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New General Data Protection Regulation examined

Dark matters:
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We've some interesting pieces in this edition of the magazine around topics of information governance and regulation, including an article from Iron Mountain’s Gavin Siggers that examines some of the issues around the European Commission’s upcoming General Data Protection Regulation (GDPR), which is due to come into force in 2018. The new rules, says Siggers, represent the greatest change to data protection legislation since the dawn of the Internet - affecting as they will any organisation across the world that handles data of European origin.

The article argues that the reforms, which ‘aim to reflect the changing needs of the digital economy and champion the data privacy rights of the individual’, may be difficult to apply to paper-based information, not to mention the employees printing off and using that paper. As Siggers says: "While many companies have robust information management processes in place, not all of them check whether these processes are effective. In a study with PwC we discovered that 79 per cent of mid-size companies in Europe and North America claim to have a detailed inventory of what information they hold and where it is held - but around half of them don't check whether this is accurate."

The potential downfalls of the planned regulations are not hard to see. Iron Mountain research shows that close to a quarter of companies have no policy regarding paper filing and employees are allowed to decide for themselves what they do. In such an environment it is likely that no single person or defined team has complete oversight of what information is stored where, and whether the storage is secure. If employers try to implement the requirements of the new GDPR, such as the ‘right to be forgotten’, they may discover that even after digital records have been amended, employees could be keeping the information alive on paper in a desk drawer or in their home office.

As Gavin Siggers concludes: 'For data protection measures to succeed, every employee must understand what constitutes private or confidential data and how to handle it. Companies need to make sure that only authorised people can access or make copies of paper documents that carry personally identifiable information. Further, paper storage, retention and destruction processes should all be reviewed with privacy requirements in mind - and adapted where necessary.'

With the GDPR on every business' doorstep it is more important than ever to know what you have, where it is and with whom, how to get to it when you need it, and when to delete it defensibly - that means disposing of it permanently and completely, wherever it may reside.
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Businesses need to develop the ability to identify and efficiently manage information throughout its lifecycle to avoid the consequences of Dark Data, argues Julian Cook, Director of UK Business, M-Files.
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Global ECM adds AncoraDocs to Portfolio

Global ECM Solutions, a leading reseller of ECM solutions in the UK and European markets, has added AncoraDocs’ capture software, including Ancora Invoices, to its product portfolio.

“We have tried to work with other capture vendors in the past,” said Harvey Burgess, director at Global ECM, “But, we weren’t able to find a solution with the ease of use, simplicity, and short implementation time that Ancora offers. In addition, the price point should enable a good number of our customers to be able to adopt automated cap-

Go with uniFLOW 5.4 for print and scan

Canon has released the latest version of its uniFLOW integrated network print and scan management software, which introduces several powerful new features designed to help businesses to significantly improve their document workflows, maintain control of cost and unlock new creative potential.

uniFLOW is designed to manage diverse printer fleets and provide businesses with an intuitive print and scan workflow. It makes printing and scanning possible from any connected PC or mobile device to any uniFLOW-enabled printer or scanner on the network, while maintaining a high standard of security and controlling print costs.

uniFLOW 5.4 introduces an enhanced scanning interface that now works on Canon’s ScanFront document scanners as well as Canon’s imageRUNNER ADVANCE multi-function devices. Users can scan straight into document storage platforms like Microsoft’s SharePoint and OneDrive, or submit files into business process workflows like Therefore for faster and more secure document processing.

Several new features to assist mobile and flexible working environments have also been added. User profiles can be set up so a user has easy access to options tailored to their specific needs, which are synchronised across all devices in the network.

Printing from mobile devices has also been significantly improved with the ability to change finishing options directly at the device.

www.canon.co.uk

Accounts Payable Processing in the cloud

Lexmark has released ReadSoft Online R8, a cloud-based invoice processing solution designed specifically for accounts payable functions in small and medium businesses.

Invoice capture and process automation with ReadSoft Online reduces manual data entry and cost-per-invoice processing by as much as 90 percent, while helping eliminate duplicate or lost invoices.

ReadSoft Online integrates with many ERP systems and incorporates business logic with country-specific knowledge to efficiently capture data from vendor invoices.

Invoices can be uploaded into ReadSoft Online or it can be used to scan invoices captured and shared.

A complete ERP package for construction

Plustek has entered a partnership with ERP vendor, EasyBuild, to support the construction industry with a joint scanning and management and accounting software solution.

As part of the agreement, EasyBuild will bundle Plustek’s eScan A150 network scanner with its software as part of an end-to-end solution to help clients in the construction industry boost productivity, enhance efficiency and cut paper clutter from branch offices and building site compounds.

Carol Massay, EasyBuild’s chief executive officer, explains, ‘Dealing with paper on construction projects, particularly when it comes to financial management is a perennial headache, with the ind-

www.canon.co.uk

www.plustek.com
Capture at the point of transaction

The newest line of desktop scanners from Kodak Alaris, the 40 page-per-minute i1190 and i1190E, enable more efficient document capture at the point of transaction. The i1190 is designed to process paperwork faster and closer to the point of intake to initiate or complete a business transaction, ultimately improving the speed at which decisions are made and responsiveness to customers.

The scanners include:
- Increased capacity - the input tray now holds up to 75 sheets allowing users to load up more customer transactions in one shot
- Barcode reading, enabling metadata capture directly into business applications without the processing load on the application software
- A card holder for drivers licenses, insurance cards and other small items, which helps users stay organized while scanning multiple document types
- Intelligent Document Protection (IDP), to avoid potential damage to critical customer documents caused by staples, paper clips or other blockages.

In addition, the i1190E Scanner offers onboard Perfect Page technology, which eliminates the need to install image enhancement software on the connected PC. The UK list pricing for the new scanners is £530 for the i1190 and i1190E for the £595.

www.kodakalaris.com

New suite of intelligent desktop scanners

ibml has unveiled a new suite of ImageTracDS scanners, the ImageTracDS 1085, 1155 and 1210, which combine left-justified document feeding, intermixed document scanning (including checks), and powerful intelligent capture software.

The ImageTracDS 1210 uses a left-justified document feeder to provide a more efficient method for picking and feeding intermixed document sizes, and delivers maximum throughput of 210 pages per minute (ppm) at 300 dots per inch (dpi). All of the ImageTracDS scanners come with two sorting trays that can be configured optionally to sort items such as checks, separator sheets, or other exception items utilizing ibml’s inline capture technology, DocNetics.

At the same time, ibml announced the ImageTracDS 1155, the next generation replacement for the ImageTracDS 1150. Sporting the same benefits as the ImageTracDS 1210, the DS 1155 delivers maximum throughput of 155 ppm at 300 dpi and sorts up to 150 ppm. Finally, the ImageTracDS 1085 is an 85 ppm scanner with the same intelligent features. These new DS models deliver much of the same intelligent automation found on our market-leading ImageTrac open-track scanners but in an efficient desktop format that is priced to compete with high-volume scanners that lack intelligence and sorting,” said ibml Chief Marketing Officer Dan Lucarini.

www.ibml.com

Letting go of our paper dependence

The new ‘Digitisation at Work’ report from Xerox, a survey of 600 IT decision-makers in large North American and Western European organisations, has found that many of the survey respondents may not be ready for the move from paper to digital processes.

The report found broad concern over paper-based processes, with cost (42 percent) and security (42 percent) cited as primary issues. Survey respondents predicted an average of only nine percent of key business operation processes will run on paper in the next two years. But over half (55 percent) of the respondents admit their organisations’ processes are still largely or entirely paper-based and about a third (29 percent) are still communicating with end customers via paper, rather than email or social channels.

This is despite the fact that 41 percent agree moving to digital workflows will cut organisational costs and 87 percent appear to have the skill sets available to make this happen.

“Organisations foresee a lean and agile digital future but current business processes are still weighed down by paper,” said Andy Jones, vp, Workflow Automation, Large Enterprise Operations, Xerox.

“The disconnect between an organisation’s vision and the steps required to achieve successful digital transformation has stalled the promise of digitisation.”

When it comes to automating processes, almost three-quarters of respondents said they already have identified areas for automation. More specifically they cite accounting (38 percent), expense reporting (37 percent), and customer care (35 percent) as the most likely functions to become fully automated within the enterprise.

www.xerox.co.uk

Integrating ECM and BPM in one platform

Recent advancements to Alfresco One and Alfresco Activiti provide tighter integration of Alfresco’s platform capabilities, allowing customers to work seamlessly with interoperability across important business functions.

The integrated solution brings together process and content into a single solution that simplifies the workflow and improves customer service. It also captures approval flows and relevant content to help a company address its compliance requirements.

“Alfresco’s goal has always been to provide one simple, smart and open platform to help companies address all of their content and process needs,” said Thomas De Meo, vp, product management for Alfresco. “The integration of ECM and BPM in our platform is a big leap in that direction, empowering user productivity with easy to use and easy to integrate solutions.”

www.alfresco.com

www.document-manager.com March/April 2016 @DMMagAndAwards
Operations directors are rightly reviewing the optimum approach to their process, knowing that competitive pressures and SLA dictates play a significant consideration in process methodology. Maximising the efficiency of the end to end process is driven by the optimisation of each of the component parts. This is true in many analogies, but particularly true in a commercial capture process.

If the capture process is treated as a single step, as some would propose, then by definition it can only work as fast as the slowest component within the process. Batch processing on the other hand was developed to separate the capture steps so that each step can work to its optimum level and can be tuned accordingly. The principle of 'batch processing' is not new; in fact it's been part of the capture process for many years now, and for good reason. That's why the batch process has been endorsed by the majority of the capture industry for many years now.

The decision however depends on the mix of work to be processed. For example where an application requires a very high degree of preparation based on very poor paper quality, such as expense receipts and the like, then a calculation can be made that may lend itself to a single step process. Batch processing on the other hand was developed to separate the capture steps so that each step can work to its optimum level and can be tuned accordingly. The principle of 'batch processing' is not new; in fact it's been part of the capture process for many years now, and for good reason. That's why the batch process has been endorsed by the majority of the capture industry for many years now.

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Practice makes perfect

One Hampshire-based GP practice has been pleasantly surprised at the lack of technical intervention required - both during installation and since deployment - since installing a scanning solution from Brother.

The Friarsgate Practice is a growing Primary Care General Practice serving 25,000 patients across Winchester and the surrounding area. The practice is spread over three locations at Weeke, Badger Farm and Kings Worthy, so the ability to share documents on screen quickly and easily is very important.

The practice was also looking to reduce the reliance on hard copy documents but staff needed a more reliable and efficient way of capturing documents electronically. The practice receives high volumes of documents including patient notes, letters and tests results which need to be quickly and accurately scanned into patient records. When existing scanners started to struggle with their growing demands the practice arranged to trial Brother's ADS desktop scanner.

**IDEAL SOLUTION**

Brother's 2-sided colour ADS scanner is ideal for digitising, sharing and archiving medical documentation. With high speed scans of 24 pages per minute, 50 sheet automatic document feeder and 'One Touch' operation, it makes light work of most scanning projects. It also incorporates a suite of cross-platform software and is one of the most affordable, quality document management devices on the market.

**SIMPLE AND STANDARD**

Engineers at the Friarsgate Practice found the scanner easy to install because software drivers were ready to download directly from Brother’s website. They also liked that it had a standard power supply and since being installed has required no technical input. Friarsgate’s IT Co-ordinator Nick Luker confirmed: "The new Brother scanner is robust and fits in easily with our other office equipment. I usually have to get involved when things go wrong but my support hasn't been required since we installed it - I don't even have to reset it after we've had a power failure."

The scanner works seamlessly with the practice’s PCTI Docman software, saving documents directly to the relevant patient record. It means staff can process documents quickly and efficiently, freeing them up to focus on other tasks.

The most significant benefit, however, is to patients. Being able to get the right clinical information in front of the right person at the right time means healthcare staff can make accurate diagnoses and refer to external sources quickly and easily. Important documents are much less likely to be lost or misplaced resulting in minimal delays to patients.

Bob Wood, Practice Business Manager at the Friarsgate Practice enthused: "We are a growing medical practice committed to delivering first class patient care and we're committed to finding efficient working processes. Brother's scanner is a good value, high performing desktop machine and it is helping improve administrative productivity. It helps us share information appropriately and promptly which means our doctors and nurses can provide their patients with the best possible care."

More info: www.brother.co.uk/scanners
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Organising an event to coincide with a race meeting takes some courage, especially on a windy March day in Surrey - and true to form, the racing element of Kodak Alaris’ Partner Forum day was met with torrential rain from start to finish, which discouraged all but the hardiest of resellers and partners from venturing out onto the balcony of the Desert Orchid Suite to watch their horses coming in throughout the evening meal and drinks.

But it’s fair to say the weather was really the only downside to an otherwise highly successful day, as dozens of partners went away having learnt about new software and hardware offerings in the pipeline, as well as ambitious plans to improve the channel partnership and make for better two-way communication with resellers, distributors, ISVs and indeed end users.

The day opened with Kodak scanner guru Hauke Fast (look out for his ‘Dr Scanner’ YouTube channel), who talked us through a wide range of new and refreshed models that will be coming to market this year, from the low end (i1150) right up to the production i5000 series. The i1150 will be getting faster, with a standard speed of 30 pages per minute - and for the first few pages it will go even faster, achieving around 40ppm for the first ten or so, which will be very noticeable for users who typically only process relatively small batches at a time. This device, said Hauke, is targeted at transactional capture such as bank departments.

“This scanner speaks HTML5”

New models include the i1190 and i1190E - broadly the same device as the i1150, but with a rated constant speed of 40ppm.

The ‘E’ version indicates a device that includes imaging and PerfectPage integrated onto the scanner. Hauke Fast explained that such devices were increasingly in demand in thin client environments where users didn’t want to have to install additional PCs just for scan processing. The workgroup market that these devices target is huge, according to Hauke, and the i1190 is ideal because users no longer need to look at paying for tools such as VRS on top of their scanner costs.

In addition, the new i1190WN adds wifi to the i1190E, so that it can integrate with any web app. As Hauke described it, “This scanner speaks HTML5” - before giving a very impressive demo of the wireless capabilities, using both a laptop and a smartphone. According to Hauke, almost a third of scanners now sold into the
personal/workgroup sectors are being sold with some kind of wireless capability, showing that this is becoming not a ‘nice-to-have’ functionality, but a standard requirement.

**VOLUME CONTROL**
In the low volume arena, there will also be a new i3300 model capable of 70ppm, which will sit between the existing i3200 (50ppm) and i3400 (90ppm) models, while the i550 series also has some enhancements in the pipeline for production users. Multi-feed resolution has been improved, along with new Intelligent Document Protection functions that essentially mean that the scanner ‘hears’ a document crumpling inside the feed and stops the scan. There is also a new ‘Play and Pause’ function, which lets the user stop a scan temporarily (for example to clean the rollers) without interrupting the scan application. In the Summer we can expect a new i5850S device, said Hauke, with 2 top exit hoppers, a rear output path, and sorter, allowing users to for instance send all multi-feeds to one output tray, or all documents of a specific size (e.g. cheques) into line-of-business apps.

Another topic for Hauke’s presentation was the ease of use from an admin perspective of Kodak Alaris’ current range. Centralised updates of scanner settings makes for a consistent approach throughout the scanner fleet - and where offices aren’t connected, administrators can simply send out a PDF sheet to each location, which when scanned on their new scanner will auto-configure the device to the standard required settings. As Hauke concluded: ‘No competitor has all the connection options we offer.’ Production scanning was also the topic - predictably enough - for ibml’s Ashley Keil in his presentation. He explained his ‘philosophy of intelligent capture’, and discussed the benefits of a centralised scanning architecture, as well as speaking about ibml’s product roadmap. As he commented: ‘Our scanners aren’t really getting faster - nobody needs to process more than 26,000 pieces of paper an hour - but they are getting more intelligent!’

**SOFT OPTION**
Emma Isichei spoke to the audience about the company’s software solutions, specifically Capture Pro and Info Input. In the past, she argued, processes have been streamlined to best suit the business rather than the customer - customer experience is a vital aspect though and should not be ignored. She went on to describe how several new software offerings will address this issue. Info Input Express will target distributed environments (again exploiting HTML5 so as to suit thin client deployments), while Info Input Transactional can be embedded into line-of-business apps. Info Input 4.0, meanwhile, is being extended to manage mobile capture. A demo of the software showed how easy it is to create searchable PDFs as a standard option, as well as highlighting the ease-of-use of the product overall, its straightforward configuration, and its new emphasis on work flow steps. Overall, while most of the audience is still attending a Kodak Alaris partner event because of the scanners/hardware, there was no question that the improvements year on year in the company’s software offerings are making a lot of their partner network sit up and take notice. Indeed we noticed that the bulk of the conversations during coffee and meal breaks were focused on the software aspects rather than the scanners, especially among the BPO/bureau partner community.

**GOING TO MARKET**
Adam Richardson kicked off an illuminating discussion in the afternoon around the channel and the company’s marketing activities. A new Marketing Automation Platform tool is being implemented which aims to streamline all of the company’s marketing activities under one umbrella application. This should enhance productivity not just within Kodak Alaris, but also impact on partner activities as well. At the same time, the Kodak Alaris partner portal is undergoing some significant enhancements in usability and function, with the revamped site planned to be available to partners later in the year. Beta testing should start around July, with the site live for September/October. The plan is for the portal to act as a one-stop shop for all partner requirements: marketing collateral, training, lead gen, the rewards programme, etc.

As Adam concluded: ‘We’re working very hard to become better partners for you.’ On the strength of this event it would be hard to argue with this assertion - Kodak Alaris is undoubtedly investing a lot of time and effort not just in its products, but in how it communicates and deals with its partner network.

More info: www.kodakalaris.com
Vivino, maker of what has been described as ‘the world’s most downloaded mobile wine app’, has successfully incorporated ABBYY’s optical character recognition (OCR) technology into its product in order to extract information from labels or wine lists in restaurants.

When ordering wine, customers can use the Vivino app to take a photo of a wine offering, and instantly see useful information to help them choose the right bottle. The integrated ABBYY OCR technology extracts the text from the photograph, which is used to access Vivino’s database of ratings and tasting notes from almost 12 million users, the world’s largest wine library.

DRINKING PROBLEM
“There’s a problem in wine,” says Torben Mottes, vice president of product management, Vivino. “More than 75 per cent of wines are never rated by experts, leaving wine drinkers with little information about most of the wines they are considering drinking. This is where Vivino’s crowdsourced ratings, supplied by millions of users, become useful as we have ratings for almost every wine in the world. What’s more, along with details like wine varieties, ratings, and user reviews, we’ve recently added a list of online merchants to the wine pages in our app, so you can easily buy that new wine you just enjoyed in the restaurant.”

Founded in Copenhagen in 2010, Vivino offers everyday wine consumers a way to track, discover and share their wine experiences via the Vivino App. The company describes the app as the fastest and easiest way for consumers to access the wines of the world by connecting consumers and wineries globally.

With its broad set of tools, ABBYY offers developers like Vivino the ability to integrate high accuracy optical text recognition into their applications. ABBYY recognition technology transforms images of text into searchable and editable formats for checking against a database. In addition to OCR technology, the toolkit delivers intelligent character recognition (ICR), barcode, checkmark and field-level/zonal recognition; and PDF conversion.

With the accuracy of ABBYY OCR technologies, developers can extend the functionality of a wide variety of applications on different platforms including iOS, Android, Windows, Mac OS, Linux and Cloud. ABBYY provides the technology, professional services and technical support necessary to create world-class applications - while also ensuring efficient implementation, smooth upgrades and high levels of customer satisfaction.

“We asked the developer community for recommendations on best-of-breed OCR technologies and ABBYY’s name was consistently mentioned. After evaluating a number of different vendors, we chose ABBYY for the conversion speed and recognition accuracy of its OCR,” says Mottes in conclusion.

“Although speed and quality of recognition were our main criteria, ABBYY’s performance on text photographed in low light situations was what ultimately helped us decide. Our app users are often in low light settings, such as a restaurant or wine shop, and reliable, consistent text recognition is critical to the app’s performance.”

More info: www.abbyy.com
CaptureOnTouch Mobile

CaptureOnTouch Mobile is an easy to use free app that lets you scan from Wi-Fi enabled Canon’s imageFORMULA scanners like the DR-C225W directly to mobile devices. Save time with single pass double-sided scanning and create professional scans with auto document size detection, deskew and blank page deletion.

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canon.co.uk/imageFORMULA
CASE STUDY: UNIVERSITY OF WARWICK

Diverse, unmanaged print environment with multi-brand printers and copiers used to cause a headache for The Managed Print Service team at the University of Warwick. A lack of control over costs, consumables and print volumes, and a need for more flexibility and greater security are problems of the past however, now that Warwick has deployed SafeCom and AutoStore from Nuance. Combined, they have helped the team regain control of the fleet, reduce costs, and gain a greater insight into how printers are used, while offering staff and students far greater flexibility over how and where they print.

Discussing the University’s print overhaul, Chris Wood, Service Owner, Printing Services, explains: “We still have a very diverse print environment with a broad range of A3 and A4 multi-brand printer brands and models. However, both SafeCom and AutoStore exhibited excellent compatibility and flexibility with the devices, and now we are able to manage them more effectively and use the solutions to address the challenges that we had.”

SAFE AND SECURE
One of the University’s issues was document security, which has been resolved thanks to SafeCom’s pull print functionality. “SafeCom gives staff and students alike the assurance that only they can retrieve their work, which ensures confidentiality.” Chris added.

But security is just one of the benefits, and it helps address another one, too - that of unnecessary paper waste.

As Chris noted: “SafeCom deletes unclaimed print jobs from the server queue within 24hrs. We can actually see the benefit of this, as the paper bins are no longer filled with documents that have been printed but unclaimed.” He added: “Another advantage of deploying SafeCom is that students are no longer tied to one specific printer or device. It used to be that, if the device was broken, they couldn’t print their work. Now they have the convenience of choosing from a number of different devices across campus, collecting their documents using their University ID card.”

Mirroring the pace at which the Bring Your Own Device model has been rapidly and successfully adopted by many businesses and commercial enterprises, the University also offers students the ability to print from their mobile devices. This option has enjoyed considerable uptake among the students - doubling in use, year on year - as mobile devices increasingly become the primary study aid for many.

EASE OF USE FOR ALL - AS STANDARD
Talking about SafeCom’s admin interface, Chris said: ‘It gives us a complete view on users and devices

Degrees of success
Two complementary solutions have been deployed at the University of Warwick to help manage print costs and simultaneously capture admin and student documentation.
CASE STUDY: UNIVERSITY OF WARWICK

“AutoStore has really benefitted our admin departments. Its ease of use has made it simple for them to scan high volumes of documents, removing a lot of paper from the office. Thanks to AutoStore, we have been able to create a simple, cost-efficient yet scalable workflow.”

Continue reading the full case study on www.nuance.co.uk

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March/April 2016
MARKET FOCUS: LEGAL

Paper-based legal processes 'Don't do the country justice'

Howard Frear of EASY Software welcomes the end of the era of paper in the UK's court system

E very year the most senior legal authority in the land, the Lord Chief Justice, examines the state of the nation's justice system. According to this same legal expert, Lord Justice Briggs, it's high time our courts went paperless - and that's a landmark judgement, I think we can all agree.

In a recently published study on the next best steps for the country's legal system the Lord Chief Justice and his team judged that the courts are in a highly inefficient state through our institutional addiction to paper-based administration systems. Inadequate, dated information technology has also contributed to the problems: "Outdated IT systems severely impede the delivery of justice," with courts still using software designed in the 1980s or 1990s "precariously supported by outdated operating systems".

The government has agreed and has publicly committed no less than £780m to bring the court system up to date. Key to this wholesale commitment to modernity are a host of other recommendations for digital progress, including a new online-only court to decide cases worth up to £25,000, accompanied by a system-wide commitment to move off paper.

The Lord Chief Justice has highlighted that a central assumption of his review of the civil courts was strongly influenced by the fact that it was 'now technically possible to free the courts from the constraints of storing, transmitting and communicating information on paper'.

However, the study and many commentators on digital law acknowledge there are some major obstacles to conquer before we remove the paper, and it will be a "substantial, difficult and probably painful transitional period" before this frankly overdue move to paperless can be fully achieved. But for everyone who cares for British justice, this is a nonetheless momentous decision.

WHY WE DESERVE FULLY-DIGITAL LAW

Of course, it's actually rather hard to believe that in the 21st-century, we are still talking about taking such steps - and not simply putting them in place. I don't say that purely from the point of view of someone working in the technology industry and helping businesses move to digital. I am also a great believer in a move to digital courts as a citizen.

For a start, the majority of the evidence courts are going to be looking at these days is increasingly electronic given how we live predominantly in cyberspace these days. How can trying the case using antiquated paper-based systems be appropriate? There is a mismatch there. It's like using quill pens to query spreadsheet-based accounting.

AVOIDING PAPERLESS DISASTERS

Some sceptics may say this paperless move is another face of the austerity agenda - namely, simply a way to drive cost out of the system by getting rid of clerks and other 'paper-pushers'. Of course that would be no bad thing if it made for a more efficient, streamlined system; 'Justice delayed is Justice denied', after all.

But I don't see either efficiency or cost as the sole justifications for a truly 21st century system of British justice. The main point has to be that if paperless means better, faster search of electronic records in a court case, then
that has to translate to better evidential outcome.

If you can find a critical bit of evidence that proves a case one way or another by using the power of IT and not having to sift through mountains of paper, that is a wholly positive thing. And who can complain if cost savings at the court administration end of things lead to people like the CPS being able to deploy their resources to prosecute more criminals?

So, let’s have a proper paperless justice system in place to help the taxpayer, the defendant and the prosecutor because all the stakeholders in the justice system will benefit.

At the same time, I am sensitive to worries that a drive to automate can be done in a poor and counterproductive way. We always need to design paperless systems from the point of view of the user in front of it all, not the bureaucrat sitting behind it. Expertise based on our experience implementing paperless initiatives for various business customers, large and small, may be instructive here.

First off: the importance of access. Employees throughout the court system need to always be able to get quick access to any document they need to perform their role at different points in the process.

That means a true best practice solution must put critical legal content not just in the hands of those who created it, but also in the hands of the people who need it to perform their role - in other words, everyone who needs to have visibility into legal or administrative documents so they can perform their tasks effectively and efficiently.

SIMPLICITY IS THE HALLMARK

Simplicity also has to be a key value for any move to a digital workflow. Placing a value on ‘easy to use’, whether it is documenting and developing a process in a new electronic guise, or choosing and implementing software, is a sound basis for paperless acceptance.

Simplicity always fosters understanding and acceptance and paves the way to success.

That means the Ministry of Justice can’t do what the Lord Chief Justice has demanded unless its leaders understand clearly and simply the court systems and its administrative needs. They need to look at systems in the round, focus on the solutions that will deliver value, avoid any kind of a ‘one size fits all’ straitjacket and always be open to constructive user feedback - at all stages of deployment (and especially, user training).

SOMETHING WE ALL NEED TO SEE

Finally, the legal systems need to use technology to break down barriers, not create them. Consider what users of a system will experience, and do everything in your power to make that positive, is your best guide to producing a successful paperless solution. Plus, strive to integrate into other systems as much as possible to drive that positive experience throughout the organisation - and in fact, the greatest value is achieved when your Enterprise Content Management (ECM) system integrates with your Enterprise Resource Processing (ERP) back-office systems.

Clearly, leveraging systems, information, and best practice this way - preserving the best of the old but powering it with the best of the new - is the ideal way to position the legal system to deliver 21st century justice for a 21st century Britain.

It’s what we all want and need, as subjects of the Crown and users of the Justice system.

More info: www.easysoftware.co.uk
It is now almost two years - way back in the Summer of 2014 - since Document Manager first reviewed the CumulusPro software offering, then newly available through Spigraph’s distribution network. At the time, we were taken with the user-friendliness and mobile capabilities of the offering, enthusing about how it could ‘get an organisation’s customers working for them’.

In a nutshell, CumulusPro delivers business-ready capture, remotely, via the Cloud. The Scan+Process Lite software has since gone on to win two successive DM Awards for SME CMS Product of the Year. This feature aims to update our readers on the company’s ongoing success and growth since then, and focus on some innovative customer stories.

The company’s early success across Europe since it inception on 2013 has been mostly focused in what we would consider ‘traditional’ target markets for document management; finance and insurance, but the nature of the specific projects undertaken is changing as the power of the technology becomes better understood. Dutch insurance companies who initially implemented the system for claims processing have now rolled out change-of-address processes and application forms, for instance.

In another project in Belgium, the technology is being used to power an app that helps users see how socially responsible their purchasing habits are. By scanning and cross-checking information from receipts, users can get instant feedback on how healthy a specific purchase is, or whether a vendor follows sustainable or eco-friendly manufacture processes.

MOVING TO THE CLOUD

CumulusPro CEO and founder Giulio Battistini believes that DM/BPM users are genuinely ready to start moving their processing into the Cloud, as they begin to recognise the potential benefits clearly outweigh their concerns.

“What most people have seen so far out of CumulusPro really only represents the first steps we have taken with the goal of creating a document processing platform,” says Battistini. “Most of our conversations have been around our browser-based scan client and how it can be embedded into a portal to make it easier to capture documents, as well as our mobile app, which can be utilised out-of-the-box or, using our SDK, be built into existing apps.

“Those solutions offer a quick time to value, and our customers have been using them to enable their processes and/or send documents to repositories. In the meantime, we have been developing Straatos, which is a true...
BPM platform based on the BPMN 2.0 standard. Business Process Management and Process Automation have of course always been a critical aspect of corporate operations. If the first wave of process automation was all about digitising existing processes, the current wave is much more radical in that it involves the actual reinvention of processes from the ground up. But, says Battistini: “Most BPMN 2.0 designers simply allow a user to draw a process - however, you cannot run that process. You would have to take the process design to a developer who will use then program it. This is a time consuming and costly exercise. Our platform is very different: if you design the process, you can immediately run it on our platform. No developer needs to translate the design into a process. This is a key differentiator for our platform versus standard BPMN 2.0 designers. Businesses therefore benefit from lower overheads and higher productivity, while improving profit margins and increasing customer loyalty and retention.”

THE CUMULUSPRO VISION
When the founders of CumulusPro entered the market three years ago they had already anticipated these forces of change. That was why they brought their ‘future-forward idea’ to life: a state-of-the-art, highly-scalable, cloud-native business process management platform with a focus on ease of use. “The emergence of ecosystems and virtual communities is one of the most exciting developments for software companies in the Web 2.0 space,” says Battistini. “For CumulusPro, this means building a rich ecosystem of technology vendors, service partners and user communities on its cloud-based collaboration platform. The CumulusPro Marketplace enables user communities to design their offerings around the latest technologies based on CumulusPro’s cloud and mobile platforms - all while providing maximum value to customers.”

THE STRAATOS PLATFORM IN DETAIL
The CumulusPro Straatos platform is natively built on Microsoft Azure, a growing global network of Microsoft-managed data centres. Microsoft Azure provides operational excellence, the highest levels of security and reliability as well as instant scalability, cost-effectiveness and environmental sustainability - all of which form the basis of the CumulusPro solution. At the heart of Straatos is one of the most powerful process platforms available. It is built to exploit the scalability and reliability of the Azure cloud infrastructure and can support any number of accounts and concurrent processes. All the admin functions, the process designer, monitor etc. are accessible via standard web browsers, allowing partners and customers to access its capabilities from anywhere, at any time.

The process designer allows both process aware professionals as well as highly skilled IT specialists to design and execute processes of any type and various complexities. Process design is

CASE STUDY 1: FIGHTING MONEY LAUNDERING
UK-based SmartSearch has expanded its service offerings to clients with a new mobile app for their Anti Money Laundering (AML) verification platform. Using CumulusPro's mobile capture technology, the Smart IDV app enables SmartSearch's clients to capture documents (such as passports, driving licenses, ID cards, residency permits and others) with their mobile devices, in perfect quality. They can also submit the documents immediately, and securely, from anywhere at any time.

Prior to the introduction of Smart IDV, captured images were poor quality and badly aligned which meant the OCR process encountered a high level of data issues. The new app enables novice users to easily and quickly take quality scans with their mobile devices, ensuring a high standard of OCR readability.

Martin Cheek, SmartSearch's Managing Director recognised the importance of remote image data capture especially for users with international clients: "Most international markets have little or no automated identity data so we have to rely on the use of government procured documents for AML verification and Sanction & PEP compliance. Therefore the Smart IDV app is a key component in delivering both reliable high quality data capture in a convenient and user friendly process. In an age where almost everyone has access to a mobile device, it makes sense to empower our customers through this familiar channel.”
done by configuration and generally does not require any coding skills. To reflect the growing consumerisation of IT, CumulusPro’s mobile apps and browser-based applications feature intuitive award-winning UI and UX - so there is no need for user training.

“This ability to connect to cloud services is what makes Straatos so powerful,” enthuses Battistini. “The speed at which new technology is being introduced in the cloud is amazing. On a monthly basis, there is new functionality being introduced that can then be leveraged within Straatos.”

Ultimately the plan, says Battistini, is to create a library of reusable processes and allow resellers and users to pick and choose to suit their requirements: “Historically, one of the problems with capture and BPM is that every customer has had to start from scratch. Additionally, because we sell our technology on a subscription basis, there is no need for a large upfront software investment. If we can create standardised processes which cover 80-90% of what our users require, that will help bring BPM technology to organisations that previously couldn’t afford it.”

The thinking behind the process library approach is that it will lower configuration costs and speed up solution roll-out. With such a forward-thinking approach and product offering, CumulusPro is clearly a business to watch for the future.

More info: www.cumuluspro.com

CASE STUDY 2: INVOICE PROCESSING

Essex-based Pinnacle Data Management Ltd. (PDM) has handled millions of documents since its inception in 1994. To further strengthen its offering, PDM partnered with CumulusPro to make automated invoice processing affordable for its SME customers.

With CumulusPro’s Invoice+, PDM’s customers can scan invoices anywhere, at any time, through a web-scan interface or mobile capture app. The relevant information from the invoice is then extracted, in order to support or even automate the accounting process. By choosing CumulusPro’s Invoice+ solution, PDM allows its SME customers to dramatically reduce their invoice processing times and cost - as timely processing of invoices means SMEs can benefit from early payment discounts, and all in all, better cash planning. These customers also pay on a per-invoice basis, which means they can avoid having to make significant upfront investments and have complete control over their expenditure - a big plus point for SMEs.

Joe Froning, VP Sales at CumulusPro, sees the great opportunity in the SME market in the UK: “Current technologies dictate that invoice processing solutions require a minimum of 50,000 invoices per year to be affordable. Yet with our Invoice+ solution, together with PDM’s services, customers do not need to make a large investment but can benefit from innovative invoice processing from just a few hundred invoices onwards.”

Allan Rees, owner of PDM, is delighted at being able to extend a greater suite of services to SMEs: “PDM started as an SME ourselves, so providing the best possible service at affordable prices for SMEs has always been our mission. Thanks to the CumulusPro technology, we are now able to extend these services further and help our customers focus even more on their core business.”

CASE STUDY 3: INTELLIGENT BPO

DM specialists YourDMS wanted to grow their product by offering a range of fully managed Business Process Outsourcing services, including outsourced Invoice Processing. As part of a BPO Invoice Processing project for a high street retailer, YourDMS were in the process of developing software to control and manage complex back office functions for invoice data extraction, matching and approval workflows. When YourDMS were introduced to Cumulus Pro and their software solutions, they found they met all of their immediate requirements, and in some areas exceeded them. Cumulus Pro are experts in the specific business processes that YourDMS are addressing, and understood at a very early stage exactly what they were trying to achieve. Not only is Cumulus Pro’s software a perfect fit for this project, it has increased the scope and possibilities for future projects, supporting YourDMS’s drive to target new markets with intelligent BPO solutions.
THE CLOUD.
EVERYTHING IS POSSIBLE.

CLOUD EXPO EUROPE, PREPARE FOR BLASTOFF.

500 of the world’s leading suppliers to the cloud industry.
Thousands of hours of free-to-attend conference and seminar content from over 500 leading industry speakers.
Learn from dozens of real practitioners from blue-chip companies, service providers and leading organisations.
Unrivalled networking opportunities with over 20,000 of your peers, industry visionaries and leaders.
FREE access to co-located events Data Centre World, and new for 2016, Cloud Security Expo and Smart IoT London.
All your questions answered, in one location, with one FREE ticket.
With the rise in online business and e-commerce, organisations need a simple, cost effective way to capture and track transactions through the various processes, to successful conclusion. eForms ticks all the boxes in terms of functionality and potential use: studies by Gartner and Microsoft clearly show significant and tangible savings where eForms are deployed. The reality on the ground paints a different picture - why aren’t more organisations using eForms? Let’s look at the technology and examine why it had to wait for a partner to make a real impact on our consumption of paper.

**BACKGROUND**

eForms are essentially structured data entry screens used for collecting data which can be used to feed any number of front and back-end systems used in business processes, for example, HR and ERP applications, reporting tools, letter generation, etc. But these forms must not be seen as simply tools for data collection - this is just the start. The essential functionality must include:

- Ability to use a form that interactively changes according to the needs of each individual user’s session. The user simply fills out drop down lists, and depending on one answer, different choices are given for the next questions - intelligent navigation.
- Users are led through the process of filling a form from beginning to end with a point and click interface. As a user answers questions, a form is built electronically.
- Forms link to supporting documents of all types
- Form design should not require programming although it is understood that more complex forms will require some IT input - users who understand the business process are ideally placed to design forms
- The eForms system is independent of any back-end business system, although it can be integrated; consequently, it can be used to collect data for any back-end system, including centralised information repository systems
- Upon completion, the form is automatically saved and integrated into a back-end repository, which allows users to access and search for the form based on data populated in the form. Receipt of the completed forms may trigger back end workflow processes.

Crucially, eForms must be detached from any front-end application, to avoid counting eForm users as concurrent users, eliminating any licensing implications. The system should support un-limited access by internal and external users.

Equally, eForms must not be seen in isolation from a planned information strategy. An eForms Framework helps to define a business strategy - simply deploying an eForm will not deliver that strategy.

**WHERE ARE WE NOW?**

Advances in eForms and mobile devices open up new options for collecting and analysing data. The boring chore of form filling - paper or electronic - is in the past. With a tablet, the user is essentially left with the fingers of one hand to carry out data entry tasks. Rich user-interface controls such as sliders are replacing click based controls such as drop-down lists and calendars.

But simply replacing established data entry controls with new gesture based controls is not sufficient in itself. eForms are being designed to be device agnostic and provide instant feedback during data collection to help the time-pressed user who needs to easily collect and analyse data. As a minimum, eForms must:

- Be usable on any mobile device, without having to manage versions for each device type
- Allow the user to rapidly collect data using rich user interface controls
- Validate data collected and save it for reuse
- Perform simple and complex calculations using the data collected
Display and feedback to the user selected results to support analyses and reporting, including dashboard-style charting.

The device-agnostic requirement is key: eForms should not be designed to work on a specific platform. Installing an app on an iPad may be terrific as it provides access to the rich user experience on this specific device - but what about an Android or a Windows tablet? Will suppliers develop and maintain eForms for each platform? This will become cost-prohibitive very quickly. It makes sense to design and develop the eForms once, install it on a secure server and provide access to the electronic forms using any device.

Furthermore, the success of the mobile platform stems from the fact that it’s a device which connects a mobile user with the office - i.e. it is a connector and need not hold any data locally. This is a welcome message for IT and Compliance people in organisations which worry about mobile devices becoming mobile - losing such a device is an acceptable risk; losing corporate data is not!

THE EXPENSES EXAMPLE
Operating a paper-based expense claims system is inefficient and costly as paperwork has to be couriered between offices or buildings or sent via internal post which often results in delays or lost forms. With a paper system, staff receive monthly credit card statements and have to manually enter items and attached receipts - a laborious process for some who have 60 to 70 purchases to input per month.

Online eForms can help to resolve these issues. The objectives are to:
- Improve the efficiency of the whole process;
- Make filling in claims quicker for staff, particularly sales people so they can focus on selling rather than a laborious process of form filling;
- Provide a direct feed into backend accounting systems to avoid manual input;
- Provide more accurate recording of expenditure by staff.

THE HEALTHCARE EXAMPLE
Thousands of staff across hundreds of NHS Trusts use paper based forms for recording patient data. One key issue is the number of times the same data is manually recorded, for a single patient who moves from one treatment centre to another. This, coupled with the delay from documents being sent back and forth via surface mail, creates an intolerable situation for all those involved in patient care.

The requirement is quite simple: an application form that is intelligent and captures the required data once, for reuse at any point along a patient’s care pathway. Intelligent eForms present the next relevant question, based on responses to earlier questions. The system actually helps the user in the form filling process and verifies the data keyed in, which is then saved for reuse at any point. This data can also be used to automatically pre-fill related forms so that the same data is not re-keyed in manually. A number of eForms in the NHS Sector have been designed to make the entire process more efficient, minimise data errors, and move relevant data as the patient moves through the care pathway. These electronic forms also present the results of data entry instantly to care-providers who can make rapid decisions, with significant reduction in wait times for patients.

THE LAW ENFORCEMENT EXAMPLE
Law enforcement agencies handle thousands of applications for communications data per year, which are the subject of serious crime enquires. Through implementation of eForms based solutions, organisations have dramatically decreased the time needed to respond to crimes, whilst operating in a paper-free environment and ensuring compliance with legislation.

New and imaginative uses of eForms are in development, for example in Health Care, and at various stages of user acceptance. These developments are tightly coupled with major advances in the interaction between users and computing devices, driven by consumerism. Mobile devices are leading the information revolution. eForms is one of the core technologies, particularly in the Health Sector where advances in use for both structured and un-structured data are beginning to have a real impact on how clinicians interact with information - all without paper!

More info: www.ccubesolutions.com
The digital mailroom is an efficient and secure future for your incoming mail and paper documents. In the digital era, all businesses are looking to increase their efficiency, streamline their processes and ensure that they maintain a high standard of security for themselves and their clients. Yet, many overlook a large area of their business in which they could make significant business improvements: incoming mail and document handling.

The future is digital; that much is clear. Paper based systems and media are declining while digital technology and resources increase. So why and how would you move to a digital mailroom service?

MESSAGE RECEIVED?
Receiving mail and sorting paper documents for distribution takes time and this means that valuable staff resources are dedicated to dealing with these tasks instead of focusing on the core aims of your business. Receiving and sorting paper documents requires a secure, spacious area such as a mailroom, which takes up valuable office space.

With office rents at a premium and the increasing need for more efficient use of space, the traditional mailroom doesn't fit well within a modern, streamlined business.

In the traditional mailroom, once you have received, opened the envelopes and sorted the documents, you have two further problems. The first problem is that the paper documents need distributing to one or more departments and may even need to be transferred to other office locations. The transfer of documents out to departments or other locations takes time and money. It causes delays and means that you can only begin to process these documents once they have been received at their final destinations, be it an individual or department.

The second problem is that once a paper document has been received, sorted, distributed and processed, it still requires storing. Paper document storage is another space consuming responsibility for your business. Not only do you need the space for such storage but you often need to invest in secure storage solutions.
"OUTSOURCING YOUR INBOUND MAIL TO A PROVIDER SUCH AS STORETEC DOESN'T MEAN THAT YOU HAVE TO CHANGE YOUR INTERNAL WORKFLOWS OR PROCESSES; YOUR CURRENT PAPER PROCESSES CAN BE REVIEWED TO ALLOW YOUR DIGITAL MAILROOM TO BE DESIGNED AROUND YOUR NEEDS. INCOMING MAIL IS SCANNED AND PROCESSED ACCORDING TO A SERIES OF SLA'S CHOSEN BY YOU, SO THAT YOU CAN ENSURE THAT IT MEETS THE NEEDS OF YOUR BUSINESS."

or offsite storage, which costs money and can tie up staff resources in the indexing and management of this storage. The digital mailroom will help you free up valuable staff resources, reduce the need for office space, allow faster processing of documents and prevent the need for investment in on-site or offsite storage solutions. You can outsource the entire inbound mailroom operation, document distribution and document storage functions to a service provider such as Storetec. Storetec will receive, open, digitise, sort and electronically distribute all of your incoming mail. Using a PO Box, they will receive all incoming mail, open and prepare it. The documents will then be scanned and categorised. These digital documents are then indexed and distributed electronically to the relevant individuals, departments or back office systems. Cheques can be banked on your behalf, junk mail will be removed and anything received that isn't paper mail can be forwarded to you.

A digital back up of the documents is provided using Storetec's secure cloud based document management system, FreeDocs, which allows instant access around the clock. The original paper documents are stored for a time, shredded and recycled according to your needs and legal obligations.

FREE MOVEMENT
Outsourcing your mailroom and incoming documents to a service provider such as Storetec has a number of tangible benefits. Logistics, processes and staff resources are no longer required to receive incoming mail. Staff time and office space are no longer consumed by the need to open mail and sort paper documents. Paper document distribution is no longer necessary saving you time and money in staff resources and courier or postage fees. Unlike paper document distribution, the sharing and access of digital documents is instant and available 24 hours a day, 7 days a week. This means that the workflows and processes that support your core business aim(s) can become more streamlined. For example, an item of mail may be received by a traditional mailroom, sorted and distributed by hand or by courier to a department or another office. This document transfer from mailroom to recipient has cost time. Then, after the first department or office has processed the document, a second department or office may need to see the document. Again, the second recipient is waiting for the physical document to be routed. Digitising your inbound mail and working with digital documents instead of paper allows your staff the freedom to work on the electronic documents as soon as they arrive, allowing staff to be more productive and contribute to more efficient, streamlined processes.

By switching to electronic documents and outsourcing your inbound mail processing, you remove the need for on-site or offsite physical document storage. This saves space but also helps save time by allowing efficient document searching and retrieval; digital documents are categorised and indexed, allowing them to be easily retrieved within seconds when required. Another important benefit of digitising your paper documents is that electronic documents can be backed up. Backing up the scanned documents is vital to your business to prevent the loss of key files and data and is very difficult to thoroughly achieve with paper documents.

SAFE AND SOUND
One reservation an organisation might have when considering switching their on-site traditional mailroom for an outsourced digital mailroom is security. The FreeDocs cloud, document management system operated by Storetec is secured with multiple layers of encryption to ensure that your digital documents and data are safe. Access to sensitive documents can be restricted as required, allowing you to comply fully with your information security policies and the Data Protection regulations. Outsourcing your inbound mail to a provider such as Storetec doesn't mean that you have to change your internal workflows or processes; your current paper processes can be reviewed to allow your digital mailroom to be designed around your needs. Incoming mail is scanned and processed according to a series of SLA's chosen by you, so that you can ensure that it meets the needs of your business.

The digital mailroom is the next logical business improvement for any organisation or business in the modern world. Not only does it help provide a faster turnaround of documents that are crucial to your business functions; a digital mailroom releases your staff resources, frees up your office space, reduces the cost of internal processes, removes the need for document storage and distribution, and aids your business continuity planning. It does all this while giving you peace of mind for your business critical documents.

More info: www.storetec.net
At the end of last year, the European Parliament and Council reached agreement on the General Data Protection Regulation (GDPR) proposed by the European Commission. The new rules, which will come into force in early 2018, represent the greatest change to data protection legislation since the dawn of the Internet. They will affect any organisation across the world that handles data of European origin.

The reforms, which aim to reflect the changing needs of the digital economy and champion the data privacy rights of the individual, may be difficult to apply to paper-based information, not to mention the employees printing off and using that paper.

THE PAPER DILEMMA

In an increasingly connected and digital business environment, organisations can underestimate the extent of this challenge. Firstly, they may be unaware of just how much paper is created and used by their employees every single day. According to the information management industry association, AIIM, 40 per cent of office workers still prefer to file their most important information in paper form. Further, while 40 per cent of organisations say that more than half of their invoices are now delivered electronically - 35 per cent admit that most of these still get printed off.

Secondly, while many companies have robust information management processes in place, not all of them check whether these processes are effective. In a study with PwC we discovered that 79 per cent of mid-size companies in Europe and North America claim to have a detailed inventory of what information they hold and where it is held - but around half of them don’t check whether this is accurate.

Human behaviour does not always fit neatly with process. People forget, ignore or work around guidelines they find too complex or restrictive; and handle paper documents in ways that can undermine the best intentions of the information governance team.

WHOSE FILE IS IT ANYWAY?

Among companies that don’t have processes in place the risks can be even higher. Iron Mountain research shows that close to a quarter (22 per cent) of companies have no policy regarding paper filing and employees are allowed to decide for themselves what they do. In such an environment it is likely that no single person or defined team has complete oversight of what information is stored where, and whether the storage is secure.

Added to this is the fact that paper can lead a double (or even treble!) life. It can be copied and printed multiple times by different people and easily removed from the workplace. Often this is done by diligent employees taking work home with them - or by new or temporary employees unaware of what constitutes confidential or sensitive information. It can also reflect over-stretched staff not having the time to manage information properly; and sometimes the mismanagement of information results from a lack of common sense or consideration.

If their employers try to implement the requirements of the new GDPR, such as the ‘right to be forgotten’, they may discover that even after digital records have been amended, employees could be keeping the information alive on paper in a desk drawer or in their home office.

INCIDENTS AND ACCIDENTS

The combined vulnerability of paper and employee behaviour has resulted in a number of damaging data breach incidents. The penalties for breaches are
THE GDPR REFORMS, WHICH AIM TO REFLECT THE CHANGING NEEDS OF THE DIGITAL ECONOMY AND CHAMPION THE DATA PRIVACY RIGHTS OF THE INDIVIDUAL, MAY BE DIFFICULT TO APPLY TO PAPER-BASED INFORMATION, NOT TO MENTION THE EMPLOYEES PRINTING OFF AND USING THAT PAPER. IN AN INCREASINGLY CONNECTED AND DIGITAL BUSINESS ENVIRONMENT, ORGANISATIONS CAN UNDERESTIMATE THE EXTENT OF THIS CHALLENGE.

The General Data Protection Regulation (GDPR) is a Regulation by which the European Commission intends to strengthen and unify data protection for individuals within the European Union (EU). It also addresses export of personal data outside the EU. The Commission’s primary stated objectives of the GDPR are “to give citizens back the control of their personal data and to simplify the regulatory environment for international business by unifying the regulation within the EU.” When GDPR takes effect it will replace the data protection directive from 1995.

The initial proposal for GDPR was released on 25 January 2012 and the EU Council aims for formal adoption in Spring of 2016. The regulation will take effect after a two-year transition period and, unlike a Directive, it will not require any enabling legislation to be passed by governments.
Smart MFPS on the rise

A new whitepaper commissioned by OKI suggests that only a third of European companies are ‘planning for a digital world’, says Tetsuya Kuri, Vice President Marketing, OKI Europe Ltd.

Today, most businesses continue to use a combination of paper-based and digital documents in their day-to-day operations. However, research by IDC shows that, despite more and more businesses having increasingly data intensive processes, only a third of European companies are planning for a digital world. This leaves the remaining two thirds at risk of falling behind the competition and missing out on the potential to make important time and productivity savings as well as leaving them open to ever growing security concerns.

In facilitating the transition away from paper-based processes, smart multifunction printers (MFPs) will have an important role in helping firms towards collaborative, digitised processes that are key to more efficient working practice.

In its latest white paper: ‘Are your business processes stifling your market opportunity? Cost efficient print and document management through smart MFPs’, IDC points to the fact that many companies would like to digitise documents to reduce physical storage in premium office or offsite spaces.

Here, one of the key benefits of business process automation is in providing the ability to archive documents in one place. By providing access to scanning functionality, users can digitise information for searchable access and scan direct to a specific destination, eliminating the need for a paper trail.

Key features that a smart MFP brings to firms that are actively looking to increase document digitisation include the ability to scan direct to email, to a specified folder that may be on a network or cloud-based for further utilisation or archival. This makes the devices well-suited to the 66% of European companies which identify the ability to have archived documents in a single location as a key benefit of automating business processes.

Various document formats can also be scanned for output in PDF or PDF/A format. In this regard, smart MFPs also help meet longer-term, searchable digital archiving requirements.

‘ANYTIME, ANYWHERE’ SOLUTIONS

Another key factor driving forward the digitisation agenda is the continued rise in workplace mobility, identified as an important trend in the IDC research. By 2018, the analyst firm has predicted that 75% of the Western European workforce will be mobile and require access to accurate information in order to maintain and increase the productivity. This follows an earlier 2014 study released by Atomik Research on behalf of OKI Europe, which pointed to an increase in the use of smart devices and flexible working among European SMBs.

Here, the research showed that, as reliance on digital technology grows, the demand for printed documents is evolving, with nearly half of the businesses surveyed (45%) highlighting that they have staff with a requirement to print from a mobile device.

In direct response to market demand for digitisation, the rise in employee mobility and the desire for streamlined document workflows, smart MFPs are rising up the agenda and increasingly being viewed as an important workplace technology. Acting as ‘on ramps and off ramps to the cloud’, IDC makes the case that they are much more powerful and capable than the printing devices of the past.

This extends the role of the smart MFP from printing and copying (or ‘dumb device’) to a customisable digital transformation tool, paving the way for offices that are less cluttered with filing cabinets and making organisations much better equipped to move towards more productive workflows and increased document digitisation.

More info: www.okieurope.com
KEYNOTES FOR THIS YEAR INCLUDE:

PROF PAUL MORRISSEY
BolgiaTen Ltd

RALPH O’BRIEN
TRUSTe

ELIZABETH SHEPHERD
UCL & Co-Author – Managing Records

GEOFFREY YEO
UCL & Co-Author – Managing Records

BOOK YOUR PLACE AT EUROPE’S PREMIER INFORMATION AND RECORDS MANAGEMENT EVENT NOW AT
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The last decade has seen an explosion of content, data and information; in business, in the public sector and even in people’s personal lives. But where once upon a time such records were all stored on paper, this is most certainly not the case now. Increasingly, records exist in electronic form.

This has been a real game-changer for a number of organisations, and has meant that Information Governance (IG) is higher up the corporate agenda than ever before. Wider and more all-encompassing IG policies are now required to ensure that records are as secure in the digital era as they were previously, and organisations remain keen to protect themselves against compliance issues.

The sheer volume of data held by most organisations (along with the insight that can be gleaned from analysing it) and the way it is stored is a major asset, but without effective information governance, that data also carries a potentially huge risk. Despite most organisations having an IG plan, it can be hard to get the business to follow it. Why is this and what can be done to address?

EMBRACING IG…but not EFFECTIVELY

An AIIM report in December 2015, ‘Information Governance - too important for humans’, revealed that more than half of organisations surveyed (US and UK, private and public sector) have had data-related incidents in the past 12 months. 16% of these have suffered an actual data breach. Furthermore, 45% of executives felt that a lack of information governance leaves their organisation wide open to litigation and data protection issues and 41% of respondents admitted that their email management is ‘chaotic’.

Worryingly, there are huge volumes of content in most organisations that are not under any form of information governance, retention management or e-discovery. So for 28% of organisations, IG is very high on the senior management agenda and more than half (53%) have recently launched
MANAGEMENT: INFORMATION GOVERNANCE

"BUT WHILE IT WOULD APPEAR FROM THE AIIM RESEARCH THAT THERE IS A WILLINGNESS TO EMBRACE INFORMATION GOVERNANCE, MANY ARE YET TO DO SO EFFECTIVELY. CLOUD AND MOBILE HAVE BEEN HUGELY IMPACTFUL ON THE WAY THAT THESE ORGANISATIONS CAPTURE, STORE, MANAGE AND USE INFORMATION, BUT THERE ARE STRONG SIGNS THAT MANY ARE YET TO EFFECTIVELY FACTOR CLOUD AND MOBILE INTO THEIR INFORMATION GOVERNANCE POLICIES."

new IG initiatives.

But while it would appear from the AIIM research that there is a willingness to embrace information governance, many are yet to do so effectively. Cloud and mobile have been hugely impactful on the way that these organisations capture, store, manage and use information, but there are strong signs that many are yet to effectively factor cloud and mobile into their information governance policies.

There are also issues with enforcing information governance policies. This was mentioned as the biggest issue for 41% of respondents in the AIIM research.

SECURING EMPLOYEE BUY-IN

Getting employees to follow an IG plan is essentially a behaviour change management problem. If they are currently saving absolutely everything, often in a ‘my documents’ folder, the organisation ideally wants to change behaviours so that instead it has compliant record retention and much easier access to electronic information.

To achieve this, an organisation must look at changing user behaviour with a combination of policy, process and tools training. It must also be driven by senior management. The AIIM research identified challenges with getting senior management involved in enforcing IG policies - without this, almost any IG plan is doomed to fail, as it sends out a message to employees that IG is just not that serious.

So the process should begin with a stakeholder steering committee, looking at why this needs to be addressed and identify the right approach, budget and timeframe.

Senior management should then raise awareness of the program and begin communicating the message downward.

From there, mid-level management should continue with program awareness and address how the IG plan will help business and how it will impact on their employees. It’s also important for mid-level management to identify any potential champions in their groups - this group will be pivotal in getting other employees to engage and commit to an IG plan.

The next stage is to work with all the departmental record coordinators across the business, getting them to understand your key messages around IG and to buy in to their role and time commitment within that. Finally, it moves to the employees to get their buy-in. They need to understand how it will ultimately make their lives easier.

ROLLING OUT THE PLAN

So with the strategy outlined, the next phase lies in understanding the current behaviours within the organisation.

Why do employees behave in a certain way, in terms of where they save and manage information, and how does this vary across business units, functions and roles? What do employees believe they need to do their jobs?

From here it’s a question of clear and effective communication and the planning of which messages are appropriate for which audience - executives, managers, sales and record coordinators. The training plan must be clear, with timelines, definitions, content and trainers, bearing in mind that additional training maybe required for IT and the helpdesk.

When it comes to roll-out, always do a pilot(s) roll-out first, surveying and auditing users after that pilot. This allows adjustment for other audiences, such as ‘Sales only wants training via iPad’ for example. The general roll-out should be done in waves, in parallel with the communication outlined above.

The final stage is ensuring that the policy is enforced. This will vary from organisation to organisation, but should include: mandatory periodic training for all employees; the configuration of IG search and reporting tools for periodic audits of behaviour; the reporting of anomalies to individuals and their managers to remind them of their responsibilities; spreading the word that the policy is being enforced - all of these activities bring defensibility to a policy by demonstrating a will to enforce it.

More info: www.aiim.org

March/April 2016

www.document-manager.com
OPINION: MANAGING 'DARK DATA'

Dark matters
Businesses need to develop the ability to identify and efficiently manage information throughout its lifecycle to avoid the consequences of Dark Data, argues Julian Cook, Director of UK Business, M-Files.

Instead of accepting the issue of Dark Data as inevitable and unavoidable, we at M-Files Corporation argue that businesses need to develop the ability to identify and efficiently manage information at all phases of the lifecycle.

Many define Dark Data as information assets that are created and used only once. But it is a deeper issue than that because even content that is actively used for a period of time can turn into Dark Data when organisational and project priority changes. Active information that becomes inactive is typically left where it was and is easily forgotten. To make matters worse, employees often recreate data when they can’t quickly find their copy. Duplication and recreation therefore multiply the incremental volumes of any data that subsequently goes dark.

We are beginning to see many businesses taking a proactive approach to recycling their Dark Data by harnessing best-in-class enterprise content management (ECM) solutions. The current business climate requires more thorough record keeping and the ability to produce evidence for quality control, compliance, legal actions, risk mitigation, and more.

Employees can waste excessive amounts of time searching for misplaced or lost information, and often have to re-create content assets that cannot be located. Instead of ignoring the problem, businesses need to develop the ability to identify and efficiently manage information throughout its lifecycle. Some data should go dark; once it has served its purpose, it can be archived appropriately based on retention rules, to simplify any future discovery requirements.

The identification of legitimate dark data allows it to remain visible only to authorised individuals. For example, if an information asset contains sensitive information about employees or confidential activities, it can be encrypted and protected with access restrictions.

Metadata-based ECM solutions can greatly simplify the classification and identification of Dark Data versus active assets. Content can be tagged in a manner that enables it to be accessed and synced between various systems and devices, with no duplication of content. Information is not tethered to a specific location; it is freed from the confines of applications, platforms and information silos.

Injecting more intelligence in your data essentially makes it greener - the assets live longer and can be used by more people. In many cases, dark data never stays dark for long, since it can be regularly recycled for uses that go beyond the original intent. The benefits and saved time add up quickly. Decision makers can achieve better results as they are able to find and use all relevant information, and productivity goes up for all of the knowledge workers in the organisation since everyone will spend less time looking for misplaced information.

More info: www.m-files.com

WHAT IS DARK DATA?

Gartner defines dark data as the information assets organisations collect, process and store during regular business activities, but generally fail to use for other purposes (for example, analytics, business relationships and direct monetising).

Similar to dark matter in physics, dark data often comprises most organisations’ universe of information assets. Thus, organisations often retain dark data for compliance purposes only. Storing and securing data typically incurs more expense (and sometimes greater risk) than value.
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