Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

November 18, 2005

MARKET LEADER IMPROVES WORKGROUP LINE

Fujitsu has upgraded its workgroup scanner offerings with this week's introduction of the new fi-5120C and fi-5220C. The 5x20Cs look similar to Fujitsu's legacy 4x20C models, and will replace them on Fujitsu Computer Products of America's (FCPA) product list. The 4x20Cs were introduced in 2002 and have helped FCPA maintain an impressive lead in the rapidly growing sub-$2,000 document scanner segment. The 4x20Cs had been upgraded last fall with the introduction of the 4x20C2s [see *DIR* 11/19/04].

The 5x20Cs have the same rated bi-tonal speed as the 4x20C2s—25 ppm/50 ipm at 200 dpi. The color speeds on the new models have been improved to match the bi-tonal speeds. The 5x20Cs will come bundled with the standard versions of **Adobe** *Acrobat* 7.0 and **Kofax** *VRS 4.0*. The list price of the sheet-fed only 5120C is $1,395, which corresponds to the 4120C2. The 5220C, which includes a flatbed, lists for $1,995, the same as the flatbed-enabled 4220C2. The 5x20C models became available this Tuesday.

The major upgrades appear to be in the areas of double-feed detection and card capabilities. With the 5x20Cs, Fujitsu has introduced what is advertised as the first-ever workgroup scanner with ultrasonic double-feed detection. Most competitive models don't even have previous generation infra-red technology. Also, despite some enormous success in card scanning applications, lately the 4120C has come under assault by FCPA's competitors for not holding up well when used on cards with raised print. In fact, FCPA would not endorse the 4120Cs for embossed cards because apparently the raised print could ruin the scanner's paper feeding capabilities. However, the 5x20Cs are being marketed specifically for "embossed card scanning."

http://www.fcpa.com/products/scanners/

Imaging Vendor Facilitates Free Trade

Patriot Act puts forms processing heat on customs brokers

Since it was approved in 1994, the North American Free Trade Agreement (NAFTA) has helped significantly increase shipping traffic across the U.S. and Canadian border. The **Teamsters** estimate that 3.5 million trucks cross annually at the Detroit-Windsor border alone. With each of these trucks comes a significant amount of paperwork that must be processed by customs authorities.

This paperwork includes commercial invoices and packing slips, which detail the contents of each truck. These documents can contain up to 1,000 items of information that customs officials need to approve a border crossing. Up until last year, there was a system in place that facilitated the processing of this information without slowing down traffic. Before Oct. 2004, trucks were allowed to pass through after providing data on only the highest value items in their shipment. The rest of the invoice data could be submitted up to 10 days after the truck had crossed.

However, like it changed so many things, Sept. 11 has changed border crossing for trucks. "As part of the Patriot Act, all the shipping information now has to be submitted to customs a minimum of two hours before the truck arrives at the border," explained Keith Trafford, VP of operations for Ottawa-based document imaging specialist **Applied Docs**. "This has created a huge number of headaches for the brokers that have traditionally handled the submission of this data. Their customers, the shipping firms, face huge fines if their trucks show up at the border before the data is processed by customs."

According to Trafford, because of lack of urgency and the lack of technology available to successfully address the variable formats of shipping documents, customs brokers have traditionally used manual data entry processes—mainly key-from-paper. "To keep

pace with the requirements that went into effect last October, one customs broker we are talking to saw overtime costs for data entry personnel increase $40,000 per month," Trafford told *DIR*.

New paradigm calls for new technology

Applied Docs was launched in February of this year with customs brokers as one of its target markets. "These new regulations have changed the paradigm for the way these brokers conduct business," Claude Paquin, president of Applied Docs, told *DIR*. "We had one tell us his company had been doing things the same way for 86 years. The brokers all have offices set up near the border, and typically truckers would stop by on their way across. It would take the brokers 10 minutes to capture the data they needed, and they'd send the trucks on their way."

> **"To keep pace with the requirements that went into effect last October, one customs broker we are talking to saw overtime costs for data entry personnel increase $40,000 per month."**
>
> **— Keith Trafford, Applied Docs**

According to Trafford, receiving EDI from shippers is one alternative for eliminating data entry, but electronic data is the exception rather than the rule in the shipping industry. "Over 80% of commercial invoices for trucks still are faxed to brokers," he told *DIR*. "One fairly major broker we are working with receives more than 99% of its invoices on paper."

Paquin added that he is aware of a couple brokers that have already tried to implement automated data entry systems on their own. "One spent well over a million dollars but had a very hard time getting its staff to buy into the system," he told *DIR*. "Another tried working with a major systems integrator that wanted to redesign its whole operation and wouldn't even guarantee success. Our focus is to address the one area of our customer's business that is causing major problems and fix it."

Applied Docs has done this by working with forms processing specialist **Datacap** to develop its *Express Traffic Accelerator (ETA)* application. "We looked at several forms processing products, and found Datacap's competitors either couldn't handle our volume proficiently, or weren't accurate enough," said Paquin. "Each broker deals with 64 different document classes coming from potentially 200,000 different shippers. Each shipper could submit upwards of 200-300 variable document pieces that fall within any one of the 64 document classes. We worked with Datacap to tweak their technology, so we are getting field-level accuracy results in the high-90% range on the first pass, once a profile has been

set up for a particular client."

Applied Docs is offering *ETA* initially through an ASP model, with monthly rates designed to save brokers a significant amount of data entry costs. "During our pilot testing, we've seen overall operational cost savings ranging from 32% to 47%," said Trafford. "When it comes to time savings [which is the real crunch for brokers], we've seen efficiencies improve 800%. In numeric terms, with *ETA*, 450,000 lines of data can be processed in 312.5 person hours, instead of 2,500."

Applied Docs has set up *ETA* to receive documents from brokers in a number of ways. These include fax servers, scanners, and digital copiers. Paquin added that the company has a mandate to process any document within 15 minutes of its arrival. "The way the shipping industry works, there usually isn't a lot of time between the broker receiving its documentation and the deadline," said Paquin. "In some cases, the trucker doesn't receive documentation until he picks up a load. Because of the need for a fast turnaround, we don't anticipate much competition from offshore key entry operations."

ETA is currently in testing with a couple of brokers. "We have the core technology in place, "said Paquin. "We are working on our interfaces based on customer feedback. We don't plan to roll out the offering to any new customers for another three to six months, until we are confident we can support a ramp up."

According to Trafford, there are about 1,000 customs brokers that Applied Docs is familiar with, 150-200 of which are of fairly decent size. "So far, we have only discussed opportunities related to the border between U.S. and Canada," he said. "Of course, there is a need for a similar service related to the U.S. and Mexican border. Some of the clients we have spoken with have even told us they see potential for the use of this technology worldwide for customs requirements."

For more information: Claude Paquin, President, **Applied Docs Incorporated**, PH (613)256-2024, cpaquin@applieddocs.com.

Ease Of Installation Key To Million-Dollar Deal

ReadSoft's recent million-dollar structured forms deal involves health care related forms being processed in 27 different locations throughout the United States. The purchase was made by a federal government agency that wishes to remain anonymous because of the confidential information being collected from its forms. "Their current license enables them to capture information from three or four types of forms," revealed Bob Fresneda, managing director of ReadSoft's U.S. operations. "It is for an unlimited number of pages of these forms."

The deal was announced last month, but has already gone into production at some of the agency's regional offices "One of those offices is in New Orleans," noted Fresneda. (ReadSoft's U.S. offices are just outside of the Big Easy in Metairie.) "That branch has been especially busy since Hurricane Katrina. One of their forms deals with quarantines." [*This leads us to speculate the deal could be with* the **U.S. Centers for Disease Control and Prevention.**]

According to Fresneda, ease-of-installation was the main reason behind the agency going with ReadSoft's *DOCUMENTS for Forms*. "The capture application involves mainly check boxes and numeric print," he said. "We are also capturing some handwritten snippets that can be merged into other documents and printed for use by doctors. The technology part was really not that difficult.

Bob Fresneda, managing director, ReadSoft U.S.

"However, the agency wanted software they could install at all 27 regional offices themselves, rather than having to pay a vendor or integrator $10,000-$15,000 for each installation. In addition, the agency has three or four more applications—equally as large—that it wants to roll out over the next 24 months. And as it expands its imaging capabilities, the agency may also install some of our classification technology in its mailroom to electronically sort the forms it is receiving."

According to Fresneda, approximately 75% of the license revenue for the deal was reported in company's "U.S. and rest of the world" results for the third quarter. "The overall deal involved software licenses just shy of $1 million and a support contract for $200,000," he said.

For the three months ended on Sept. 30, ReadSoft corporate reported $11.4 million in revenue, bringing its nine-month total to more than $33 million. This represents growth of 14% over 2004. In the U.S. and rest of the world region, revenue was up almost 40% through nine months to just over $7 million.

"U.S. sales have been exceptionally strong," noted Fresneda, "However, ReadSoft has struggled in some other regions recently, most notably South America. We are currently ramping up our U.S. hiring and expect to reach 35 employees sometime next year. We currently have 27 employees. Everyone thinks Hurricane Katrina would have hurt our business, but, because we had a solid disaster recovery plan, it did not affect us negatively.

"We already have several people back working in the New Orleans area and expect to re-open the Metairie office the middle of this month. The hurricane has also displaced many talented people with technology backgrounds from their jobs in the area. This has enabled us to interview a lot of good people for our new positions."

For more information: http://www.readsoft.com

LuraTech MRC Software Licensed By Internet Archive

German document compression specialist **LuraTech** is very excited to have its technology selected for the **Open Content Alliance's** book scanning project. LuraTech has licensed two elements of its technology to the **Internet Archive**, which is spearheading the initiative. The IA has licensed both the LuraTech's *LuraWave JP2* technology for JPEG 2000 compression and its *LuraDocument PDF* compressor.

"This is a great validation of our technology," said Mark McKinney, VP of sales and marketing for LuraTech's U.S. operations. McKinney is based in San Jose and has worked closely with the San Francisco-based Internet Archive. "We really like the concept behind the Open Content Alliance and feel fortunate to be associated with such a visionary project."

For those of you who haven't been following along, the OCA plans to create an online library of printed books, as an alternative to the **Google** book scanning initiative, which was announced late last year [*see DIR 1/7/05*]. Google competitor **Yahoo!** is part of the OCA [*see DIR 10/21/05*]. So are technology heavyweights **Adobe**, **HP**, and **Microsoft**, which signed on recently.

There will be a couple major differences in the two online book collections. The first is that the OCA is being more considerate of copyright concerns. Whereas Google has recently come under fire for its "scan-first, ask questions later" attitude, the OCA is focusing on books that are already part of the public domain or those for which they have received explicit permission from the copyright holders.

The other major difference appears to be in image quality. This is where the LuraTech technology comes in. Granted, Google is being very secretive about its technological details, but early samples seem to indicate that some sort of JPEG-based page format will be used for public access. In contrast, the IA is planning on using an MRC-based PDF as the default format for public viewing.

Like Google, the OCA will be creating both archival and display versions of the books. "Immediately after the page images are captured, they will be compressed with LuraTech's lossless JPEG 2000 encoder," explained McKinney. "This will reduce the images to 30-50% of their original, uncompressed size and create an archive copy. A copy of these images will be passed on to the *LuraDocument* software which will apply MRC-based compression, use OCR to create a full-text index, linearize the pages to make it faster to skip around, and then wrap the images in a PDF for public consumption."

According to McKinney, the OCA has set a goal of accomplishing its scanning and conversion for a rate of 10 cents per page, including labor.

As of last week, the Internet Archive "texts" home page listed 421 items under its Open Source Books link. Not too many of these items appear to have been formatted in MRC-based PDF yet, although there are quite a few DjVu copies available. "Because of the open source nature of the project, there are several avenues for scanning, compressing and posting materials, but the Internet Archive has chosen our technology as its core compression standard," said McKinney.

Before going to press, *DIR* caught up with **LizardTech** CEO Carlos Domingo, whose company develops the DjVu technology used by the Internet Archive. "The Internet Archive began licensing our technology for use in its Million Book Project [*see DIR 12/17/04*]," Domingo told *DIR*. "It has now expanded its use to other text projects, including the OCA initiative. The IA really likes the open source nature of the DjVu viewer."

Domingo indicated that because the Internet Archive is a non-profit organization, LizardTech does not generate a great deal of revenue from its work with the IA. "One of the biggest challenges faced by the Internet Archive has always been funding its book scanning," said Domingo. "However, some large technology players have gotten behind the OCA project to help pay for what is a pretty

expensive proposition."

First the *New Yorker* project, now this. MRC is clearly arriving in the publishing industry. There is a great depth and wealth of information available in bound materials that is often ignored in today's online-driven research and reading. I mean, sure I enjoy Kevin Drum's *Washington Monthly* blog, but without the Internet Archive, where am I going to find the comprehensive teachings of Bhikku Sumedho? You know what I'm saying? There is a whole scholarly tradition and history to print publication that has been largely dropped by the World Wide Web to date.

With the use of technology such as MRC, as well as the digital paper being developed by people such as **Xerox** (which should make Web-based reading easier on the eyes), maybe we can eventually have the best of both worlds.

For more information:
http://internetarchive.org/details/opensource
http://www.luratech.com; http://www.lizardtech.com

FileNet Upgrades *Capture*

Captiva acquisition puts focus on ECM vendors' internal offerings

The most obvious reason behind **EMC's** intent to acquire **Captiva** is so the Documentum ECM line can compete better with **FileNet** in imaging-centric opportunities. FileNet, of course, practically invented high-end imaging and has its own *FileNet Capture* product, which boasts an installation base of more than 35,000 seats. By adding Captiva's flagship *InputAccel* application, EMC has solidified Documentum's position as an imaging player. (Documentum began life focused on electronically generated documents.)

"FileNet has had its own capture product for a long-time, and we have not been given proper credit for it," said Dianne Jolly, product manager for *FileNet Capture*. "We've always known how important it was to have our own capture, and EMC's acquisition of Captiva validates that."

Some would say, in the long-run, it might even give Documentum an edge. Part of the reason *InputAccel* was originally introduced in the mid-1990s, was to offer a robust alternative to *FileNet Capture*. "For many years, FileNet's capture application was way behind the products of the independent vendors," commented capture

industry analyst Harvey Spencer. "However, FileNet has started to catch up over the past couple years by adding important features such as OCR and improved batch capabilities."

According to Chris McLaughlin, VP of product marketing for FileNet, more than 50% of FileNet's imaging customers also buy the vendor's capture app. The latest version, *FileNet Capture 5.0*, was announced last month, a couple weeks prior to EMC's acquisition announcement. "The primary area of focus is the new ZeroClick records management feature," McLaughlin told *DIR*. "ZeroClick enables the system to declare documents as records, so a person doesn't have to."

ZeroClick relies on a tight integration between *Capture* and *FileNet Records Manager* (*RM*). "Based on a batch setting or a bar code, *Capture* can identify a document as a certain class, and pass on that classification to *FileNET RM,* which will automatically apply appropriate security and retention controls," said Jolly. "This creates a direct, auditable path from the scan station to the records system. Our system can tell users when a document was scanned, by what operator, and how it was classified. This process can be done without a records management professional even seeing the document, which can provide a significant ROI."

Interestingly enough, the creation of this type of auditable trail was cited by EMC marketing VP Whitney Tidmarsh as a key reason behind EMC's Captiva acquisition. "In most ECM solutions, document images are captured with a third-party application and thrown over a wall to the ECM system," she told *DIR*. "Imaging is becoming too important, and too large a part of ECM, for capture not to talk better with the rest of the suite.

"There is a gap in the audit trail and process management that needs to be addressed. Following the acquisition of Captiva, we will be able to integrate functions like information capture, data perfection, indexing, input workflows, and even re-scans, with our ECM infrastructure."

So, it would seem, at least in some areas, *FileNet Capture* has actually jumped ahead of independently developed capture alternatives. McLaughlin added that demands from the company's Global 2000 customers drove the improvements in *Capture 5.0*. "Records management has become a big driver for the adoption of ECM," McLaughlin told *DIR*. "We introduced *RM* a year ago, and it has become the fastest-selling new product we've ever released. We are in a compliance-centric market right now and being able to automatically enforce records management through capture is a differentiator."

FileNet's recent $11 million acquisition of Vancouver-based **Yaletown Technology Group** is also related to records management. "Yaletown's software primarily deals with applying RM controls to electronic files," McLaughlin said. "This could include existing images or documents being stored in network file systems."

Beefing up remote capture

Other improvements in *Capture 5.0* are focused on distributed capture. New features include the ability to do silent installs at remote locations from a centralized server, support for **Oracle** databases at remote locations, and the ability to deploy the application in a Web services framework. "The Web services infrastructure enables users to do things like capture images at a remote office, clean them up and do some data matching on a centralized server, and then do their final indexing at the remote site—all in real time," said Jolly.

FileNet Capture 5.0 also has the ability to scan to the *FileNet Content Services* product line in addition to the *Image Services* line.

The bigger picture

In conclusion, it appears that as imaging evolves from a line-of-business to an enterprise-wide initiative, ECM players are taking it more seriously, and there are clearly some advantages that can be gained. "As you penetrate Fortune 1000 accounts like Documentum and FileNet do, your customers are building their IT infrastructure around a small core group of vendors," observed Anthony Macciola, VP of product management for independent capture vendor **Kofax**. "You're at a disadvantage if you can't present a fully integrated suite of document imaging and management products."

Does this mean Kofax is busily looking for an ECM suitor? Macciola cautioned that the overall imaging market is a whole lot bigger than customers addressed by Documentum and FileNet. "While we do a lot of business with EMC, most of it involves their *AX* mid-range product line," he told *DIR*. "We really didn't do too much with the Documentum flagship line, so this acquisition won't hurt us very much."

With Documentum competitors probably now less inclined to work with Captiva, there should be even more opportunities for Kofax and other independent capture vendors to form partnerships related to ECM. This is in addition to the growing mid-market and non-ECM-related business they already do.

There is one thing that capture vendors do need to be wary of. That is the potential for Documentum to slice the price of Captiva's *InputAccel* application to better secure ECM installations and their accompanying service contracts. FileNet has historically had a reputation for doing this with its capture product. "That type of activity could drive prices down throughout the industry," warned Scott Blau, CEO of capture vendor **Datacap**.

In the end, the combination of ECM vendors feeling pressured by Documentum to add capture, and the capture vendors feeling pressured to cut prices, could come together to unleash a flurry of acquisition activity. Stay tuned.

For more information:
http://www.filenet.com/English/Products/All_Products/023190050.asp

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OPEN TEXT, EMC ON GOOD TERMS

Open Text plans to maintain its partnership with **Captiva** despite its acquisition by **EMC**, which also owns Open Text competitor **Documentum**. "We work with both **Kofax** and Captiva with the skew probably a little more towards Kofax," said Mark Portu, VP of collaboration and content management for Open Text. "Still, we've spent a significant amount of resources building APIs into Captiva's products and addressing customer problems with them. If we stopped working with Captiva, it would cut off the diversity of solutions we can provide."

Portu indicated that EMC has continued to be a trusted and valuable storage partner since its 2003 acquisition of Documentum. "Of course, if Captiva salespeople start trying to displace Open Text with Documentum, that would sour our relationship," he noted. "But, based on the way things have gone with storage, we don't foresee that."

We concluded by asking Portu if Open Text was feeling any pressure to buy its own capture software company. (It's probably worth noting that Open Text already offers *Livelink for Production Imaging*, a capture app it picked up with the acquisition of Gauss in 2003.) "It's something we've been thinking about on a quarterly basis for several years," he said. "From our customers' perspective, it would create a nice one-stop shop. However, we haven't done enough work in high-volume imaging environments that not having capture has been a detriment."

For more information:
http://www.opentext.com/partners/partnerdetails.html?id=71;
http://www.opentext.com/products/livelink/production-imaging/

Ricoh Forges Ahead With *GlobalScan*

Ricoh Corporation may have recently agreed to act as a distributor of **eCopy's** *ShareScan* application, but that does not mean Ricoh is scaling back efforts behind its own *GlobalScan* capture application. In fact, after a recent discussion with Ron Albeck, Ricoh's senior manager, Advanced Imaging Solutions Group, we came away with just the opposite impression. Both *GlobalScan's* capabilities and install base appear to be stronger than ever.

Our conversation with Albeck came shortly after *GlobalScan 2.0* had been given a five-star rating from **Buyers Laboratory**, a product testing and publishing house that currently employs former *Imaging Magazine* editor, Mark Young, as its MFP applications guru. *GlobalScan 2.0* was released this summer, the first major upgrade to the product which was originally introduced in 2002. Improvements include a simpler user interface, better security and auditing capabilities, increased scalability, and improved failover.

"We've actually had a number of point releases over the years, at least one of which could probably have been marketed as a major upgrade," said Albeck. "We've received a lot of feedback from our customer base and sales channel and have used that to guide our improvements. We now have close to 3,000 installations, with our sweet spot in the 15-25 devices per installation range.

When it was introduced, *GlobalScan* represented the first significant networked scanning application for digital copiers. Since then, digital copier capture market leader **eCopy** has followed suit with a network version of its *ShareScan* application, but according to Albeck, *GlobalScan* has advantages in price and scalability.

"All a user needs to activate *GlobalScan* is a network board," Albeck told *DIR*. "There is no scan-functionality you have to add to each digital copier. Also, with a list price of $10,500 for a 25-MFP license, *GlobalScan* comes out to less than $500 per machine. In some of our larger installations, the price has dropped as low as $100 per device." By contrast, *ShareScan* has a list price of $2,995 per device.

Two of *GlobalScan's* largest installations include **Siemens**, which has it installed on more than 10,000 devices worldwide and **ABM AMRO**, which uses *GlobalScan* to capture 600,000 pages per day on 1,000 machines.

Less Steps, More Partners

According to Albeck, the user interface improvements in *GlobalScan 2.0* focus on reducing the number of steps it takes to launch a workflow. "Our studies found that 85-95% of people scanning from digital copiers scan back to their desktop," said Albeck. "Now, when a user logs onto the copier with *GlobalScan*, they will automatically see a 'scan-to-me' option. The administrator can set up other workflows to appear on the copier touch-panel, such as scan-to-an-ECM repository, scan-to-email, scan-to-fax, or scan-to-a-network folder. The goal is to reduce the amount of time people need to spend at the copier executing these workflows."

Albeck added that Ricoh has further opened the architecture of *GlobalScan*, and currently has 40 members in its ISV partner program. This includes ECM vendors like **Stellent**, **Open Text**, **Documentum**, and **FileNET**. It also includes capture players like **Captiva**, **Kofax**, and **NSi**. "NSi and Captiva have leveraged our authentication and interface to launch their capture workflows from Ricoh machines," said Albeck.

To improve *GlobalScan's* own workflow, Ricoh recently opened up the architecture to incorporate third-party OCR engines. Ricoh also has a partnership with **EFI** that enables it to connect *GlobalScan* to EFI's *DocSend/SendMe* capture platform. The EFI platform will enable *GlobalScan* to run with other vendors' digital copiers.

Albeck indicated that a *GlobalScan* architecture designed to integrate more directly with hardware from Ricoh's competitors is not yet a strategic direction. "That is our desire in the future," he said. "But, Ricoh, of course, is primarily a hardware company."

And while *GlobalScan* has been a great asset and helped Ricoh stay competitive with arch-rival **Canon** when Canon had an exclusive deal for *ShareScan*, now that *ShareScan* is available to run on Ricoh machines, it makes sense for Ricoh to support it as well. Because, no matter how great *GlobalScan* is, there are always going to be customers that want to work with what they perceive as a third-party, open platform application, especially when it is produced by a market leader such as eCopy. Yes, *GlobalScan* may have some advantages in an all-Ricoh environment, but for users that prefer open systems, *ShareScan* is more attractive. And of course, both solutions help drive hardware sales, which keeps Ricoh corporate happy.

For more information:
http://www.ricoh-usa.com/featured/;
http://www.buyerslab.com

AIIM BROADENS ITS FOCUS FOR DMSP SURVEY

AIIM recently completed its third annual *State of the Document Management Service Provider (DMSP) Industry Survey*, which was presented last week at the 30th annual DMSP executive forum held in San Antonio. *DIR* editor Ralph Gammon collaborated with AIIM President John Mancini on the text included with the survey results.

Channel Focus

This year's survey was expanded to include VARs, systems integrators, and consultants, along with service bureaus. Since the lines between these entities have been blurring for years, this more inclusive study makes sense. A total of 240 DMSP executives participated, an increase of more than 50% from the previous year, and more than 200% over 2003. The breakdown of how these executives characterized their businesses was as follows: 37% service bureaus, 20% VARs, 20% consultants, 15% SIs, and 7% others. The median VAR size was $5 million and 15 employees. Because of less big-ticket hardware sales, SIs and service bureaus had smaller median revenue but more than double the median number of employees.

The graph we've included is based on the results of a question asking DMSP execs what applications/business processes are related to their offerings. Not surprisingly, areas like document control, information capture, forms handling, accounts payable, claims processing, and customer service were addressed by more than 50% of respondents. Other areas like e-mail management, e-government, and ERP integration came in surprisingly lower.

For a complete copy of the survey results, please contact either myself at ralphg@documentimagingreport.com or John Mancini at johnmancini@aiim.org.
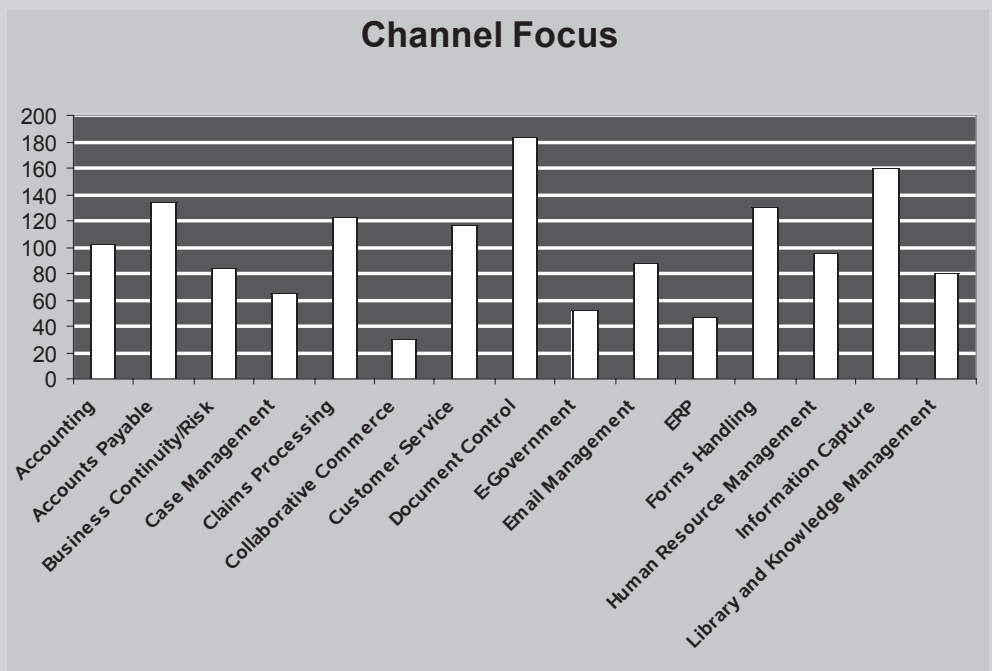
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