

TOWER's TRIM cuts science paper chase



TRIM
context

About TOWER Software

TOWER Software is a leading enterprise content management (ECM) provider, delivering electronic document and records management (EDRM) solutions. TOWER Software's award winning solutions empower organisation to manage and secure their vital information assets. The TRIM Context solution is a single, integrated platform that manages business information throughout its complete lifecycle. By relying on its proven domain expertise, strong strategic partnerships and powerful solutions, TOWER Software enables organisation to improve accuracy of information on which business decisions are made; maximise efficiency by finding business critical information more quickly and easily; and achieve and maintain standards compliance across industries, resulting in sustained competitive advantage. TOWER Software is a privately held company with operations in Europe, North America and Asia Pacific. For more information, log on to www.towersoft.com



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By Jennifer Foreshew

JUNE 21, 2005 - The South Australian Department of Further Education, Employment, Science and Technology has begun introducing a document and records management system to be used by 4000 staff.

The Department has signed a contract worth more than \$2 million over two years with Australian enterprise content management vendor TOWER Software for software and services.

It selected TOWER Software's TRIM Context system as its electronic document and records management system.

The software will be used to store and manage almost every document the department creates. The project was introduced recently to the first 300 users. The rest of the project is expected to take 12 months.

TRIM will completely replace the Department's manual systems, in which most of its records are stored on paper. Project manager Ian May said the software would help the department meet the June 2006 deadline for complying with the State Records Act regarding document and records management practices. Mr May said the department was a relatively new government agency and had no central document records management system in place.

"We selected TRIM because it was a single, integrated system for managing business information and it had the characteristics and the attributes that suited the sort of project that DFEEST was undertaking," he said.

The Department can scan selected paper documents and integrate desktop productivity software and line-of-business applications with TRIM so every document it creates will be managed as a single TRIM database.

TOWER will subcontract some services to local partner Kaz Computer Services to fulfil the contract, which involves software, installation services and training. "TRIM's role is to manage all of the documents and records that record the department's activities and create a more efficient and effective system," Mr May said.

"It also gives us the ability to search that information to respond to ministerial inquiries and so on in an accurate and timely fashion."

The Australian



<p><i>The State Records of South Australia defines six principles when selecting a Document and Records System.¹</i></p>	<p><i>TRIM Context is an Enterprise Content Management System that has been accredited against the State Records of Australia's requirement for a document and records system.</i></p>
<p>1. Risk Management - The system must enable agencies to manage effectively the risk associated with records Management</p>	<ul style="list-style-type: none"> ■ Strong records management principles ■ Seamless integration with desktop application to ensure the easy capture of corporate information ■ Security and access restrictions around documents and users ■ Automatic revision and version control ■ Archival management facilities ■ Built-in data migration tools ■ Commercial of the shelf product ■ Full audit facilities (on and off line) ■ Database integrity
<p>2. Reporting - The System must be able to interrogate and report upon the data it contains</p>	<ul style="list-style-type: none"> ■ TRIM Context provides reporting of metadata information as well as statistical reporting ■ Has its own report writer ■ Data can be migrated into other reporting applications ■ TRIM provides a WWW publish feature, exports/imports in XML, provides print merge facilities ■ The report layout editor uses a full graphical interface with drag & drop facilities ■ TRIM Context comes with a selection of preconfigured report layout
<p>3. Metadata - The system shall employ metadata standards to ensure accurate identification and preservation of the records</p>	<p>TRIM Context has been accredited to the following standards:</p> <ul style="list-style-type: none"> ■ Australian Government Locater Services Compliant ■ South Australia Recordkeeping Metadata Compliant ■ Victoria Electronic Records Strategy II Compliant ■ Dublin Core ■ NSW Recordkeeping Metadata
<p>4. Accessibility - The system shall enable agencies to access and subsequently disclose information to meet their business needs in ways that protects information which is sensitive, confidential or impinges on personal privacy</p>	<ul style="list-style-type: none"> ■ Security levels, caveats and access control ■ Ability to search database across multiple regions ■ Search on all metadata fields ■ Boolean search facility ■ Saved Searches for future use
<p>5. System Integrity - The system must contain the appropriate functionality to ensure the protection of data</p>	<ul style="list-style-type: none"> ■ Security levels and caveats can be applied to a record or a user ■ Ability to change the security classification of records at any point given the right user permission ■ Full audit trail (on and off line)
<p>6. Support - The system vendor must ensure that the product is appropriately supported and maintained and that the users are adequately trained in the system and underlying records management concept</p>	<ul style="list-style-type: none"> ■ TOWER Software is primarily a research and development company committed to the continuing enhancement of TRIM Context. ■ TOWER Software provides training in all areas of use e.g. administrator, power user, end user, database maintenance ■ There is also a Train the Trainer Course ■ Help desk support ■ TOWER Software primary business is research and development this highlights TOWER Software's commitment to continuing to enhance TRIM Context ■ Newsletters, release notification ■ User groups, annual user forum