



## The Ferret Feed — November 2025

### Introduction

Welcome to the latest edition of the iFerret/iArchive Update. iPLATINUM is pleased to announce we now have over 100 installations of our iFerret and iArchive solutions from Perth to Horowhenua and many places in between. We are pleased to have been able to assist these organisations improve information access and increase business efficiencies resulting in reduced operational costs.

In this edition we cover the power of enterprise search, Enterprise Search and AI, the benefits of iArchive and a usage update and training offer. We hope you enjoy the iFerret/iArchive Update.

### The Power of Enterprise Search

Microsoft recently conducted a survey that highlights the huge inefficiencies in organisations that do not have enterprise search. Some of the results are provided below.

Effect on productivity in hours and minutes wasted per person per day	COO's	IM	Staff
Searching for or managing unwanted emails	49m	37m	35m
Searching for information they know is there	31m	47m	33m
Recreating documents they know exist	24m	39m	19m
Not using information from previous projects / lessons learned	31m	36m	11m
<b>Total time wasted / potential improvement per person per day</b>	<b>2h 15m</b>	<b>2h 35m</b>	<b>1h 38m</b>
<b>Total time wasted / potential improvement per person per week</b>	<b>11h 15m</b>	<b>13h 15m</b>	<b>8h 10m</b>

Source: Microsoft annual work trend index 2023

### The Information Request Management (IRM) Module

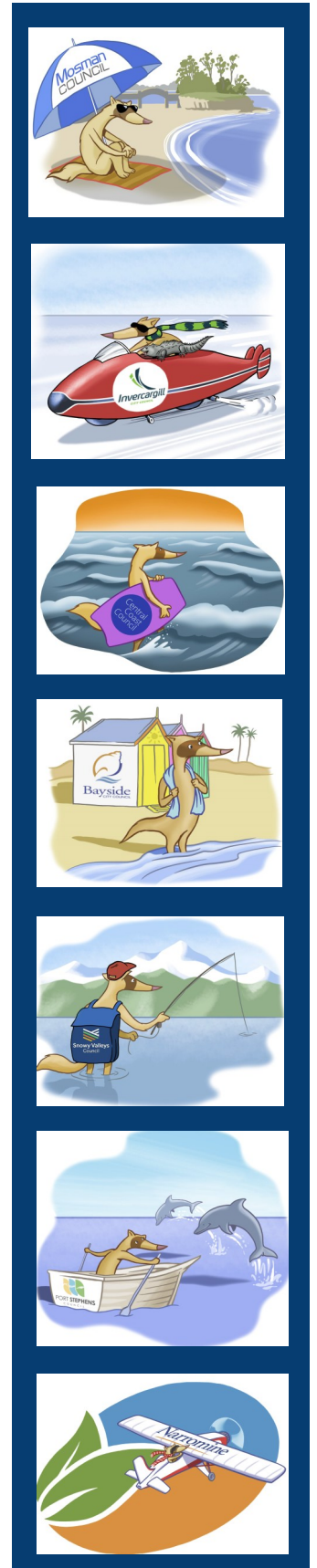
iPLATINUM understands the enormous amount of time and effort organisations can spend responding to information requests. If not handled efficiently it can create an impost on the organisation, cause frustration for the customer, and even create legal headaches if incorrect information is provided.

The iFerret IRM module which will replace the existing Managed Result Set (MRS) functionality has been designed with the abovementioned issues in mind to enable organisations to significantly automate this process and complete these requests quickly and efficiently within the iFerret software. An Inbuilt redaction capability adds further efficiencies in this regard.

We have worked with a group of existing customers to ensure IRM will significantly enhance your organisations ability to turn around accurate responses to these requests in significantly reduced timeframes.

The end result will be happy customers, efficient staff and processes, reduced times, improved quality of responses and significantly reduced costs when responding to FOI's, RFI's, GIPA's, subpoena's and all formal and informal information requests.

This functionality will be released in the upcoming 3.2 release of iFerret. If you would like a sneak peek before the pending release please log a request via [info@iplatinum.com.au](mailto:info@iplatinum.com.au) and we would be pleased to provide an overview via a Teams session.



## Enterprise Search and AI

Have you ever wondered how AI and Enterprise Search might complement each other in a modern business environment? iPLATINUM has, and that is why we are now investing time and effort into the iFerret solution to ensure it can be easily configured as a data source in the AI world.

We see iFerret being a vital source of information for modern AI solutions enabling AI to quickly interrogate and provide answers relative to the information iFerret holds.

All of our customers understand the many benefits enterprise search brings, including one point of access to many data sources, instant retrieval of information, simple key word searching replacing complex menu structures, data validation and interrogation, quick and easy export for reporting, automatic creation of information bundles, the ability to save queries and run multiple times, just to name a few.

When you add to enterprise search the ability to not only retrieve information but then interrogate it to provide answers to complex questions the solutions value is magnified.

In the AI world you can not only see data but analyse it to provide responses to a myriad of questions where information can be interpreted from the source data.

iPLATINUM look forward to providing you with options to easily integrate AI with iFerret enabling you to interrogate the iFerret data and be greeted with concise responses based on the content of that data held. This will add so much more efficiency to your corporate capabilities and ensure you are making the most of your valuable corporate data.

If you would like to know more about our AI work please drop an email to [info@iplatinum.com.au](mailto:info@iplatinum.com.au).

## The Benefits of iArchive

The iPLATINUM data archival solution, iArchive helps with the decommissioning of legacy systems (Finance, HRP, Property & Rating, Records, Assets, Bookings and more) while allowing organisations to store historical data independent of application technology. This provides a mechanism to query and report on this data without the need for an application to support it.

The iArchive solution can easily be added as an historical repository under an existing iFerret environment or installed independently as a standalone system. Solutions have been developed for many commonly used systems including GenCIS, Stowe TCS, Fujitsu, Authority, Oracle, TechnologyOne, ITVision, Practical, PeopleSoft, Chris21, Aurion, Smartstream, Sun Systems, JDE, Computron, Confirm, MatMan, Kronos, Oracle eBusiness, WorkSafe, AusSoft and more.

## iFerret Usage Update and Training Offer

We are committed to all of our customers gaining a maximum return on their investment in our iFerret and iArchive solutions. We regularly see our customers recording in the order of 1500 queries (searches) per month across our solutions. This is great as we know they are getting great value from their investment and the staff are benefiting from easy access to information. Some of our customers have measured time savings in the order of 2 hours per person per week for standard query users which translates into significant cost savings.

If you feel you are not achieving maximum benefit and you would like to increase usage or train new staff please lodge a request via [support@iplatinum.com.au](mailto:support@iplatinum.com.au). We would be pleased to provide complimentary online training to assist in this regard.

Please also remember all of our online educational webinars are now available via your Documentation menu in iFerret. These are a great source of information and useful training tools for staff.

Until next time... happy Ferreting!

