

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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November 1, 2013

THIS JUST IN!

AUTO-CLASSIFICATION FEATURED IN FINEREADER ENGINE RELEASE

New automatic document classification capabilities are available in **ABBYY's** FineReader Engine 11, which was announced earlier this week. The document recognition and OCR SDK also features improvements in areas like PDF output, image processing, integration, and more. ABBYY estimates its SDK is utilized by more than 1,000 ISVs and other assorted partners worldwide. [Later this month, ABBYY USA will host its first ever Developers Summit in San Jose, which is designed as an educational forum for ABBYY's SDK partners. <http://www.abbyydevelopersummit.com/home>]

"With this release, we are giving our SDK partners the opportunity to add automatic document classification to their applications," said Butch Reh, VP of sales for ABBYY USA.

Semyon Sergunin explained that the new technology learns by example. "You point it at several samples from a particular class of documents, and it will learn how to recognize that class going forward," he said. "It utilizes both image- and text-based classification algorithms, which the user can control. They can implement image-based classification, for example, and also apply some limited textual classification to do something like recognize a vendor name printed in the largest font in a header when classifying invoices."

Sergunin added that the technology can support hundreds of document classes.

FineReader Engine 11 also introduces support for business card recognition through an API. "Previously, this was only available in our Mobile SDK," said Reh. "Now that we have implemented it in the FineReader server, we

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Imaging Service Providers Launch Software Start-Ups

There's an old saying that if you want something done well, you have to do it yourself. Well, *DIR* recently caught up with a couple entrepreneurs in the document imaging industry who decided to write their own software to meet the needs of their businesses. Both then launched new companies to market their innovative software to their peers.

Renew Software is spin-off of imaging VAR **Tallega Software**. It is marketing an application for tracking maintenance contract renewals. **Be Productive Systems** (BPS) was launched out of the service bureau **Recordsforce** and is marketing what it bills as "an ERP system for service bureaus."

Both products are designed to meet needs in their target markets, but may also be applicable in other industries. They are both subscription- and cloud-based applications so they are positioned in-line with the latest paradigm in software distribution. Most importantly, both products are designed to improve productivity and save money for their customers—replacing less efficient and less targeted means typically utilized to perform the same tasks.

Managing maintenance contracts

"Any time you ask a VAR how they are managing their maintenance contracts, they typically roll their eyes," said David Gerber, CEO of Renew and also co-founder and CEO of Irvine, CA-based Tallega. "Many utilize spreadsheets, which might work for 50 contracts, but try doing that for hundreds. Some utilize their accounting systems or generic contract management software, but that typically won't keep track of important information like margins and details of distribution arrangements.

"There are also some distributors in our market that offer contract management services, but their software typically only works with products purchased through that particular distributor. We use multiple distributors and vendors and think many of our peers do as well."

Renew advertises four components to its application:

■ **Create:** A wizard enables importing of customer information from .csv files created by downloads from accounting and CRM systems, as well as spreadsheets. Information like the product model, manufacturing number, and serial number is all kept within Renew.

■ **Manage:** Once they are stored in a single place, all contracts can be searched, edited, and adjusted. According to Gerber, this type of increased control is invaluable, for instance, if a customer wants to co-terminate its contracts (which basically involves consolidating multiple contracts, with different term dates, into a single contract). "Co-terminating contracts manually for a larger customer can be a two-day process," Gerber told *DIR*. "Renew will let a reseller pick the new co-termination date and then automatically calculate the new payment totals.

"Also, if a vendor increases its maintenance charges, the first thing a reseller needs to do is figure what it is charging each of its customers. You can't just go to the price book, because VARs rarely sell at the book price. Renew will track pricing for each customer, and VARs can use it to batch update and increase the rate of all their contracts from the same vendor with a single entry."

■ **Automate:** Renew enables users to generate PDF invoices immediately upon receiving a contract expiration notice. "At Tallega, we try to bill every customer 60 days out, and if I told you we never missed a renewal, I'd be lying," said Gerber. "It happens. You sometimes miss renewals, especially smaller ones, or you get the price wrong. Say you discounted maintenance the first year to win a deal, when the renewal comes around, Renew can make sure you bill at the full rate."

Renew keeps a full audit trail of any activity around renewals. "This includes a list of e-mails, price changes, contracts that have been created, etc." said Derrick Gerber, VP of sales and marketing for Renew. "A reseller doesn't have to go back to its accounting or CRM system to find this information."

Derek Gerber added that future versions of Renew will be directly integrated with back-end systems. "Renew is not a payment system," he stressed. "Right now, you still have to manually enter any payment data from Renew into an accounting system. The goal is to create a two-way integration so that when you update an item in the accounting system or Renew, it will automatically be updated in the other system."

■ **Renew:** This component involves better managing a business utilizing the information and reports generated through Renew. Renew can be used to provide information like revenue from each customer and vendor, when it's due, and even profit margins associated with contracts.

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DIR is the leading executive report on managing documents for e-business.

Areas we cover include:

1. Document Capture
2. Image Processing
3. Forms Processing/OCR/ICR
4. Enterprise Content Management
5. Records Management
6. Document Output
7. Storage

DIR brings you the inside story behind the deals and decisions that affect your business.

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Subscriptions: \$597 (electronic) or \$670 (paper) per year.

"A couple years ago, when one of our vendors reduced its margins, it took us a few days to figure out exactly how that was going affect Tallega's revenue," said David Gerber. "As a CEO, Renew provides me with an instantaneous view of my month-by-month renewal revenue, which helps me plan spending. Renew also provides me with knowledge on which vendors I'm spending more money with, which can potentially enable us to negotiate better terms."

David Gerber added that government organizations especially love the ability to log on and check their own maintenance contracts. "The bottom line is that having access to more information enables VARs, as well as their customers, to better manage their businesses."

The water that floats the boat

Renew has been available since July. The list price is \$150 per month for a 15-user license for one year. A free 30-day trial is available. "Our initial target market is VARs with 2-100 employees," said David Gerber. "Anyone larger than that, we're figuring they have developed their own internal application. Still, if they don't want to maintain it, Renew could be an option."

"Just going by NAICS codes, there are 2.2 million businesses in North America of 2-100 employees providing computer services, and we believe they all have the same problems managing service contracts. We've also received calls from some larger companies in areas like manufacturing that have maintenance contracts with multiple companies. From personal experience, I can tell you that when I was with the ISV Magellan, and we were acquired by Gauss, which was a public company, it was a big deal for us to get a handle on our service contracts."

For VARs, David Gerber stressed that the ROI for Renew will come through more diligent billing, as well as reduced time and effort managing contracts. "Maintenance contracts are the water that floats the boat for most VARs," he said. "They provide renewable, repeatable revenue that helps level out the roller coast ride related to new sales. Maintenance is critical to maintaining profitability; the better job you do at tracking it, the better off you are."

For more information: <http://renew.com/>

A granular view of service bureau ops

Officially, BPS' Production Manager is advertised as an "operations management" and "cloud-based job tracking management system," built specifically for the document scanning industry. "Many service bureaus have no system in place to provide this type of functionality," said Bill Becker, president, CEO, and CTO of BPS. "Or, they are using some sort of customized time-keeping software, which can provide some of our functionality, and for the rest of it they have cobbled together a system combining clipboards and white boards."

Becker is also the president and CEO of the Portsmouth, NH-based service bureau Recordsforce. "The impetus for developing

the core of what is now Production Manager had to do with a compliance issue," he explained. "We have a customer in the biotech industry that is regulated by the FDA, and they put us under some very stringent quality requirements. We worked closely with them to develop a system we could use to provide proof and documentation that we were doing a good job if they were audited."

"For example, as part of their audit processes, they are required to prove that employees have been trained on the most recent work instructions before they initiate work on a particular job. In our industry, you often find work instructions sitting in a three-ring binder somewhere; the sales guy wrote them and nobody has looked at them since."

Becker said an instruction change might be something like "instead of picking up records at the front desk, they are now being picked up at the freight elevator in the back. Or, a client now wants the terms and conditions on the back-side of every invoice captured."

"Production Manager breaks down scanning jobs into several basic components," said Michael Dailey, chief marketing officer at BPS. "These are pick-up and delivery, document prep, scanning, indexing, quality control, and output/upload. Each component has several steps within it and its own performance metrics."

"Recordsforce, for example, might have 70 or 80 jobs it is working on a time. And each one of those has a stack of tasks—this creates thousands of discreet work items. How do you know if each of these items is being correctly updated to reflect new work orders?"

"This answers questions like....Is a job profitable? Without this bit of information, a service bureau could be losing money on a project and not even know it."

-Bill Becker, Be Productive Systems

Dailey acknowledged that most software packages used by service bureaus offer some sort of tracking and management. “But, what about stuff that falls outside those applications?” he asked. “Like pick-up, delivery, prep, and post-process QC. Or, what if you are using one software product for batch capture, but then pass images to another one for data extraction. Production Manager is designed to cover the cradle-to-grave process.”

Becker said that while BPS’ software application grew out of a compliance requirement, it has evolved into a very powerful tool for business management. “Production Manager provides service bureaus with reports on all their jobs,” he said. “It answers questions like are jobs being completed on time? Are employees being as productive as you expect? Is a job profitable? Without this last bit of information, a service bureau could be losing money on a project and not even know it.”

Pricing for Production Manager is based on employee hours. “This is nice for service bureaus, which often scale workforces to meet the demands of their current job lists,” said Dailey.

The application also acts as a time management system, which tracks what each worker is doing. “We are able to measure idle time—how much time a worker in the office is not actively engaged in a process,” said Becker. “Document prep specialists, for example you probably want engaged as often as possible in a task, while managers you might want to have at 60-80% idle rates. You don’t want managers heads down doing QC—you want them out there managing.”

In addition to monitoring workers, Production Manager can empower them. “It can provide a view of everything that needs to get done,” said Becker. “At Recordsforce, our production workers used to have to go to their supervisors between tasks and ask them what needed to be done next. Now they can look it up. This enables workers to plan ahead. They can also make recommendations and collaborate with their peers. Basically, it gives employees more control over their work environment.”

BPS has also made efforts to gamify some tasks through Production Manager. “It can keep track of stuff like how many files someone scans in an hour,” said Becker. “And we can offer rewards when someone surpasses either a personal or company record.”

Production Manager can also provide service bureau customers with visibility into their jobs. “Through a portal, a customer can view the live status of every one of their jobs,” said Becker. “For

example, if a customer has a P.O. box set up with a service bureau, how do they even know the service bureau is engaged with their job?

“Understandably some service bureaus might be reluctant to give customers that sort of visibility. But to me that is just a symptom that they are not optimally managing their processes, which is something that Production Manager is designed to fix.”

Becker said the ROI of production manager lies in four major areas:

- ongoing client retention
- creating individual employee accountability
- positioning a service bureau for growth
- driving operational efficiencies

“Three years ago, one of our customers was primarily using clipboards and white boards to manage their jobs,” he said. “Since implementing Production Manager, they have reduced staff by 60% and are generating more revenue.”

Dailey said the hardest part about marketing Production Manager is making potential customers aware of it. “I mean, how do they know who to call if they are looking for a system to run a document imaging service bureau?” he asked.

BPS was launched more than two years ago and has been actively selling Production Manager for 18 months. BPS recently signed on its first international distributor, New Zealand-based **Image Point Solutions**. Going forward BPS will continue to focus hard on the service bureau market, but also consider branching out.

“We realize that in this industry every job is custom—no client wants to do exactly what another client is doing,” said Dailey. “So, even though our software is specialized for scanning service bureaus, it is flexible enough that it could be used to manage tasks and product metrics for jobs in other industries. It could be used in a print facility or even in healthcare. For instance, how does someone know that a healthcare provider is performing dialysis on one of their relatives how and when they are supposed to?”

For more information:

<http://www.beproductivesystems.com/home.aspx>

EDAC Strengthens IBM Partnership

EDAC Systems is another document imaging VAR that has expanded its business through the release of

its own software applications. Most recently, EDAC updated its CaseFLOW system to run more tightly in **IBM** environments. This includes creating a direct interface from CaseFLOW into IBM's i2 Analyst Notebook.

"CaseFLOW is a case management application for investigative agencies," explained Greg Blevins, sales and marketing manager at Fredericksburg, VA-based EDAC. "It is primarily used by local police forces, but also used on the state and federal level by groups investigating cases like tax fraud."

CaseFLOW is used to manage information like witness depositions, video interviews, pictures, voice mails, and scanned papers. "It's really a combination of a database and workflow," he said. "It's not a full-fledged ECM system, but could act as one for a small agency. We have multiple versions and a series of build-out codes that enable users to add capabilities, depending on what they are trying to do."

Blevins noted that tracking chain of custody is an important function that CaseFLOW is utilized for. According to a press release, the i2 Analyst Notebook complements this by being able to identify "connections, patterns, and key intelligence stored in CaseFLOW."

"We've had a partnership with IBM for three years and two years ago, they acquired i2," said Blevins. "We had some visualization in CaseFLOW, but decided to replace it with i2. The two products go hand-in-hand."

EDAC is actively selling the i2 technology, while IBM will refer i2 customers to EDAC for CaseFLOW. EDAC recently upgraded CaseFLOW to create tighter integration with the entire IBM software suite.

EDAC also recently announced that between now and the end of the year, CaseFLOW Standard will be available for a list price of \$275 per user, which represents more than a 70% discount. "The Standard version is geared toward smaller police departments that might not necessarily have an ECM system or a lot of money to spend on one," said Blevins.

In addition to CaseFLOW, EDAC has developed VeriDact for auto-redaction. It also recently released its DocSense family of products for automating capture of documents in the healthcare industry. DocSense is differentiated through its employment of handwriting recognition technology.

For more information: <http://www.edacsystems.com/>

Reveille to Offer ECM APM in the Cloud

Reveille Software continues to grow and evolve its business. The application performance monitoring (APM) ISV, which primarily targets the ECM space, recently announced a cloud version of its software. Hosted on **Amazon** Web Services (AWS), Reveille in the cloud is positioned to address the needs of ECM customers who are increasingly interested in adopting cloud infrastructures.

"There's no question that moving applications to the cloud is a major trend in the IT industry," said Bob Estes, CEO of Reveille. "If you look at trends like virtualization and shared services in ECM, it's not a major leap from there to the cloud—whether it's private or public. We think cloud adoption will follow a practical curve. First, businesses will move applications that are not of record to the cloud, and then they will look at moving more mission critical software."

Reveille's focus is on this mission critical software. The ISV provides agentless, real-time monitoring of primarily capture and ECM systems. Its customer base includes more than 300, mostly Fortune 1000, organizations. This includes several large financial services institutions, pharmaceutical companies, energy providers, and others.

Reveille supports monitoring of applications from **IBM**, **EMC**, and **Kofax**, and it recently introduced support for SharePoint. "ECM has been a very lucrative beachhead for us," said Estes, who reported 56% annual sales growth for Reveille in 2012, accompanied by 27% margins. "We are starting to see budgets open up. We're speaking to companies that have known about us for years and are now ready to buy."

This jives with a trend *DIR* has seen of organizations putting increased emphasis on monitoring ECM. As our market has matured, and users have moved past the heavy lifting involved with first-generation implementations, they have naturally become more interested in fine tuning their performance. This first requires knowledge of how well their systems are working, which is exactly what Reveille provides.

Gartner seems to agree and recently named Reveille one of its "Cool Vendors in Content Management 2013." Said Gartner, related to the ECM market, "Organizations with large-scale ECM deployments are increasingly taking them into a shared services environment and need to

proactively monitor, manage, and report on service levels and processing KPI data.”

Technical improvements

Making its technology available in the cloud enables Reveille to address the next-generation of ECM deployment. “With the cloud approach, our customers can have their APM technology up and running within hours,” said Brian DeWyer, CTO and VP of product management at Reveille. “That’s compared to a traditional implementation where you have to typically wait for a server to be provisioned, and you have to utilize an IT group to create a project, even if the software is being hosted.”

It’s important to note that just because Reveille is running in the cloud, that doesn’t mean the customer’s ECM application has to be. “Our cloud technology can work if the customer is running their ECM on premise, in a cloud, or in a hybrid environment,” said DeWyer. “We’ve enabled this through a new piece of technology called a Collector.”

The Reveille Collector is basically an aggregator that resides wherever the user’s ECM application resides. “It collects data and pushes it out to the Reveille server on the cloud,” said DeWyer. “We call this a ‘firewall friendly’ deployment because you don’t have to open up a bunch of firewalls to communicate with the Reveille server.”

Reveille has also leveraged its Collector technology to create a freemium software product called QuickCheck. “It offers a subset of our services, and for a user it’s simple to install, with a small footprint, and there is no server connection to worry about,” said DeWyer. “Initially, we are going to make QuickCheck available to IBM/FileNet users. We see it as a stepping stone for adoption of our full services and think it will help shorten our sales cycles in some cases.”

Also as part of its cloud technology, and in line with its embracing of evolving ECM deployment paradigms, Reveille has introduced a new “multi-server platform” that enables multiple instances of the Reveille server technology to utilize the same database. “This will be helpful in distributed capture implementations,” noted DeWyer. “Historically, if you had hundreds of distributed locations utilizing Reveille, you needed individual databases. Now, if you are running multiple instances of Reveille, they can all feed into the same database.”

Reveille’s cloud deployment will be generally available in the first quarter of 2014 with a subscription-based pricing model. “AWS will be our

initial host,” said Estes. “As our customers demand, we plan to expand to Windows Azure and VMware’s vCloud.”

For more information:

<http://www.documentimagingreport.com/index.php?id=2478>

If you are not really sure what Reveille does (or even if you are, and you just want to see something different), check out their new “Get the Glitch” video: <http://reveillesoftware.com/glitch-video/>

Semantic Understanding SDK Targeted at ECM ISVs

In recent years, some of the hottest buzz in the capture space has been around natural language processing, and contextual and semantic understanding. These technologies are being marketed as a means for taking automated recognition to the next level. They go beyond recognizing characters and/or keywords and attempt to make contextual sense of unstructured text.

We’ve heard pitches about this type of technology from a variety of ISVs. Most are either moving into semantic understanding from an adjacent market like OCR, or are start-ups looking for a market for their technology. **Content Analyst** is kind of a cross between the two.

Like the start-ups, the Reston, VA-based ISV is approaching the ECM market as a fresh face (albeit one being represented by a familiar face to some ECM industry veterans, with ex-Mitek and Optika sales executive Bill Boersing serving as the ISV’s VP of business development). However, like OCR vendors, Content Analyst already has an established market for its CAAT (Content Analyst Analytical Technology) SDK. It counts five members of **Gartner’s** Magic Quadrant for E-Discovery among the licensees of its toolkit.

DIR recently caught up with Content Analyst VP, Marketing, Steven Toole, who told us about the company’s technology and how he sees it fitting within the ECM space. “I like to use a hound dog analogy to describe CAAT,” he told *DIR*. “A hound dog doesn’t need to know anything about a bad guy. You just give it clothes to sniff and the dog is hot on his trail. You don’t have to give an explanation that you are looking for a white male in his 50s with a mustache.

“Similarly, with our technology, you just provide samples of the types of documents you are looking for. Let’s say you want to collect all your content

that talks about dogs. Traditionally, you might search utilizing a bunch of keywords and phrases. This can be cumbersome to set up, especially if you account for potential misspellings. Who knows how many different ways people can spell 'dachshund?'

"With CAAT, you take a few samples from your corpus of documents—maybe articles about beagles, Dobermans, and what else—as long as they are all conceptually similar. CAAT will then mathematically associate additional documents with similar criteria by examining the relationships of terms. These terms might be references to dogs, or breeds, or 'man's best friend.' It can find documents that don't even have any of these specific terms in them, but are conceptually similar. And CAAT won't return documents about hot dogs, or Snoop Dawg, or stocks that aren't performing well."

CAAT doesn't care what language it is working in, as long as it has samples from that particular language. "The technology correlates terms based on their mathematical relationships to one another," he says. "It utilizes information like proximity and vector space, which works across all languages. This means it also works on documents even if the OCR is not 100% accurate."

Proven track record

Content Analyst's technology was originally utilized by the U.S. federal government's intelligence community. The company was, in fact, spun off from federally focused contractor **SAIC** in 2004.

In addition to e-discovery, CAAT has been used in patent research. "In e-discovery, you are basically looking for needles in a haystack," said Toole. "Our technology is used to search millions of documents and identify only the ones that are relevant—no more or no less. In addition to scanned documents, it can be used on e-mails, attachments, and electronic documents.

"In patent research, our customers are either attempting to find similar ideas so they don't waste time on something that's already been patented; or, if they have patents, they are looking for filings that might step on them. A human could read over these filings and understand that 'electrical illumination' and 'removal of darkness' are the same thing, but a keyword search can't. Our technology provides the results of a human researcher without the cost."

Exploring ECM applications

In the ECM market, Content Analyst is looking at pre-e-discovery as a natural application. "We are seeing discovery moving further upstream," Toole said. "Why not be proactive and have your house in order before something happens? [This was always a

big pitch of **ZyLAB's** Johannes Scholtes, see *DIR* 7/3/09]. And if you never need e-discovery, you are still gaining the benefits of having greater intelligence of your unstructured content for archiving and records management.

"This type of knowledge helps eliminate ROT (redundant, obsolete, and trivial files) [which is also a big pitch related to **Beyond Recognition's** Document Factory, see *DIR* 10/18/13]. CAAT can do things like find textual and conceptual near dupes. It can also eliminate unnecessary messages that are included in e-mail threads—even if multiple parties are involved."

Toole offered compliance as another ECM use case. "CAAT can be used to enforce acceptable use policies," he said. "Organizations can monitor conversations and even social media threads to make sure any unacceptable harassment isn't taking place, for example. Or CAAT could be used to protect against employees sharing sensitive intellectual property."

Toole said the technology is designed to work in conjunction with a user's existing taxonomies, and is also valuable for collaboration. "If you are in a large organization, how do you make sure all relevant information is being shared?" Toole asked.

When we told him that **Kodak Alaris** is marketing its semantic understanding technology as a potential tool for creating automated responses in customer service environments, Toole said one of Content Analyst's partners has traveled at least partially down that path. "Our partner processes customer surveys on which most of the answers can be captured through OMR, because respondents are checking a box related to their level of service," he said. "But, there are also handwritten comments that come in, explaining why a certain score was chosen. These might include statements like 'the sales agent was clueless,' or 'an employee wasn't knowledgeable.'" CAAT would recognize that those both fall under that same category of complaint."

Toole described this process as recognizing unstructured content on structured forms. "I like to say we are in the business of 'big content,'" he said. "Big data can be broken down into two subsets, structured and unstructured data. We don't do anything with structured data, and unstructured data can be broken down into media and text. We only operate on the textual side of unstructured content."

A joint marketing approach

He said Content Analyst, which is privately held and has approximately 50 employees, has experienced consistent double-digit annual growth

and is profitable. Nonetheless, the company recognizes its technology is still in the early stages of adoption and promises to work very closely with its ISV partners. "We don't just license our engine and wish our partners good luck," Toole said. "We have a shared revenue model, so we are sharing some of the risk."

"Our engine is only half the value we provide. The other half is a robust and thorough mechanism to ensure the success of our partners. Our programmers work closely with our partners to get products utilizing our technology to market as quickly and efficiently as possible. We also have joint marketing programs to help drive revenue once a product is on the market."

For more information:
<http://www.contentanalyst.com/>

FINEREADER SDK, FROM PAGE 1

can expand the code and make it more accurate. We've also implemented features like being able to separate multiple business cards scanned at one time on a flatbed."

Working hand-in-glove to help users create business-card recognition applications is improved image processing—which especially addresses images captured with cameras on mobile devices. FineReader Engine 11 introduces improved algorithms for correcting geometrical distortions, new auto-cropping and background lightening features, and better ISO noise removal.

FineReader Engine 11 features improved speed

and accuracy in recognizing Chinese, Japanese, and Korean text, as well as new Arabic recognition technology, which was offered as a preview in previous versions of the FineReader Engine.

As far as file formats go, FineReader 11 Engine offers improved layout retention and font detection when creating Word and Excel documents. It also introduces support for PDF/A-2 and PDF/A-3. "We have also improved our MRC [mixed raster content] capabilities," said Sergunin. "We can now create files that are two times smaller with improved visual quality."

ABBYY has introduced direct integration from the FineReader Engine to 64-bit and Java applications. "This takes away the need to write a COM wrapper and enables developers to integrate directly from our API to those types of applications," said Reh.

Finally, for the first time, with FineReader Engine 11 ABBYY has released support for Windows, Linux, and Mac environments at the same time.

For more information:
http://www.abbyy.com/ocr_sdk/
<http://www.documentimagingreport.com/index.php?id=2499>

THE FUTURE OF OFFICE IMAGING

1105 Media's first **Business Imaging Expo** will run Dec. 10-12 at the Mandalay Bay Convention Center in Las Vegas. It will feature a three-day educational conference, along with a two-day trade show. Around 1,500 total attendees are expected, including representatives from 75-100 vendor exhibitors. Check out the Web site:
<http://businessimagingexpo.com/Events/BIX2013/Home.aspx>

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