

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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November 18, 2011

THIS JUST IN!

READING THE EMEA TEA LEAVES

Top Image Systems (TIS) recently reported a strong third quarter, somewhat easing fears of a slowdown in the EMEA capture market, where TIS does the majority of its business. For Q3, TIS reported revenue of \$7.2 million, a 32% increase over its Q3 2010. It was TIS' 11th consecutive quarter with positive operating income. Worries about weakness in EMEA surfaced earlier this month when **Kofax** reported a weak quarter [see *DIR* 11/4/11] and laid off several European employees in reaction.

Taking into account potential weakness in the European economy, capture software market analyst Harvey Spencer has reduced his worldwide market growth forecast from 10.9% to 10.1% for 2011 and from 12% to 7% for 2012. However, it's Spencer's view that Kofax's problems run deeper than the economy. "I think Kofax is doing less business with ISV partners like **IBM**, **Open Text**, and **Hyland**, each of which is ramping up its own capture efforts," he said. "In addition, it's not clear how successful Kofax's acquisition of 170 Systems has been at increasing its presence in the payables space. Finally, there are a lot of competitors out there gunning for the Kofax channel. All of this adds up."

Michael Ziegler, a European capture market analyst and former managing director of Kofax EMEA, said the Kofax reseller channel is not as strong as it once was. "It's no secret that Kofax has transitioned to a higher percentage of direct sales in recent years," Ziegler told *DIR*. "While that strategy may be successful in the U.S., where you have a lot of big companies and larger deals, in EMEA, you are basically dealing with multiple smaller markets defined by countries, which results in more smaller deals best handled by the channel."

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BPM Key to Lexmark's Pallas Athena Acquisition

Dutch ISV now part of Perceptive Software

The integration of ECM (enterprise content management) technology and BPM (business process management) is certainly nothing new. Going back to the mid-1980s, FileNet realized that workflow was the key to delivering ROI for document imaging systems. In recent years, the integration of ECM and BPM has accelerated, as ECM providers have recognized they need to be even more agile in their management of content.

Perceptive Software is one such ECM provider. **Lexmark**, which last year acquired Perceptive, recently acquired Dutch ISV **Pallas Athena**, primarily to provide Perceptive with additional BPM capabilities. "Historically, we have worked with our customers to enable content-centric workflows," said Darren Knipp, CTO and a VP at Perceptive. "Content has been at the heart of every process we manage."

"With our legacy technology we can address processes like management of contracts, applications, and medical records. These processes are characterized by well-defined, linear workflows, in which a group of content follows a step-by-step process. Our focus has been to manage this content through our ImageNow capabilities, which handle the complete content lifecycle, from creation to archiving."

"The acquisition of Pallas Athena and its BPMone software will enable us to better manage processes that span different applications and don't necessarily require content. While ImageNow is built to automate more structured processes, BPMone is built to manage exceptions. It works strongly with dynamic, adaptive processes that utilize content from many systems and are not wholly pre-defined ahead of time. Basically, BPMone will give us the ability to support more robust and complex business processes."

Geographic synergies

Pallas Athena was founded in 1993 and, according to

its corporate fact sheet, has close to 2,000 customers. According to Knipp, these customers are primarily in the Netherlands and the surrounding areas. "Pallas Athena is being deeply integrated into Perceptive Software as one software division," he added.

Presumably this will enable Pallas Athena to expand its worldwide footprint, as it will be able to piggyback on Perceptive's footprint—which, after Perceptive was acquired by Lexmark, expanded significantly from its North American roots [see *DIR* 3/18/11]. Perceptive CEO Scott Coons noted that, conversely, he is expecting Pallas Athena's established European presence to help accelerate Perceptive's growth in that geography.

"Through Pallas Athena's offices and customers, we now have a stronger presence in EMEA," said Coons. "This makes Perceptive's EMEA expansion easier, and we have expanded our ability to deliver even richer solutions to the global software market. "

For the third quarter of 2011, Lexmark reported that Perceptive's business grew 15% over Q3 2010, to \$23 million. However, this was still "slightly below expectations," considering the investments Lexmark made in expanding Perceptive's business. For the quarter, Lexmark reported a non-GAAP operating loss of \$3 million for Perceptive.

The Pallas Athena acquisition, which cost Lexmark \$50 million, will certainly increase the breadth of Perceptive's offerings—potentially giving Lexmark a bigger return for its sales and marketing investments in Perceptive.

What's DOM?

In addition to the aforementioned BPMone line, Pallas Athena, which has approximately 110 employees, has document output management (DOM) and process mining product lines. While process mining is directly related to BPM, the DOM technology, which was picked up through an acquisition by Pallas Athena in 2008, is an independent forms output tool. According to John Hoogland, the CEO of Pallas Athena and now VP of BPM for Perceptive, DOM accounts for about 40% of Pallas' revenue.

Perceptive recently announced general availability of Pallas Athena's ModusOne DOM software. "ModusOne is a powerful composition tool that creates governable and smart documents that can take advantage of information across an organization," said Knipp. "It also can utilize Microsoft Word for editing and text block design. It's a great fit in areas like contract management, human resources, financial services, and customer service. Basically, it fits anywhere you are engaging with customers and require standard documents for correspondence."

The case for case management

But the jewel of the Pallas Athena acquisition is clearly BPMone. "Obviously current data shows there is a lot of appetite for ECM, as well as BPM," said Coons. "But it is more

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than a market opportunity. As we visit with our customers, it is really about what they tell us and what we see in terms of ECM and BPM coming together. BPM is naturally adjacent to ECM, and this is a sensible marriage of two technologies that we feel very good about.”

Knipp cited grant management, mortgage loans and insurance, and core facilities management as examples of applications where BPMone is a solid fit. “While BPMone can handle straight-through, high-volume processing, it is really exceptional at the more dynamic, human-centric and exception-prone processes where you really need to manage the roles, the complexity, and exceptions that occur,” Knipp said.

Pallas Athena was a pioneer in the whole “case management” sub-category of BPM, launching a product focused on this area way back in 1997. “What we bring with case management is a more holistic approach to the process,” said Hoogland. “This means end users are accessing content from documents, pay status information, and information in existing systems, to really decide how to move forward in a case.”

Coons added that BPMone’s ability to manage dynamic processes will be a big boost to Perceptive’s position in the market. “One of the things we felt really stood out in Pallas Athena’s technologies is the ability to handle exceptions without having to rework the process map,” he said. “It is a very, very powerful advantage when we take it to market.

“When you add the process mining tool on top of that and how it can interact and relate directly to ImageNow workflow and BPMone—as those two technologies come together, we think we have a huge differentiator that our competitors just don’t have.”

ReflectOne is the name of Pallas Athena’s process mining software. “ReflectOne helps customers and partners extract intelligence from business processes, so that they can quickly identify and fix bottlenecks and breakdowns within their organizations,” said Knipp. “Of course, that information can be used for compliance, audit, and discovery, in addition to refining processes. We will be integrating ReflectOne, so our customers will be able to use it for ImageNow processes as well as with other external systems.”

Coons concluded that the acquisition moves Perceptive toward its goal of providing useful business solutions. “At the end of the day, adding the Pallas Athena technologies strengthens our ability to serve our customer base,” he said. “Yes, we are a

software company. Yes, we are a technology company, but more important, we are a solutions company.”

For more information:

<http://documentimagingreport.blogspot.com/search?q=perceptive>

<http://www.documentimagingreport.com/index.php?id=2245>;

http://www.pallas-athena.com/uploads/brochures/PA_company_fact_sheet.pdf

New Visioneer Drivers Deliver Powerful Feature Set

Visioneer has introduced new versions of its TWAIN and WIA drivers that are coupled tightly with some new image processing technology. The new drivers are branded DriverPlus, while the new image processing is packaged under the Acuity brand. The drivers are designed specifically to expose Acuity’s breadth of image enhancement features.

“With DriverPlus, we spent a lot of time working on a new and powerful interface,” said Jon Harju, CTO of Visioneer and the architect of DriverPlus. “There is so much advanced functionality possible through the driver when it’s integrated with Acuity that it took an entirely new interface to present it all. To us, it was important for the interface to be even more robust than the standard TWAIN 2.1 interface.”

Acuity offers functionality like auto-cropping and rotation, blank-page removal, auto-color detection, multi-streaming, color dropout, and dynamic thresholding. “DriverPlus also offers some exciting capabilities like being able to create different settings for the front and back sides of a document,” said Harju, “and the ability to call out a card feeder and an ADF separately.

“We’ve also introduced an interface summary, which basically tracks a user’s steps as they are turning on and off features through the GUI. It creates shortcuts if they want to back out of changes they have made. We’ve made some powerful tools available to users, and we want to make these tools easy to use as well.”

DriverPlus includes silent deployment options for administrators and Web-based firmware update capabilities. “Our goal is to work with most off-the-shelf administration tools for deployment,” said Harju. “We also want to make all DriverPlus drivers, as well as updates, available through **Microsoft** Windows Update.”

Supporting 64-bit apps

DriverPlus is TWAIN 2.1 Certified for both

Windows XP and Windows 7. "TWAIN Certification for Windows XP requires only native 32-bit drivers," said Harju. "TWAIN Certification for Windows 7 requires 32-bit and 64-bit native drivers. I believe that we currently have the only Windows 7 certified drivers listed on the TWAIN site.

"Do any applications use 64-bit drivers? That is a bit of a chicken-and-egg question. If you don't provide the drivers, nobody will ever develop applications. Our drivers are ready, providing greater flexibility and leaving the decision to support 64-bit to the system integrators and ISVs."

Visioneer is taking a similar approach regarding WIA. "We were able to leverage some of the technology from our TWAIN driver, so it helped streamline our WIA development," said Harju. "The WIA driver also has an enhanced UI and most of the features of the TWAIN driver, including image enhancement.

"There really hasn't been much attention paid to WIA drivers, but Microsoft is still putting effort into to getting it adopted. We've provided a top notch driver and will be ready to run with any software applications that adopt WIA, including potential SharePoint applications."

Visioneer will continue to offer ISIS drivers as well as its OneTouch capabilities with its scanners. Acuity is also integrated with OneTouch.

The DriverPlus technology with Acuity will be included in new **Xerox** DocuMate- and Visioneer-branded scanners going forward. DriverPlus drivers will also be released in the future with some of Visioneer's existing product lines—and available for download for some already purchased scanners.

Not a VRS competitor

Even though Acuity will be shipping with all Visioneer scanners in the future, VP of sales and marketing John Capurso said it will not affect Visioneer's partnership with **Kofax** for VRS technology. "We don't look at Acuity and VRS as being a direct comparison," Capurso told *DIR*. "VRS is the gold standard when it comes to image enhancements and has many tools and features that Acuity doesn't. VRS will continue to have a large presence in our product line."

Visioneer bundles several flavors of VRS throughout its product line, including OneTouch VRS, a limited technology set proprietary to Visioneer products. "Acuity has a simpler and less advanced set of features that probably best addresses the needs of our desktop and mobile scanner customers," said Capurso. "VRS is typically

more advanced than what those users need. VRS will continue to be a part of our departmental and production lines of scanners."

Harju noted that the greater variety, and faster refresh rate, of products on the lower-end make it more difficult to earn and maintain VRS certifications in that segment.

For more information:
<http://tinyurl.com/DriverPlusPR>;
<http://tinyurl.com/AcuityPR>

The Book on OCR Systems Accuracy

Applying optical character recognition (OCR) to document images for automating data extraction is a fairly well accepted practice. Every day, OCR is used on millions of forms across the world to reduce key entry. But, do users really know how well their automated data capture systems are working?

It is Brad Paxton's opinion that they don't. "It's been my experience, after two decades in this field, that most people don't know what sort of data quality they are getting," Paxton told *DIR*. "What's especially horrifying is that many users don't even seem to care very much.

"I'm always astonished when I ask someone how good their data quality is, and they say 'It's 99% accurate.' Then I ask them if that accuracy is based on character- or field-level recognition, and often they don't know the difference. Then I ask, 'How do you really know how accurate your system is?' They tell me that's what they were told. There are an astonishingly high number of uniformed OCR users out there."

Paxton worked at **Kodak** for 32 years before retiring and setting up his own imaging-centric consulting practice in 1992. He is also the CEO of Rochester-based **ADI, LLC**, which develops products and performs services around data quality. *DIR* has talked with Paxton multiple times over the years.

He spearheaded bringing digital image capture into the operations of the **U.S. Census Bureau** [see *DIR* 8/20/04]. We did a story on ADI's development of Digital Test Decks, which are forms that contain machine-generated characters designed to look like they were completed by hand. DTDs can be used to test the accuracy of hand-print recognition applications [see *DIR* 8/19/05].

As an offshoot of DTDs, ADI got into the business of creating synthetic data sets that can be used to test a variety of data mining and data collection type activities. We also did a story discussing some of Paxton's advice for optimizing the performance of automatic recognition systems. This includes calculating and accounting for the cost of data entry errors in downstream business processes [see *DIR* 9/22/06].

Paxton's latest venture is authoring a book entitled "*Handprint Data Capture in Forms Processing: A Systems Approach*." "If an organization is capturing data from a million forms per year or more, they ought to think about some level of automation," Paxton said. "If they have more than 100 million forms per year and they're not using automation, they're crazy."

Paxton said that automation offers benefits in both costs and accuracy over human key entry. "With the 2010 U.S. Census, we found the field-level error rate for key entry was around 1.5%. For OCR, it was .4%," he said. "Of course, the sub-title of the book is 'A Systems Approach,' so, we're not just talking about dropping a bunch of stuff into a scanner, pushing a button, and having everything work."

Paxton stressed the importance of database look-ups when trying to increase the accuracy of OCR. "On a character level, OCR technology is so accurate already, it's hard to improve it very much," he said. "But, to improve field level results, you want to get your hands on as much relevant data as you can find. For example, you can purchase commercially available lists of names and addresses to compare against your OCR results. This helps increase confidence levels, which should reduce the amount of exception keying. The U.S. Census Bureau used these lists for the first time in 2010.

"You can also run checks against other data being captured. For example, if the Census system captured five "Smiths" in one household and one "Smyth," but for the third letter of the sixth name, 'i' was the character with the second highest confidence level...well, you can see how things work out."

ADI also offers a system designed to test the accuracy of data capture operations at an estimated 1/40th the cost of utilizing the standard method of

comparing double-key entered data to data captured through OCR. "We call this our Production Data Quality (PDQ) system," explained Paxton. "It utilizes an independent automated capture system that we've set up and compares the results we get against the user's system.

"Guess what? When you compare the results from two smart robots, if they match, they're probably correct. Typically, 95% of the results match, and we don't even have to look at them.

"We look at the other 5% and typically one system or the other is right. If the user's system is wrong, we can drill down and often figure out what the problem is. The bottom line is that PDQ is able to significantly reduce manual labor when checking the accuracy of capture systems."

"In the last decade, automated recognition technologies have made great strides forward in cost effectiveness and accuracy, so that anyone processing over, say, a million forms a year these days is wasting money and time by not using them."

– From *Handprint Data Capture in Forms Processing* by Dr. K. Bradley Paxton

It's Paxton's estimate that with today's technology, users should not settle for a field-level recognition rate of less than 80%. This includes systems utilizing hand-print recognition, where accuracy rates have historically lagged behind machine-print recognition results. "In 2010, the U.S. Census Bureau got 85% field-level accuracy on its hand-print data."

Paxton is also a big proponent of OMR (optical mark recognition) technology. He characterized it as extremely accurate, "especially when people filling in the forms are highly motivated to ensure their answers are being captured correctly—like students taking tests."

Paxton's book features eight chapters and draws on his experience in the field. "It's a technical book, and it includes a lot of systems information," he said. "But, I tried not to make it boring. I tell a lot of stories based on my experiences."

Paxton starts the book by recalling his memories of a singing dog that once appeared on the *Tonight Show Starring Johnny Carson*. "The dog sings a few notes and one of the guests tells Johnny that he didn't think the dog sang very well," said Paxton. "Carson responds that he thinks the guest should be impressed that the dog can sing at all.

"The point of my book is that users shouldn't be impressed that they can just capture data. Like the guest, they should expect that they can capture it

well.”

Paxton’s book is currently available on **Amazon** and retails for \$30.

For more information: <http://www.adillc.net>
<http://www.amazon.com> (search: Paxton, handprint)

DataBank IMX Embarks on Next Stage of Growth

Document Services Provider Completes Initial Acquisition Following Equity Investment

Although it’s in the market for acquisitions, don’t think of **DataBank IMX** as doing a roll-up. Many in the company have already had experience with the roll-up strategy, and it hasn’t proven to be the best method for building a document services business. No, instead of just looking to get bigger, DataBank is focused on adding strategic pieces, like **Information Access Systems**, the Orlando, FL-based systems integrator that DataBank acquired earlier this month.

“We are looking for opportunities where one-and-one make three,” stressed Fred Zaeske, the Chicago area executive who was named CEO of DataBank in July. “We have a lot of seasoned professionals as part of our management team. They understand the challenges of executing a successful acquisition strategy. We are taking a very measured approach and trying to add real value through talent, customers, and recurring revenue opportunities.”

DataBank IMX came together in 2005, when DataBank, Inc., a service bureau headquartered in Beltsville, MD, acquired the assets of ImageMax. ImageMax was a document services roll-up that had acquired more than 20 companies in the late 1990s. Document imaging industry veterans Dick Aschman and Chuck Bauer co-founded DataBank IMX, and spent six years building the organization, gaining SAS 70 Type II accreditation for the operations, establishing strong vertical market solutions, and positioning the company for growth [see *DIR* 8/7/09].

In January, **Svoboda Capital Partners** announced an investment in DataBank IMX. Svoboda introduced Zaeske to Bauer and Aschman, who brought on Zaeske as an EVP. He was promoted to CEO after six months. Bauer continues to serve as President and COO, while Aschman has a new role focused on guiding DataBank’s acquisition strategy.

“DataBank took on investment to help it continue its growth,” explained Zaeske. “The company has

achieved double-digit organic growth the past couple years, and we want to continue that. In addition, we’d like to accelerate our growth through acquisition.

“There are two reasons for us to go after acquisitions. The first is that the document service provider market is still highly fragmented. We think we can effectively increase our footprint by consolidating acquired operations and making them more efficient. Second, we are looking to extend our capabilities. This could mean further fleshing out our solutions delivery and/or adding expertise in a vertical market.”

Realizing multiple synergies

The Information Access Systems (IAS) acquisition meets several of the criteria that Zaeske laid out. IAS is a leading reseller of **Hyland** and **IBM Datacap** software. This adds to the solutions business DataBank has been cultivating over recent years to complement its conversion services offerings. IAS is also particularly strong in state and local government sales. In addition, the acquisition improves DataBank’s coverage in the southeast region.

“IAS’ systems integration and VAR practice was extremely attractive to us, as we are focused on extending our capabilities for providing complex solutions that can help automate customers’ business processes,” said Zaeske. “IAS is one of Hyland’s leading resellers, and we like its deep solutions selling capabilities. At the same time, the acquisition opens up a new geography for conversion services—which IAS did not offer.

“IAS also has a great customer base and some deep experience in state and local government implementations. As budgets are being squeezed, public officials are looking for ways to reduce costs without impacting voters. We plan to take IAS’ vertical expertise and offer it through our national footprint.”

David Godiksen, who was the president of IAS, has joined DataBank as the general manager of its southeast region. Other IAS executives, including Kevin Gregory and Jack Roberts (the former president of Cutting Edge Solutions, a Kansas City-based SI that IAS acquired) will also stay on. “David and Kevin have done a great job building up IAS, and they were not looking for an exit strategy,” said Zaeske. “With DataBank, they saw the opportunity to become part of something bigger.

“We now have seven regions with general managers—each of which is responsible for their own P&L numbers. We have some very experienced

people in those positions, many of whom have run their own businesses in the past, and some of whom have run much larger organizations.”

A solutions evolution

Zaeske said that as DataBank grows, it plans to maintain its focus on servicing the mid-market. “We still see a great opportunity in the mid-market, and we think it’s growing,” he said. “People are now more confident than ever in document management technology—as they hear about the proven ROIs it delivers. The cost per document for processing services has also dropped thanks to less expensive hardware and improved automation technology.

“Also, unlike the enterprise market, where you have a number of established leaders competing, the mid-market is fairly fragmented. We think we can further establish our leadership in that space by continuing to evolve from a storage company scanning boxes of documents to one offering business process solutions—encompassing paper and electronic documents and internal, as well as outsourced options.”

Zaeske estimated that two to three strategic acquisitions per year can help DataBank with its evolution. “We have some very experienced executives who have seen the changes in the industry over the years and know what to look for in acquisition targets,” he concluded.

For more information: <http://www.databankimx.com/>;
<http://www.prweb.com/releases/2011/11/prweb8929952.htm>;
<http://www.prweb.com/releases/2011/7/prweb8619669.htm>

Contex Introduces New CCD Large Format Line

Contex continues to aggressively pursue the market for wide-format document scanners. The last few times we featured the Danish-based manufacturer in *DIR*, we were discussing its licensing of ISIS drivers as part of its attempt to market its SD/XD series of CIS scanners into the general document imaging market [see *DIR* 4/22/11 and 8/5/11]. Contex’s latest announcement is targeted more at specialized large-format scanning applications.

The new HD Ultra series is, in fact, designed to raise the bar in terms of image quality and speed achieved by large format scanners. “Basically, we asked our customer base, what would make up their dream scanner,” said Phil Magenheim, president and COO of Contex America. “They wanted something that could scan faster and be more adjustable to

“THE FASTEST COLOR SCANNER I HAVE EVER USED.”

Contex’s new HD Ultra series of wide format document scanners features upgrades in camera and feeding technology, as well as software. Contex advertises throughput of 901 monochrome and 597 color scans per hour.



handle diverse document types. They also wanted something smaller, and they wanted something easier to use and track costs with.

“We think we’ve incorporated all of this in our new HD Ultra line—coupled with the new features available in the latest version of our Nextimage Software.”

The HD Ultra features the latest in CDD, image processing, and throughput technology. It advertises 6-inch per second (ips) color scanning and the ability to output 901 monochrome and 597 color scans per hour. Magenheim called the HD Ultra “the fastest and most productive scanner on the market.”

“Yes, it offers 6 ips color and 12 ips grayscale speeds,” he added, “but the speeds we’re quoting per hour include writing images to hard disk and processing them. We think our customers will see their largest gains when they consider their total throughput.”

One way Contex has improved throughput is with its new xDTR2 (extended data transfer rate) technology. “There are basically two ways to configure the scanner,” explained Magenheim. “You can either go through USB2 or a Gigabit Ethernet connection. xDTR2 is technology for managing the flow of data to the computer through the USB2 connection to improve the speed. The Gigabit Ethernet connection, which is new, offers three times the bandwidth of the USB2 connection, so it’s naturally going to be faster.”

The improved speed enables Contex to apply its processing technology to 48-bit color data files, while many competitive large-format scanners reduce file sizes by dropping bits before processing them.

To capture its images, the HD Ultra utilizes five cameras with “the latest-generation **Toshiba** high-resolution four-channel CCD.” According to a press release, “The new camera design uses glass-filled polycarbonate to ensure high precision and

temperature stability. Both are important factors to keep image quality at optimal levels. All cameras are electronically precision-aligned and have custom-built **Fuji** optics....The HD Ultra camera design also has improved focal distance, which has been reduced by 50% with fewer mirrors. It also includes a new high-speed all-digital LVDS camera interface. HD Ultra supports full RGB color.”

The HD Ultra’s throughput is improved when working with mixed document sizes through the introduction of SnapSize. SnapSize utilizes “precision optical paper sensors that register the document size and adjust the required settings automatically.”

The feeder has been optimized to handle a wide variety of document types. “The HD Ultra features right-side loading, because it’s much easier to load against an edge than trying to center documents,” said Magenheimer. “Also, the funnel-shaped feeder improves the performance on thick or curled documents. We’ve also added a return guide.

“Our new FlexDoc technology enables automatic thickness adjustment. The HD Ultra can handle everything from newspapers to foam boards. A paper pressure slider manages this and helps flatten the documents as they roll through.” For fragile documents, the HD Ultra features “All Wheel Drive,” which offers “a perfectly straight scanning path.”

New features in Nextimage 2.0 include support for outputting multi-page PDFs and TIFFs, integrated printer drivers, improved reporting for tracking usage for accounting purposes, and the ability to program one-touch buttons.

“Bar none, the HD Ultra is the fastest color scanner I have ever seen and used,” said James Mosen, of **Monsen Engineering**, a service provider and reseller whose customers include the states of Nevada and Utah. Mosen, who beta tested the HD Ultra, presented during a Contex press conference. “Its speed is impressive both in terms of image-per-second scanning and throughput—taking advantages of features like SnapSize and improved workflow capabilities. Also, I noticed a big jump in image quality vs. older generation Contex scanners.”

The HD Ultra is available in 36” and 42” models, with an Office version, for occasional or walk-up use, starting at \$9,000. A Professional model for higher volume applications starts at \$14,000. The scanners are field upgradable in multiple areas, including scanning resolution, speed, width, color, and Gigabit Ethernet connection.

For more information:

[http://multivu.prnewswire.com/mnr/prne/contextultra/52159/;](http://multivu.prnewswire.com/mnr/prne/contextultra/52159/)
[http://www.prnewswire.com/news-releases/context-upgrades-nextimage-software-132994598.html;](http://www.prnewswire.com/news-releases/context-upgrades-nextimage-software-132994598.html)
<http://usa.contex.com>

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Ziegler founded the Pan-European **Docville** community, which this week held its second conference in Brussels. “While there may be weakness in southern European countries because of economic issues, every capture vendor I talked with at the **DMS** show in Germany said its biggest hurdle was hiring enough qualified people,” Ziegler said.

For more info: [http://tinyurl.com/TISQ311;](http://tinyurl.com/TISQ311)
[http://www.harveyspencer.com/;](http://www.harveyspencer.com/) <http://www.docville.net/>

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