

EBOOK

HOW TO SOLVE 6 COMMON CHALLENGES IN INFORMATION GOVERNANCE



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Solve your information governance challenges



ONE

“We still manage records manually!”



TWO

“The volume of records is growing exponentially.”



THREE

“Files are spread out across various systems.”



FOUR

“RM policies can’t reach files on employee desktops.”



FIVE

“E-discovery and legal holds demand a massive effort.”



SIX

“Storage costs are eating into our IT budget.”

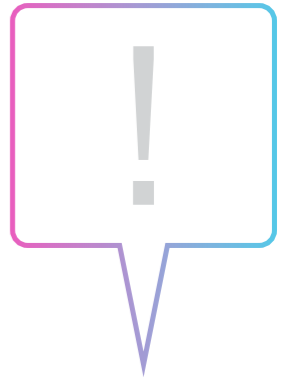
Overcoming the challenges of information governance

If your organization struggles with information governance, you're not alone.

According to a survey by AIIM, 75% of organizations see information chaos as a major problem.¹ And it's no wonder, given the explosive growth in content, new regulatory demands and the limited capabilities and uptake of first-generation records management tools.

With compliance risks and costs rising, getting a handle on information governance is essential.

This ebook addresses the common challenges companies face in getting business information under control and offers insights into the modern approaches and technologies that help make information governance easier, stronger and more cost efficient.



75%

of organizations see information chaos as a major problem

AIIM, "Automating Compliance and Governance," 2018



CHALLENGE #1

“We still manage records manually, which is too time-consuming and inconsistent.”

“Business users don’t always file records when and where they should. And records managers face an uphill battle applying complex retention schedules to all our different records.”

SOLUTION

Automate records management for invisible information governance.

One of the most effective strategies for reducing the burden and risks of records management is automation.

Automated records management allows compliance to be managed across the entire records lifecycle, with little or no user intervention.

LESS TIME, MORE CONSISTENCY

To start with, automation helps fix one of the weakest links in records management: manual records declaration.

Automated records management allows business rules and metadata to direct when a record is created and where it’s put in the file plan.

Busy end users don’t have to perform records management — or understand it.

Instead, records are automatically captured during the regular flow of business — for example, when a contract is approved or an employee separates from the company.

And when it comes to record retention, configurable file plans effectively put this critical process on autopilot.

Records are automatically kept for a predefined length of time and then archived or destroyed on schedule.

This greatly simplifies the task of managing a diversity of records and gives records managers more control and peace of mind.



CHALLENGE #2

“The volume of records we need to manage is growing exponentially.”

“Plus, we’re dealing with new types of content like images, videos and social media. Heightened concerns about data privacy and security only add to the challenge.”

SOLUTION

Automate records management for “invisible” information governance.

Add brain power to information governance with artificial intelligence.

There’s no stopping the explosion in digital content. That’s why more and more companies are augmenting automated records management with AI and components such as machine learning services.

The Global Datasphere will grow to 175 ZB by 2025.

— IDC, “*The Digitization of the World from Edge to Core*,” 2018

BETTER INFORMATION FOR GOVERNANCE

AI and machine learning let you extract and tag records with rich contextual metadata — automatically and at scale.

As a result, you have greater control over how you classify, retain and secure a growing store of records.

With modern governance solutions, you can leverage the services of leading cloud providers such as Amazon Web Services (AWS) for a fast and easy on-ramp to cutting-edge technologies for enriching records — including image and video files — with AI insights.

Concerned about protecting sensitive data such as personally identifiable information (PII)? Machine learning services can be trained to identify and flag content with compliance-related data, so they can be governed appropriately.

AI-assisted governance is quickly becoming a must-have capability for avoiding compliance failures in today’s strict regulatory environment.



CHALLENGE #3

“We’ve got files spread across so many different business and content management systems.”

“We want to manage them holistically and consistently. But we don’t want to take on the cost and disruption of a complex content migration.”

SOLUTION

Manage records in place from a federated governance hub.

Good news: You don’t have to move your content to manage it consistently and comprehensively. Modern governance solutions make it easy to manage content and records “in place” in their native applications.

52% of organizations have three or more ECM/DM/RM systems, and 22% have five or more systems.

— AIIM, “4 Ways ‘ECM’ Turned Out Differently Than We Planned,” 2016

DISTRIBUTED FILES, CENTRALIZED CONTROL

From a single interface, records managers can apply standard policies to files housed in multiple systems.

It’s a fast and simple way to add automated governance to legacy applications — without the headaches and expense of a big-bang migration.

Plus, employees continue to work in familiar programs.

They don’t have to switch to a separate records management system or navigate a confusing file plan to find the information they need.

And if you ever do want to consolidate records in a central repository, you can pursue a phased, low-impact migration — moving files on demand or in small batches.

Look for a platform with lots of pre-built connectors so you can govern files in Microsoft Office 365, Microsoft SharePoint, SAP, Salesforce, IBM FileNet, Documentum and more.



CHALLENGE #4

“Employees have so many files on their computers that aren’t subject to governance and records management controls.”

“They’ll make rogue copies of records to work with on their local drives. It’s a huge hole in our compliance and security efforts.”

SOLUTION

Bring compliance to users’ local files with desktop synchronization.

You can close this common compliance gap with desktop synchronization capabilities that push information governance to the desktop.

It’s a win-win solution for compliance officers and employees alike.

EXTENDED CONTROL AND SECURITY

Desktop Sync isn’t a new technology. Many content management systems synchronize content between a repository and local drives.

What is new is the ability to synchronize not just content but also the records management and governance policies associated with that content.

This ensures that working files saved on employees’ computers are under compliance control.

Employees (with the right permissions) can access — but not alter — records on their desktops, which eliminates the need for all those rogue personal copies.

You can also protect sensitive information by using Desktop Sync with advanced security controls, like security marks and classifications.

For instance, you can automatically remove files marked “classified” from employees’ machines.

With the constant threat of data breaches and cyberattacks, these precautions aren’t just nice to have, they’re essential.



CHALLENGE #5

“The time and effort we spend on e-discovery and legal holds is too much.”

“We have files in so many different applications and locations ... and we worry that our process isn’t fast or accurate enough to keep us out of trouble.”

SOLUTION

Sharpen and streamline e-discovery with federated search.

Responding to e-discovery, legal and audit requests is challenging for any organization. Fortunately, there’s a simple solution to this complex and costly process — the federated search capabilities in leading governance solutions.

73% of the cost associated with e-discovery is for document review and analysis. “Reviewers average about 100 documents per hour, with an average cost per GB of \$18,000.”

— AIIM, “5 Lines of Business that Require Good Governance,” 2018

THE SPEED YOU NEED

Federated search capabilities allow you to search all records and active content managed by a governance solution.

This means you can query multiple repositories at once, finding relevant files wherever they reside.

You can review and filter the results and then export them in the EDRM XML format for use in an e-discovery tool.

You can also place legal holds on the resultant set to prevent changes and suspend disposition during an investigation or audit.

With litigation and regulation on the rise, the ability to conduct federated searches is increasingly valuable. You’ll be able to do enterprise-wide discovery faster and more accurately than ever — and with much less impact and cost to the business.



CHALLENGE #6

“Soaring storage costs are eating into our IT budget.”

“As record volumes grow, we want to keep those expenses in check. At the same time, we don’t want to keep records any longer than needed. Otherwise, they become more of a liability than an asset.”

SOLUTION

Reduce spending with information life cycle management and cloud storage.

Storing too many records for too long can be both costly and risky to your business.

But there are ways to control where and how you store records to optimize for cost, compliance and security.

LESS EXPENSE AND RISK EXPOSURE

First, governance solutions with information life cycle management (ILM) capabilities let you programmatically manage where records are stored. You can save money by setting up rules that move records and business files to cheaper classes of storage based on business needs.

Second, you can further cut storage costs by archiving records to AWS, Microsoft Azure or other cloud services. Storing records on Amazon S3 Glacier costs up to 70% less than in your own data center.

Finally, automated records management helps you dispose of records when they are no longer needed for legal, regulatory or business reasons.

This constant culling of files not only lowers your storage bill but also reduces your vulnerability to compliance failures and security breaches.

“According to some estimates, 70% or more of stored data is ROT — Redundant, Obsolete, and Trivial. ROT causes increased risk to the organization in a number of ways. It impairs the ability to demonstrate compliance with regulatory guidelines or respond to discovery requests.

Information that is retained beyond its legal retention period poses a greater liability risk because it can be used against the organization in legal actions or financial audits. Since ROT is typically unmanaged and unknown to the organization, it is especially vulnerable to cyber theft and data breaches.”ⁱⁱ

Manage content and records in place

With Hyland's Alfresco Digital Business Platform (DBP), you can manage content and records in more than 60 business systems, repositories and content management solutions – including legacy systems like Documentum, OpenText and IBM FileNet – without migrating content.





Solve your information governance challenges

Hyland is a trusted, longtime partner to leading organizations in the most highly regulated industries. Our solution offers an unmatched combination of simplicity and control. It brings together the latest technologies and best practices in information governance to help you:

- Break away from the inefficiency of manual processes
- Centrally govern files across different systems
- Bring employees' local files under compliance control
- Respond effortlessly to e-discovery and audit requests
- Slash the costs of long-term record preservation
- Effectively address regulatory requirements
- Keep your company out of unwanted headlines

Ready to see for yourself?

[START YOUR FREE ALFRESCO GOVERNANCE SERVICES TRIAL NOW!](#)



Alfresco Governance Services brings an unmatched combination of simplicity and control to information governance with open, fully integrated content and process governance. Our services strengthen compliance with the first open source platform to achieve DoD 5015.02 CH3 certification.

Learn more at [Alfresco.com/Information-Governance](https://www.alfresco.com/information-governance)

SOURCES

- i. AIIM, "Automating Compliance and Governance," 2018.
- ii. AIIM Managing Information Chaos 2019.