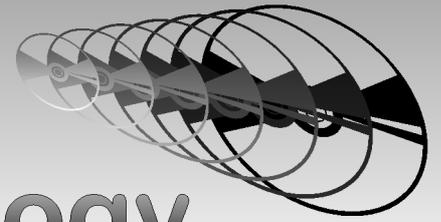


Micrographics

& Optical Technology



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"The newsletter for workflow and document management professionals"

Back in 2001, *The Int J of Micrographics & Optical Technology* published a four-page article about holographic storage. Our editorial in that issue quoted an IBM press release which talked about "a thousand DVDs in a matchbox". The article itself gave a brief overview of the technology, and of the state of holographic storage at that time.

Eight years is a long time in the storage industry, and the infant holographic storage has moved steadily forward from being a technology built from laboratory equipment in research facilities, to an industry that is talking about fledgling products.

On April 27 2009, GE Global Research, the technology development arm of the General Electric Company, announced a "major breakthrough in the development of next generation optical storage technology". The company's researchers have successfully demonstrated a micro-holographic storage material that can support 500 gigabytes of storage capacity in a standard DVD-size disc. And the company added that the technology of micro-holographic players is so similar to existing drives that it will enable the playback of CDs, DVDs and Bds. You will find further details of GE's work on page 3.

Meanwhile, in Australia, a team of researchers from the Swinburne University of Technology's Centre for Micro-Photonics has demonstrated new technology that combines a number of existing techniques to raise the storage stakes game yet another notch. Their work is published in *Nature* (Vol 459, 21 May 2009, pp 410-413).

The Swinburne team has coupled different wavelengths of laser light, polarization and spatial dimensions to provide multiple, individually addressable patterns within the same storage space. A new recording medium, utilizing gold nanorods, provides the necessary properties that should enable the storage of discs with a capacity 2000 times that of a current DVD. See pages 2 and 3 for more details.

We hope that the above, coupled with our usual sections highlighting new products and industry news, will provide you with an interesting and informative issue of *Micrographics*.

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Optical Storage Technology

Australian Researchers to Create Next Generation Discs

“Futuristic” discs with a storage capacity 2,000 times that of current DVDs could be “just around the corner”, thanks to new research from Swinburne University of Technology in Australia. The University says that researchers from its Centre for Micro-Photonics have, for the first time, demonstrated how nanotechnology can enable the creation of ‘five dimensional’ discs with huge storage capacities.

The team has published a paper in *Nature*¹ describing their work with five-dimensional optical recording, which could lead to these massive increases in the storage capacities of a standard (12 cm) DVD-sized optical disc.

So what is the technology that lies behind this research?

There are only so many ways to increase storage capacity for any given size of storage medium. Put simplistically, the basic need is to increase the amount of information packed into a given area (for two-dimensional ‘surface’ storage) or given volume. After decades packing more information onto the surfaces of magnetic media, a number of more recent approaches have exploited the possibilities of both volumetric storage, and of multiplexing.

The volumetric approaches include holographic storage, whereby information is stored in a 3-dimensional volume using the intersection of laser light beams² to write and read back information. The

multiplexing options – i.e. storing more than one item of information in the same storage volume – include variations in laser wavelength, polarization, and in the spatial dimension.

Unparalleled

The Swinburne team, Mr Peter Zijlstra, Dr James W.M. Chon & Prof Min Gu, say that multiplexing techniques provide “an unparalleled approach to increasing the information density” well beyond current limits “by storing multiple, individually addressable patterns within the same recording volume”. However, the current authors’ approach differs from previous research in a major respect; it employs all of the above multiplexing options in a single technology – an approach that the authors say “could ultimately increase ... information capacity by orders of magnitude”.

A major obstacle until now has been the lack of a suitable recording medium that is selective in all of the above dimensions – wavelength, polarization and spatial dimension – such that none interferes with any of the others (orthogonality). Now the Swinburne researchers have shown

that the unique properties of gold nanorods (longitudinal surface plasmon resonance; SPR) can provide the attributes necessary for this purpose.

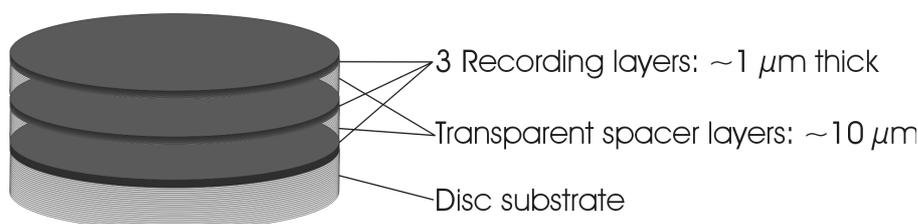
“We were able to show how nanostructured material can be incorporated onto a disc in order to increase data capacity, without increasing the physical size of the disc,” Professor Gu said.

Using the techniques developed by the team, it is possible to store multiple, individually addressable patterns within a single recording volume. Each combination of wavelength, polarization and spatial separation provides a uniquely addressable item of information. Just as importantly, the team has also shown that it can read back the stored information in a non-destructive way, and without suffering ‘crosstalk’ from any of the other multiplexed items sharing the same recording space.

The technology developed by the team employs three laser wavelengths (700, 840, 980 nm) and differing polarization orientations (0°, 60° and 120° from reference). These are employed with a recording medium of three 1µm-thick recording layers separated by 10µm-thick transparent separating layers. Importantly, the medium is stable under ambient conditions. Previously recorded material was read back using “SPR-mediated two-photon luminescence”.

The authors say their technique could be

Recording medium schematic, showing thin (1µm) recording layers and thicker (10µm) separating layers on the disc substrate



“beneficial in improving security and encryption applications” but, perhaps more importantly for *Micrographics* readers, it should be excellent news for high density optical data storage uses.

Utilising the three wavelengths, two polarizations, and 10µm separating layers should result in disk capacities of around 1.6 Terabytes for a standard 12cm sized disc. Further, the authors have already demonstrated their ability to record and read back using 10 such layers. Thinner separating layers should also be possible, yielding a possible 7.2 Terabytes of storage per disc.

Compatible

Crucially, the techniques used are said to be “fully compatible” with current drive technology, and could yield recording speeds of 1 Gbit per second with a suitable laser. Additionally, the low recording energy required should enable great increases in recording speeds by recording simultaneously in all channels.

Some issues, such as the speed at which the discs can be written on, are yet to be resolved. However the researchers are confident the discs will be commercially available within 5 – 10 years. The discs are likely to have immediate applications in a range of fields.

1. Five-dimensional optical recording mediated by surface plasmons in gold nanorods. Peter Zijlstra, James W. M. Chon & Min Gu, Centre for Micro-Photonics, Faculty of Engineering and Industrial Sciences, Swinburne University of Technology, PO Box 218, Hawthorn, Victoria 3122, Australia.

Published in *Nature*, Vol 459, 21 May 2009, pp 410-413.

See www.nature.com

2. *The Int J of Micrographics & Optical Technology*, Vol 19, No 2, 2001, pp 2-5.

GE Breakthrough Validates Technology to Enable 500-Gigabyte Disc

GE Global Research, the technology development arm of the General Electric Company, announced what it called “a major breakthrough in the development of next generation optical storage technology” on April 27.

The company says its researchers have successfully demonstrated a threshold micro-holographic storage material that can support 500 gigabytes of storage capacity in a standard DVD-size disc. This is equal to the capacity of 20 single-layer Blu-ray discs, 100 DVDs or a large hard drive for a desktop computer.

GE says its micro-holographic discs will be able to be read by and recorded on systems very similar to a typical Blu-ray or DVD player, although holographic storage is different from today’s optical storage formats like DVDs and Blu-ray discs. DVDs and Blu-ray discs store information only on a surface of the disc, whereas holographic storage technology uses the entire volume of the disc material. Holograms – three-dimensional patterns that represent bits of information – are written into the disc and can then be read out.

GE says that although its holographic storage technology represents a breakthrough in capacity, the hardware and formats are so similar to current optical storage technology that the micro-holographic players will enable consumers to play back their CDs, DVDs and BDs.

The GE team successfully recorded micro-holographic marks approaching one percent reflectivity with a diameter of approximately one micron. When using standard DVD or Blu-ray disc optics, the scaled down marks will have sufficient reflectivity to enable over 500 GB of total

capacity in a CD-size disc.

“GE’s breakthrough is a huge step toward bringing our next generation holographic storage technology to the everyday consumer,” said Brian Lawrence, who leads GE’s Holographic Storage program. “Because GE’s micro-holographic discs could essentially be read and played using similar optics to those found in standard Blu-ray players, our technology will pave the way for cost-effective, robust and reliable holographic drives that could be in every home. The day when you can store your entire high definition movie collection on one disc and support high resolution formats like 3-D television is closer than you think.”

GE has been working on holographic storage technology for over six years. The demonstration of materials that can support 500 gigabytes of capacity represents a major milestone in making micro-holographic discs that ultimately can store more than one terabyte – 1,000 gigabytes – of data. In addition to pushing the limits of storage capacity, GE says its researchers also have been very focused on making the technology easily adaptable to existing optical storage formats and manufacturing techniques.

“GE’s holographic storage program has turned the corner, and with this milestone we can now intensify our efforts in commercialization opportunities,” said Bill Kernick, who leads GE’s Technology Ventures team. “We’ll continue to engage with a variety of strategic partners to create the best route from product development to introduction into the marketplace.”

GE sources say the company initially will be focusing on the commercial archival industry, followed by the consumer market for its micro-holographic storage technology.

Contact GE Global.

Web: www.ge.com/research

Document Interoperability

Initiative Drives Development of New Tools

The variety of software programs and document formats in the market can make it difficult for organizations to exchange data among disparate systems. For example, to carry out their public service, communicate with citizens and operate efficiently, most government employees need to access, read and edit multiple types of documents. International standards for document formats are an important step toward providing individuals and organizations with this kind of document interoperability, but the creation of standards is just the beginning.

In fact, technology industry experts participating in an ongoing series of Document Interoperability Initiative (DII) forums have concluded that document interoperability would be enhanced through an independent tool and Web site that allows for the testing and validation of documents created by implementations of the ISO/IEC 29500 and ECMA-376 standards. In May, Fraunhofer FOKUS, a leading German research institute, detailed its plan to build such a document format test library and validation tool. Carried out in collaboration across the industry as a result of the DII forums, the Fraunhofer FOKUS project will be designed to help organizations and industry players determine whether documents have been developed based on the internationally standardized formats ISO/IEC 29500 (Office Open XML) and ECMA-376 (Ecma Office Open XML). Making this determination will help or-

ganizations ensure that their users can easily access and exchange data between documents, which will help improve their overall efficiency. Microsoft is supporting these activities both as a development partner and through project funding.

“The introduction of open standards like ISO/IEC 29500 is the first step toward a new era of document interoperability, but we have no guarantee that any implementation of the standard is correct unless we develop a way to test its output,” said Klaus-Peter Eckert, senior researcher at Fraunhofer FOKUS. “Creating these tools will not only ease the effective exchange of data today, it will also improve long-term benefits for data archiving.”

Fraunhofer FOKUS detailed its project plans at a DII global forum in London on May 18. It included discussions on the operation of the project, how vendors and other interested parties can participate, and the expected development path for the project over the coming months. This event is the eighth in a series of events throughout the world that have brought implementers, customers, standards professionals and document-format technical experts together to identify tools and techniques for achieving improved interoperability between implementations of popular document format standards.

Updates Deliver Improvements

These forums continue to yield practical results. Updates to several existing interoperability solutions were also unveiled in May, including tools for

developers and users, from browser plug-ins to APIs.

- Open XML Document Viewer v1.0 released, including new Opera plug-in. This tool provides direct translation for Open XML documents (.DOCX) to HTML, enabling access to Open XML documents from any platform with a Web browser, including many mobile devices. The project already includes a plug-in for Firefox, Internet Explorer 7 and Internet Explorer 8, and now also offers a plug-in for Opera, allowing users to view Open XML documents (.DOCX) within the Opera browser on Windows and Linux platforms without the need to install Microsoft Office or other productivity products. More information can be found at <http://www.codeplex.com/OpenXMLViewer>
- Beta availability of Apache POI 3.5 - Java API to access information in the Open XML Format. This software development kit (SDK) for Java developers interested in working with Open XML documents is now available for the beta version of Apache POI 3.5 beta 5. The beta version offers extended support for XLSX, and improved support for DOCX and PPTX. More information can be found at <http://poi.apache.org/>
- Availability of support for .XLS and .PPT file formats for the Office Binary to Open XML Translator. This project, which originally went live in February 2008 with support for the Word binary format (.DOC), now supports Word (DOC), Excel (XLS) and PowerPoint (PPT) binary formats and combines software tools and guidance to

show how documents written using any of these formats can be translated into the Open XML format. The translator enables users to more easily access existing content in the binary formats and translate it into Open XML and other formats such as OpenDocument Format (ODF). More information can be found at <http://blogs.msdn.com/interoperability/archive/2009/05/11/binary-to-open-xml-b2x-translator-interoperability-for-the-office-binary-file-formats.aspx>

- Improvements to the Open XML-ODF Translator. This translator improves interoperability between the ODF and the Open XML formats, and as part of the continual evolution of the project offers improvements in the quality and completeness of translation. The translator will continue to be the solution for Microsoft Office 2003 and Office XP users who want to edit ODF documents; Service Pack 2 of the 2007 Microsoft Office system includes built-in support for documents of version 1.1 of the ODF. The translator is designed to be interoperable with various desktop suites, and can be used with Novell OpenOffice to add read, edit and write support for Open XML documents. More information can be found at <http://odf-converter.sourceforge.net>

“The collaborative work being done through the Document Interoperability Initiative is invaluable to the evolution of these document translator projects,” said Doug Mahugh, lead standards professional for the Microsoft Office Interoperability team. “Document interoperability is about people and companies dedicated to working together — over the long haul — to solve customer issues.”

“At Microsoft, we will continue to champion increased openness through access to our products and collaboration with others to build interoperability solutions that can be applied to real-world problems,” said Jean Paoli, general manager for Interoperability Strategy at Microsoft. “Greater interoperability fosters choice and flexibility for customers, which we believe will fuel technology innovation and economic growth.”

The Document Interoperability Initiative

The Document Interoperability Initiative is a global program of technical vendor discussions, labs and solution-enablement programs intended to increase interoperability between document format implementations across a range of formats, applications, platforms and devices. The Initiative is open to any vendor that wants to collaborate with the community to identify and address interoperability issues between different implementations of document formats.

The DII forum, held in London, May 18-19, was the eighth meeting in an ongoing series which began last year. At these events, participants have studied and tested document format interoperability in a variety of scenarios, such as mobile platforms, accessibility technology, and document management by IT administrators. Additional DII document interoperability events are currently planned for the coming months in Beijing and Berlin.

See <http://documentinteropinitiative.org>

Philips and Lite-On Digital Solutions Launch 8x Blu-ray Combo Drive

Philips & Lite-On Digital Solutions (PLDS) have announced the iHES208, an 8x internal Blu-ray Disc Combo drive.

Featuring the practical combination of a Blu-ray reader and DVD writer, the iHES208 is said to present users with an all-in-one solution for high quality data archiving to DVD and CD media, as well as high definition playback.

The iHES208 is claimed to be capable of writing to the most popular DVD/CD media formats on the market as well as offering additional playback from Blu-ray discs. With a BD writer and an internal and external BD-ROM already in its product portfolio, Lite-On says it is “determined to fulfill the growing demand for more Blu-ray compatible products”.

LightScribe Technology

In addition to a SATA interface, the iHES208 integrates LightScribe disc labelling technology, allowing users to burn silkscreen labels via the laser onto LightScribe-supported media without the need for paper or pens.

With LightScribe disks, data is written in the usual way and the disc is then flipped over to complete the labelling process. Users can choose from a variety of colours to easily create a disc with a highly professional finish.

The iHES208 has been available across Europe from April 2009 with a SRP of £150.

Contact PLDS.
Web: www.pldsnet.com

Verbatim: "40 Years of Innovative Storage"

This year, Verbatim (Latin for "literally") is celebrating what it calls "40 years of enhancing the digital lifestyle of consumers, businesses and professionals with data storage innovation".

Since its founding in 1969, the company has been at the forefront of data storage technology development – from floppy disks and magneto-optical storage media to the CD and DVD formats and the latest high-definition Blu-ray Disc (BD) media.

In the early years, the company joined industry leaders such as IBM in rolling out the 8-inch floppy diskette, Shugart in announcing the 5.25-inch floppy diskette and Sony in introducing the 3.5" micro diskette (1MB). Focused on increasing its share of the rapidly growing floppy disk market, Verbatim continued to pioneer advancements such as the launch of its high-density 1.6MB mini diskette, its 2MB micro diskette and the DatalifePlus (Teflon-protected) diskette and soon became the world's largest producer of floppy disks.

While Verbatim believed it had achieved market leadership with floppy disks, it continued to expand its product range, adding 5.25" magneto-optical (MO) media in 1990 and 3.5" MO media in 1991. As the need for higher capacities and higher performance storage solutions grew, Verbatim also took a role in the development, manufacture and advancement of CD and DVD media.

Growth and Expansion

In 2002, Randy Queen, a 20-year veteran

with Verbatim, was promoted from vice president of operations to president. Since then, he has guided the growth and expansion of the company beyond optical storage to encompass three additional operating units – hard disk, flash memory and accessory products.

A year after Queen's appointment, Verbatim launched its line of Store 'n' Go USB flash drives. Currently, Verbatim offers a broad range of USB drives with capacities ranging from 1GB to 32GB. The need for fast, easy ways to store, share and transport data files, presentations and other material is currently fueling explosive growth in the worldwide flash-based removable storage industry.

In addition to the standards such as USB sticks, flash storage is penetrating the computer industry with SSD drives like Verbatim's recently launched ExpressCard SSD. With capacities of 16, 32 and 64GB, the new solid-state drive (SSD) provides PC and Mac users with



plug-in storage that is said to be up to five times faster than USB-based ExpressCards.

In 2004, Verbatim became the first to launch double-layer optical media, increasing the capacity of DVD media to 8.5GB.

Verbatim says one of the keys to it being at the front in delivering new optical media products is its affiliation with its parent company, Mitsubishi Kagaku Media Co., Ltd., (MKM) and the Mitsubishi Chemical Corporation Group (MCC), Japan's largest chemical company. With each performance increase, new manufacturing techniques must be developed in combination with dyes and chemistries that can be reliably written to at extremely high spin rates. As a result, MKM's and MCC's outstanding research and development of new dyes, coatings, base media technologies and manufacturing processes has clearly been an advantage for Verbatim.

Removable Hard Drive Entry

In 2007, Verbatim purchased substantially all of the assets of SmartDisk Corporation's external hard drive (HD) and digital imaging business.

"Verbatim recognized that ... business professionals need the full range of removable and portable storage options – optical, flash and hard disk," said Randy Queen. "The acquisition was part of Verbatim's corporate strategy to capitalize on the growing PC external storage market and to complement its existing line of portable storage products."

With the acquisition of SmartDisk, Verbatim continued to expand its product offerings and moved full-speed into the removable HDD and the small-medium business NAS markets. Recently, the company added the world's first half-Terabyte 2.5" Portable Hard Disk Drive (HDD).

“Verbatim’s new Gigabit NAS hard drives address the needs of both consumer and small business,” said Queen. “It’s ideal for consumers ... [but] it will also meet the needs of small- to medium-sized businesses that are looking for affordable, high-capacity, high-performance network storage to automate backup of office computers and protect user data.”

Following the launch of its first BD media in 2006, Verbatim became well-known for advancing recordable and rewritable Blu-ray disc technologies. These advancements enable users to benefit from higher speeds, dual layers and printable surface BD media – all with a proprietary, super-hardcoat protective finish developed by MKM.

Verbatim also offers 2X BD-R LTH Type media and will soon launch higher-performance LTH media featuring “Low to High” (LTH) in-groove recording. Compared to standard BD-R discs, which use inorganic dye, BD-R LTH discs use a patented organic AZO layer which Verbatim’s parent company, MKM, developed by drawing on its many years of success in developing organic AZO recording layers for CD-R and DVD-R media.



The organic recording layer is said to allow the LTH media to be manufactured on existing CD-R or DVD-R production lines with only minor adjustments, providing a more affordable solution to high-definition video storage.

“With BD burner prices under \$400 and single-layer BDR media very reasonable at about \$4-\$7, we’re seeing steady growth for BD media in the ‘prosumer’ area,” said Queen. “And as volumes increase, the prices will decrease rapidly.”

Queen added that one area that is growing rapidly today is in the business/corporate arena where firms are required to retain

and archive emails, documents, data and images for extended periods. First they must “prove” that the information has been truly archived; and obviously, write-once optical meets this requirement.

The need for fast, easy ways to back-up, store, share and transport data files, presentations and other business documents is fueling explosive growth worldwide for the full range of removable and portable storage options. Verbatim says it has the expertise and experience to continue meeting the needs of these expanding markets with highly reliable, technically advanced but cost-effective solutions.

Visit the Research Information Ltd website

www.researchinformation.co.uk

Storage and Security Issues

Acceptable Security Controls a Rarity, Says Survey

Amid tightening budgets and streamlining operations, most companies are still relying on antiquated security procedures that don't take the reality of widespread corporate layoffs, or of a more virtual workforce, into account. According to a new survey of US security industry professionals, 14 percent of former company employees still have access to proprietary data and organizational information, revealing what the publishers say are "critical deficiencies" of corporate security policies.

Conducted with more than 12,500 US-based security industry professionals by datacenter security experts at Cloakware, the study found three-quarters of those surveyed work at companies of 1,000 people or more. A simple calculation based on respondents' replies reveals that a minimum of 1,312,500 employees still have access to company systems after they have left the organization.

As part of cost-saving measures, many of these companies are now allowing more employees to work remotely, yet failing to update their security controls. In fact, 90 percent of companies that responded employ virtual workers who do business beyond the four walls of the traditional office. Almost half of the respondents (41 percent) said they have increased their use of virtual workers over the past 12 months, providing more complex security issues that need to be addressed.

Still, many companies continue to use basic passwords and new-employee set-up policies that make it easy to introduce vulnerabilities. Additionally, remote access is often managed by multiple internal groups within a company, resulting in 21 percent of responding companies admitting that they hadn't even changed employees' passwords after they were terminated.

"With companies facing dwindling margins, reducing overhead costs is driving a change in employee work arrangements, but it also reveals weak protection practices – a critical issue for long-term security," said David Canellos, president and chief operating officer of Cloakware. "Simply put, insufficient security and access management practices can be detrimental to a company's business, and companies are only beginning to realize the need for more stringent standards to govern access to their critical information and protect their crucial company assets."

All of the responding security professionals said they allow some level of remote access privileges for employees, yet the survey found that the vast majority of companies aren't doing anything beyond rudimentary security to protect company assets.

The survey found:

- A disconnect between departments as to which group "owns" access for employees: For many companies, the administrator charged with cutting off access to critical company information is ever-changing.

According to responding companies, two-thirds of the time, IT departments are tasked with this responsibility, but many companies delegate it to human resources and direct managers, often revealing a disconnect that leaves companies vulnerable to malicious former employee attacks

- Varied internal password management policies: While all respondents reported that their companies have mandated password change policies, vigilance toward frequent updates is often lax. More than three-quarters of respondents reported that changing passwords is mandated, either monthly (31 percent of those who make it a practice) or quarterly (69 percent). Yet only one-fifth of companies provide an automated password update function that forces employees to actually change it
- Simplistic security practices around setting up new-employee access: More than 80 percent of those surveyed reported that companies have a standard format for new employee access, i.e., all e-mail address and password setup is the same. This makes it extremely easy to take advantage of a new co-worker's access to critical company resources.

"The worldwide economic crisis, with its waves of employee downsizing in virtually every region and every industry, is raising intense enterprise concern about the impact of these events on information security," wrote Gartner, Inc. analysts Ant Allan, Jay Heiser and Roberta Witty in their report *Best Practices in Information Security Before, During and After Employee Downsizing*, published in February 2009. "The likelihood of these

types of loss and damage increases during periods of economic difficulty and uncertainty, but their negative impacts can be reduced and mitigated if they are planned for explicitly.”

The survey was conducted in March 2009 via e-mail among more than 12,500 security industry executives and practitioners in organizations with more than 1,000 employees across a wide range of vertical industries, including government, financial services, healthcare, retail and utilities.

See <http://datacenter.cloakware.com>

UK: Encrypted Internal Drives Approved for Up-To-Top Secret Information

In the UK, hardware encryption technology pioneer, the Stonewood Group, has announced that its Eclipt range has received Her Majesty's Government CAPS (CESG-Approved Product Scheme) accreditation. According to Stonewood, this makes its Eclipt range the only accredited devices available that reduce the protective marking of data-at-rest from Top Secret to Confidential.

Previously such devices were only accredited to Government and defence organisations as part of Stonewood's FlagStone range. The company says that the Eclipt range's accreditation means that now any organisation can be confident that its data is secured to the highest level at a fraction of the investment.

The CAPS accreditation was achieved after the Eclipt range went through a rigorous and long CESG testing process. The Eclipt range includes internal and external drives as well as a FIPS-approved USB memory stick.

“As a British company we are pleased to be the world's first to achieve the HMG

CAPS accreditation for this level of data protection reduction,” said Chris McIntosh, Stonewood Group CEO.

“This technology is now available to organisations that need to guarantee secure data up to the highest levels of security restriction. This breakthrough comes at a time when the public is clearly sceptical of how organisations and the Government manage their data. Now there is no excuse for data loss from any organisation at any time”.

A recent nation-wide survey conducted by GFKNoP on behalf of the Stonewood Group revealed that 89% of those surveyed felt that negligence leading to data loss should become a criminal offence*.

John Carrington, former Crypto Custodian of the Metropolitan Police, who spoke about price reputation at the launch of the newly accredited Eclipt range in central London said “The public is aware that the safety of their personal information is at the mercy of each organisation's varying levels of commitment to sound data protection practices.

“What many organisations are only now starting to realise is that a dented reputation as a result of a single data loss incident will remain in the public's consciousness for years to come, not to mention hamper safe information exchange between organisations and national security.”

The Stonewood Group is in support of the ongoing call for action from the Information Commissioner's Office (ICO) for organisations to commit to stringent data protection practices.

*Summary of GFK NoP Survey Findings

- 61% of respondents felt Prime Minister Gordon Brown's admission that the current government “can't promise that every single item of information will always be

safe” was unacceptable

- 66% of respondents worry about data losses or identity theft, with 3% already being affected
- 65% of those surveyed felt that their personal information would NOT be safe for the proposed national identity card scheme
- A staggering 89% of Britons believe that it should be a criminal offence for a Government department or private sector business to negligently lose data.

Contact The Stonewood Group.
Web: www.stonewoodgroup.co.uk

Email Can Get You and Your Organisation into Trouble

ECM industry researcher AIIM has found that a third of organisations have no policy to deal with legal discovery and 40% might need to search back-up tapes to find emails that could be relevant to litigation. The AIIM survey, entitled *Email Management, the Good, the Bad and the Ugly*, also found that 84% would have no way to justify why emails of a certain age or type had been deleted.

In AIIM's view, most organisations are only just waking up to the fact that amongst the deluge of day-to-day emails are some that constitute important business records. These emails need to be recorded and retained as such.

Over half of respondents lack confidence that emails documenting commitments and obligations made by staff are recorded, complete and recoverable. This number has not improved over the last three AIIM surveys. Perhaps this finding is not surprising given that 45% of respondents are still filing important emails in personal Outlook folders. A resolute

18% print important emails and file them as paper. Only 19% have the facility to move important emails into a document or records management system, or a dedicated email management system.

Doug Miles, UK Managing Director of AIIM Europe, said "This is not just a legal discovery issue. Finding and recovering past emails is cited as the number two problem with email as a business tool – after 'sheer overload' at number one. Given that most people spend more than one-and-a-half hours per day processing emails, this is a major efficiency issue. The good news is that a third of organisations plan fresh investment in email management initiatives over the next two years."

The AIIM research also found that two-thirds of respondents access emails on the move, and a startling 28% normally process work-related emails at weekends and on vacation.

The full report in the AIIM Industry Watch series, *Email Management, the Good, the Bad and the Ugly* can be downloaded free at <http://www.aiim.org.uk/research> and is supported by EMC and ASG. Email management is also addressed in the AIIM Certificate Training Programme, which is available on the Web or as classroom courses.

See www.aiim.org.uk

US: IronKey Approved for Purchase

IronKey has achieved approval for and is included in the US Department of Defense Data At Rest DAR/GSA SmartBUY Contract FA8771-07-A-0302 held by Rocky Mountain RAM.

The Data At Rest (DAR) Contract provides a blanket purchase agreement (BPA) for all DoD, federal, state, NATO and private defense contracts. Working

with its partner Rocky Mountain RAM, IronKey has been included in the list of approved TAA Compliant and USA-made data encryption technologies consistent with DoD policies that help protect data and networks from malicious attacks originating from removable storage media.

"As one of our premier technology development partners, IronKey has demonstrated compliance with DoD policies that protect portable data with strong encryption, and enhance the protection of networks from attacks. Government customers can locate and purchase IronKey secure flash drives with greater ease through inclusion in our discounted DoD DAR/GSA SmartBUY contract," said Lisa Schaeffer, CEO of Rocky Mountain RAM. "With its high level of security, including the integrated anti-malware capabilities, IronKey USB devices provide the protection government users require to secure private information, while preventing the spread of malicious threats."

With initial research funded by the Department of Homeland Security, IronKey devices are said to bring "unprecedented mobile data security" to individual, enterprise and government users. Through its combination of security applications and management services, IronKey says it delivers "unmatched protection" for its USB drives and the data stored on them. Its advanced management features are designed to protect against data loss or tampering on lost or stolen drives by sending a remote self-destruct signal to the drive to permanently clear all data. Additionally, IronKey devices provide on-board anti-malware protection, providing a reportedly unprecedented layer of protection that prevents malware such as Conficker and Agent.btz from spreading onto enterprise networks from IronKey USB devices.

"Together with Rocky Mountain RAM, we are leading the charge to bring approved secure USB storage products to government users, enabling them with flexibility and mobility, while ensuring that private data remains secure, and systems are protected from malware infection," said Steve Ryan, senior vice president business development of IronKey. "We are pleased to be included in the DoD/DAR listing, which provides a convenient, one-stop source for these authorized products."

Contact IronKey.

Web: www.IronKey.com

Security Managers Warned to Address Employees Flouting Rules

When it comes to information security, too many companies leave themselves vulnerable to employees' ignorance or purposeful flouting of the rules, suggests a survey conducted by (ISC)² and Infosecurity Europe 2009.

Focused on the 'basics' of policy management, the survey revealed that organisations are becoming confident in their ability to comply with the policies and procedures set out to secure their organisations. Analysis of the results, however, reveal education efforts to be immature, with most concerns relating to accountability and company-wide understanding of what is required.

The survey questioned 737 information security professionals about their organisation's efforts in policy and awareness management. A great majority, 80 percent, said their company's ability to comply with security policy was satisfactory, good or very good, leaving only 20 percent saying they were dissatisfied. However, this confident stance was tempered by concerns from nearly half of the

respondents over a lack of training (48 percent) and poor employee understanding of policy (46 percent); a lack of defined accountability (42 percent); and an unsupportive company culture (48 percent). These obstacles to compliance with policy were cited by significantly more respondents than other issues of traditional concern, including a lack of budget, which only 22 percent were concerned about, and the ability to procure the latest technology, which concerned only 19 percent of respondents.

“The challenges are shifting from the systems to the people,” says John Colley, CISSP, managing director for EMEA (Europe, Middle East, Africa) for (ISC)². “The relatively little concern expressed over budgets suggests security continues to be viewed as a business imperative, even in the current economic climate. Unfortunately, security requirements are not yet well understood, or worse flouted, often with management support, in order to get a job done. There is a colossal task ahead to ensure all employees understand the why’s and wherefore’s of what is being asked of them.”

“A fifth of information security professionals are dissatisfied with their companies ability to comply with security policy, and this is where people can be your greatest asset or liability, says Tamar Beck, Group Event Director, Infosecurity Europe. Improving information security awareness and changing behaviour is essential in the new collaborative working environment. People, process, technology are the foundation of information security, it starts with educating people and that is why we place so much emphasis on providing a comprehensive free education programme at Infosecurity Europe. When information security fails, it often does so spectacularly and with huge adverse publicity. Sadly it is often only once an organisation has suffered a public security

breach that information security is given backing from the top to educate people, improve processes and implement technology to ensure it never happens again.”

When asked whether their organisations tracked security policy, the majority of respondents, 63 percent, said yes, and a similar number, 60 percent, identified that there were sanctions for non-compliance, while only two percent felt that those sanctions were understood company-wide. The survey also queried efforts to educate employees about policies and expectations. The bulk of the efforts to educate employees formally were said to be online, with 56 percent of respondents identifying this method, while 35 percent are using an employee newsletter, and 35 percent said expectations were written into employee contracts. Only a quarter reported in-person training programs. A significant number are identifying the need to manage data, with 72 percent reporting they had a data classification policy, which according to Colley, is a first step toward understanding the human challenges ahead.

Immature Phase

“Clearly, we are still in a very immature phase when it comes to security awareness. The generic program delivered by the company intranet cannot be adequate, because one size does not necessarily fit all. Stock must be taken of each business unit’s objectives and dependencies and how they relate to the organisation’s overall security controls that have been developed so that employees learn to respect rather than flaunt them,” says Colley. “A better understanding of data will lead to a better understanding of what users are doing with it, providing richer context for information security strategy and the supporting defences.”

Contact (ISC)².

Web: www.isc2.org

InfoWatch Launches Data Leakage Protection Products in the UK

InfoWatch launched its products on the UK market at Infosecurity Europe, making its data leakage products available in the country for the first time. Having already achieved a claimed 70% penetration of its home market in Russia, and with considerable success in other European countries, InfoWatch says it is “now set to establish itself as the UK’s market leader in protecting an organisation’s data from internal threats”.

InfoWatch Traffic Monitor and InfoWatch CryptoStorage are designed to provide enterprises with comprehensive protection from both accidental and intentional data leakage. InfoWatch reports that a study of globally reported data leakage incidents in 2008 shows that although the split between accidental and deliberate data loss remains fairly evenly at 42.1% and 45.5% respectively, it is businesses, not government organisations, that are the biggest losers, accounting for 55.8% of reported incidents.

“Most companies today protect their network against a myriad of cyber attacks, but businesses often neglect one of their biggest risks – the threat from within,” said Natalya Kaspersky, CEO of InfoWatch. “Whether it is from sabotage, industrial espionage or careless actions by employees, data leakage is an expense organisations cannot afford, either financially or in terms of their reputation. Many businesses are becoming aware of this critical gap in their defences, and with organisations from heavily regulated industries already as customers, we know we have a lot to offer the UK market.”

InfoWatch Traffic Monitor is a monitoring and audit system described as being “capable of detecting and preventing

transmission of confidential data leaving the corporate network". All protected data transmitted by a user via email or the internet, as well as other operations carried out directly on the workstation, such as printing or copying to mass storage devices, are monitored. Logs are stored in an archive that can be used for retrospective analysis when investigating security incidents.

InfoWatch CryptoStorage is said to provide centralised cryptographic protection of confidential data within a single corporate information system. It prevents unauthorised access to data stored and processed inside the corporate intranet including system and boot volumes, in addition to protecting information on laptops and mass storage devices such as memory cards for mobile devices. Protected data can be accessed using one of three methods: a password, a private key or a public key.

Contact InfoWatch.

Web: www.infowatch.com

What's Running on Your Desktop?

Bit9, Inc. has announced the results of a survey on the ubiquity of unauthorized software in enterprise and government systems. According to the survey of more than 250 IT managers, 77 percent of the respondents have software usage policies in place, yet an alarming 37 percent have found unauthorized software running on more than half of their computers.

The survey targeted organizations in excess of \$1 billion. It revealed that while a majority of organizations have policies prohibiting unauthorized software, the policies are not being enforced in many organizations. With software usage policies so frequently disregarded, it's no surprise that only 34 percent of survey re-

spondents report feeling confident that in 2009 their business will be protected from harm caused by unauthorized or malicious software.

Additional findings from the Unauthorized Software Survey include:

- Unauthorized or malicious software causes up to 25 percent of user downtime
- Since the majority of respondents identified themselves as representing companies with over \$1 billion in revenue, eliminating up to a quarter of total employee downtime by proactively blocking unauthorized or malicious software offers a significant opportunity for cost-savings
- The most problematic unauthorized software is spyware (49 percent) and malicious software not caught by antivirus (44 percent)
- Malware that has evaded reactive security poses a major problem for enterprises and highlights the shortcomings of traditional, reactive security approaches such as signature-based AV, which only protects against known malware, leaving companies open to unknown, targeted or zero-day attacks
- 29 percent of respondents do not have a software usage policy that prohibits employees from downloading software to their computers at their discretion.

In today's heightened threat environment, this is a startling figure that demonstrates many enterprises still lack the technology required to protect their assets. Results from the survey underscore the need for companies to adopt proactive approaches to endpoint security, such as Application Whitelisting, to prevent unauthorized software from being downloaded and running in

organizations.

Bit2 describe Application Whitelisting as a "proven, proactive way to secure endpoints" (laptops, PCs, servers, kiosks, etc.) against the threats posed by unauthorized software, while giving organizations control and visibility into their IT systems. Rather than scrambling to react to the latest malicious piece of software, IT administrators using application whitelisting ensure that only software applications on the corporation's list of approved software are permitted to execute.

"Unauthorized software is a serious problem for companies, introducing organization-crippling headaches such as targeted attacks, failure to comply with regulations and licensing requirements, and the expense associated with unauthorized software removal," said Tom Murphy, chief strategist at Bit9. "Bit9's approach to Application Whitelisting helps IT managers regain control over their systems, eliminating all of those headaches by preventing any and all unauthorized software from running."

The Bit9 Parity Application Whitelisting solution is claimed to provide IT and security professionals with the ability to identify and decide which applications and portable storage devices are approved and appropriate to run in their specific environment, while blocking any unauthorized software or devices that can introduce risk.

Contact Bit9, Inc.

Web: www.bit9.com

Remote Security Management of USB Sticks

Transporting sensitive data on a memory stick need no longer pose the risks of data or identity theft for users an innovative managed security service, according to

its producers, Securinet.

Starting at prices as low as £10 per month, Securinet says it can provide “a highly secure USB flash drive that can be remotely managed and preset” to comply with an organisation’s security policy.

In the event of theft or loss, the flash drive data can be permanently and physically destroyed when unauthorised access is attempted.

Ben Rexworthy, managing director, of Securinet said “Virtually all of our clients appreciate the business benefits of mobile data, but are very concerned with the security of data on their USB flash drives. We have therefore developed a service which uses a high security USB drive that can be installed with an organisation’s security policy and managed remotely.

“Our service enables business directors to do everything that they reasonably can to protect data on USB sticks and to meet their obligations of duty of care of data.”

Securinet customers are provided with a highly secure encrypted USB flash drive that can be unlocked by a password. Securinet consults with service users to apply (or help develop) their security policy for the USB drive.

For example, users can request that USB drives can only be used on computers with one or more specific IP addresses. Or they could choose to allow the USB drive to be unlocked one or more consecutive times on a machine that is not connected to the Internet or on a machine with an unpredictable IP address.

The options are “infinite and can be tailored precisely to meet the needs of the company”.

If the company policy is contravened then the USB flash drive can be programmed to self-destruct and the drive will be rendered useless as a computer peripheral.

“This is a huge step forward in security and our aim is to keep it simple for users,” said Ben Rexworthy. “They just need to tell us how they want their USB flash drives managed and we will apply a suitable policy if they don’t already have one. We can also manage the device in such a way that its activities can be monitored and tracked for auditing purposes.”

Contact Securinet.

Web: www.securinet.net

Common Access Card Authentication Solution

Ricoh Americas Corporation has announced the availability of its Common Access Card (CAC) Authentication Solution for the US Department of Defense (DoD). As part of Homeland Security Presidential Directive 12 (HSPD-12) each DoD department must adhere to a standardized common smart card identification system. Ricoh’s CAC solution was developed in response to HSPD-12, and as a means to secure the DoD’s computer infrastructure and other critical devices, including connected multifunctional products (MFPs), that might otherwise allow unauthorised individuals access to network and device resources.

The CAC Authentication Solution was designed as a simple yet effective tool that all branches of the DoD, including the Air Force, Army, Marine Corps, and

Navy, could implement in order to control physical access control to facilities and logical access control to the department’s computer network. The CAC smart card, along with Ricoh’s CAC solution, allows active duty personnel, selected reservists, civilian employees and eligible contractors to securely access confidential or propriety documents and data across the DoD’s MFP resources.

Ricoh Aficio MFPs configured to work with the CAC Authentication Solution only grant access to users with valid CAC cards and credentials, otherwise the MFPs functions are locked until the user’s credentials are confirmed. To operate the MFP a military worker or contractor would insert their CAC Card into the card reader and enter their authentication PIN. The operator’s credentials, embedded on the card, are compared against the DoD’s database of authorized users and during the authentication process the device will either grant or deny access to the user based on their credentials.

Serving as a countermeasure to help establish MFP security and accountability practices, the Ricoh CAC Authentication Solution and MFPs employ multiple technologies, including photo identification, encryption measures, magnetic stripes, radio frequency transmitters, and biometric information to safeguard the DoD’s network infrastructure and the information of the over 450,000 troops and civilians that work with the department worldwide.

Contact Ricoh.

Web: www.ricoh-usa.com

Content and Document Management

Electronic Content Still "Out of Control"

In its annual *State of the ECM Industry* research report, AIIM has found that managing electronic office documents is still a challenge for 47% of organisations, and that modern business communication channels – instant messages, text messages, blogs and wikis – are uncontrolled and off the corporate radar for 75% of businesses. However, AIIM's research also found that whereas two years ago compliance was the main driver for bringing this content into a controlled and searchable environment, cost savings and efficiency are now the main motivating factors.

According to the AIIM survey, for those that have invested in ECM or document and records management solutions, hard dollar savings have on the whole turned out on plan, and soft dollar benefits have exceeded expectations. Compared to other significant technology investments, ECM implementations have generally produced better returns.

John Mancini, President of AIIM, said "For many organisations, poorly managed and out of control information represents a huge potential source of bottom line savings in this tight economy – if only organisations would just take this cost saving seriously. Controlled content can be fed into business processes to speed them up, cut down travel via project collaboration and form a knowledge base for the business. Uncontrolled content represents a lost opportunity – and a major compliance risk."

The survey also found that spending on document-centric Business Process Management (BPM) and Workflow was likely to grow strongly in 2009, with Enterprise Search, Email Management, Document Management and Records Management all set to show positive growth.

The full report in the AIIM Industry Watch series *State of the ECM Industry – who's achieved it, how are they doing it and is it working for them?* can be downloaded free at <http://www.aiim.org.uk/> research and is supported by EMC, Oracle, Open Text and Allyis.

Atle Skjekkeland, VP of AIIM, will present the survey results as part of the "State of ECM" keynote at this year's AIIM Roadshow, June 1st to 5th, in Glasgow, Leeds, Birmingham, Bristol and London. Register at www.aiimroadshow.org

Contact AIIM.

Web: www.aiim.org

Digital Information Growth Outpaces Projections, Despite Economic Downturn

EMC Corporation has announced a very large number – 3,892,179,868,480,350,000,000.¹

John Gantz, Chief Research Officer for IDC, explained, "That's the number of new digital information bits created in 2008. Contrary to popular belief, as the economy deteriorated in late 2008, the pace of digital information created and transmitted over the Internet, phone net-

works, and airwaves actually increased."

According to a new EMC-sponsored IDC study entitled *As the Economy Contracts, the Digital Universe Expands*, the amount of digital information created in 2008 grew 3% faster than IDC's prior projection. Looking forward, the Digital Universe is expected to double in size every 18 months. In 2012, five times as much digital information will be created as against 2008.

The new findings highlight the third update to the groundbreaking Digital Universe study, which measures and forecasts the vast amounts and diverse types of digital information created and copied annually. Calculated to be 487 billion gigabytes² in size, the amount of information created in 2008 is the equivalent of more than:

- 237 billion fully-loaded Amazon Kindle wireless reading devices
- 4.8 quadrillion online bank transactions
- 3 quadrillion Twitter feeds
- 162 trillion digital photos
- 30 billion fully-loaded Apple iPod Touches
- 19 billion fully-loaded Blu-ray DVDs.

Information Management Implications

While the pace of digital information increased in 2008, IT budgets declined, creating an even larger divide between the amount of information generated and the amount of IT resources purchased and deployed to manage it. This dynamic further validates the demand for tools and techniques (e.g. virtualization, deduplication and other data reduction technologies, etc) geared specifically to managing more with less.

Joe Tucci, Chairman, President and CEO

of EMC Corporation, said “Whether you’re a student, senior executive, stay-at-home parent or surgeon, the growth of digital information collides with every-day business and every-day life. Those who use information growth to their advantage are seeking out new and creative ways to manage, secure and protect the rapidly-growing volumes.”

Key findings from the 2009 IDC Digital Universe study signal fundamental shifts in the areas of information growth, security, compliance and management.

Growth drivers:

- Over the next four years, the number of information-generation technologies and interactions will increase dramatically:
 - Mobile users will grow by a factor of 3.0. Over the next four years, 600 million more people will become Internet users. Nearly two-thirds of all Internet users will use mobile devices at least some of the time
 - Non-traditional IT devices such as wireless meters, automobile navigation systems, industrial machines, RFID readers, and intelligent sensor controllers — will grow by a factor of 3.6
 - Interactions between people via email, messaging, social networks, etc. — will grow by a factor of 8.0
- Most of the world’s economic stimulus efforts will also increase the amount of digital information created, the result of increased access to broadband communications, electronic patient records, smart electric grids, smart buildings and autos, etc
- By 2012, 850 million people will buy and sell products and services on the Internet and twice as much Internet commerce will take place versus 2008. By 2012, Internet commerce will be a \$13 trillion industry, mostly involving sensitive business-to-business commerce.³
- Information Security: More than 30% of information created today is “security-intensive,” thus requiring high standards of protection. That number will grow to roughly 45% by the end of 2012
- Most of the information IT organizations will need to keep secure is created outside the data center, often outside the company. More and more of that information originates from mobile users – workers, customers, suppliers, partners — which adds an additional layer of management and security complexity to the equation
- Examples of security-intensive includes patient medical records and images, credit card and social security numbers, Internet commerce and other transaction data, video surveillance, sensitive legal documents and corporate intellectual property.

Information Compliance:

- The amount of information considered “compliance-intensive,” or subject to rules that govern what information must be stored and accessible to regulating authorities and auditors, will grow from 25% of the Digital Universe in 2008 to 35% of the Digital Universe in 2012
- The financial collapse will clearly lead to more regulation and government oversight, which will drive more mandated record-keeping compliance, and hence, more digi-

tal information

- Examples of compliance-intensive information include personally identifiable information, employee email archives, financial and human resources records and litigation documents.

Contact EMC. Web:
www.emc.com

1. 3,892,179,868,480,350,000,000 is read as 3 sextillion, 892 quintillion, 179 quadrillion, 868 trillion, 480 billion, 350 million ...

2. Using a decimal conversion from bit to bytes, there are eight bits per byte, 1,000 kilobytes per megabyte, and 1,000 megabytes per gigabyte. Therefore, 3,892,179,868,480,350,000,000 bits is the equivalent of 486.522 billion gigabytes.

3. IDC’s Worldwide Digital Marketplace Model and Forecast, 2009.

The Paperless Office

The paperless office has been talked about for a long time, yet never seems to even start to become a reality in almost any sector of business. Look around any office environment and you would be forgiven for thinking that the opposite of the paperless office is evolving, with ever increasing stacks of printed reports and a greater need for filing and document storage than ever before. Most companies – and their individual employees – still hold the opinion that copies of documents still need to be retained ‘on file’ to see and read, and a continued mind-set of mistrust of digital storage prevails. This is assisted by many government departments inflicting legal requirements for specific accounting and administrative documents being retained and available for inspection for periods of up to six years beyond their production.

All of this document production and storage is occurring in a time when almost everything we generate comes from a digital system – word processing, accounting systems, digital copiers, etc. – and most of these documents are already stored in digital file format on the system that created them originally (word processor files, spreadsheets, photographs, accounting systems, etc). Yet there is still a great reluctance to take the final step and commit these paper files into a concise digital filing system, and to reduce the amount of environmentally damaging paper consumed – as well as reducing the expense committed to vast amounts of wasted space given over to document storage.

Much of the resistance to change stems from old and somewhat flawed technology being made available before it's limitations were determined. Those who tried digital document storage in its infancy had poor experiences, with Optical Character Recognition (OCR) and poor scanning facilities producing less than accurate results in the stored documents; bad characters, poor formatting, etc. Poor prior experiences, coupled with localised, instead of centralised, file access has created a resistance to change that still prevails today.

Try the exercise of breaking down the requirements for a digital, therefore paperless, document storage and management system. The majority of businesses will store correspondence, reports and other items produced on a computer-based word/presentation/numeric software program, accounting and auditing documents produced by a computer-based system, email and fax documents transmitted on most occasions via a computer or digital software – and all of these have one thing in common: they are already stored in digital format on the system that was used to create them. Additionally, photographs are

either transferred from a digital camera/phone/download/email attachment or scanned (with very good results) into a digital format onto the company's computer network, so these too are already stored in a digital format. Other documentation, generally received from external sources (customers, suppliers, etc.), will not have an existing digital file format in your business's computer – these can be scanned into the system and digitally stored with great accuracy using the advanced software that is now available, and retrieved with accuracy when needed for further reference. So almost 100% of the documentation that your business uses every day can be stored in a digital document storage and retrieval system; eliminating the need for stacks and files of papers; cutting the need for expensive storage space; reducing wasted employee time searching for those elusive mis-filed documents.

So why are businesses resisting the paperless office? In addition to any previous poor experiences with early technology, the primary reason seems to be a lack of coordinated facilities. Most companies have a networked computer system, many have digital copier and printer systems and most have scanning facilities. However, the file storage systems are fragmented and often personalised, the copier/printer facilities are not correctly networked and scanning facilities are sometimes inadequate and localised. The resistance towards introducing and operating a paperless document storage and retrieval system is often down to a simple lack of coordination within the business itself, coupled with a lack of responsibility – is it the overburdened IT manager's job, the office manager's job, the director responsible for admin's job, or the 'Mr Nobody' who gets lumbered with those tasks no one else has time or incentive to undertake?

Yet a great deal of wasted time and money continues to drain from the business resources while this task remains unaddressed.

Straightforward

According to Business By Technology Ltd, a straightforward approach to addressing the introduction of a paperless office can have the whole process introduced in little time with comparatively small set up costs, quickly recouped by the savings generated from reduced paper consumption, reduced storage space and wasted employee time.

In terms of personnel, one person should be appointed the task of overseeing the implementation of the system and ensuring that the (probably existing) equipment facilities are correctly networked together into the central business computer network. A reliable and efficient document storage and retrieval software system should be sourced and installed onto the business network and set up ready for use by everyone who handles documents as a part of their daily routine.

Having created this hardware and software environment, the task of transferring/installing existing files and documents (historical documents already stored elsewhere) should be undertaken prior to the central document filing and retrieval system becoming 'live' (although this could be done retrospectively over a period of time if necessary). The final stage is to roll out the system to all employees from a predetermined date, allowing for any training/instruction being implemented beforehand.

The software for digital document storage and retrieval is the key to its success. Scanning, Archive and Retrieval systems have been viewed by some businesses as a 'dark art' or at least with some doubt and suspicion in the past, where poor ex-

periences of older and less stable systems have caused problems with document retrieval. By combining the facilities of the office digital copier/printer/scanner systems (often referred to as 'business hubs' due to their networking capabilities), with the networked computer system a good quality software digital document and retrieval program will allow businesses to store and find that illusive "needle in a haystack". A quality system will incorporate fast scanning speeds, excellent search and OCR (Optical Character Recognition) tolerance, automatic document indexing, fast search and retrieval facility with efficient and easy to use Boolean search commands (Google style searching).

One such system is PowerRetrieve, avail-

able in the UK through Business By Technology Ltd., along with fully trained and experienced consultants and IT advisors.

Three definable supplier areas are clear for the introduction of a paperless office environment:

- The networked computer system
- The digital office copiers/printers/scanners
- The document storage and retrieval software.

Each of these areas have their own specialist advisors who can be called upon for advice and assistance, but some supplier companies, primarily from the office copier/printer sector, now have

specialist trained IT advisors who can coordinate the introduction of a paperless office system from inception to completion. A specialist IT advisor from one of these companies is of great assistance when working alongside the internal person charged with responsibility for introducing the paperless office system, from the early planning stages through to final implementation. The paperless office is within the grasp of every business, however large or small, it can create a more efficient working environment and immediately recognisable cost savings from implementation.

Contact Business By
Technology.

Web: www.bbt-direct.com

UK the Latest Government to Endorse Use of ODF

The OpenDocument Format (ODF) says it is "steadily achieving continent-wide support in Europe", with the United Kingdom having joined the growing ranks of governments that have now endorsed its use.

"[This] announcement by the UK government reflects the growing demand and support for ODF, especially among governments," said ODF Alliance managing director Marino Marcich. "Open standards based interoperability through ODF offers real value to governments in terms of choice of IT solutions, savings, and long-term access to data."

Under its *Open Source, Open Standards and Re-Use: Government Action Plan* the UK government will specify requirements by reference to open standards and require compliance with open standards in solutions where feasible.¹

The government indicated it will support the use of ODF. It will also work to ensure that government information is available in open formats, and it will make this a required standard for government websites.

"The fact that the UK government will use open standards in its procurement specifications and require solutions to comply with open standards is a significant development that will en-

sure competition among multiple competing products on different platforms," said OpenForum Europe chief executive Graham Taylor, who noted the availability of both proprietary and open source ODF-supporting software. "Just as importantly, with ODF, governments can be assured that they will have access to important documents and records 5, 10, even 20 years from now with no worries that [the] software provider will discontinue support for the format."

Seventeen other national and eight provincial governments around the world have now officially endorsed ODF for document exchange. At the national level, these include: Belgium, Brazil, Croatia, Denmark, France, Germany, Japan, Malaysia, The Netherlands, Norway, Poland, Russia, South Africa, Switzerland, Uruguay, Venezuela.

The OpenDocument Format Alliance is an organization of governments, academic institutions, non-government organizations and industry dedicated to educating policy makers, IT administrators and the public on the benefits and opportunities of ODF.

1. http://www.cio.gov.uk/transformational_government/open_source/index.asp

NEW PRODUCT ANNOUNCEMENTS

Unlimited Email Archiving Capabilities

Provider of Linux-based email management appliances and software, AtMail, has announced the availability of its ArchiveVault Software. Organizations can now download software to provide email archiving for an unlimited number of users and storage. ArchiveVault is designed to index and archive all emails and attachments in what is described as “a user-friendly Web-based interface”, simplifying email management and helping organizations meet growing compliance regulations related to email storage.

“Legal discovery requests and email archiving requirements have some of our customers scrambling to catch up, asking us how they can gain the capabilities available in the ArchiveVault Appliance,” said Corey Bissaillon, vice president of sales at AtMail. “AtMail is committed to meeting our customers needs and as such we are answering their requests to allow administrators the flexibility they need.”

ArchiveVault provides email system administrators with the ability to capture, store, and recover incoming, outgoing and internal email. The archiving solution offers a secure Web-based management utility to quickly search and find any email. Maintaining a secure record of business-critical communications, transaction and intellectual property is especially important in order to comply with US regulations such as Sarbanes-Oxley, the new Federal Rules of Civil Procedure, HIPAA, the

Freedom of Information Act and other regulations. ArchiveVault is designed to enable organizations to quickly resolve disputes and prevent litigation.

The ArchiveVault Software is the same software from the company’s Archive appliance product. The software is now available to download for a one-time fee of US\$2500 from <http://atmail.com/order-archivevault-software.php>

Contact AtMail.
Web: www.atmail.com

XAM Version of NParchive for Structured Data Archive

Data archive store specialist, Clearpace, is launching an eXtensible Access Method (XAM) compliant version of its data compression and storage product - NParchive. By adopting XAM, NParchive aims to enable partners who resell or embed the Clearpace technology to deliver solutions that instantly archive structured data to XAM-based storage platforms. NParchive v3.0 was made available to partners and end-user organizations from 8th April 2009.

“XAM compliance makes NParchive a much more flexible data archive by virtualising the underlying storage layer,” said John Bantleman, CEO of Clearpace. “It provides software vendors with a ready-made way to provide their customers with highly compressed archive stores for structured data on XAM compliant storage platforms. This enables our partners to significantly reduce

the cost of managing historical data for their customers while providing a standard approach for preserving and searching information across storage platforms.”

NParchive is designed to provide data storage and management technology for the long-term retention of inactive structured data. Data is compressed by 40:1, while maintaining powerful SQL query capabilities and integrating with a range of immutable storage to satisfy compliance requirements.

The ability to archive massive volumes of structured data while maintaining full online access is critical to organisations in a variety of industries across the globe. Telecoms operators, for example, need to capture and retain billions of call data records under the EU Data Retention Directive amounting to 10s of terabytes (TBs) of data that must be stored and managed in a compliant fashion. Reducing the data storage footprint of this data by at least 40x while minimising ongoing maintenance is hugely important in terms of total cost of ownership.

“We’ve gone a step further in our XAM adoption by architecting the latest version of NParchive to operate with all types of storage systems via XAM, regardless of whether they are XAM conformant,” said John Bantleman. “By providing Vendor Interface Modules (VIMs) for non-conformant XAM storage systems, we’ve truly embraced the XAM initiative and standards. This enables our partners to quickly and easily deliver data retention solutions to their customers across a variety of storage platforms, including NAS, SAN, CAS and cloud storage, using a single interface.”

“SNIA’s open standards for storage and data management benefit both vendors and end-user organizations for interoperability and investment protec-

tion. The XAM standard is ideally suited for applications dealing with industry data regulations and compliance, cloud computing and large scale data preservation projects," said Wayne M. Adams, Chair of the SNIA. "We are in the midst of the industry movement for companies such as Clearpace to implement the XAM interface to deliver long-term information retention solutions while ensuring data security, data immutability, and storage platform transparency."

Contact Clearpace.

Web: www.clearpace.com

Document Capture Capabilities Expanded

iDatix Corporation have announced the immediate availability of the iSynergy Connector for eCopy ShareScan. This new solution is said to enable end-users to use their multifunction device to incorporate paper-based documents into electronic workflows of critical business processes by simply "e-copying" them to an iSynergy Enterprise Content Management (ECM) application.

The iSynergy Connector for eCopy ShareScan integrates the eCopy Inc. document imaging software with iSynergy, making it easy to add, index and route paper-based documents directly from a copier into a selected iSynergy application. This solution transforms eCopy software into a client of an iSynergy server, enabling real-time interaction with the server at the copier.

"iDatix is committed to providing universal integration of the iSynergy Document Management and Business Automation solution to every part of the business process," said Steve Allen, CEO and founder of iDatix Corporation. "The direct integration of eCopy into the iSynergy platform will allow users to le-

verage their investments in existing copiers and multifunction devices to increase productivity and lower operation costs."

Using the iSynergy Connector for eCopy ShareScan is claimed to increase efficiency and reduce the potential for misplaced paper-based documents. To eliminate scanning errors and ensure image quality, previews of the scanned documents are shown on the copier touch panel. The iSynergy Connector for eCopy ShareScan provides a simple and reliable capability to capture business documents from multiple locations and have them stored in the iSynergy repository. The iSynergy Connector for eCopy ShareScan validates the end-user at the copier, and maintains an audit trail to the individual end-user – rather than just the device - helping organizations guard against unauthorized document distribution.

The iSynergy Connector for eCopy ShareScan supports up to nine eCopy buttons for instant document scanning into specific iSynergy applications, such as "scan to invoices," "scan to sales orders" or "scan to human resources."

"Organizations can now further utilize their current digital copier technology to greatly expand their options for document capture with this new connector," said Bill Brikiatis, eCopy Director of Marketing. "The iSynergy Connector for eCopy ShareScan enables organizations to easily incorporate paper documents into the highly effective digital environment, making the information available at any time from any location."

The iSynergy Connector for eCopy ShareScan supports Canon and Ricoh digital copiers and TWAIN supported document scanners.

Contact iDatix.

Web: www.idatix.com

Providing Hosted Email Archiving as a Managed Service

Consonus Technologies has introduced Secure Archiving For the Enterprise (SAFE), described as "a complete and cost-effective email archiving managed service solution" which leverages Symantec Enterprise Vault content archiving software in a hosted offering.

SAFE builds on Consonus' comprehensive portfolio of data center services, including disaster recovery and virtual business continuity solutions. One of Symantec's platinum partners for its email archiving solution, Consonus was recently honored as Symantec's 2008 Channel Partner of the Year.

With SAFE, Consonus says customers "benefit from the capabilities of the industry's leading email and content archiving software". Since 1999, it is claimed that Symantec Enterprise Vault has been adopted by more than 10,000 organizations globally and is recognized by leading analyst firms for its archiving and e-discovery leadership.

Consonus SAFE is designed to reduce customers' storage footprints, and has a flexible policy engine for managing compliance and message stores. The current release is said to provide the full spectrum of e-mail archiving capability, such as robust archiving tools, PST migration, and sophisticated search and retrieval. Consonus say that the next release of SAFE will bring yet more full featured capability of Enterprise Vault, such as Discovery Accelerator and File System archiving from the recently released version 8. Consonus delivers SAFE as a service, speeding customers' time to value with high-speed provisioning and an improved economic model featuring pay-as-you-go options for software, storage, and services.

Like all Consonus services, SAFE is securely housed in Consonus' national data centers, which are managed to SAS 70 Type II specifications. Consonus says SAFE is "secure, scalable, and built upon the proven, highly-resilient architectures that Consonus has operated for more than 20 years".

"Today's businesses need services like Secure Archiving For the Enterprise(TM) because it reduces operational cost and minimizes risk," declared Will Shook, executive vice president of Consonus. "Economic conditions dictate that archiving should be able to be delivered as a service — as an option for customers, allowing them to focus on their core business. Consonus customers have always been able to trust that their technology environment is delivering ROI and running reliably, and we are thrilled to partner with Symantec in even better ways to address our customers' needs.

Contact Consonus.

Web: www.consonus.com

LuraDocument PDF Compressor 5.3

LuraTech has released the latest version of its document conversion solution. The company says its LuraDocument PDF Compressor 5.3 has been enhanced with a number of new features, such as free-form recognition and the ability to convert born digital documents to PDF/A for long-term archival. With the addition of these capabilities, PDF Compressor 5.3 is said to provide users - from individuals to the largest document scanning service providers - with a comprehensive solution that can handle all their document conversion needs.

LuraDocument PDF Compressor is designed to enable conversion of color,

grayscale or black-and-white scanned documents into high-quality, highly compressed PDF and PDF/A files. Using LuraTech's mixed raster content (MRC) layered compression technology, documents can be reduced up to 100 times from their original size, while maintaining superior image quality and text legibility. This optimized compression results in lower storage costs and reduced bandwidth requirements. PDF Compressor also offers an integrated ABBYY OCR engine for full text search capabilities in all PDF and PDF/A files. PDF Compressor can now also be enhanced by adding optional modules, such as Born Digital, Forms Recognition, and Digital Signature, while taking advantage of its automated batch conversion.

"Our PDF Compressor 5.3 now represents a complete conversion solution covering the entire conversion process between digital document creation to delivery and long-term archiving. It now can classify scanned documents, extract structured information, compress, and output to full-text searchable PDF and PDF/A files," said Mark McKinney, president of LuraTech. "Also it is easy-to-implement and use giving small to midsized organizations a cost-effective alternative to legacy conversion software, which require a lot of time, expense and custom programming to deploy."

Key features of the LuraDocument PDF Compressor 5.3 include:

- Free-Form Recognition - With an improved Form Recognition Module that has been expanded to include free-form recognition, users can eliminate many manual processes, including pre-sorting, and supports streamlined conversion of complex, multi-page documents. Moving beyond a solely template-based approach, the

optional Form Recognition Module can identify and sort a wide variety of documents, such as invoices; read and extract the appropriate information from the documents; and then prepare this information for input into other applications, such as merchandise management or enterprise resource planning (ERP) systems

- Born Digital Module - This optional module is designed to convert digital documents - such as Microsoft Office, Outlook e-mail and born digital PDFs - into PDF/A format for long-term archiving. The Born Digital module enables users to easily batch process digital files, in the same way that scanned paper documents can be processed with the PDF Compressor 5.3.

Both the Born Digital Module and Form Recognition Module are optional features of the PDF Compressor. The Form Recognition Module, for which free-form recognition is now a standard feature, also includes a form designer and form validator.

Contact Luratech.

Web: www.luratech.com

Doxense Launches Watchdoc to the UK Market

Doxense UK Ltd has launched its UK operations with the appointment of a "new and dynamic" senior management team, spearheaded by industry veteran, Lee Schofield.

Doxense is a French-owned print management company founded in 2005 and is part of the Archimed Group. Doxense flagship print management solution is Watchdoc, which is intended to enable companies to monitor, track and report on their print estate usage and any associ-

ated costs. This allows customers to accurately pinpoint their print requirements, identify waste and utilise their print environment more effectively. It is also kind to the environment, helping organisations to take responsibility for printing habits and associated costs, and as a result lessening the impact on energy and water consumption.

Doxense says that return on investment (RoI) for those organisations that have implemented Watchdoc, is in most cases under six months.

In the current climate, maintaining tight budgetary control will be key to survival for any business. Tight budgeting means wasting nothing, allocating funds carefully and knowing exactly what your print environment is costing your business. Doxense says Watchdoc enables companies to regain control, eradicate bad printing habits and get on top of their costs in a simple, yet highly effective way.

Lee Schofield, UK Country Manager said "This is a very exciting company and I am delighted to be carving out a market leading position for Doxense in the UK. Astonishingly the printing budget represents between 3 and 5 percent of annual sales and the average UK customer with 1,000 users will print over 7.8 million pages in a 12 month period. That's a hell of a lot of printing! Often a significant proportion of this simply goes to waste – 20 percent of documents aren't even read. The revenue implications for organisations if this is not managed effectively really are significant. Can any business really afford to have to pay thousands of pounds in costs because they haven't managed their print environment as well as they should?"

"However there are more savings than just the printing costs to be made. Watchdoc can deliver improved operational efficiencies. For example, more than 30 percent of

calls to the help desk are about the printer. Colour printing is 8-10 times more expensive than black and white but many users still print in colour. This is more to do with cultural and communication issues that focus around a lack of information around printing and having the right policies and procedures in place. Most customers are aware of the problems but they simply don't have a solution and this is where Watchdoc can help."

Watchdoc is described as a "multi-lingual product that is easy to use and is 100 percent web based, and compatible with all web browsers and client workstations". Key features of Watchdoc include:

- The solution counts all printing/printouts
- Manages and monitors network devices
- Sets working rules on network peripherals
- Provides history of printing and advanced statistics
- Measures the economical and environmental impact for organisations.

Vincent Lemaire, General Manager for Doxense International said "We are delighted to welcome Lee on board to help drive sales and brand awareness for Doxense in the UK. We have a strong presence in France, Germany, Belgium, Luxembourg, Spain and Switzerland and we are keen to see sales of Watchdoc increase in the UK market. This is a great product for the channel because there are high margins to be made and it also presents an opportunity for resellers to generate an extra revenue stream around services as well as establish an ongoing dialogue with customers, presenting the opportunity for cross and up-selling of other solutions."

Contact Doxense.

Web: www.doxense.com

New Release of pdfFactory Supports PDF/A

The latest release of pdfFactory now creates PDF/A archive format files, according to publishers, Software Partners. The PDF/A standard, agreed by the International Standards Organisation (ISO), is a future proof method of saving documents. The aim is to ensure that documents can be opened decades into the future - previously a real problem with digital media.

PDF/A documents are an ideal archive format as they combine the certainty of being readable in the future with the benefits of digital media; easy duplication, minimal storage space, rapid searching and longevity.

Producing PDF/A documents with pdfFactory is said to be no more complicated than printing the document. In addition pdfFactory's existing features can add to the value of PDF/A documents by allowing overlays and unique references to be added, and any number of separate documents to be combined into a single PDF/A document to keep sets of material together.

pdfFactory is described as "a practical and inexpensive way" of meeting the requirement to keep records in a secure and accessible manner. The server version can be set up to ensure that any PDF created is always in PDF/A format and if required contains other information such as an embedded date, time, or source.

Contact Software Partners. Web: www.software-partners.co.uk

New Version of File Sharing Software for Digital Nomads

Document collaboration solutions provider, NomaDesk, has announced the launch of version 3.0 of its "easy to use, day-to-day" file sharing service. The

software is intended to allow geographically dispersed professionals to store files, sync, secure, access, transfer, and eventually share them from wherever they are, on or off-line. The NomaDesk solution is an alternative to traditional file sharing tools, which often lack mobility and the adequate security to go with it.

Designed for digital nomads who either work independently or in small or medium-sized enterprises, (SMEs), the new version of NomaDesk's solution features TheftGuard technology, which allows users to shred files from a distance. When a laptop is stolen, the user is typically no longer logged on, and the data on the hard drive is therefore invisible, inaccessible and encrypted. However, if the password has been stolen or the laptop is stolen while the user is still logged on, NomaDesk can remove the data remotely, at the user's request. The information stored on the laptop is never lost, as it is always saved on NomaDesk's file servers.

"NomaDesk has been saving millions of files for companies and mobile professionals for almost five years now and will be looking forward to saving millions more with the newly launched release of its virtual file server software," said Filip Tack, CEO and co-founder of NomaDesk. "NomaDesk stands out as a true alternative to costly hardware and IT services for individuals and small businesses that need a cost-effective day-to-day and secure way to have access to and/or share their information wherever they are, on any computer."

NomaDesk enables users to have multiple points of access to their servers and files from their own computers or any location. Information is safely stored and backed up by NomaDesk daily to ensure files are never lost. Dedicated 24x7 customer service is available to users – over

the phone or via live chat – who need to retrieve old files, report a stolen computer or simply need help.

NomaDesk says the following features further enhance its performance as a day-to-day service, encompassing the different challenges faced by digital nomads:

- Small and quick to download
- Easy file sharing: as simple as adding a friend on Windows Live Messenger or Facebook
- Easy to use thanks to its seamless integration to the Windows interface
- One-click functionality to send large files through Internet-based links generated by NomaDesk
- Ability to access file servers via the NomaDesk website
- Possibility to send files to NomaDesk's server by email
- Ability to append a date time stamp to conflicting files.

NomaDesk offers two different packages. The Team file Server (\$15/month) is described as "perfect for file sharing and collaboration", while the Personal Server (\$50/year) is the intended solution for nomads that work on different computers.

Contact NomaDesk.

Web: www.nomadesk.com

2 Terabyte Enterprise-Class Hard Drives

Western Digital Corp. expanded its enterprise family of hard drives in April to include the next-generation 2 TB capacity – claimed by WD to be "the largest and only 2 TB enterprise-class hard drive shipping today". Combining indus-

try-leading 64 MB cache, dual processors, and increased areal density, WD RE4-GP hard drives are said to yield "twice the processing power resulting in as much as 25 percent performance improvement over the previous generation".

WD says its GreenPower technology platform is the first 3.5-inch hard drive platform designed with power savings as the primary attribute. These drives reduce average drive power consumption by up to 50 percent over currently available competing drives and are described as "ultra-cool and quiet", all while delivering solid performance.

The new WD hard drive is designed to provide enterprise-class reliability for storage-hungry applications, such as cloud-computing infrastructure, large-scale data centers, data archive and tape replacement systems, commercial video surveillance and digital video editing houses, with an energy- and money-saving solution that combats the challenges facing the enterprise IT sector — limited available drive slots, maximum capacity required, and limited power and budget. Addressing the growing high-capacity enterprise market, WD RE4-GP 2 TB drives are reliability-rated at 1.2 million hours MTBF (mean time before failure) in high duty cycle environments.

"Every data center in operation worldwide contributes to CO2 emissions, and storage systems are at the core of these data centers," said John Rydning, IDC's research director for hard disk drives. "Many storage applications are a great fit for high-capacity, low power-consuming disk drives like the WD RE4-GP 2 TB that help to reduce power consumption and positively impact the environment."

WD says it is making it possible for energy-conscious enterprise customers to build servers and storage subsystems

with higher capacities, consistent performance, and assured reliability, all while promoting energy conservation.

“Energy efficiency is a primary concern for our customers who continue to look for ways to reduce their carbon footprint without compromising reliability or performance,” said Tom McDorman, vice president and general manager of WD’s enterprise storage solutions business unit. “WD’s RE-GP drives enable them to meet their customer’s system requirements for storage capacity, reliability, performance and cost by integrating an enterprise-class drive that simply consumes less power than traditional hard drives.”

Contact WD.

Web: www.westerndigital.com

How Can Insurance Organizations Become More Efficient and Improve Customer Service?

In the form-friendly, paper-based world of insurance, offering timely, effective customer service is difficult at best. And continuing to grow – or at least maintain – the bottom line with tighter-than-usual budgets is an unenviable task. For some insurance organizations, big and small, using traditional enterprise content management (ECM) technology to address these challenges isn’t a realistic solution. It’s on-premises in nature, which means big upfront capital expenditures and IT resources to deploy and manage systems and infrastructure. Soon, however, with the launch of a new SaaS solution from Hyland Software, OnBase OnLine Express, the benefits of a time-tested, award-winning ECM solution may be a reality for insurers, regardless of their size or resources.

“Today more than ever, insurance organi-

zations have to find ways to do more with less,” said Jason King, director of financial services and insurance solutions for Hyland Software. “But, the reality, as we all know, is that this is easier said than done. Insurers need technology that fits their business strategy - and their shrinking IT budgets. We developed OnBase OnLine Express so insurers, no matter their size, can operate more efficiently and ultimately provide better customer service. Because it’s deployed as a SaaS solution, it’s up and running quickly without a lot of work from the IT staff, allowing for an immediate return on investment. And as it’s the same OnBase technology that’s been evolving for almost two decades, insurers can be confident that it’s a reliable, stable and long-term investment.”

OnBase OnLine Express for insurance organizations was developed by analyzing the industry’s goals and corresponding budgets and working with current customers. The solution will be available with the release of OnBase 9.0, scheduled for later this year.

Contact Hyland Software. Web:

www.onbase.com/insurance

eCopy Business Automation Services Improve Document Imaging Workflows

eCopy, Inc. says it has extended eCopy ShareScan document imaging software by adding business automation services to improve front office scanning workflows. These services solve the challenges of maintaining information accuracy of scanned images while speeding document capture processes, the two most common problems facing front office document imaging users.

eCopy now offers two business automation services – which perform image

enhancement and barcode recognition on scanned documents – as add-on software to eCopy ShareScan. These services are said to bring production scanning capabilities typically found only in software used with production scanners to multifunction peripherals (MFP), enabling office workers who have no knowledge of image processing to complete these tasks automatically.

The eCopy Business Automation Services streamline repeatable processes, such as automatically scanning documents to specific network folders or capturing client identification and passing index information directly to content management systems. They run transparently as background processes and can operate independently or in tandem.

Business Automation Services

eCopy Barcode Recognition is intended to automate routine document scanning tasks such as naming, batching, splitting, filing and indexing scanned documents based on barcodes contained in the documents. Using the intelligence of barcodes while performing a batch process can eliminate scanning bottlenecks with automated splitting of document batches and naming of files. By utilising this service, all files are handled without user intervention, which delivers a simpler user experience and produces consistent results.

“Scanning paper documents into electronic files involves multiple steps that are labour intensive, time consuming and error prone – all of which can result in lost information,” said Greg Gies, director of Product Marketing at eCopy. “The eCopy Barcode Recognition Service increases productivity and lowers costs by automating routine tasks associated with scanning documents.”

eCopy Image Enhancement processes scanned documents to produce a

“cleaner” image. This service enables optical character recognition (OCR) and barcode automation to translate image content more precisely into machine-readable and editable text, dramatically reducing manual exception reporting which slows down scanning processes.

“Companies that can automate the processing of paper documents by combining document imaging with OCR will drive time and cost out of their processes. However, the precision of OCR and the ability to automate the process depends heavily on image quality. The eCopy Image Enhancement Service helps organisations create clear, legible images on the fly, eliminating scanning errors and saving time,” Gies said.

eCopy ShareScan software enables office workers to scan paper documents easily and securely using equipment – MFPs and scanners – that are readily available in any office. It is claimed to work with all the major brands of MFPs or scanners. eCopy Barcode Recognition and Image Enhancement Services run with other eCopy services such as cost recovery or Bates Numbering. Organisations can use eCopy business automation services to automatically name files, split documents or enhance images when using the more than 100 application Connectors available for eCopy ShareScan.

Contact eCopy, Inc.
Web: www.ecopy.com

XMPie-enabled NowPrint 7.0

XMPie and NowDocs have announced a partnership that enables NowDocs to leverage entry-level XMPie variable data capabilities as part of NowDocs NowPrint 7.0. Through their partnership, NowDocs customers can add a NowPrint VIX module that provides access to a

portion of XMPie’s variable data functionality suitable for a self-service eCommerce transaction.

The partnership also allows NowDocs to resell and provide services for the full-range of XMPie’s variable data, cross-media communication solutions. NowDocs will resell XMPie’s uDirect desktop solutions, as well as PersonalEffect server solutions when customers’ needs require the full-set of XMPie cross-media capabilities.

“Our customers wanted to extend their product offering, but leverage their existing deployment of the NowPrint platform and the integration we have completed together,” said Jennifer Matt, president, NowDocs. “XMPie was a natural partner choice because we’re both pure .NET technologies, utilize Web services extensively and have well documented APIs.”

Every NowPrint customer receives a simple variable data solution, which provides mail merge-like functionality using Adobe InDesign, Microsoft Word and Microsoft Publisher. Now, with XMPie enablement, NowPrint users can also take advantage of XMPie’s easy-to-use, yet powerful desktop tools for template creation and XMPie’s robust server tools for preview and composition, all directed from within the NowPrint user interface.

The partners say that campaigns deployed through the NowPrint self service Web-to-print solution represent “just a portion” of the overall functionality of XMPie’s total offering. As NowDocs customers grow in both order volume and knowledge of the variable data space, they can move up to a full XMPie server solution offering.

“Our relationship with NowDocs further solidifies XMPie’s reputation as the provider of gold standard solutions for producing highly-creative variable data documents,” said Jacob Aizikowitz, president, XMPie, Inc. “This seamless

collaboration is certain to open new, revenue-generating opportunities in one-to-one communications for NowPrint users.”

Contact NowDocs.
Web: www.nowdocs.com

Tandberg Data Expands StorageLibrary T40+ Series

Tandberg Data has introduced the StorageLibrary T120+, a scalable tape library offering from 24 to 114 slots with capacities ranging from 9.6TB to 91TB (native). The StorageLibrary T40+ Series, consisting of the StorageLibrary T40+, T80+ and T120+, is said to offer a choice of full height and half height LTO-3 and LTO-4 drives and a host of management features.

Tandberg says its StorageLibrary T40+ Series combines high capacity and performance in scalable 4U form factor, scaling up to 12U and 91TB with the T120+. The libraries are claimed to offer “outstanding value for IT departments that need to perform large, unattended backups, and who require flexibility, reliability and a future proof technology”. With flexible capacity, performance and support for LVD SCSI, Native Fibre Channel and SAS connectivity, the StorageLibrary should be suited to fit in most midrange and enterprise storage environments.

“Exponential data growth, regulatory compliance and data availability requirements have fuelled the need for high capacity, high performance, enterprise-level data protection solutions for large enterprises as well as for medium-sized businesses,” says Kjell Øyvind Aasene, Business unit manager for tape at Tandberg Data. “Many companies are facing budget constraints and with the StorageLibrary Series, they can

limit the initial backup and archiving investment, and build on that investment by expanding the unit in future. Scalable solutions such as the StorageLibrary allow customers to extend their backup solution as requirements grow.”

Flexible Scalability

The Tandberg StorageLibrary T120+ offers compressed capacities up to 182TB and performance up to 10.5TB/hr (compressed). The Capacity on Demand (COD) feature allows users to easily increase usable capacity as their backup requirements grow. The Performance on Demand (POD) feature allows users to add up to 6 full height or 12 half height LTO drives. Users can add additional drives or upgrade to the next generation LTO drive to increase their library’s per-

formance and capacity when they need it.

The StorageLibrary T40+ Series is said to have “a host of management and maintenance features”, ensuring minimized down-time and ease of management. Redundant power supplies with load-balancing and fail-over enhance the library’s reliability. Using the browser based remote management interface, administrators can remotely monitor, control, configure and diagnose the libraries via the Internet from anywhere in the world. The StorageLibrary can automatically send an email notification if something is wrong with the library, and it supports SNMP – which will immediately send information on any error situation that occurs, to the host.

The libraries offer WORM (write once

read many) and Encryption (LTO-4 only) for enhanced data protection and regulatory compliance.

The StorageLibrary T40+, T80+ and T120+ are all available now, through Tandberg Data’s established channel of distribution and reseller partners. The manufacturer suggested retail price (MSRP) of the T40+ starts at \$5 710 (24 slots), and includes 1 year Advanced Replacement Service (on component level only) and a 3 year factory warranty. The MSRP of the T120+ with 114 slots starts at \$22 386. To secure maximum data protection, additional on-site Service and Support options are available.

Contact Tandberg.

Web: www.tandbergdata.com

AIIM Roadshow UK: 1-5 June 2009

The AIIM Roadshow, the UK’s leading Enterprise Content Management (ECM) event, has revealed details of its 2009 programme. Visitors to the event can learn how best practice in document & records management can help organisations to cut costs and reduce risk, while improving operational efficiency, customer service, employee/partner collaboration and regulatory compliance. The Roadshow is scheduled to take place in five major UK cities – Edinburgh, Leeds, Birmingham, Bristol and London – from 1-5 June.

Managing Director of AIIM Europe, Doug Miles, will start each day by combining this year’s theme – *Bringing people and documents together* – with AIIM’s latest report, *State of the ECM industry 2009*. The report, which contains independent findings from extensive user surveys, explores how collaborative technologies such as Microsoft SharePoint are delivering users with single-access capabilities – allowing them to find, retrieve and process information from multiple storage repositories in a time and cost-effective way.

In his keynote, Miles will describe the pressures and drivers for ECM adoption, as well as new developments in Enterprise 2.0 and advanced records management, using the results from the user surveys.

“35% of organisations have embraced the single ECM system concept, whereas 33% are planning to use a single sign-on por-

tal across multiple-repositories, with the most popular being Microsoft SharePoint,” says Miles. “However, there is a severe lack of inclusion of email, SMS, wikis and blog posts in the corporate archive. For example, 55% of organisations have little or no confidence that emails are recorded, complete and retrievable and 75% claim the other document types are ignored.”

Following Miles’ opening keynote, Steve Marsh, Product Manager MOSS at Microsoft UK, will offer an insight into SharePoint adoption over the last two years. For the remainder of the day, a selection of ECM users and industry experts will host roundtable discussions and Case Study Theatre presentations, with topics including e-mail, classification systems, developing an information strategy and compliance. Concluding each day, ECM Education Specialist at AIIM Europe, Alex Visser, will summarise the outcomes of the debates and offer practical advice on making the business case for ECM.

Throughout the day, leading suppliers will demonstrate the latest document, email and records management solutions and services. Highlights include the Capture Centre sponsored by Avnet – where delegates will learn how to capture documents and leverage the information contained within them – and the independent Advice Centre sponsored by Inform Consult.

See www.aiimroadshow.org.uk

INDUSTRY NEWS ITEMS

Atkins and IBM Sign Data Storage Transformation Agreement

Atkins, a design and engineering consultancy group in the UK, has announced a five-year managed storage agreement with IBM. The IBM solution will put the infrastructure and tools needed to manage the storage environment across the business into place. The agreement is intended to empower Atkins consultants to manage their data personally, while also making costs more transparent to the business.

Atkins provides expertise to resolve complex challenges, planning, designing and enabling projects from skyscrapers to rail network upgrades. Each project amasses a large amount of vital data that must be accessible and secure throughout the planning, design and enable stages. With data volumes growing at a rate of 50-60% year-on-year, Atkins selected IBM to help them manage the ever-increasing data mountain.

In a two-phased approach, IBM will transition data away from Atkins' regional offices, to reduce the overall storage load. This will include IBM's leading-edge approach to move away from a managed back-up process. Secondly, IBM will convert data to a 'Write Anywhere File System' format as it is moved onto a new IBM managed service, central storage location based on an IBM N-Series storage array.

Mike Russell, Group IS Director at Atkins said "We recognised that the growth of data was hurting our business

flexibility and efficiency, so we asked IBM to help identify and implement a solution to give us the ability to control our data needs today, and also be flexible in dealing with future growth. Atkins consultants need flexible and manageable data storage in support of demanding infrastructure projects. This new service will help us respond to the quickly changing demands of the business."

Mike Jackson IBM General Business Territory Director South at IBM UK said "We're putting in place a low risk migration plan addressing the complexities of the existing environment and business dependencies which will see Atkins benefit from significant service improvements and also reduce Atkins' carbon footprint associated with data management."

IBM's business partner, GlassHouse Technologies, is working alongside IBM during the migration phase.

Contact IBM.

Web: www.ibm.com/services

Attunity Delivers Real-time Change Data Capture for Leading Turkish Insurance Provider

Attunity, Ltd. has announced that Turkish insurer, Anadolu Anonim Turk Sigorta Sirketi, has selected Attunity's Integration Suite (AIS) to deliver up-to-the-minute information for its 1500 insurance agents and branches across Turkey.

By capturing and delivering only the

changes made to enterprise data sources, change data capture (CDC) reduces latency, increases the speed at which new data becomes available, and reduces overall downtime for Anadolu Sigorta.

Attunity's CDC solution, Attunity Stream, is designed to enable agents to monitor and capture data changes on many enterprise data sources, ranging from Windows to mainframes.

The decision to work with Attunity comes as a result of a strategic data warehouse project to improve the competitiveness of the company within its chosen market. Anadolu Sigorta aims to deliver 'maximum service in insurance' to its customers through a number of insurance services including motor vehicle, residential fire, legal consultancy and medical.

"The Turkish insurance sector is a highly competitive market, and for us delivering real-time information to all our agents, means we stay ahead," said Mr. Tahsin Erdogan, deputy general manager, Anadolu Sigorta. "We selected Attunity's products after completing a thorough competitive product evaluation, and are happy that Attunity is able to deliver on our demanding requirements, which varies between 1 and 3 million records each day. This now ensures that our agents and their customers have access to the very latest information available, without having to wait for it."

"We are excited to be working with Anadolu Sigorta and its promise of 'Maximum Service in Insurance'. While deeply technical in its nature, this project has the customer at its heart, as well as the competitive standing of Anadolu," said Menachem Brouk, Director of Sales. "For this project, we have been fortunate to engage with DSS Technology, a local Business Intelligence (BI) specialist in Turkey. DSS experience and expertise was invaluable in meeting the require-

ments of Anadolu Sigorta's management team."

AIS dramatically simplifies access to and integration of enterprise data and legacy systems. A modular solution, it allows organizations to address different tactical needs quickly, while relying on a comprehensive platform that allows reusability and can address many needs. With AIS, organizations have a foundation for rapid and standard integration, the ability to reduce the risks of legacy integration, and reduce the total cost of ownership.

Contact Attunity.

Web: www.attunity.com

New Benchmark for Managing World's Largest Data Archive

Autonomy Corporation announced in April that its on-demand archival solution has reached "a new data processing benchmark", maintaining its position of managing the world's largest data archive. The company says its Digital Safe solution is securely managing more than 10 petabytes of e-mail, documents and multimedia data, which equates to over 30 billion messages, on 6,500 servers. The solution archives three million files per hour.

Digital Safe is powered by Autonomy's Intelligent Data Operating Layer (IDOL), which ingests, de-duplicates, indexes and extracts metadata from the files. This is designed to prepare the data for compliance audits and eDiscovery for litigation. Each month, an average of 4,000 FRCP compliant audit and eDiscovery searches are conducted, resulting in the production of over eight terabytes of data. These litigation-ready content flows seamlessly into the Autonomy hosted eDiscovery Services

environment, or is returned to the client. The Digital Safe solution is used by many global companies, including Aviva, Bank of America, Charles Schwab, Deutsche Bank, eBay, Lincoln Financial Group, LPL Financial, MetLife, Morgan Stanley, Societe Generale, and TD AMERITRADE.

"To combat the current financial crisis, governments from around the world are tightening regulations around compliance and eDiscovery," said Mike Sullivan, CEO of Autonomy ZANTAZ. "It is critical for companies to unify all of their communications into a repository to make it easy to search and find information that relates to potential issues. Autonomy helps companies to reduce their costs of eDiscovery and comply with emerging regulations. 9 of 10 top banks rely on Autonomy for eDiscovery."

Autonomy Digital Safe is described as "a massively scalable, hosted archive service" that enables customers to outsource the storage and management of their email messages, rich-media files, instant messages (IMs), unified communications content and content from over 400 repositories to a trusted, proven third-party. Digital Safe aims to help organizations to eliminate the burden of acquiring, implementing and managing local compliance grade storage, including the time and cost associated with backups, administration, software upgrades and technical support.

The Autonomy solution requires no onsite hardware and is said to be completely transparent to end-users. Customers' data is stored in two geographically dispersed, ultra-secure, SAS 70-compliant data centers, ensuring extra protection and Continuity of Business (COB) in the event of a natural or man-made disaster. Digital Safe is designed for the complex and changing

requirements of regulated industries. It is compliant with all major compliance standards, including SEC 17a-4, FINRA 3010/342, FSA COBS 11.8, and the Federal Rules of Civil Procedure (FRCP).

Autonomy's Audit Services team for Digital Safe is available 24/7 to help companies respond in the most rapid, cost-effective manner possible. The team provides proven expertise in all phases of an audit or eDiscovery event. Their expertise and best practices methodology is claimed to ensure the accuracy and completeness of results.

Contact Autonomy. Web:

www.autonomy.com/digitalsafe

Alliance Storage Technologies Buys Plasmon Assets

Alliance Storage Technologies has completed the acquisition of all Plasmon assets, a trusted source of data archiving systems for over 20 years. The asset acquisition – completed in January – includes the full line of Plasmon libraries, drives, media, parts, and related inventory. With this acquisition, Alliance says it has positioned itself as "a leader in the long term data storage market", and will continue to maintain and develop its technologies in the optical solutions market. Alliance Storage Technologies will continue the use of the Plasmon Brand identity and has committed itself to globally addressing the current and future needs of all Plasmon's worldwide customers and partners, as well as ensuring continued customer satisfaction and confidence.

Alliance says it is "committed to the Plasmon line of products", including sales of the UDO technology, on-site maintenance services, technical support, depot repair, media and parts.

Chris Carr President of Alliance Storage

Technologies said “Our intention is to continue to produce and develop the product lines that Plasmon developed and provide excellence in maintenance and support services for all our current and future products. We are very excited about the opportunity to provide the superior UDO technology to the commercial storage marketplace.”

The asset acquisition includes all patents, copyrights, trademarks, technologies, and related intellectual properties for library, media, and drive technologies, as well as the manufacturing facilities, repair processes, and know how. Alliance Storage Technologies has also retained key personnel and resources from Plasmon in order to continue the high level of support and manufacturing capabilities on which customers have relied upon. Alliance has expanded its locations to include the previous Plasmon facility, and is now conducting business from that address as well as the original Alliance location. Both operations are located in Colorado Springs, CO. A full suite of customer support services for all Plasmon product lines is being offered, the manufacturing lines are in full operation, and are currently shipping configured products. Also to continue is the sustained engineering for product updates and continued improvements to all of the product lines and media.

Contact Alliance Storage Technologies. Web: www.alliancestoragetechologies.com or www.plasmon.com

Insurer Selects Cincom Document Automation Software

Worldwide software provider Cincom Systems has announced that Church Mutual Insurance Company (www.churchmutual.com) has chosen Cincom

Eloquence to streamline its claims correspondence and policy generation processes.

A key consideration for the selection of Cincom Eloquence was its flexibility in generating personalized claims correspondence in real time. Cincom Eloquence is claimed to provide “point-and-click” access to a central repository housing pre-approved templates, enabling claims representatives at Church Mutual to deliver claims correspondence that is more timely, accurate and compliant.

“Our claims representatives have been supplementing our existing document generation system with manual processes that have increased costs and slowed our response times — neither of which is desirable,” said Tim Householder, vice president of Claims, Church Mutual. “Cincom Eloquence’s intuitive interface and guided workflow takes the burden off our claims representatives so they can focus on delivering superior service to our policyholders at the point of need.”

Another contributor to Church Mutual’s selection of Cincom Eloquence was its claimed ease of use in the creation of policies in high volume. Church Mutual expects significant improvements in the speed of document development due to Eloquence’s intuitive design environment, which is designed to provide a more active role for business users in the design and creation of documents—reducing the dependency on the company’s IT resources.

“Currently our IT resources are heavily involved in the development of documents, which often leads to delays, given other priorities,” said Barb Breese, Electronic Document Services, Church Mutual. “By moving document development out of IT and into the hands of business users with Cincom Eloquence, we anticipate cutting the time it takes to

create, edit and test document templates in half.”

Cincom says it collaborated with Human Factors International to ensure that Eloquence “delivers the most intuitive document automation experience in the industry”. Cincom Eloquence should enable organizations to strengthen customer relationships, minimize compliance risks and reduce operating costs by simplifying the management of business-critical document-composition processes through a software suite that is easy to use and seamlessly integrates into legacy environments.

Contact Cincom.
Web: www.cincom.com

High-Speed, Low-Cost Document Scanning for Small Businesses

Fujitsu, FileMaker, Inc. and Acordex have announced the integration of Acordex DocKeep Pro with FileMaker Pro 10, described as “a new imaging database solution for small businesses that revolutionizes high-speed professional scanning on the Macintosh computer with high-speed Fujitsu fi-6130 and fi-6140 document scanners.”

Acordex’s DocKeep Pro manages the scanning process of the Fujitsu scanner, providing direct control of the scanner’s capabilities without an intermediate software layer. DocKeep Pro users can start a new document or open an existing document and then add, replace, delete or insert pages. DocKeep Pro integrates with FileMaker Pro 10 using FileMaker scripts provided free by Acordex, creating a true programmable imaging system.

Complete systems, including FileMaker Pro 10, DocKeep Pro and the Fujitsu fi-6130 scanner, start at less than \$2,000

and scan 40 pages per minute. Higher scanning speeds and adding dozens of users extends the power of this total solution while keeping total costs well under \$10,000. The groups says small to medium sized businesses that have needed the power of a professional imaging system, but could not afford the high cost, now have an affordable solution.

Fujitsu fi-6130 and fi-6140 document scanners are described as "ideal for digitizing large quantities of documents including contracts, accounting documents, personnel, medical or shipping invoices and public documents". Features such as an automatic document feeder, automatic blank page removal, double feed detection and competitive speeds provide long-term productivity. Additionally, DocKeep instantly attaches these documents to FileMaker Pro 10 data records at full speed.

FileMaker Pro is described as easy-to-use database software that securely shares information with Windows and Mac users through a network, over the web, and in popular formats such as PDF. FileMaker Pro 10, with a sleek new interface, also provides a rich set of ready-to-use built-in starter solutions so that business users can be instantly productive. Customizing, creating and sharing easy-to-use software solutions are said to be quick and easy with FileMaker's powerful integration with DocKeep Pro.

"Because of their comprehensive line of reliable scanners, Fujitsu has always been the scanner of choice for Acordex," said Ken Rohr, president, Acordex. "Our software has been driving Fujitsu scanners on Macintosh computers since 1989. We have concentrated on high-end imaging solutions in the past, but Fujitsu's new scanners have opened up production level performance for less than half the price of just a year or two ago! Pairing

this new hardware power with FileMaker is a natural. FileMaker's scripting tools make it very easy to create a customized, professional document scanning solution."

"Fujitsu products have been running on the Macintosh platform for a number of years, used primarily for ad hoc and transactional scanning," said Doug Rudolph, vice president of product management and business development, Fujitsu Computer Products of America. "Through our partnership with Acordex and FileMaker, we're able to explore the development and deployment of compelling business solutions with much higher performance."

"While you could always insert images into a FileMaker Pro field," said Ryan Rosenberg, vice president, marketing and services, FileMaker, "DocKeep Pro substantially extends our imaging capabilities to efficiently manage very large quantities of document images. Users in such vertical markets as health care, transportation, supply, government and many others will really benefit from this combination of Acordex, Fujitsu and FileMaker technology working together."

Contact Fujitsu. Web:
www.fujitsu.com or FileMaker.
Web: www.filemaker.com or
Acordex. Web: dockkeep.com

Updated ECM and ERM Certificate Programmes

AIIM has updated two of its flagship Certificate Programmes to reflect changes in the Enterprise Content Management (ECM) and Enterprise Records Management (ERM) sectors. The ECM and ERM Certificate Programmes now provide education on new, emerging best practices and technologies for managing informa-

tion assets, having been updated using input from international industry experts, leading solution providers, consultants and analysts.

"Close to 10,000 IT, business and information managers have attended the AIIM Certificate Programmes over the last 3 years," said John Mancini, President of AIIM. "AIIM's new and improved curriculum incorporates timely, relevant intelligence that helps businesses to contain costs, increase effectiveness and manage risk."

AIIM's Certificate Programmes are described as being "ideally suited to executives needing to answer three key content and records management questions":

- Has your organisation's ability to document who does what, why and when, improved or worsened in the past 5 years?
- Can your organisation handle digital information and electronic records, or does the burgeoning influx of information diminish your organisational effectiveness?
- Can your staff and legal representatives locate electronic records on an ongoing, daily basis, not only when an emergency arises?

In addition to focussing on best practice strategies, standards and technologies for managing electronic information, both of the revised Certificate Programmes explain the significance and implications of new, emerging elements that influence the implementation, integration, execution and migration of ECM and ERM systems. In particular, the ECM Certificate Programme now features imaging and recognition; taxonomies and tagging; process improvement and automation; Web 2.0 and Enterprise 2.0; information governance and the open methodology MIKE2. The ERM Certifi-

cate Programme now incorporates new developments relating to Sharepoint, email capture and retention, MoReq2 and the impact of emerging content types such as wikis and blogs.

Atle Skjekkeland, Vice President of AIIM, recommends that students who have previously completed the Certificate Programmes should take this updated course to enhance their skills, build on the foundation laid by the previous courses and learn more about emerging best practices and technologies.

“AIIM is offering 50% discount to previous students when they register for the new courses by 30th April 2009,” said Skjekkeland.

See www.aiim.org.uk/education

European Research Project to Exhibit Large Scale Digital Archival Solution

Provider of enterprise-class data storage subsystems and storage process technology, Xyratex Ltd., announced the public launch of the AVATAR-m research project at this year's NAB show in Las Vegas. There was a demonstration of prototype systems at the project booth, together with a short film outlining both the critical business need for the project's innovations and the key technological developments. The AVATAR-m announcement corresponds with the launch of the research website providing more details, including video, white papers and other downloads associated with the project.

AVATAR-m is a collaborative R&D project, supported by the UK Technology Strategy Board. Xyratex is working alongside the BBC, the University of Edinburgh, University of Southampton IT Innovation Centre, and Ovation Data

Services to develop innovative new solutions for very large scale digital storage archival of digital audio visual (A/V) content. The key technologies demonstrated were planning and management software for large digital storage arrays. The systems being designed will have the capability to scale into exabyte ranges (1 exabyte = 1 thousand petabytes = 1 million terabytes = 1 billion gigabytes), and to easily accommodate a wide range of technologies, including distributed storage services across 'cloud' environments.

The goal of the AVATAR-m project is to store very large volumes of digital A/V material safely, for long periods of time, using mass storage technology in a way that allows the material to be kept securely and safely, yet be accessible to the people using it. Clearly, there has to be some certainty that valuable assets put into the archive can be retrieved again, not just tomorrow or next week or next month or even next year but in 5, 10 or even 50 years' time.

The AVATAR-m project is designed to make the infrastructure affordable, economical and feasible. AVATAR-m's technologies, its processes, software and hardware are all completing their research phase this year.

See www.avatar-m.org.uk

Businesses Urged to Implement Document Management to Survive the Recession

Following the publication of figures by the Office for National Statistics revealing that the British economy shrank by 1.6 percent in the fourth quarter of 2008 – the worst slide since 1980 – Lynne Munns, General Manager of Version One, has advised the importance of docu-

ment management systems in surviving the recession. Munns said that document management can act as “a powerful catalyst” in helping businesses to streamline their operations and cut costs so that they can operate more efficiently and cost-effectively during times of economic instability.

With the latest UK unemployment figures hitting 2.03 million in January 2009, the highest since 1997 – and with this expected to rise to more than 10% by the end of 2010 – the future remains uncertain. Many organisations are expected to buckle under the weight of spiralling costs and deteriorating market conditions, and the heightened prospect of banks restricting normal borrowing margins could see the recession further tighten its stranglehold on many businesses.

Lynne Munns said “There's no doubt that many organisations are struggling to stay afloat. Most of these would acknowledge that improving cash flow whilst keeping costs low is fundamental to surviving the recession, however, how many recognise that investing in key systems, such as integrated document management, can be the most effective means of achieving this?”

Using electronic document management technology integrated into their accounting/ERP systems, businesses can automate and streamline their procure-to-pay and order-to-cash processes. By replacing the production, circulation and duplication of paper documents with automated processes, businesses cut costs, facilitate swifter cash collection and avoid late payment penalties. In addition, costly document storage space is freed-up and staff are no longer occupied with time-consuming administration tasks such as producing and posting copy invoices, enabling them to be redeployed on more value-adding tasks.

Munns said "It is more important than ever for organisations to run a lean operation and ensure costs are kept in check. Using integrated document management, businesses can save as much as £5 per transaction for processing outgoing documents such as purchase orders and sales invoices and as much as £50 for processing incoming documents such as purchase invoices. This is a significant cost saving which is key to recession survival."

Contact Version One.

Web: www.versionone.co.uk

Version One Expands into America and Introduces New UK General Manager

In May, document management and imaging software author, Version One, announced its expansion of Version One into America and the appointment of Julian Buck as Version One UK's new General Manager.

Against a backdrop of economic instability, Version One has enjoyed year-on-year growth and profitability. To ensure the company continues to grow, Version One is expanding its footprint into America – a market which it believes provides considerable untapped opportunity.

Lynne Munns, who has been Version One UK's General Manager since October 2007, is heading-up the new Version One USA operation and Julian Buck is now Version One UK's new General Manager. Julian brings with him over twenty years' experience in the IT industry, extensive management experience and a solid understanding, not only of the document management market but also the UK IT

channel. Julian's previous roles include Customer Services and Support Director at COA Solutions – one of Version One's largest re-sellers, Services Director at Pegasus Software (now part of Infor) and Director at ComputerLand UK.

Lynne Munns, said "We have identified a gap in the American market for a document management software author with an end-to-end product offering and experience of integrating into financial systems. With our comprehensive product portfolio, integration capabilities and extensive experience of selling via the IT channel, the USA provides us with considerable growth opportunities."

Julian Buck will be focusing on growing the UK document management business, as he explained "For Version One U.S.A to be a success, it is vital for the UK operation to continue to thrive. I intend to work closely with the Version One team and our channel partners to identify new product and market opportunities, ensuring we remain the UK's leading document management provider."

Contact Version One.

Web: www.versionone.co.uk

Company Formed to Focus on Enterprise Data Management

Black Watch Data has announced its formation as a company designed to help businesses manage the risks associated with data in Enterprise Resource Planning implementations and upgrades, as well as ongoing challenges around data integrity and security. Headquartered in Atlanta, Georgia, the company says it will focus initially on those companies that are leveraging SAP ERP technologies, but will

ultimately serve all companies, regardless of their ERP backbone.

Recent industry estimates indicate that over 83% of ERP implementations have significant enough data issues to cause cost over-runs and time delays. The Black Watch Data application suite and methodology are claimed to directly address critical data management issues with an objective of ensuring that a company's data is defect-free and ready for use at key moments in the SAP application lifecycle. With its innovative Zero Defect Data dual certification program, Black Watch Data is further intended to ensure that a company's SAP implementation 'go-live' is "just another day at the office" and that the data stays defect-free every day thereafter.

"The need is clearly there," says founder and Chief Executive Officer Steve Strout, "but, until we formed Black Watch, the industry had yet to provide a complete solution. Our unique combination of technology, proven process methodologies, and people expert in all things SAP means that Black Watch Data can provide companies with a one-stop shop for their SAP-related Enterprise Data Management needs."

The company says it has secured top industry veterans for key technology, sales, and professional service leadership positions.

According to Strout "Bad data costs companies tens of millions of dollars. In the past 25+ years, the Black Watch Data team has implemented over 450 different ERP instances, and is intimately familiar with how to protect clients' data environments while saving them time and money."

Contact Black Watch Data.

Web: www.blackwatchdata.com

Easy ASY Software Goes for Gold

Easy Software UK has been awarded Microsoft Gold Certified partner status.

Gold Certified Partners are the top level of Microsoft solutions partners and gain early access to advanced resources to increase the company's Microsoft expertise. Such companies are regarded as the most skilled partners in their specific solutions areas.

Easy's ISV software solutions competency is for Easy's xBase, a scaleable email storage, management & archive solution and Easy for Microsoft Dynamics Nav, an integrated solution that compliantly manages all relevant documentation coming in and out of Dynamics Nav. Both solutions are Microsoft certified products, and are strategic products in Easy's 2009 promotional

campaigns.

"We are delighted that our commitment to Microsoft has been recognised with Gold partner status," commented Tony Cheung, Easy Software UK's Director of Operations. "Our partners and customers have the added confidence that we are committed to a future of close Microsoft development and integration and this gives a very clear signal to the market that we uniquely offer the depth of knowledge and expertise needed to securely integrate their applications into the Microsoft application suite."

Nigel Turner, International Business Development Manager at Microsoft UK, said "Congratulations to everyone at Easy Software UK on this achievement. Partners are at the heart of everything we do here at Microsoft. Easy has been working on its international expansion via Microsoft's international ISV assis-

tance programme, Open Borders, which is designed to provide business advice and services to our partners that are growing their businesses around the world. To see a document management vendor thriving and growing like this, offering a range of integrated Microsoft solutions for partners and customers alike, demonstrates just what can be achieved with our Open Borders programme."

As well as being a Microsoft Gold Partner, Easy Software is the second largest provider of SAP archiving solutions worldwide, promoting its suite of document management solutions directly and indirectly through a network of 200+ global sales partners. More than 100 software development companies have created interfaces to Easy Enterprise, the company's flagship solution.

Contact Easy Software.

Web: www.easysoftware.co.uk

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