their own sake remain rare. That said, the big four accounting firms have large compliance practices advising usually larger companies how to demonstrate compliance through undertaking an audit that also identifies areas of weakness or failure, so they can impose corrective measures.

**WHEN COMPANIES DON’T COMPLY**

As you would expect, if employed, ignoring specialist advice on regulatory compliance is a distinct no-no. Unresolved issues can result in fines and indeed, criminal proceedings based on an event which indicates to a regulatory body or an aggrieved party that the company may be out-of-compliance. The case generally starts with the request of data pursuant to a specific event which should have been preserved by the company under a preservation order.
When it comes to where live, case-related content is normally stored, a further problem emerges for many organisations. The content is likely to be scattered across many places and systems, and it is quite likely that those systems, at least in their out-of-the-box mode, do not support the concept of managing multiple documents as a single workflow. Indeed, for 31%, much of this content is still paper-based, and even where it is electronic, it may well reside on the file share (28%) rather than within a content management system.

Particular compliance regulation, but which cannot be found, or worse, was deemed never to have been preserved in the first place. The company’s legal team will enter the fray, but it may be an uphill battle to prove that the company did indeed follow the regulations.

As with most electronic litigation matters, the US sets the pace in achieving watertight compliance. In the US, regulatory challenges are now more common than compliance audits. Agencies in charge of regulating companies have found that specific challenges are more lucrative than audits, and work more effectively at ensuring companies follow regulatory guidelines. A regulatory challenge starts as a simple request for information regarding a specific incident, and the failure to provide this information triggers much larger, punitive audits.

The issue goes well beyond retaining a particular email: preservation is more than simply saving data, it is the act of saving that email as it was originally sent or received, and protecting it against tampering or deletion. How can a company prove that critical email communications in dispute were never altered? The simple answer is they can’t if they’re merely saved them to an archive or worse, left them in a mailbox. And what about sent messages? Or communications which have not been kept at all?

**Demonstrating Best Practice**

The standard solution to ensuring that critical email communications are preserved in their original state is Journaling, a feature built into Microsoft Exchange. Journaling captures email communications in transit, and places them in a secure repository where they can’t be deleted or tampered with. Journaling is relatively mature and offers the most reliable way to demonstrate compliance. Compliance archives can be subject to retention rules just like user-accessible archives and rid of messages which aren’t required to be preserved.

This is exactly what US Bancorp did in their famous case against Viramontes, who sought sanctions because US Bancorp hadn’t kept everything. The truth was they had kept only what they were required to keep.

The challenge with compliance is that it can only be demonstrated from the point at which it is initiated. In other words, there is no way to turn those older stores of electronic communications retained in inboxes or even archives into compliance archives. Unlike a compliance archive, it is impossible to prove that these communications weren’t altered or key ones removed. If a company doesn’t already have compliance installed in their message system, all isn’t lost: there are no regulations with indefinite preservation requirements, so at some point after the company starts capturing email communications via a compliance routine, they will be able to demonstrate 100% compliance from that date forward.

Until that point, however, any query for a communication which is earlier than the date at which compliance started will raise red flags. Companies need to understand that even though they have a compliance system now, these earlier issues of non-compliance may still result in fines. The fact that these companies are now using a compliance solution will go a long way in demonstrating ‘best practices’ and often help in reducing or even waiving such fines, but there is no way that companies can take stores of saved communications and suddenly turn them into compliance. It simply doesn’t work that way round.

**Legal Advice**

To be honest, the legal world is a largely reactionary one: legal processes like disclosure occur after-the-event. Compliance is all about action before-the-event. The rules and regulations are complex and sometimes conflicting; while a solicitor can certainly help a company navigate the events surrounding a compliance challenge, prevention of such events is generally outside their expertise.

This is where a class of consultants focused on information governance provide value and guidance. Preservation for compliance is not only about what is preserved, it is about how long it is preserved, and whose correspondence and documents need preservation in the first place. If companies were to simply place all their employees’ correspondence under compliance, the result could be massive over-retention. Worse, the sheer quantity of preserved material could preclude companies’ ability to find data in question.

Information governance specialists, on the other hand, are conversant with the regulations and often the agencies, ministries and departments responsible for enforcing them. They can quickly outline reasonable compliance guidelines and since many of them work closely with solicitors, ensure these frameworks survive legal challenges as well.

More info: www.c2c.co.uk
INTERVIEW: IBML

During the third quarter of 2014, information capture specialist ibml launched its newest range, the 6000 series, and by September the new device had its first UK install with a major BPO organisation. According to ibml’s Ashley Keil, the new scanners help the firm to ‘address our existing markets - as well as some exciting new ones - better than we’ve ever been able to before’.

The ImageTrac 6000 series includes three devices: the ImageTrac-Lite (described by Keil as ‘fast and economical’), the 6300 (‘fast and upgradable’) and the 6400 (‘fast and intelligent’). Of course the entire range is designed around the ‘intelligent scanning approach’ that has been so much a part of ibml’s ongoing success in their market. Ashley Keil summarises this as ‘the ability to do a large proportion of a business’s information processing within the scan process itself’.

As you might expect, the new range builds on the features of the extremely successful ImageTrac 5 series, with a number of user-friendly improvements including:
- Enhanced camera technology for better image quality
- Top side imprinting
- Larger sorting pockets

Speed-wise the new range is as impressive as the machines it replaces, with a rated speed of 292 pages per minute (548 images per minute) at A4 300 dpi. At 200 dpi the speed increases to 438 ppm/876 ipm.

The best just got better

The end of last year saw ibml introduce its new ImageTrac 6000 range, which builds on one of the success stories of the scanning industry. DM Editor David Tyler catches up with the company’s Sales Director for Northern and Western Europe and Africa, Ashley Keil.
The ImageTrac 6000 also comes with ibml’s SoftTrac Capture Suite software, a suite of tools that can be configured to meet each organisation’s specific document and business processing needs. In addition to operating the ImageTrac, SoftTrac also provides a complete capture solution for organisations looking to consolidate and simplify their capture operation.

“The ImageTrac platform is what we’ve always been known for,” comments Keil, “And the 6000 series serves as a good reminder of what we do best, and indeed where we play best in terms of markets.”

Last year saw the company handling some 20 million mail items a year on behalf of HMRC, courtesy of BPO specialists EDM Group, and ibml has also installed 17 devices to serve as a central mail scanning function for one of the UK’s largest High Street banks.

“BPOs and the financial services market are two core sectors for us, obviously, and increasingly I would add healthcare to that list,” explains Keil. “Our target market is both the ‘run-rate’ bureau user and also large corporate in-house (i.e. shared services) users. In the case of the ImageTrac 6000 Lite models, we see it as bringing particular value to areas such as medical records and digital mailroom applications.”

Applications that handle less structured data types, such as medical records and mailroom, are well addressed by the ImageTrac’s flexible transport systems and the High Capacity Stacker option.

The ImageTrac range is already viewed as holding the top slot in terms of market share according to InfoSource (Production scanners by revenue & brand, as at end of Q3 2014), and there is little reason to believe that the launch of the 6000 range will do anything but improve that position still further.

Ashley Keil summarises the ImageTrac proposition: “Our positioning is simple - we can help with consolidation of FTE costs (by replacing multiple desktop scanners with fewer production scanners), and also add unique value via our intelligent scanning and software technologies. Organisations can use in-line business rules to classify and validate documents & content and route them - electronically & physically - into the relevant workflows. Our ability to ‘classify on the fly’ gives users the chance to ‘sort on the fly’. What it comes down to is the potential to cut your capture costs by 50% or more.”

More info: www.ibml.com
CASE STUDY: NISSAN EUROPE

Nissan gets faster - at turning round payments

Automobile manufacturer Nissan Europe has realised better communication and collaboration thanks to an ECM solution from KnowledgeLake.

Nissan had a business imperative to cease a Business Process Outsourcing contract that included paper courier and scanning services. The impact of terminating the contract would apply to nine Regional Business Units scattered throughout Europe supporting a total of 28 businesses.

Aside from the scope of the challenge the timeliness of implementation was also critical because any variance would mean that the entire outsourcing contract may have needed a further extension with a significant financial impact. The implementation plan needed to be comprehensive in the sense that it had to cater for configuration, user training and system handovers to local teams within a delivery period of less than five weeks.

"After standardising our European accounts payable processes and systems over the past three years we needed a solution to in-source the scanning and classification of financial documents back into our European regional businesses," explains Maria Nagy, Financial Projects, Nissan Europe Finance. "Before we implemented the solution a financial document would be received at the regional businesses, routed, sorted and classified and then sent for outsourced scanning and indexing on a daily basis. Once scanned the coded batch would be returned to our central accounts payable centre for import into the accounts payable system. The outsourced process meant that it could take up to five days for documents to reach our accounts payable system."

The solution deployed included Fujitsu 6130 workgroup scanners for every business unit together with software to ensure the safe transmission of the documents to the accounts payable system. KnowledgeLake Capture and Branch Capture Server technologies were introduced to meet the requirements for quality scanning, secure and timely transmission. The Fujitsu workgroup scanners were selected based on their small footprint, ease of use and the scanning volumes expected. The ease of use aspect enabled fast training of finance and back office administration staff and received positive feedback.

The system now enables regional teams to scan information locally and is designed to deal with volumes of around 1000 multi-page financial documents per day. Implementation of the solution and roll-out to the nine European Sites took less than five weeks which meant that contractual deadlines were met and that it was not necessary to extend outsourcing arrangements.

The roll-out plan included onsite training and installation which was completed within as little as one day per location. Multilingual operating instructions and training manuals were used to ensure that regional users were able and confident to use the solution. The implementation plan also made provision for business continuity by providing a Fujitsu scanner "hot-spare" at each of the key sites.

The solution has enabled 23 Nissan staff members across nine European sites to scan and index documents directly into the invoice processing system, which handles around 5000 multi-page documents per week. The time taken to convert a paper document to an electronic copy and to make the information available for accounts payable processing has been reduced by up to six working days.

Maria Nagy concludes: "By deploying the Fujitsu and KnowledgeLake solution, we now have a simple and robust solution that has reduced the turnaround time for payment by up to six working days. Furthermore, our 'supplier paid on time' metric was increased by 16% within the first three months after the system went live."

More info: www.knowledgelake.com
Six times a year just isn’t enough!

Document Manager is now available in e-Newsletter form every single month

Your favourite DM/ECM title is no longer just a print magazine (and a website, and an awards ceremony) – the Document Manager eNewsletter goes out to over 15,000 readers every month, featuring all the best content from the print edition and much more:

- Up to the minute news stories
- Interviews
- Opinions and views from the industry
- Case studies
- White papers and other useful downloads
- Product reviews

To make sure you aren’t missing out, register now at: http://www.btc.co.uk/newsletter/register.html
Considering the amount of documents you work with every day, we know scanning can get in the way of your work. That’s why Xerox offers a wide range of scanning solutions equipped with all the industry-leading tools you need to make scanning easier and faster. So you can keep moving—no matter how many documents stand in your way.

Xerox® DocuMate® 4799
- 112 ppm / 224 ipm at 300 dpi
- A3 (11” x 17”) paper size

Xerox® DocuMate® 4790
- 90 ppm / 180 ipm at 200 dpi
- Compact design

Xerox® DocuMate® 5460
- 60 ppm / 120 ipm duplex scanner
- ID-Card and long document scanning

xeroxscanners.com

©2014 Xerox Corporation. All rights reserved. Xerox® and Design®, Ready For Real Business® and DocuMate® are trademarks of Xerox Corporation in the United States and/or other countries.