

# Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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October 21, 2011

## THIS JUST IN!

### LEXMARK ACQUIRES BPM ISV

If you attended **Harvey Spencer Associates** recent capture conference, you heard me predict some M&A activity involving a BPM and document capture ISV within the next year. While that exact prediction hasn't come true, we did see **Lexmark** this week announce the \$52 million acquisition of Dutch ISV **Pallas Athena**, which it is touting as a BPM, document output management, and process mining software vendor. Lexmark's plans are to combine Pallas with Perceptive Software, the document imaging ISV it acquired last year [see *DIR* 7/2/10].

Lexmark promised further details after it announces its third-quarter results on Tuesday.

### FCPA Ends Relationship with Crael Fujitsu Computer Products of America

has ended its long-time relationship with value-added distributed **Crael**, effective at the end of the year. A letter from Crael to its reseller partners indicated "that regrettably Fujitsu does not share in our strategic approach."

We weren't able to confirm this story until later in the week and had yet to hear back from FCPA as of publication time. For its part, Crael seemed caught off guard by the decision. FCPA was a major sponsor at Crael's partner event held in May [see *DIR* 6/10/11]. Crael will continue to distribute scanners from **Kodak**, **Canon**, **Visioneer**, and **Panasonic**, along with a growing line of software products.

For semi-weekly updates on breaking stories in the document imaging industry (like today's announcement about a partnership between **ReadSoft** and an IBM partner), please visit our blog:  
<http://documentimagingreport.blogspot.com/>

## NSi Lands Multi-Million Software Deal with DoD

The market for MFP capture software sales seems to be exploding. Two weeks after *DIR* heard about one very large deal in this space, **Notable Solutions, Inc. (NSi)** announced a \$3.5 million sale to the **U.S. Department of Defense (DoD)**. NSi's AutoStore will be providing the "bulk scanning capability" in release two of the DoD's Healthcare Artifact Image Management System (HAIMS).

HAIMS is basically an electronic medical records system designed to be utilized by all branches of the U.S. armed forces worldwide, as well as the **Department of Veterans Affairs**. According to a federal government Web site, HAIMS will "allow military healthcare providers to quickly access healthcare artifacts and images generated during the healthcare delivery process such as X-rays, photographs, waveforms, audio files, video and scanned documents."

HAIMS has been in development for several years with federally focused healthcare systems integrator **Evolution** acting the prime contractor. NSi VP of Marketing Mike Morper would only say that NSi was brought into the HAIMS deal by one of its partners—a government contractor.

We know that **Harris Corporation** is a sub-contractor to Evolution on the project. According to a Harris press release issued in April 2010, "Harris is providing support in the areas of system development and software design for the Web-based HAIMS solution....Under Phase II, Harris will continue to support the enhancement of the functionality of the system. New features will include capabilities for performing bulk scanning of healthcare artifacts, allowing HAIMS to ingest artifacts and images provided by external healthcare systems—as well as allowing HAIMS to interact within the DoD's electronic health records system."

The \$3.5 million represents money paid to NSi's partner, "the preponderance of which is for software licenses," indicated Morper.

"The first phase of the HAIMS implementation enabled ingestion of core information, primarily textual, as well as some ad hoc document scanning—a single document at a time," said Morper. "It was a step in the right direction, but with the second phase, the DoD wanted to bring in multi-page patient care artifacts, and they recognized they needed a more substantial capture application.

"The DoD refers to any capture of more than a single page as 'bulk scanning,' and that's where NSi comes in. The DoD also had a goal to take advantage of its existing infrastructure and utilize MFP hardware that taxpayers has already invested in."

Morper said NSi spent two years working on its bid to meet the RFP for the contract. The software contract was awarded in September as the U.S. government was winding down its fiscal year. An implementation contract will be awarded at a future date, but Morper expects the software to be installed within the next year.

"Because of government checks and balances, the implementation has to be done by someone different than the organization providing the software," Morper said. "We will support whoever wins that contract." Morper did not indicate whether there would be additional service revenue for NSi related to the implementation.

### **A look at the rollout**

The initial implementation will involve a rollout of NSi's AutoStore capture software to support some 6,000 users. There is potential for it to be expanded to service 60,000 users worldwide, with additional AutoStore software sales in conjunction with that expansion. "But, that's not guaranteed," stressed Morper.

Morper could not say how many MFPs the 6,000-user rollout will cover, but indicated that there are multiple users per device. [The April 2010 Harris press released indicated 16 sites would be rolled out under Phase II of HAIMS.]

"Our software will be rolled out across a smorgasbord of MFP brands and models," Morper said. "Our ability to offer some form of embedded application on so many devices was certainly a differentiator. Ease-of-use was very important, as the DoD wants there to be minimal investment in user training associated with the implementation."

NSi also met the DoD's security requirements, which include integration with the Common Access Cards (CACs) system used for logging into their MFPs. Basically, after a user logs-in with their CAC card, they will be presented with a list of document types to choose from. Patient identification information will also have to be captured.

Artifacts being scanned by DoD healthcare providers will include handwritten notes, lab reports, referral sheets, etc. Mostly, these are unstructured documents, so it doesn't seem that any OCR will be utilized, although that's certainly with

## **Document Imaging Report**

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5. Records Management
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the realm of capabilities that AutoStore offers.

"If additional meta data needs to be entered manually, the DoD has a transitional system in place where images will be placed in a queue," said Morper. "Utilizing that system, the healthcare providers will be able to key-enter meta data, and the image and meta data will be uploaded from there into HAIMS. Our ability to integrate with this transitional system was also a differentiator."

### **Market segment taking off**

Morper views the HAIMS implementation as a "poster child" for the market segment that **Harvey Spencer Associates** defines as "ad hoc transactional capture." "It's a true enterprise deployment as well," Morper added, "When all is said and done, you could be talking about 60,000 users all over the world. Each of them is capturing only a handful of documents at a time. It's very important that these subject matter experts are able to quickly get into our application, append any meta data they need to, and get back to providing patient care."

Spencer has forecasted strong growth for this segment over the next five years. Morper testified that from NSI's perspective, at least in the early going, Harvey's expectations appear to be accurate. "We're seeing a huge uptake of transactional capture solutions," Morper said. "We had a very strong first quarter and finished well ahead of our projections—and that didn't include the HAIMS deal, which was booked in our second quarter."

Basically, Morper concluded, NSI is seeing growth in multiple metrics. "All our channels are up in volume and revenue," he said. "Our average transaction size is up and the number of large [over \$100,000] deals we are doing is up." [For more on NSI's revenue growth, see our 10/7/11 issue.]

For more information:

<http://www.documentimagingreport.com/index.php?id=2217>;  
<http://dhims.health.mil/docs/factsheet-HAIMS.pdf>;  
<http://dhims.health.mil/products/loa/LOA2-4b.aspx>

## **Visioneer Ups Ante for Mobile Scanning**

**Visioneer** is certainly living up to its name with the latest release of its Mobility portable scanner, the Mobility Air. The Mobility Air represents the first completely wireless scanner that we are aware of that can capture documents not only to laptop computers, but also to mobile computing devices like smartphones and tablets.

The not-so-secret sauce in the Mobility Air is an **Eye-Fi** 4GB Connect X2 card, which has been integrated with the device. With the form factor of an SD card, the Eye-Fi card fits into a standard SD-card slot in the back of the Mobility. The Mobility itself is a battery-powered sheet-fed scanner that was introduced by Visioneer earlier this year [see *DIR* 1/21/11].

**Over the past 20 years, our industry has developed such great technology dedicated to capturing document images that it seems counter-intuitive to throw it all out the window in favor of cameras designed for photographs. Weren't document scanners invented to get away from that paradigm?**

Like it would with a standard SD-card, the Mobility can capture images to the Eye-Fi card. Unlike a standard SD, the Eye-Fi card has a portable radio that enables it to connect to wireless networks or even directly to other devices with wireless radios—like laptops, smartphones, and tablets. The Eye-Fi technology can be set up so that whenever images are captured to the card, they are automatically transferred to a specified destination—such as a computer or even a cloud service.

"Wireless technology represents the biggest change in our product line since we introduced OneTouch button scanning," said John Capurso, VP of marketing for Visioneer. "Over the years, we've certainly done a lot of things to improve our image quality and drivers. But, I think wireless is the most exciting thing that has happened to scanners since we put the button on the front."

"If you look at all the projected growth numbers for mobile computing, they're going through the roof. The Mobility Air is the first document scanner that really lets you take advantage of mobile devices without any wired connection at all."

### **The next level of Mobility**

When we discussed the original Mobility with Capurso earlier this year, he explained the potential for utilizing it with an Eye-Fi device. "That was really a proof-of-concept," he told *DIR*. "For the Mobility Air, we've completed some integration—to do things like ensure that the Eye-Fi card knows it has received an image from the scanner that needs to be uploaded."

Visioneer is bundling the 4GB Eye-Fi card, which lists for \$50 on its own, with the Mobility Air. And



the Mobility Air lists for the same price as the original Mobility—\$199. The Mobility Air has also made its way into retail channels through **Staples**, which will market it in brick-and-mortar stores as well as on-line.

“Staples is very in-tune to mobile solutions and represents a significant office reseller for us,” said Capurso. “For B2B orders, which may involve higher quantities, the Mobility Air can be obtained directly from Visioneer. We will also be going through some of our traditional distributors.”

### ***First stop on the roadmap***

Capurso explained that the Eye-Fi card was originally designed to work with digital cameras. As a result, it is not necessarily optimized for document scanning. For example, although the Mobility can capture JPEG or PDF images, the Eye-Fi card can only work with JPEGs. In addition, the device cannot be used to capture multi-page files.

That said, these issues can be overcome through post-scan processing. The Mobility captures images at 300 dpi, so post-scan OCR is certainly a possibility.

To assist with capture (but not document processing) Eye-Fi also has developed apps for the **Apple** iOS and **Google** Android operating systems. “Keep in mind that right now the Mobility Air is a first-generation device,” said Capurso. “We have a lot more development planned around wireless solutions.”

### ***How it works***

Basically, the Mobility Air wireless capture process works like this:

- Insert the Eye-Fi card into the back of the scanner—some set up is required to configure image destinations. The Eye-Fi can be configured to transmit images through a wireless network and/or directly to devices with wireless radios.

- Select color or black-and-white scanning.

- Feed a document, from 2 x 2 card-size to an 8.5 x 11 full-page, into the scanner.

- Rated scan speed is 10 seconds per page.

- Document is transferred automatically from the scanner’s Eye-Fi card to the preprogrammed destination—multiple destinations can be selected for a single scan.

- Potential destinations include any devices with wireless radios (laptops, smartphones, tablets) or cloud services. (Eye-Fi can currently be configured to work with some 25 cloud services, but most are geared toward photo posting. Probably the one most relevant to document imaging users is **Evernote**, which can apply OCR to documents for search purposes and is used by some people as an ad hoc document management system.)

- Document images are viewed and worked with at the chosen destination.

“Immediately, some B2C applications come to mind for scanning documents like business cards, transaction receipts, and tax documents,” said Capurso. “Of course, you can also think of some B2B applications in areas like shipping and real estate documents. But, we’re really looking forward to seeing what kinds of applications people come up with. We believe we’ve created something so flexible and powerful that we haven’t even thought of all the possibilities.”

### ***Expect more mobile scanners***

This is very close to the type of device *DIR* has been asking for for at least a couple years now—one that leverages the great technology of mobile document scanners and marries it with the burgeoning mobile computing market. We’ve always felt that trying to utilize the cameras on smartphones to capture documents was like taking a step back in time. Over the past 20 years, our industry has developed such great technology dedicated to capturing document images that it seems counter-intuitive to throw it all out the window in favor of cameras designed for photographs. Weren’t document scanners invented to get away from that paradigm?

Anyhow, the original Mobility was certainly a step in the right direction and the Mobility Air is another step that way. We’re not saying it’s the perfect solution for every mobile document scanning app—but the concept of being able to utilize a durable, reliable portable scanner to wirelessly capture high-quality images of documents directly to a mobile computer, or to the cloud, certainly has some attraction.

We greatly look forward to watching continuing product development in the area of mobile scanning by a multitude of vendors. Visioneer struck it big 15 years ago when it rode its OneTouch technology to some outstanding market share in the, at that time, burgeoning market for flatbed scanners. It is certainly hoping to capture that same sort of lightning in the bottle with a product that plays in today’s burgeoning mobile computing market.

But, we don’t expect Visioneer to be unopposed. There is just too much money being invested in mobile computing in general for other scanner vendors to ignore it. The Mobility Air is an innovative way to attack the market. We’re interested to see what Visioneer’s competitors [including some unexpected competitors from outside the industry—per Dave Wood’s presentation at the recent Harvey Spencer Capture conference,

see [DIR 9/23/11](#)] can come up with.

For more information:

<http://tinyurl.com/MobilityAIR>

## Document Management Software Certified for EHR Meaningful Use

Prodded by the promise of federal stimulus dollars as an incentive, in the past couple years, we've seen a significant increase in the adoption of electronic medical records (EMR) systems. According to Dan Nelson of **Desert Ridge Family Physicians** in Phoenix, adoption of EMR among healthcare providers has risen from 12% in 2009 to 30% in 2011. But, what exactly have these providers adopted?

"With the announcement of the federal stimulus money related to EMR, we saw a rapid ramp up in the development of EMR systems, as well as an increase in marketing around them," said Nelson, who spoke at **Harvey Spencer Associates'** recent capture conference. "But EMR systems are only in their adolescence. They've advanced from crawling to walking, but are still going through significant changes."

Nelson notes that one problem with the way EMR has been implemented is the lack of standardization. After all, one goal of the federal government's plan for EMR is to leverage the implementations to create a national healthcare database. Without standardized data coming from individual EMRs, however, this database is going to be very hard to create. It seems that standardization is going to be part of the maturation process of the EMR market.

Last year, under a contract from the **U.S. Department of Health and Human Services (HHS)**, the independent non-profit organization the **Certification Commission for Health Information Technology (CCHIT)** launched a program for certifying "that EHRs are capable of meeting the 2011/2012 criteria to support Stage 1 meaningful use as required by HHS."

CCHIT has received tremendous response to its program, and when we checked last week, 383 products were listed as being ONC-ATCB Certified EHR Technology. ONC stands for the **Office of the National Coordinator for Health Information Technology**, which is part of the HHS. ATCB stands for Authorized Testing and Certification Body.

CCHIT certifies products as either a "Complete EHR" system or an "EHR module." **DocuLex**, a document imaging and management specialist out of Winter Haven, FL, recently was certified in the EHR Module category.

"Our software was run through a series of tests in accordance with the requirements laid out in the HHS' 45 CFR Part 170 [which defines the, "Initial Set of Standards, Implementation Specifications, and Certification Criteria for Electronic Health Record Technology]," said David Bailey, president of DocuLex. "Our Archive Studio WebSearch software is now regarded as a certified EMR module in the area of ambulatory and in-patient care."

"It's not a complete EMR system, but can be utilized as a module for the care, storage, and security of documents and objects. Really, it's certified for anything to do with document management. We didn't have to add any functionality. We just had to go through some hoops to prove our software met the criteria the testing organization was looking for."

DocuLex's software is currently being used by a hospice which has integrated it with a **McKesson** practice management software. "That's a good example of how our software is being used as an EMR module," said Bailey. "McKesson's software is used for scheduling, forms, e-prescriptions, and facilities management, but it doesn't do document management. Our software is used to manage the patient and medical records for the hospice's 11 facilities. Take the two and put them together and you have a complete EMR system."

Bailey said there were two main reasons DocuLex invested in the ONC-ATCB certification. "We wanted to stand out from other document management software companies when going after new customers," he said. "We also wanted to give our existing customers in the healthcare market another reason to stick with our product."

"We were getting a lot of questions about how our software could be used to meet EMR meaningful use requirements. We weren't exactly sure, so we kind of danced around it in our response. Now, we just tell them to look at our certification. This also should help save our customers time and effort when they are trying to prove to the government that their implementations meet meaningful use requirements."

Interestingly, when going over the CCHIT's list of certified products last week, we didn't see any other historically document management-focused software products on it. There were a total of 383

certified products, and they all seemed to be EMR-centric.

Bailey said that functionality, as well as versatility, can be motivating factors for a healthcare provider to deploy a traditional document management system as part of its EMR implementation. "In most of the products certified as 'complete EHR,' document management is just an afterthought," he said. "They often don't even have features like document retention.

"It's difficult to expand EHR-centric document management into areas like HR, financials, and billing. With our software, healthcare providers can buy one package and use it in multiple areas. We have one customer, for example, that is asking us to help it set up a workflow to manage physician credentialing. They want to ensure the administration is notified when one of its physicians needs an update.

"A lot of times it depends on how broad-thinking the person is who is buying the software, what type of document management they want to implement with their EMR."

### ***Plenty of opportunity in EHR***

While the CCHIT certification program seems to be a step in the right direction in terms of standardizing EMR, it's Nelson's opinion that the market still has a long way to go before reaching adulthood. "I basically think there is going to be a massive consolidation of vendors as users make the transition to next-generation EMR systems with standard data mapping capabilities," he said.

Nelson added that the ingestion of paper and formatting data associated with paper records continues to be an important challenge that needs to be addressed. **Nuance** certainly showed us an interesting demo in this area a couple weeks ago [see *DIR* 10/7/11].

As we said with the market for mobile document scanning, markets in transition, especially big ones like EMR, are full of danger, as well as opportunity. There is certainly danger for existing players who can't keep up with the demands of changing targets, but there is also opportunity for ISVs who are ahead of the game and can help healthcare providers meet the government's EMR goals as efficiently as possible.

One interesting statistic that Nelson brought up at the HSA conference is that in the first month that a physician's practice switches to an EHR system, they experience a serious hit to their production. "They're probably going to bring in half as much

money as they did before changing over," he said. "After six months, they'll likely be back to 70%. In maybe a year, they'll be back to their previous levels of productivity.

"On top of that, there is a cash outlay to install the EHR system. So, you can see some of the challenges associated with EHR implementation."

From our industry's perspective, one which specializes in ROI related to improved productivity, this should read like an open invitation. Obviously, these EHR systems are not producing the same results that users of document imaging technology are accustomed to. We're not saying there is a one-to-one correlation between the document imaging and EHR markets, but it certainly seems that EHR providers could learn something from our market.

For more information: <http://www.cchit.org/products>; <http://www.doculex.com/>

## **DocuWare Ramping Up Sales Efforts**

### ***Names new VP of sales for Americas***

**DocuWare** is not satisfied with 20% growth. That was the revenue figure the German document imaging and management ISV reported for 2010, which helped the company reach sales of 14.3 million Euros. To accelerate its growth, DocuWare is doubling its sales staff, and that has included naming Steve Behm to the newly created position of VP of sales for the Americas. Those duties were formerly handled by Thomas Schneck, co-president of DocuWare, who is responsible for worldwide sales and marketing.

Behm previously served as VP of sales for the South Central region of the U.S. reporting to Schneck. "This year, we decided to look at how we could really grow the company," Behm told *DIR*. "We felt that everything was in place, from product development and maturation to our administration. To capture more market share, we put in a plan to aggressively increase our sales staff. This has meant adjusting our infrastructure and creating smaller territories. It has also resulted in a new position for me to oversee sales in North, Central, and South America."

DocuWare will continue to sell entirely through a reseller channel, which, for the past several years, has been made up primarily of office equipment dealers (OEDs). "We continue to see a lot of OEDs looking for opportunities beyond MFPs," said Behm,



who is based in Dallas, TX. "With margins getting tighter on hardware, they are looking to expand into IT software and services, and document management is one of the areas they are looking at."

Behm said DocuWare has had the most success with resellers that have at least one person dedicated to each the sales and technical aspects of its software. "Ideally, there is at least one full-time person in each area, but, in smaller organizations, these people may also be focused on other products," he said. "It definitely helps when there is a resource that can help the salesforce, and a technical resource that can help with implementations."



*Steve Behm, VP of sales for the Americas, DocuWare*

"We've also rolled out a new course, for non-specialized sales personnel. It's designed to provide them with enough knowledge that they can at least start a conversation about our software with any potential customer."

Behm said the average DocuWare sales size is \$25,000-\$30,000. "That can include a lot of things, like an MFP or a dedicated scanning device, along with our software, and definitely some services," he said. "That seems to be the price range where a lot of our resellers are comfortable selling. Margins on our software can range from 40-55% depending on volume."

Behm said in the U.S. market, DocuWare remains primarily focused on the SMB (small-to-medium-sized business) segment. "In the U.S., there are approximately 600,000 businesses that can be characterized as SMB," he said. "We estimate that market is about 15% penetrated by document management."

"In Latin American markets, the dynamic changes a bit, because you are dealing with less SMB and more large companies. So, the penetration percentage may be a bit higher, but there is also the potential for larger deals."

In 2010, DocuWare reported 38.4% growth in Latin America, which contributed to 19.5% growth for the Americas. For the first half of 2011, sales in the Americas were up only 6%, but Behm said the second half is off to a good start, and he is expecting double-digit growth for the year when all is said and done.

### ***New products are assets***

A press release on DocuWare's first-half revenue

stated, "For the second half of the year, the software company anticipates additional revenue growth driven by its recent new product releases."

"One of the new products we are excited about is Smart Connect, which enables users to integrate our software into any application, like ERP, CRM, or accounting systems, without any programming," said Behm. "Basically, it enables users to put a DocuWare icon on the screen of a line-of-business application, click on it, and utilize intelligent search to return documents being managed with our software."

From the DocuWare Web site on Smart Connect, "Smart Connect reads words directly from a third-party application user interface and then uses them as search or index words in DocuWare. Documents relating to a data record opened in the third-party application are easy to call up in DocuWare—using a button displayed in the third-party application. It is just as easy to import words as index terms for documents that you want to archive in DocuWare."

"We've already sold quite a few units of Smart Connect," Behm added. "In addition, we are excited about the maturation of our Web technologies, which now offer all the functionality you could only get in the past through a client/server environment. Finally, we're seeing a lot of interest in our iPhone and iPad modules and will soon be rolling out apps for Droids and Blackberries as well."

Behm said DocuWare continues to focus on five primary vertical markets: healthcare, government, education, manufacturing and distribution, and financial services, including insurance. "We've seen some increasing adoption in the medical industry as healthcare organizations work on bridging the gap between their massive quantities of paper records and their EMR (electronic medical records) systems," he said. "In addition, we can help them meet compliance requirements in areas like security, signatures, and managing changes to, and release of, information."

Behm concluded that the biggest challenge that DocuWare is facing as it ramps up is finding the right salespeople. "We are trying to find people with experience in document and business process management, who are also good at selling," he said. "Those are some unique qualities. There are hundreds of businesses out there that are prospects for document management systems, and we want to make sure we have the right people in front of them selling our solutions."

For more information:

<http://www.documentimagingreport.com/index.php?id=2215>;  
<http://www.docuware.com/>

# Laserfiche Targeting Acquired Competitors

Over the years, M&A has been a very important strategy for ISVs in the imaging and document management market. Most recently, **HP** announced plans to acquire **Autonomy**, which, through its acquisition of Interwoven a couple years ago, acquired the former iManage document management software business. Earlier this year, we also saw **Open Text** acquire Global 360, which had rolled up multiple imaging and document management vendors [see *DIR* 7/22/11]. Industry leaders like FileNet and Documentum, as well as many smaller players, have also changed ownership.

During this time, the ownership of **Laserfiche** has remained consistent. Founded in the mid-1970s by Nien Ling Wacker, Laserfiche entered the document imaging market in the mid-1980s, and Wacker has been the CEO the entire time. Laserfiche has not made any acquisitions, while at the same time, it has turned down acquisitions for its business. The Long Beach, CA-based ISV has enjoyed double-digit organic growth in recent years and is now hoping to leverage the consistency of its operations to take away business from competitors where the ownership situation has not been as stable.

"We've actually seen the ownership of the majority of software packages that we compete with go through some sort of merger or acquisition activity in the past few years," said Chris Wacker, executive VP at Laserfiche. "When you go through that kind of turmoil in a company, the customer is often ignored and left without much recourse. Laserfiche is

offering these customers a lifeline."

Laserfiche recently announced a trade-in program designed to help customers of acquired document management vendors make the switch to Laserfiche systems. "There's no blanket rule as to how much of a discount a customer will receive from us," said Wacker. "But, we take into consideration the initial cost of their implementation, as well as their ongoing maintenance costs. We make our offers on a case-by-case basis.

"As an example, we recently did an implementation for the **City of Long Beach**, which had been using **EMC's** ApplicationXtender—the old OTG product. Long Beach was only storing 50,000 pages in it, but felt they had been orphaned by EMC. We gave them 50% credit on a new Laserfiche system."

## International sales fuel growth

When we spoke with Wacker, he was in Panama City setting up a Central American office for Laserfiche, as part of an aggressive international expansion plan. Over the last two years, Laserfiche has also opened offices in Ottawa and Hong Kong, and expanded its operations in Shanghai. These complement existing U.K. and Lebanese offices. Laserfiche has also expanded its U.S. footprint to include offices in Washington, D.C. (for the federal market) and Tampa.

"Overall, we are projecting 15% growth in 2011 over 2010, with our international business doing even better than that. The Hong Kong office, in particular, is doing quite well."

<http://www.documentimagingreport.com/index.php?id=2194>

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\_\_\_\_ AmEx \_\_\_\_ Visa \_\_\_\_ MC \_\_\_\_ Discover \_\_\_\_\_ card number \_\_\_\_\_ expire date \_\_\_\_\_

☐ **Bill My Organization** (Purchase order # optional.) \_\_\_\_\_