



CASE STUDY: Invisible EDRMS



Australian Fisheries Management Authority (AFMA)

The Challenge

AFMA is the agency responsible for the management and sustainable use of fisheries resources, including combating illegal fishing activity, and employs 170 staff around Australia. AFMA manages large sets of information captured by its dispersed workforce, which includes classified and sensitive information related to enforcement. AFMA is subject to regulatory controls for the handling of this data.

The Solution

In 2020, we implemented Castlepoint to manage the AFMA SharePoint system, so that it could be used as the official agency EDRMS. AFMA subsequently migrated their content into the new system, decommissioned their Content Manager (Trim) EDRMS, and made their shared drives read-only.

Castlepoint is used by AFMA to records-manage all of the content in SharePoint, Teams, and Exchange, invisibly to users, and with no connectors or agents on the source system. The AI classification and sentencing does not require user or records manager effort to assign metadata or manage file plans, which has significantly improved the coverage, accuracy, and efficiency of enterprise records control.

The Business Case

The original EDRMS had not seen wide uptake across the business, despite investment in training and communications activities, and was no longer seen as providing sufficient compliance coverage. Most important records of business were saved outside the EDRMS. AFMA recognised the need to know and control all of their records, including those in 'unmanaged' systems. As well as records-management, AFMA recognised its obligations for audit, risk, and discovery, and wanted a whole-of-lifecycle tool.

The Project

Castlepoint was implemented in June 2020, and configured to include all of AFMA's General and core business Records Authorities.

The Result

"The power of the Castlepoint product ensures that any file created or moved to a folder location (including emails), within these systems will automatically be records managed with no requirement from the user to actively place a record in a separate system."

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95,000

RECORDS MANAGED WITH
ARTIFICIAL INTELLIGENCE

14M

KEY PHRASES EXTRACTED
FROM OVER 500K ITEMS

423

SEPARATE SYSTEMS
REGISTERED

The Benefits

"The solution offers an improved user experience and increases the uptake of appropriate record keeping practices and significantly enhances collaboration across the agency. This was achieved by providing staff with a seamless record keeping approach with minimal input by users to create and file records. The new EDRMS is also guided by government privacy policies and provisions for secure storage of information"

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"Since delivery of the new system, AFMA has seen a significant increase in online collaboration and records compliance, as all documents are now created in the EDRMS with records management automatically being applied at point of creation"

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Trusted Agency

"AFMA are trusted to keep our fisheries safe, and they take this very seriously. It is fantastic to work with agencies committed to best practice."

Rachael Greaves, Castlepoint CEO

"What was integral to the success of the project was AFMA's ability to utilise its modern "cloud" products to seamlessly integrate a range of its information holdings whilst ensuring the solution system was compliant with the Archives Act 1983 and that was user friendly and takes the effort out of records management practices."

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Capabilities Used

- Hosted SaaS implementation
- Artificial Intelligence for data classification
- Automated record sentencing with AI
- Agentless management of multiple systems
- Automated identification of high-risk data
- Harradine and other IM reporting
- Comprehensive auditing and monitoring
- eDiscovery for high value information

Connect

