



Skye Bridge, Scotland, 2002

Jario: Intelligent File Tracking  
White Paper July 2003  
“Bridging the file handling gap”

## **Jario White Paper**

The case for a transparent tool for tracking and managing documents between PC's and Networks PLUS the benefits for Management, Users and Executives in doing so.

© Jario Ltd 2003

### **Jario Ltd: Intelligent File Tracking**

The Atrium Business Centre, North Caldeen Road, Coatbridge, Scotland, ML5 4EF  
Tel. +44 (0)1236 702 005 info@jario.com  
Registered in Scotland No. SC235598. Vat Reg No. 809 2031 55

© Jario Ltd 2003

# Contents

<b>SUMMARY .....</b>	<b>4</b>
<b>THE TRACKING AND MONITORING GAP.....</b>	<b>6</b>
The Problem .....	6
Jario's Solution.....	7
<b>JARIO ALTERNATIVE'S.....</b>	<b>8</b>
Spyware .....	8
Network Computing.....	8
Lock Down .....	8
<b>THE NEED TO TRACK .....</b>	<b>9</b>
<b>For Management .....</b>	<b>9</b>
Its our business. ....	9
Its our Identity .....	10
Its our property. ....	10
<b>For Actual Users .....</b>	<b>10</b>
Version Control .....	10
Working not red-taping.....	11
Collaborative Working .....	11
Stress and Protection.....	11
<b>For Executives.....</b>	<b>12</b>
Sarbanes-Oxley/ISO/IAS/FDA.....	12
<b>CONCLUSION.....</b>	<b>12</b>

## Summary

Increasingly, companies are deploying enterprise software to control workflows; allowing individuals to work, teams to collaborate, managers to monitor, and executives to control a business.

Software tools have delivered benefits at each of these levels, giving rise to the dominance of the Portal doctrine of enterprise software. Everyone should have a personalised window so they see and do what they need to, while at the same time everyone is sharing and reporting to and from shared databases.

The practical reality however, is quite different. In a networked environment, a key gap still exists between PC's and enterprise systems. Most knowledge-workers still continue to do most of their work on Personal Computers with applications such as Microsoft Office, Outlook and specialist applications from Photoshop to AutoCAD. Removing the gap by deploying thin client machines is inappropriate for many, bridging the gap is the only solution.

*Personal Computers allow for and breed Personal Chaos.*

Individuals can create, move, copy, save and print files in their own way choosing to conform or avoid processes at their leisure. Individuals are also human so forget to carry out tasks such as uploading files to document management systems. To counter this we centralise, track and monitor email, web use and portal software use providing benefits to users, managers and the company.

But the gap remains; We don't have control over PC use as there has been no practical and flexible way to do so. The resulting problems are commonplace:

- Decisions are made on incorrect versions of contracts
- Failure to collect together final versions of documents at deal closure
- Missing documents cannot be accounted for
- Sensitive documents are distributed inappropriately to third parties

Jario™ bridges this gap. Tracking desktop software use dynamically and managing the information centrally, linking individual's work together.

Jario provides benefits to users such as error free version control; to management it provides IPR protection so that when staff leave files don't; and for executives, company wide conformance to processes required for Sarbanes-Oxley, FDA, ISO et al compliance.

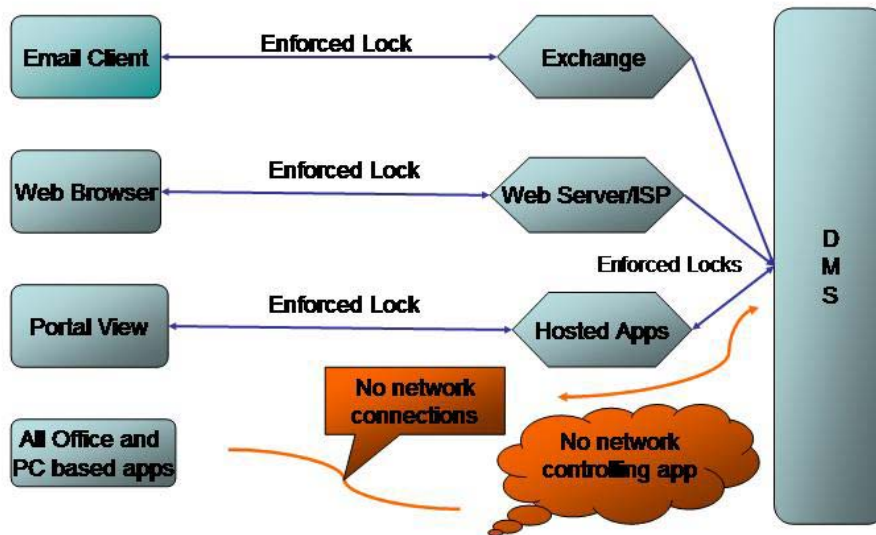
# The Tracking and Monitoring Gap

Today it is common practise to monitor employee email use, web use and other network based software use.

We do not monitor employee use of PC software – software like MS Office (Word, Excel, Powerpoint) or industry specific applications like Photoshop or CAD/CAM applications.

When the web is primarily for research or procurement, and email is for communication we have a multitude of contractually enforced rules and procedures, but for the tools that our employees actually deliver work with, we have no in built control practices.

**Diagram: Current Gap in Reporting**



## The Problem

We are far too PC! Personal Computers allow Personal Chaos

Personal Computers are dominant, and will remain so as long as you believe Microsoft Windows and Microsoft Office will remain central to your IT strategy.

Companies however require people to work in teams, sharing knowledge, therefore require people to work with files on the network.

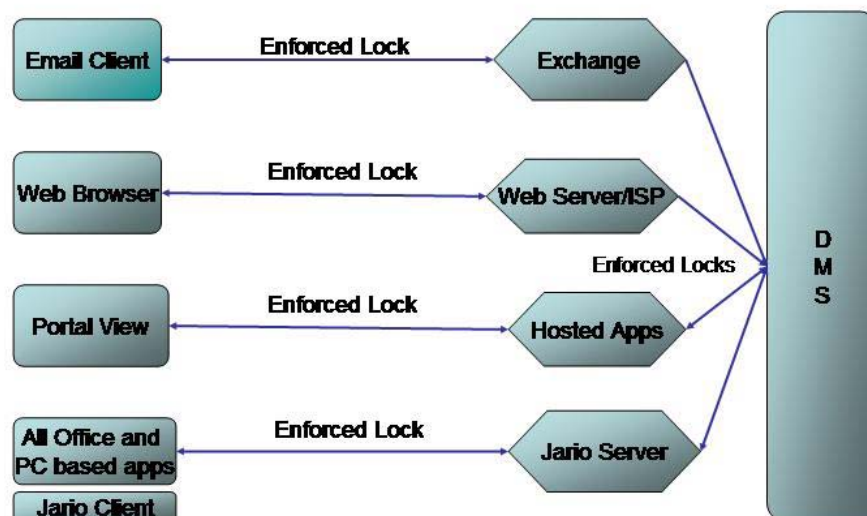
Therein lies the gap – every employee has a massively powerful PC on their desk with the ability to treat that PC to varying degrees as their own domain. It is by and large up to them what they make public and what they don't.

Document management systems and network software seeks to provide the tools to easily share and manage files, but they cannot remove the inherent fallibility gap between the PC and corporate systems.

## Jario's Solution

Jario is unique in that for the first time an enforced relationship is created between the desktop and the network. By installing a small client application connecting to a Jario Server, every user gains total visibility over the progress of their and their colleague's work – (according to privileges) independently of the applications being used.

Diagram: Jario's Solution



## Jario Alternative's

There are some existing products which offer to provide the required control over PC files in various ways. Some of these are discussed below:

### Spyware

Spyware does not provide any end user benefit – these programs create evidence for later prosecution. They are there to trap the end user.

### Network Computing

As Sun states "The Network is the Computer" and Oracle has long held the opinion that the right way is the Network Computer (NC) way. The problems with this view are clear:

- Massive expense in switching technologies.
- Massive learning curve for IT managers and users of systems.
- Poor compatibility to essential software like MS office and other desktop apps.
- Perceived lack of functionality compared to the PC platform

### Lock Down

This removes users ability to breathe in an electronic sense by minimising all activities that can be conducted on a PC, removing external drives – no floppies, no CD-Roms, and of course no internet or open email access!

Clearly lockdown has a number of issues – PC's are still PC's, if you let a user have MS Word, they can write what they like. If they have internet access, they can send what they like outside the firm. For high value knowledge workers, lock down is simply so unpopular it is not happening, particularly in the now commonplace mobile working environment.

Most companies would rather encourage users to be creative, try out different ideas and work outside office hours if they so wish.

In short, alternative methods to file control in the PC to Network Gap are prohibitively expensive, require substantial retraining, are security risks or are simply too inflexible for power users, to be a viable solution.

## The Need to Track

**Why do we need to track and monitor file creation and usage?**

### **For Management**

**It's our business.**

Email and web use are communications tools that can be a central source of embarrassment and/or leaks and create legal actions. It is very right and very necessary to maintain controls over these tools – but this is a policing action, it is not a helpful action, it does not improve productivity, it does not build your reputation, it is insurance.

The work people do in MS Word for instance – that is our business, that is the work we are paying for, it is the work that our clients, partners and colleagues receive and act on. In other desktop software, the output can be the product itself, research reports, graphics files, videos; clients are actually paying for these outputs.

Yet it is at the discretion of each and every employee what he does with each file he or she creates.

## **It's our Identity**

In a knowledge economy, the documents we create embody and represent the company. Our unique business processes our way of doing things, our reputation and ethics are represented by these documents.

In service industries in particular, where the product is knowledge, companies are struggling to stand out from the crowd – what is the difference between one lawyer and another at initial sight?

The fact that employees are able to take the collective, documented knowledge of a firm with them by effectively stealing IPR when they leave undermines a firm's identity. This results in the identities of service industries merging, unique propositions are blended instantly across firms, devaluing all firms' assets.

## **It's our property.**

When staff leave, they take electronic files with them, they copy them to disks, email them to net accounts, copy them to internet file storage accounts. This mass loss of data to the competition on a regular basis, is an unquantifiable competitive risk, but more importantly your IPR is being stolen every day.

## **For Actual Users**

### **Version Control**

How often have you been working on a file sent by a colleague only to discover that they have sent you an old version of a file rendering your input wasted?

How often have you taken a call from a customer looking for information your firm provided them 6 months ago by you or a colleague, looking to confirm what the final details of an agreement was – and you can't answer them without searching and phoning colleagues?

How much time is wasted making phone calls and writing emails trying to ensure everyone remains on the same page as a deal is being brokered – lawyers, accountants, colleagues, advisors, adversaries, all making changes and creating new versions.

With no way to link files together at the point of creation and use – version control mistakes are made every single day.

### **Working not red-taping**

Red tape increases. This seems to have become a law, death taxes and ever increasing red tape are all certainties. People want to do their jobs, not deal with red tape, they want to work quickly and deliver a quality product or document. Conforming to processes is a necessity, having to spend time on conforming rather than doing should not be. Jario requires zero effort on the user's part to deliver on its proposition.

### **Collaborative Working**

People work in teams, sharing work and projects over time, distance, and languages. Collaborative environments often create as many problems as they solve, adding another level of complexity to the IT framework, creating new ways for documents to get lost, versioning problems and security breaches.

### **Stress and Protection**

Making mistakes can be costly for the individual as well as the firm. People always make mistakes, but do they always know it before its too late? Learning from mistakes, or being alerted to an error before commitment, is of enormous benefit to staff as well as management. High levels of work stress are caused by the pressure of what might go wrong, not what necessarily has.

Not having confidence in the business process you are completing is a key source of stress, and the confidence gap is created by a visibility gap – what file is this I am working with? Is it the correct file? Who else has got this? Who shouldn't ever see this? Who has this been sent too? Is this file backed-up up securely? Can this file be destroyed or is it protected for 6 years? Should I even have seen this file?

## **For Executives**

### **Sarbanes-Oxley/ISO/IAS/FDA**

In the past the focus was ISO, health and safety regulations or industry specifics like Basel II – all of these regulations have one core thing in common which is that a board must be able to produce auditable evidence that an organisation has complied with procedures and policies laid out in a clear manifesto.

Sarbanes-Oxley (SOX) is no different in this regard, but it has clearly raised the stakes substantially.

Knowing what you have in front of you before you sign it is compulsory – knowing what others have in front of them and what they are doing with it will be a key source of confidence.

## **Conclusion**

The shift from personal to team based computing has been rapid as it is has been vital for people to share information and work together – no business can work without teamwork.

Enterprise software has driven this change shifting many applications from per seat based installations to central databases with personalised Portal views.

The evolution of the PC has created powerful machines for each user to rule, and software that was originally and continually designed for individual use.

Replacing PCs with network-centric systems is economically and technologically impractical or unnecessary for many. Going against the tide of MS Office and similar software is also expensive and unnecessary. Attempting to remove the gap between PC and Network use is costly, difficult and unnecessary.

Bridging the gap that exists in enterprise management of software use is a viable, inexpensive and a rapid solution to management of knowledge workers. Bridging the gap makes teams work without the effort of retraining or re-engineering business processes. Bridging the gap completes the circle of process auditing and compliance.

Jario software creates a framework of trust between employers and employees. Each is given the confidence that mistakes will be spotted before they happen and each can prove to the other that they are working honestly and in the best interests of the company.