Editorial for iFerret – August 2020

iFerret Providing Dramatic Information Access Improvements to Support Digital Transformation

The iFerret search and discovery solution developed by iPLATINUM is now installed at over 50 councils across Australia and is becoming widely recognised as the defacto standard search facility for Local Government. The solution is now also being used at a State Government level.

Whilst the focus has been on government departments the solution can add real value to any organisation that has problems accessing and retrieving corporate information.

Whilst there are many features that elevate iFerret above other search technologies (as proven in recent evaluations), the main differentiator for iFerret is the installation approach developed by iPLATINUM. iFerret is installed as an appliance "turnkey" solution which means there is minimal effort required on behalf of customer staff and the solution can be made operational in months, unlike many tool boxes that often take years to install without ultimately achieving the desired outcomes.

The value proposition developed by many customers is a pretty simple one, iFerret enables any staff member to find any piece of information (security permitting) quickly and efficiently without having to understand the complexity of their corporate systems, office products or network structures. Some organisations have reported time savings of 2.5 hours per employee per week. When you multiply these numbers across the entire workforce the time and cost savings become very compelling.

Whilst in its simplest form iFerret is a wonderful search solution, iPLATINUM has provided customised features to specifically address the requirements of its customers. This includes the automatic electronic packaging of information for FOI and GIPA purposes, optical character recognition (searching on scanned documents), reporting to easily identify copies and duplicates. iPLATINUM has developed standard connectors for the commonly used systems whether they be ERP solutions, EDRMS, email, email archives or the storage of data in network shares and other repositories including those hosted in a cloud environment.

iFerret will be a "must have" for organisations harnessing digital transformation as it will give them the capability to quickly and reliably access and retrieve information across disparate systems in different locations through a single, simple, intuitive interface. Because it is a web-based application it provides staff with the ability to access corporate data from remote locations.

If you have any interest in improving staff efficiency and reducing administration costs whilst improving data governance please contact iPLATINUM for a no obligation demonstration of the iFerret solution. It is also available under a 6 month trial arrangement with no licence costs.

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