



MORE THAN LUCK >>>

The average data breach costs an organization between \$1.5 and \$1.8 million — not to mention the incalculable damage done by negative press and the loss of consumer and citizen confidence in companies and government entities. It's clear that while storing documents electronically eliminates paper-related risk factors, electronic content is often far from secure.

Luckily, help is at hand. With Compliance Agent, Shamrock offers a unique set of features that help organizations bolster the security of their Lexmark enterprise content management software (formerly Perceptive Content and ImageNow), protect SPII (sensitive personally identifiable information), and reduce liability risk.

Compliance Agent not only mitigates your risk and potential costs, but also provides insight that can help you modify what information is required on your forms, documents and other content, so that you reduce the amount of SPII you're collecting and limit your risk up-front. With a new view of historical content, you can find a better way to collect and safeguard it in the future.

From 150 million Adobe accounts to sensitive data for 104,000 Department of Energy employees and contractors to the personal details of 1.3 million citizens served by the Montana Department of Public Health and Human Services, information is at greater risk than ever before.

PROTECT DATA + FILES >>>

At-Rest File Encryption

Data passed between clients and servers is protected, but scanned at-rest files are not. This means that if a hacker or other unauthorized party gained access to your file system, they could view SPII and export it. To prevent this from happening, we encrypt the at-rest files so that they can only be viewed by authorized parties, ensuring that usable data cannot be copied or exported.

The result? You've closed a hole in your security approach, protecting those who rely on your organization to keep sensitive information safe. At-rest file encryption also insulates you against costly legal action and remedial steps needed after a data breach.

Database File Security

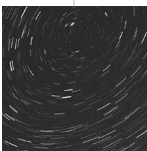
Physical files in your databases are just as sensitive as at-rest documentation. That's why Compliance Agent provides a similar level of encryption to both. Whether files are waiting to be uploaded to the server, being stored there already, or streaming between the server and client, they're protected. This bolsters your data security practices and enables you to demonstrate that you're following a defined and repeatable approach to protecting SPII.

Secure Image Presentation

Think about how many documents require Social Security numbers — from HR documents like I-9s and W4s to loan and mortgage applications. Hundreds or even thousands of documents in your organization are likely to contain SPII, with SSNs being just one example. And every new document type and content item with such sensitive data increases your risk of exposure.

Our OCR engine parses through every document to find user configurable instances of SPII (such as SSNs), and without altering the file, places a redacted presentation layer over them so that unauthorized users cannot see the data. In addition to applying this to historical documents, it is also usable for new content, ensuring day-forward processing of secure data.

You can define viewing privileges for authorized users so people only see what they need to see, for example, an HR generalist would be able to see SSNs, while a student worker would not. Our OCR engine is up to 12 times faster than your content management provider's technology and is more accurate — and you won't need costly perpetual licensing to use it, reducing your cost of ownership.



We've been working with Shamrock Solutions for all of our ImageNow professional services needs for several years now and couldn't be happier.

Ryan Hoagland
Director of Information Technology
Red Coats

A BETTER WAY >>>

In addition to securing your data with Compliance Agent, we offer a broad range of custom solutions and professional services that can help you get more from your Lexmark enterprise content management software.

We're fast, versatile and cost-effective. Whether you want to upgrade to the latest version; add functionality such as e-forms, retention policy management and license utilization; or move to a secure hosted environment — you're lucky you found us.

CUSTOM SOLUTIONS >>>

AP SmartForm

Quickly design, customize and publish financials forms with this convenient, out-of-the-box solution that removes the hassle of starting from scratch with each form and enables you to eliminate the costs and delays of paper-based documents.

Back File Scanning

Integrate scanned documents right into your content repository with the correct index keys so that they're usable from the get-go. With our solution, you can scan at a much lower per-page cost and avoid document security issues and data breaches.

Hosted Solution

Reduce the burden on IT and boost your disaster plan by hosting your Lexmark enterprise software environment in our data center. Benefit from continuous uptime, secure data protection and redundant backup while avoiding the overhead of buying and maintaining servers.

License Utilization

Get a bird's eye view of how many users are logged into and have used your Lexmark enterprise software system, which departments and locations they're in, and how close you are to reaching your user limit.

Retention Management Script

Retain only the documents you need in keeping with your company's retention policy and regulatory requirements. Purge content you're no longer required to keep to free up server space and reduce storage costs. You'll get all this and more for a one-off fee that's not tied to the number of users.

OSM Cleanup

Get rid of the unwanted OSM files that often remain even after you've deleted documents and create distinct OSM buckets for each business area so you can see each department's usage and storage. We also set up OSM rotation, so that only the content you need most often is retained in higher-cost, high-availability storage.

