

# Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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October 24, 2014

## THIS JUST IN!

### FUJITSU SCANNER OFFERS WIRELESS MOBILE CAPTURE

I recently had a chance to try out the new **Fujitsu** ScanSnap iX100 mobile scanner. With the addition of the new Direct Connect mode, it enables users to scan wirelessly directly from the device to the ScanSnap mobile app. This is the first time Fujitsu has offered this capability in a mobile document scanner. It's great for capturing and working with documents on tablets or capturing documents to share via several avenues made available through the app.



The iX100 is a mobile scanner (weighing just 14 oz.), and basically features a single-page ADF, so it's primarily intended for smaller/ad hoc jobs. But it scans at a brisk rate of 5.2 seconds per letter-sized page and can be continuously fed to produce multi-page documents as PDFs. It also has features like auto-deskew and -orientation and auto-paper size and color detection.

The scanner features a GI processor, which was first introduced last year in the desktop ScanSnap iX500 model, that handles the bulk of the image processing and also provides the connection between the wireless device and the scanner. Wireless set-up is configured through a wizard in the app. The iX100 features the usual bundled ScanSnap package—including **ABBYY** FineReader OCR, CardMinder for business card capture, and ScanSnap Manager and Organizer. It is available for the both Mac and Windows OS. The list price is \$229.

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## Kodak Alaris DI Gaining Momentum

*Just over a year into re-launch, document imaging leader making gains in both hardware and software markets.*

ROCHESTER, NY—**Kodak Alaris** Document Imaging (DI) has a clear vision for the future—but what the document scanner and capture software vendor is currently seeing isn't too bad either. *DIR* Editor Ralph Gammon recently sat down with the leaders of the organization, which was launched 13 months ago as a spin-off of the then bankrupt **Eastman Kodak Company**. Over the last year, Alaris has gained a board of directors, a new CEO, rebounded nicely in the document scanner market, and successfully launched its new Info Insight software into the IDR software space.



*Dolores Kruchten, president, Kodak Alaris DI*

"DI is a cornerstone for growing the Alaris business," said Dolores Kruchten, president of Kodak Alaris DI. "As a result, we have tremendous control of our destiny. We recently went over our five-year plan with the board of directors. They completely buy into what we are trying to accomplish. Kodak Alaris is excited about DI and has plans to step up its investment."

Kodak Alaris was officially launched last September [see *DIR* 9/6/13]. The entity, with approximately \$1.2B in annual revenue and 3,500 employees worldwide, is a combination of what had been Eastman Kodak's Personalized Imaging and Document Imaging divisions. Those divisions were purchased by Kodak's U.K. Pension Plan (an independent organization that was Eastman Kodak's largest unsecured creditor, see *DIR* 5/16/13), and re-launched as Kodak Alaris.

On April 1 of this year, Ralf Gerbershagen, a former **Motorola** executive, was named CEO of Kodak Alaris. A week later, Mark Elliot, a former **IBM** executive, was named Chairman of the Board. They oversee an

organization that has been divided into three similarly sized divisions: DI, Retail Systems & Solutions, and Paper & Output Systems. Kruchten, as well as the heads of each of the other two divisions (which are a split of the former PI), each have a seat on the board.

“There is something to be said for being part of a smaller organization and the nimbleness it creates,” said Kruchten. “Having a focused organization is a tremendous asset. Also, being part of the board gives the division presidents control that we’ve never had before.”

### **Focus on Information Management**

Last year, *DIR* caught up the then freshly minted Kodak Alaris leadership team at its second Global Directions Conference [see *DIR* 10/4/13]. Noted futurist and artificial intelligence (AI) proponent Ray Kurzweil was the event’s keynote speaker. From a product standpoint, the star was Kodak Alaris’ Info Insight platform—IDR (intelligent document recognition) software that continues to be key to DI’s future vision.

“Kodak Alaris is being positioned as an organization that can help customers find better ways to manage information,” said Kruchten. “On the PI side, this involves memories and photos. On the DI side, we want to help organizations get more out of their technology and be more successful in business.”

“We are moving beyond document imaging and more into information management,” noted Tim Palmer, CMO of Kodak Alaris DI. “The vision we are driving is about getting information to the right place. Information can be in an electronic format or paper, we want to be able to manage all onboarding. As we embrace this type of multi-channel input, it will take us to new places. Over the next few months, we will be building out the brand of the company to reflect this new direction.”

Info Insight is based on technology licensed from German ISV **ITyX**. ITyX has approximately 60 direct customers using its software, primarily in German speaking countries. These include leading manufacturers, transportation, and financial services organizations. One area of specialty is classifying information entering customer service centers from a variety of inputs, including e-mail.

“We have built upon their platform and are now bringing Info Insight to market worldwide,” said Kruchten. “Our strength is bringing the technology to market. Ultimately, ITyX would like to be primarily a technology provider.”

### **Info Insight sales on track**

Although Kodak Alaris is promoting Info Insight as a multi-channel capture platform, its early success with the product has had a document imaging focus and been primarily in the financial services market. “The applicability of the solution is pretty broad,” noted Robert Bijster, worldwide director for advanced capture, Kodak Alaris DI. “But because our

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heritage is so focused on document imaging, it makes sense that our initial deals have been more focused on automating paper processes.”

Kodak Alaris recently landed a \$1.7M deal for Info Insight software and services. “We’ve closed all sizes of contracts ranging from that down to \$50,000 proof-of-concept sales,” said Rod Hughes, GM and acting sales director for Kodak Alaris DI. “Only one of our deals is above \$1M and one below \$100,000. The rest are in between.”

Kodak’s Alaris’ current sales channel for Info Insight is direct with channel partners bringing referrals to the Alaris team. “We are just starting to train our channel on Info Insight,” said Hughes. “We wanted to give them a chance to see what it could do. Currently, we are doing most of the customer interaction, but we will bring in our partners with us, hand-in-hand, as a way for them to learn.

“Our channel partners bring us into traditional document imaging type applications. Paper is what they see. However, once we are introduced, the conversation expands into other ways to make the customers’ businesses more efficient.”

Hughes gave the example of a healthcare facility that originally brought in Kodak Alaris for a backfile conversion. “They reached out to us because they needed additional office space and had four million pages they wanted to digitize,” he said. “After completing that project, we are discussing branching out to capturing additional documents like claims and prescription forms, as well as moving into their contact center to handle correspondence, and even into social media processing—where they want to capture certain information for political reasons related to government lobbying.”

Bijster provided an example of how Info Insight is being utilized in mortgage processing. “It can do classification and indexing like you’d see in a typical ECM application,” he said. “But, we’ve also taken it further and are leveraging some of our additional automation strengths.

“For example, in order to comply with regulations, financial services organizations have to know a mortgage contains all the proper documentation. Info Insight has the ability to automatically identify any missing documents and then launch a workflow

to address the problem. This is important to banks because if a mortgage goes into foreclosure and regulators find improprieties in the document set, it’s the bank that’s on the hook.”

Kodak Alaris has just started targeting U.S. call/contact centers with Info Insight. “To us, paper problems are obvious,” said Hughes. “Everyone has boxes full of paper, and that has been our starting point. Multi-channel capture takes Info Insight to the next level. In the call center market, paper is the smaller problem.”

**“As we embrace this type of multi-channel input, it will take us to new places. Over the next few months, we will be building out the brand of the company to reflect this new direction.”**

**—Tim Palmer, CMO, Kodak Alaris DI**

Bijster added that with Info Insight, Kodak Alaris has two primary goals: helping customers automate their business processes and enhancing the interactions they have with their customers. “In the call center market, we are focusing on organizations that interact with a large number of people,” he said. “These organizations all face similar pain points—such as dealing with an enormous diversity of input channels that happen to contain a lot of unstructured information.”

Bijster shared details of an ITyX success story that he feels can be replicated by Kodak Alaris. “The customer is an online insurance company in Germany that has 10 million clients,” he said. “Almost all their correspondence is received electronically. They receive about 50 million messages annually primarily through e-mail and interactions with their Web portal.

“Info Insight is used to classify these messages into more than 100 different categories—and 80% of all incoming customer correspondence can now be automatically classified correctly. In addition, the software is being used to identify and extract relevant data that is validated against a third-party system. Up to 40% of e-mails, including relevant data, are now able to be transferred to the customer’s processing system without any manual intervention— meaning nobody even needs to validate any of the data.

“In addition, with the software’s self-service solution (which utilizes suggested template responses based on automatic document classification and extraction), the company can now automatically resolve one in four customer inquiries. The software is also being used to help create a knowledge base

that can be utilized in a self-service capacity on the insurance company's Web site.

"Kodak Alaris is now seeing these types of opportunities. We are not talking to online insurance companies, but organizations with very similar needs."

Hughes concluded that Kodak Alaris is on target toward its goals for Info Insight, a product we were first introduced to approximately two years ago [see *DIR* 9/28/12]. "We are not behind our original expectations," he said. "At the end of the day, it took us about 18 months to get our initial customers and projects defined. Because our projects involve streamlining and developing business processes, they take time to set up. It also took us some time to fully understand what we could do with Info Insight.

"Also, we originally anticipated that it would take from 90 days to six months to install Info Insight. What we've seen so far is that it's closer to the six months. This is not because of us, but mostly it has to do with customer readiness—in areas like business process redesign, preparing all their documentation, and having sufficient IT resources available."

### **Expanding addressable market**

According to Tony Barbeau, GM and VP for Kodak Alaris DI, Info Insight substantially increases the size and potential growth rate of the market in which Kodak Alaris competes. "If you look at our traditional market of document scanners and batch scanning software, in 2013 it was worth approximately \$2.1-\$2.2B," he said. "In total revenue, we are probably the number two player in that segment (presumably behind Fujitsu). That's a profitable market for us, and we want to stay strong there.

"However, at best that market is growing 2-3% annually, and it's going to reach \$2.5B by 2018. If you look at market opportunities related to what we are calling our "Insight Solutions," the potential CAGR is much greater."

Barbeau broke down Insight Solutions into five core components:

- multi-channel input
- analytics
- classification/extraction
- BPM
- collaboration

"We don't have complete technology for each component listed, but we at least have software that is ancillary," said Barbeau. "That set of technology is also complementary to our legacy market—

especially in an area like multi-channel input. It also gets us into new higher growth areas like transaction capture, customer experience management, and smart process applications. From what we've seen, those markets are worth something close to \$5B now and will reach \$15B over the next five years."

"We see the market opportunity as significant," added Kruchten. "Not even top companies are handling very well the areas we can address around the flow of information. Currently, those markets are still kind of flowing in several directions—the way many emerging markets do. Our goal is to find as many repeatable solutions as we can that involve creating understanding and insight out of information chaos."



**Tony Barbeau, GM and VP, Kodak Alaris DI**

Barbeau said that the key to Kodak Alaris' Insight Solutions is the artificial intelligence incorporated in Info Insight. "We are working with a partner (ITyX) that employs some of the top recognized experts in AI," he said. "Their advanced level research ranks right up there with the work being done by Google and IBM's Watson group.

"One reason we chose ITyX as a partner is because we felt they were further along in the AI realm than others ISVs we talked to, who were more in the document capture world. Those ISVs don't have their epicenters in the broader world like ITyX.

"Our goal is to now help make their technology practical. AI sounds good, but can we really deliver it to businesses in a way that will benefit them? To do this, we have to be future thinking and understand how customers really make their hay and how Info Insight can help them improve on that."

### **Scanner sales rebound**

One of Kodak Alaris' greatest assets is a blue chip customer base to which it can introduce its new ancillary technology. "That is a great foundation for us," said Kruchten. "DI has more than 60,000 customers worldwide. The U.S. & Canada and European markets are divided about evenly, with Latin America our fastest growing region."

And through the first half of 2014, Kodak had tremendous success selling more scanners into that customer base. "We had a very good half year," said Barbeau. "And we saw that trend continue through Q3."

A chart Barbeau shared with us showed that for the first half of 2014 Kodak Alaris' production unit sales were up 22.2% YOY, while revenue from production scanners was up 17.5%. Distributed (workgroup and departmental segment) unit sales were up 31.4%, with distributed scanner revenue up 34.4%.

"We are taking share across the board—it's not like we're just taking business from one company," noted Barbeau (whose market figures were compiled using multiple analyst reports). "And our growth is not a byproduct of the market going crazy. The numbers I've seen have the market growing in single digits.

"On the production side, I think that because we have been such a big player, some people were holding back on their purchases until we emerged from bankruptcy. Now they are buying. We are gaining back some of the share we lost during 2012 and 2013. On the distributed side, we have never sold as many units as we are selling now.

"Our sales teams are now able to be very dedicated and focused. They have nothing to worry about except for driving business. Some of the distractions of the past couple years are gone."

In addition to Info Insight, Kodak Alaris continues to develop software that can be bundled with its scanners. Last issue we ran an article on the latest version of Kodak Capture Pro [see *DIR* 10/10/14]. Kodak Alaris has also had some early success with its Info Activate capture software for SharePoint, and most recently introduced a new Web-based capture platform—Info Input.

### ***New browser-based capture app***

"It's no secret that business applications are becoming more Web-based," said Roger Markham, future products marketing manager at Kodak Alaris. "One reason businesses are moving that way is because it makes deploying and supporting software easier, especially in distributed locations. With document scanning also moving toward more distributed deployments, as organizations try to get capture closer to the point of origin, it makes sense to try and extend capture into the browser."

According to a study from Rai Wasner's **Kollabria Research**, "87% of business applications are Web-based, yet only 2% of firms use Web technology for document scanning." Info Input, which was developed by a Kodak Alaris ISV partner, aims to change this. Deployed on a server and accessed through a URL, Info Input utilizes JavaScript to connect with scanners' desktop TWAIN or ISIS drivers.

Kodak Alaris released the software in conjunction with its i1180—a workgroup scanner that features on-board image processing [see *DIR* 6/13/14]. This is designed to decrease the image capture footprint on the desktop and encourage more scanning with lighter weight, browser-centric computers. "Unlike many Web-based capture applications, Info Input is able to keep up with the rated speeds of the scanner," said Markham.

Info Input may not feature image processing, but it does offer capabilities like document indexing, OCR, annotations, bar code reading, electronic document import, and document splitting/merging, which are done on the server. Web services calls can be utilized to connect Info Input to third-party applications. These connections can be used on the capture side for database look-ups, and on the export side to connect with ECM systems or directly with line-of-business applications.

Info Input can also be set up to be launched from within third-party browser-based applications. "You set it up so that a scan widget is placed within the application," said Markham. "When a user presses the widget, an Info Input window is displayed." (Markham showed us examples of Salesforce.com and IBM Content Manager integrations.)

An administrator can set up customized jobs. "We've made the UI very simple," said Markham. "Jobs can be sorted by groups, individual users, or document types. Basically, a user presses the scan button and they see a list of jobs they have access to."

Info Input is being sold through a concurrent seat licensing model (with a single seat starting at \$3,200). Kodak Alaris is not offering a hosted version, but that doesn't mean partners can't spin it up in their clouds. "With Info Input, we are taking the fat client application off the desktop and moving capture onto the Web with other business applications," said Markham.

### ***Service adjusts to changing landscape***

In addition to software and scanners, the third pillar of Kodak Alaris DI is its Service business. Service currently employs about 600 people worldwide, including some 380-400 field technicians (including contractors). However, this is down significantly from Service's heyday, when there were more than 1,000 technicians in the U.S. alone. Kodak Alaris supports a combination of Kodak and other vendors' document scanners, as well as micrographics and storage hardware. It has also recently been developing a software group focused on Info Insight.

“We are entering a brave new world of service,” said Andy Bailey, global service manager, growth strategies, for Kodak Alaris DI. “It used to be that we relied on field engineers as on-site agents. They have great interactions with customers and bring us good feedback. We want to continue to nurture that, but it is important we complement that interaction in areas like online support. We want to make sure we have the same positive outcomes when utilizing alternative support avenues.”

The traditional document scanner service market has come under pressure in recent years by the implementation of more distributed scanning applications. These implementations typically utilize workgroup and departmental scanners, which are often covered by advanced exchange warranties and not the on-site service contracts typically sold with production models. “In the U.S., almost 100% of our high-volume production units are currently sold with service contracts,” noted Budd Webster, who has served as the general manager of DI Service for the past year and a half. (Webster is currently transitioning back to the product side of DI with Don Lofstrom, who had been serving as CFO of DI, taking over as GM of Service.) “That drops down to the 70s and 80s when talking about mid- and low-volume production models. In EMEA, the percentages are lower, because the market for service is more competitive.”

Kodak Alaris was one of the first scanner vendors to offer three-year warranties with its distributed models. “That has been a hugely successful program,” said Webster. “I believe it is part of the reason we have picked up some nice market share recently in the distributed segments. We now have 250,000 scanners under support—between service contracts and warranties.”

To help manage its service obligations, internally Kodak Alaris is rolling out a new Web-based application. “It’s a **ServiceMax** application built on the Force.com platform,” said Webster. “It’s something that we were working on before our separation from Eastman Kodak, but it was put on hold as we made the transition. The plan is to go live in 2015—starting with the U.S. and Canada and then expand the platform out to the rest of the world.

“It provides significant enhancements to how we can deliver service. One thing it will do is consolidate our customers across the world into a single database, which will give us a better view of things. It is very strong on field management and will help us track and better manage service incidents. It will also give our customers more ways to communicate with us and help us better manage

those communications.”

Kodak Alaris also has plans to leverage Info Insight. “We plan to drink our own champagne, so to speak,” noted Bailey. “We view Info Insight as critical to helping us leapfrog our competition by helping us better manage our flow of inbound content. Basically, we want to reduce the number of hops between a call and a resolution.”

Kodak Alaris Service will also be supporting Info Insight implementations in the field. “Enterprise software is whole new world for us, so we will have to up our game” said Webster. “We plan to build a globally connected solution support center that will be able to ramp up with the growth we expect to see in software.”

Webster noted that Kodak Alaris eventually plans to separate the Info Insight delivery and support teams. “Currently, however, it’s kind of all hands on deck—it’s valuable that the team that will eventually be providing support gains experience by working on the initial implementations,” he said.

Kodak Alaris continues to maintain its third-party storage service business, but is not actively seeking new vendor partners in this area.

“Service continues to be very strategic for us,” said Bailey. “It has always helped define who we are; so we don’t plan to let up. Going forward, we want to go beyond providing maintenance and support for hardware, we want to offer service solutions. This will involve leveraging the subject matter expertise

#### **PLANNING FOR NEXT GLOBAL DIRECTIONS UNDERWAY**

One reason for *DIR* making our trip to Rochester last week was that **Kodak Alaris** did not host a Global Directions educational conference this year—an event it has held the past two Septembers. “It’s such a significant event for us that with everything else going on, we didn’t think we’d be able to give it the focus it needed to hold one this year,” said Tim Palmer, CMO for Kodak Alaris.

Kodak Alaris’ long-term goal is to hold a Global Directions event once every two to two-and-half years. Plans are underway for the next event. “Because of the level of speakers we are trying to get, we have to have at least a year’s lead time,” explained Palmer.

It sounds like artificial intelligence will once again be a major theme. “We hope to have more on this topic from the customer perspective at the next event,” said Palmer.

[http://graphics.kodak.com/docimaging/us/en/about\\_us/global\\_directions/index.htm](http://graphics.kodak.com/docimaging/us/en/about_us/global_directions/index.htm)

we've developed over the past 15-20 years. Rather than focus on just a transactional experience involving service, we want to take a more holistic approach to our customer relationships."

[http://graphics.kodak.com/docimaging/US/en/index.htm?\\_requestid=779](http://graphics.kodak.com/docimaging/US/en/index.htm?_requestid=779)

## Objectif Lune Potential Crossover Partner for Cranel

When we did a recent story discussing **Cranel's** business plan [see *DIR* 8/22/14], VP of Marketing Scott Slack told us that "crossover products" were ideal. These are products that can be marketed to more than one of the value-added distributor's (VAD) target markets. With print management specialist **Objectif Lune**, Cranel has found an ISV whose products potentially address both Cranel's OED (office equipment dealer) and VAR channel partners.

Through a recently announced partnership, Cranel will act as a distributor of three of the Montreal-based ISV's products. These are PlanetPress Suite, PrintShop Mail Suite, and Capture (an add-on for PlanetPress). While the first two are primarily aimed at the OED channel—because of its potential integration with document management systems, Capture is a potential crossover product that may be interesting to traditional document imaging VARs.

"As the world moves forward, the volume of printed pages is on the decline," said Mike Beard, director of sales for Objectif Lune. "We think we are close to a tipping point. As the current workforce ages and more kids come of age—you are going to have a greater number of people who understand how digital documents work."

This is obviously a challenge for an ISV that makes it bones in production printing. PlanetPress Suite and PrintShop Mail are typically utilized for variable data printing jobs. "Historically, we have gone to market with partners like **Xerox, Konica-Minolta, Canon and Ricoh**," explained Beard. "We help them sell production printing equipment. Also, in the last five years, we have moved into the mail market, where we have been working closely with **Pitney-Bowes**."

Chad Stigall, senior manager, product portfolio, Cranel, noted that as the VAD expands deeper into the OED channel from its roots servicing VARs, a partnership with Objectif Lune is a natural. "We are looking for products that are a good fit for the MFP dealer community, and PlanetPress and PrintShop Mail absolutely are," he told *DIR*. "But what was

especially interesting to us is the crossover possibility with Capture."

Capture leverages Objectif Lune's integration with data-driven line of business systems. Historically, these integrations have been used to drive high-volume print jobs. "For our next generation of products, we have started looking at ways to facilitate better electronic distribution of output from applications like ERP and accounting systems," said Beard. "Capture is our first productization of this vision. It utilizes the same design tools our customers use to create their print streams. They can now create electronic and paper documents with the same set of tools."

Cranel is especially interested in Objectif Lune's Capture On-the-Go. "Customers want to manage their document lifecycles with EDM systems," said Beard. "We don't want to be in the EDM market though, because there are already a lot of great products there. So, we started looking at how documents are put into EDM in the first place.

"We found there is a lot of the EDM capture technology focused on how you turn a piece of paper into a digital document—through scanning and OCR. It occurred to us that a massive amount of this paper is born digitally—and that our software is often used to produce the paper.

"We have control over the data in the ERP and accounting systems, so we began asking ourselves, is there a way to digitally deliver these financial reports, work orders, field service reports, etc., instead of putting them on paper? Capture On-the-Go is designed to redirect those print jobs to tablets.

"With Capture On-the-Go, instead of producing a piece of paper, using the same technology we've traditionally used to print remotely, we create electronic documents that can be viewed on an HTML app. That's one of our unique selling points—users don't need to install a separate application to transition to Web forms.

"Once the electronic documents are produced, users can interact with them on their tablets through Capture On-the-Go just like they can with paper—through e-signatures and annotations. The documents can even be worked with offline. When users are done, such as after they've made their notes, any changes have been made, and the document has been approved through an e-signature, the finalized data can be posted to an ERP system and the documents to a DM system.

"We have a commitment to working through Web services and have already developed a number of

connections to key DM systems (including **DocuWare**).

Stigall said this integration with DM makes Capture potentially interesting to document imaging VARs. "More sophisticated ECM VARs address workflow problems," said Stigall. "Adding an element that can introduce electronically generated reports into those workflows is something they need to consider. Capture should also be interesting to our OED partners whose natural progression should be to follow their print streams to see if they lead to EDM systems.

"Cranel has the contacts and the presence in the field to bring products like those from Ojectif Lune to new sales channels. Other vendor partners with crossover product lines include **Digitech** and **Nuance**."

Beard noted that Capture is Ojectif Lune's first foray into digital communications. "It is definitely an area we will be moving more deeply into," he said. "We are not going to get into scanning, but we are looking for partners who would like to add our tools to their capture platforms."

For more information:

<http://capture.objectiflune.com/en>;

<http://www.cranelimaging.com/Products/OED/ManagedPrintServices-OED/Objectiflune.aspx>

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## SCANNERS, FROM PAGE 1

### InoTec HV Model at ARMA

On the other end of the scanner spectrum, at next week's ARMA show in San Diego, the **Crowley Company** will be showing the new **InoTec SCAMAX 800** series for the first time in North America. The high-volume production scanners, which feature a maximum rated speed of 300 ppm, feature an innovative patented automatic dual input tray. Each tray can hold up to 1,000 documents and one can be loaded while the other is feeding the scanner.

The 800 series features outsourcing capabilities and is being targeted at environments like service bureaus and shared service centers. It is being positioned as a more compact alternative to open track scanners. InoTec, which is based in Germany, showed the scanner earlier this year at CEBIT [see *DIR* 5/30/14]. Crowley is InoTec's exclusive U.S. sales and support partner.

### Kodak Alaris to Expand MAC Support

Due to increasing demand, primarily coming from the education market, Kodak Alaris is increasing the number of its scanners available with MAC drivers. Currently MAC compatibility is only available on the SCANMATE i940 desktop model. Next month Kodak Alaris plans to introduce MAC drivers into approximately 10 additional models, up through the i1300 workgroup/departmental series. The scanners will also include a special MAC version of Kodak's Smart Touch software and **NEWSOFT** MAC applications for business card reading, OCR, and desktop document management.

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