

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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November 19, 2004

THIS JUST IN!


THANKS HERB

DIR would like to take a moment to pay our respects to Herb Schantz who passed away last week. Herb was involved in the data and document capture world for over 30 years. He was the founder and president of Sterling, VA-based **HLS Associates International**, a well-known consulting service focused on our industry. Herb was a great resource for DIR for many years, especially on matters concerning the federal government.

A DIR reader referred to Herb as "tireless promoter of our industry." I would have to agree, as I know I spent many an hour on the phone soaking up Herb's knowledge and lore. A young editor just starting out on a beat never forgets those who take the time to show him around.

Herb was also involved in **TAWPI** (<http://www.tawpi.org>), serving as the president of the Mid-Atlantic Chapter, among other roles. In 1994, he was elected to the TAWPI Hall of Fame. This year, TAWPI renamed its Distinguished Service Award in honor of him.

Herb was 74 when he died, after being diagnosed with cancer late last year. He will be missed, but we can say with confidence, he will surely not be forgotten.

It's also probably worth noting another passing of sorts as word is out that *Transform Magazine* is being folded into *Intelligent Enterprise* (<http://www.intelligententerprise.com>), another publication owned by **CMP Media**. Transform Editor-in-Chief Doug Henschen has been named editor of *IE*, which has the tagline—"the only publication dedicated to strategic business applications that turn information into intelligence." 

Digital Mailroom Part Of Big Retail Win

Captiva's diversified portfolio of image and data capture products paid off big-time in its recent \$2 million software sale to a "Fortune 100 retailer." The retailer, which is rumored to be **Wal-Mart**, was initially in discussions with Captiva about an application to process healthcare claims. That discussion soon expanded to include invoices, general forms, and digital mailroom technology. Eventually, the retailer plans to expand its Captiva application to process some 100 million document images per year.

"The retailer has a self-insurance plan, and we were engaged with its HR department in a discussion about processing claims," explained Blaine Owens, Captiva's VP of enterprise solutions and the lead salesperson on the deal. "While involved with them, we found out about an imaging group focused on finding an invoice capture application to feed a **Documentum** ECM system.

"Once we met the imaging group, we exposed them to our universal enterprise capture platform. We simply asked, 'if you are going to install imaging to process claims and invoices, have you thought about using the same system to automate the processing of these other documents?'"

This bit of conjecture led to one of the largest deals in Captiva's history. It includes the first significant deal for Captiva's much publicized *Digital Mailroom* application that was released earlier this year [see *DIR* 4/9/04]. According to Owens, Captiva beat out a handful of other capture vendors. "There was never a formal RFP out on the street," he said. "But they looked at four or five other vendors before making their choice."

Feeding Documentum

According to Owens, one of the reasons the retailer purchased its Documentum system was to automate its workflow for exception invoices. "The majority of their regular invoices come in through EDI," he told

DIR. "However, they still receive some 600 million invoices annually that might be considered exceptions. These might include an invoice from a local contractor called in to fix a leaky roof at one of their stores. Because they are exceptions, these types of invoices need to be manually approved."

"Since we won this deal, we've already had significant discussions with five or six other retail businesses. I think retailers are starting to see the maturity and value of automated invoice processing."

— Blaine Owens, Captiva

Currently, paper copies are used for the approval process. After they are processed, they are captured and archived on microfilm. "To enable the Documentum workflow system to manage the approvals, the retailer needed to move its capture process up front," said Owens. "The fact that we have API-level integration with Documentum's application was a benefit. However, Documentum did not act as a reseller on this deal."

Looking To Grow To 100 Million Images Per Year

The retailer's initial installation of Captiva's technology will be deployed at a single site and used to image some 10 million pages per year—mostly related to invoices. "All the images will be run through our *Digital Mailroom* application, which will be used to determine the document type," said Owens. "If a document is determined to be an invoice, it will be passed on to our *InputAccel for Invoices* application. There will be workflow queues for other classes of documents as well."

Eventually, the application will be expanded to include several international capture sites, as well as several more classes of documents. "Initially, the document classification will be determined using only image-based technology," said Owens. "Eventually, the plan is to add in classification based on analysis of full-text OCR results, which is part of our *Digital Mailroom* application. Electronic documents and e-mail could also be introduced. In addition, *FormWare* and *ClaimPak* will be added to automate data entry from structured forms."

Owens expects the initial installation to be up and running "late first quarter or early second quarter" of 2005. According to Owens, the retailer has purchased an enterprise license for Captiva's capture technology. This means they will not have to purchase any additional software to expand the application. "They expect their IT department to take full control," he told DIR.

In addition to software and scanners, the retailer did not need to make much of an infrastructure upgrade. "They were already using PCs to do data entry for archiving," he said.

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

Areas we cover include:

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2. Forms Processing/OCR/ICR
3. Integrated Document Management
4. Content Management/XML
5. Document Output
6. Storage
7. E-Commerce

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"They will now transition those PCs to do the corrections and QA associated with our applications."

Owens concluded by saying his contract has helped open up a new market for Captiva. "Traditionally, retail has not been a big market for us," he said. "However, since we won this deal, we've already had significant discussions with five or six other retail businesses. I think retailers are starting to see the maturity and value of automated invoice processing. As they think about transitioning their invoice approval from manual to electronic workflows, they have to install capture processes up front. Automated data capture reduces the number of FTEs you need for capture and provides a solid ROI."

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

Fujitsu Defends Its Turf

New workgroup offerings designed to keep segment leader ahead of emerging competition.

Not one to let the market pass it by, this week **Fujitsu** announced updated versions of its market-leading fi-4x20C scanners. The fi-4120C2 and fi-4220C2 have several new features designed to keep Fujitsu on top in the increasingly competitive workgroup segment. These include a beefed up software bundle, including **Kofax VRS**, and faster duplex capabilities.

On the flatbed version, the 4220C2, these new features are available at no additional cost, while the list price of the 4120C2 is \$200 higher than the original model. The C2's are available now, and for the next few months, Fujitsu will continue to market all four models, with the 4120C listing for \$1,195 and the 4120C2 listing for \$1,395. Both 4220C models list for \$1,995. The original 4x20Cs will eventually be discontinued.

The original 4x20Cs were introduced at **AIIM 2002** and have helped Fujitsu maintain its lead in the rapidly growing workgroup segment. According to Scott Francis, senior product marketing manager for the Imaging Products Group at Fujitsu Computer Products of America, the 4x20C series currently represents the top selling model in terms of unit volume in the entire market. However, over the past two and a half years, vendors like **Kodak**, **Böwe**, **Bell & Howell**, **Visioneer**, and even **HP** have all released new scanners targeting the sub-\$2,000 segment where the Fujitsu models reign.

Fujitsu Addresses Weaknesses

While Fujitsu's bundling of **Adobe Acrobat** with the original 4x20C models was revolutionary, their competitors' models have gone a step further. In addition to PDF technology, all of them offer some sort of advanced image processing. In addition, in answer to the overwhelming market demand for duplex capabilities, most of the newer models advertise close to double the 25 ipm duplex speed of the original 4x20Cs.

With the 2s, Fujitsu has addressed both these areas.

On the software side, Fujitsu will continue to be the only vendor to offer **Acrobat**—which represents the gold standard for PDF creation. In addition, Fujitsu will be bundling **Kofax VRS 3.5**—the

latest and greatest version of the gold standard in document image processing. Fujitsu has also added **Pixel Translations' QuickScan Pro** batch capture application. Finally, for good measure, Fujitsu has bundled **Kofax's Capio** desktop document image management application in the sheetfed—4120C2—model.

On the duplex front, through making some minor changes, including incorporating a new Ultra-SCSI/USB 2.0 dual interface, Fujitsu has doubled the duplex speed of the 4x20Cs to 50 ipm at 200 dpi in black-and-white and 150 dpi in color. This is as fast as any other workgroup model currently on the market.

Going on the offensive, Fujitsu has also introduced some new features. These include improved card scanning capabilities, which are particularly attractive in the emerging patient records space being driven by HIPAA compliance. These capabilities are enabled through a thicker pad and a reduced torque setting. Fujitsu has also introduced long-document—up to 34-in.—capabilities, a selectable black or white background, and an imprinter option for the 4120C2. Fujitsu also points out that the 4x20C2s remain the only workgroup models to offer infra-red double-feed detection,

The Heat Is On

Short of releasing a completely new product, Fujitsu has done practically everything it can to maintain its dominance in the rapidly growing workgroup segment. The only chink in its armor may be that the price point of the 4120C2 is \$200 and \$400 higher than competitive models from



Fujitsu's fi-4120C2 features an upgraded software package and improved duplex speeds.

Kodak and Visioneer (which is marketing its competitive offering under the **Xerox** brand name), respectively. However, the extra features of the 4120C2, not the least of which is the *Acrobat* bundle, and Fujitsu's reputation as the leader in this segment, may motivate customers to spend the extra cash.

That said, the book on the workgroup space is far from closed. In our next issue, we could possibly have news on two more new scanners in this segment. Stay tuned.

For more information:
<http://www.fcpa.com/products/scanners/> **DIR**

ScanSoft, Adobe Strengthen Desktop Apps

Desktop document management is hotter than ever. A few years ago, many vendors discarded these types of applications in favor of higher margin ECM strategies. However, today's regulatory compliance and legal concerns have small businesses more concerned than ever about document management. This concern is partially reflected in the triple digit growth we've seen the workgroup—sub \$2,000 list price—document scanner segment over the past couple years.

Yes, a constantly improving selection of workgroup scanners, along with improved scanning in digital copiers, is providing a whole new group of users with document imaging capabilities. In many cases, they are scanning to their desktops where they are finding standard Windows file systems were not built for document image management. This has created a growing interest in desktop document management.

ScanSoft, for example, reported a 40% growth in revenue from its *PaperPort* desktop application in 2003. It expects similar growth in 2004. Based on this opportunity, it's not surprising that long-time production capture specialist **Kofax** announced its own desktop product, *Capio*, earlier this year. It's also worth noting that **Adobe** has beefed up the document management capabilities in its popular *Acrobat* desktop PDF application.

In fact, this week, Adobe took the wraps off *Acrobat 7*, just a week after ScanSoft announced it was shipping *PaperPort Professional 10*—which it appears to be positioning as an *Acrobat* challenger. We say appears to be, because for some reason, ScanSoft, Kofax, and Adobe seem loathe to directly position their products against each other. Yes, we'll

admit that each product has its own unique strengths, but all competitive products are at least slightly different—that's the fun part about competition!

From our viewpoint, *PaperPort*, *Acrobat*, and *Capio* address essentially the same space, and their functionality is rapidly converging. For example, Kofax tries to differentiate *Capio* by saying its main benefit is image processing. Guess what? In their latest releases, ScanSoft and Adobe introduced improved IP capabilities. Other common features include PDF creation, OCR, and search and retrieval.

In many cases, they are scanning to their desktops where they are finding standard Windows file systems were not built for document image management.

Without further adieu, here's a brief look at some of the new features in the recently announced *PaperPort Professional 10* and *Acrobat 7*: (We expect Kofax to follow with an updated version of *Capio* sometime soon.)

PaperPort Improves PDF, Search Capabilities

Probably the biggest upgrade in *PaperPort 10* is the incorporation of ScanSoft's PDF Create! tools. "In *PaperPort 9*, we replaced our proprietary file format with PDF," said Robert Weideman, ScanSoft's senior VP, marketing and product strategy, productivity applications. "In *PaperPort 10*, we added several new significant features to enable users to better work with PDFs."

PDFCreate! includes the ability to combine several types of files into a single PDF document. Complementing this feature in *PaperPort Professional 10* is something ScanSoft is referring to as its Split Desktop. Essentially, this feature enables users to work with two open *PaperPort* applications at the same time. This allows them to conveniently drag-and-drop files and pages from a variety of network and desktop locations into their *PaperPort* desktop for PDF creation.

To improve *PaperPort*'s scanning capabilities, ScanSoft has introduced what it is calling its Scanner Enhancement Tools (SET). These include features like deskewing, cropping, despeckling, rotation, brightness and contrast controls—as well as the ability to add annotations, sticky notes, drawings, and stamps. "Desktop users want more

than image quality controls,” explained Weideman. “To effectively work with their images, they have asked for commenting and annotation tools.”

Also, on the scanning front, ScanSoft has introduced an ISIS driver and enabled users to pre-set preferences for certain types of documents. *PaperPort 10* also offers an improved version of ScanSoft’s Desktop Delivery functionality which enables capture into *PaperPort* from digital copiers.



Robert Weideman,
senior VP, marketing
and product strategy,
productivity
applications, ScanSoft.

Another interesting new feature in *PaperPort Professional 10* is improved search capabilities. “You’ve probably seen the new desktop search application from **Google**,” said Weideman. “While it’s great for text-based files, it really doesn’t have a way to successfully deal with images. *PaperPort* leverages ScanSoft’s OCR capabilities to create full-text indexes of document images. Also, we’ve recently licensed technology from **Verity** to improve our classification and search functionality.” ScanSoft has also introduced an auto-indexing option that enables users to run OCR for indexing purposes behind the scenes.

PaperPort Professional 10 carries a list price of \$200 and began shipping last week.

Collaboration, DM, Security, and Scanning All Upgraded In Acrobat

Adobe has also introduced improved image processing and search and retrieval capabilities into the latest version of *Acrobat*. “For the first time, we have combined scanning, OCR, and meta-data tagging into a single process,” explained Randy Swineford, senior product marketing manager in Adobe’s ePaper Group. “We’ve also added richer image processing controls like deskewing and despeckling and made it easier to access our advanced compression tools.”

On the document management side, Adobe has introduced something it is calling the PDF Organizer. This enables users to view thumbnails of PDFs before opening them and also create bookmarks and groupings of PDF files.

Adobe has also introduced integration with several new applications including *Outlook*. Users can now use *Acrobat* to create PDFs of e-mail files, including links and attachments (which are kept in their original format). According to Swineford, this type of

functionality should reduce the surprising number of e-mails that are currently printed and scanned for archiving.


These new features are available in *Acrobat 7 Standard*, which lists for \$299. *Acrobat 7 Professional*, which lists for \$449, offers some interesting new collaboration options. *Professional 7* users can make available *Acrobat*’s mark-up and commenting tools on documents distributed to users that only have the free *Adobe Reader 7*. *Professional 7* also now includes the *Adobe Designer* application for forms creation.

Finally, both *Acrobat Standard* and *Professional 7* have the option of being integrated with Adobe’s *LiveCycle Policy Server* application. Originally announced in February, *Policy Server* provides security and control for PDF documents. It gives users the ability to create viewing rights, to audit document usage, and the option of timing out documents when their lifecycle is complete.

Both new versions of *Acrobat*, as well as the new version of *Adobe Reader* are scheduled to hit the streets before the end of the year. Interestingly, *Acrobat 7* is being launched only a year and a half after *Acrobat 6*. Historically, Adobe has waited two years between *Acrobat* releases. According to Swineford, “We had some technology already developed, like *Designer* and *Policy Server*, that the market was demanding.”

Also, Adobe will continue to market *Acrobat Elements 6*—an enterprise-wide PDF creation application. Version 7 of that product will be announced in a few months.

For more information:

<http://www.scansoft.com/paperport/professional/>;
<http://www.adobe.com/products/acrobat/main.html>;
<http://www.adobe.com/security> 

Captiva Gets Serious About Channel

Over the past five years, it might be said that **Captiva** has emerged as one of the leaders in the data and document capture space in spite of its channel strategy. The truth is, despite much posturing and talk about increasing indirect sales, Captiva has generally failed in this area.

However, with document imaging reaching new levels of market penetration, due primarily to high-profile regulatory compliance concerns, cultivating a channel could be paramount to Captiva’s future growth. For it is a value-added reseller (VAR)

channel that has traditionally serviced the mid-market businesses currently being turned on for the first time to the value of document imaging.

Highlighting Captiva's failure with the channel has been the supreme success of its arch-rival **Kofax** in cultivating its own VAR program. While Kofax boasts some 1,200 certified *Ascent Capture* resellers worldwide, Captiva's reseller channel is listed at somewhere around 100-200. Captiva now seems intent on challenging Kofax for VAR business. For the first time in our memory, the San Diego-based software developer has brought on staff specifically charged with managing its reseller program.

This staff is headed by Wayne Ford, a former **Veritas** strategic alliance specialist who in September was hired as Captiva's VP of Strategic Alliances and Channels. *DIR*

recently talked with Ford about the goals and the direction of Captiva's new Connected Partner Program.

Captiva Aims To Double Indirect Sales

"Currently, only 25% to 30% of our software revenue comes through the channel," Ford told *DIR*. "We've set a goal to increase that to 40% by the end of next year, and 50% the following year. To achieve this, we've implemented a sales model whereby our direct team is charged with developing high-touch relationships with Global 1000 and 2000 businesses. To handle the mid-market, we want our sales people to focus on developing trusted and valuable partners within their geographic regions."

Ford acknowledged that it is not easy to teach old dogs new tricks. "We've explained to our direct sales people that if they are busy chasing tactical mid-market opportunities, they will not have time to focus on larger sales," he said. "We've also set up a program, whereby if a certified Captiva partner registers a customer with us, as long as we haven't already done a lot of heavy pre-sales lifting with that customer, the deal belongs to the reseller. That doesn't mean we won't support the reseller. It just means, and this comes from the top executives at Captiva, the deal will be fulfilled through the partner."

Ford acknowledged this emerging hybrid sales model has already been challenged during his short

tenure. "Some of our sales people have bad habits they have to break," he told *DIR*. "We are asking our partners to understand this. Every now and then they are going to run into a rogue who is thinking about a near-term opportunity, as opposed to our strategic direction. In those cases, I'm just asking the reseller not to throw the baby out with the bathwater. If they bring those situations to our attention, we will clear them up immediately. We think we have proven this."

Kofax Channel Is Initial Target

According to Ford, Captiva is still ironing out the

details of its partner program. "We want to make sure we have something clear and consistent, that can basically be applied from our smallest resellers up to our largest ISV partners like

Documentum," he told *DIR*.



"Every now and then [resellers] are going to run into a rogue who is thinking about a near-term opportunity, as opposed to our strategic direction.... I'm just asking the reseller not to throw the baby out with the bathwater."

Wayne Ford, Captiva

Ford said Captiva's initial focus is recruiting traditional document imaging systems VARs, such as the ones Kofax has been so successful with. "I don't think it's any secret that Kofax has done a better job cultivating its reseller channel than Captiva has," said Ford. "That is part of the reason I'm here. For us to get where we need to be, we have to move some of the Kofax reseller base over to Captiva."

"One of the things I think we do better is provide in-the-field support. Kofax has a lot of resellers, and the feedback we get is that sometimes, they feel like numbers. We think we can provide a lot more direct touch from our sales team."

According to Ford, Captiva is looking for qualities like vertical expertise, geographic reach, or expertise in specific applications that can be integrated with image and data capture. "We want to make it clear that it doesn't make sense to take a dollar out of our direct sales pocket, just so we can put eighty cents into an indirect sales pocket," he told *DIR*. "We want VARs that are more than additional feet on the street. We are looking for partners who already have built trusted relationships. In many cases, these are customers we couldn't reach any other way. For example, we are looking for **IBM Content Manager** resellers who understand not only the technology, but also the IBM customer base, and how IBM does business."

"We are also looking for partners who are willing

to build practices around our application. We are not looking for them to move shrink-wrapped software. For our top-level partners, we are asking that they lead with Captiva as their primary input management software vendor.”

In return for their commitment, Captiva is offering several benefits including improved training. “In the past, we would give a reseller an hour long overview on our corporate values, proposition, and solution,” he said. “If they signed up, we’d bring them back for a week of technical training. However, we never filled in the gap, in terms of what salespeople were supposed to say the first time they got in front of a client. We are now offering some real, in-depth, pre-sales training.”

A Look At Captiva’s Reseller Roadmap

After reaching out to traditional document imaging resellers, Ford said he will begin to work on larger SIs, such as those focused on the federal government. A third level of partner will include large ISVs whose applications can be connected with image and data capture. The company’s current successful relationship with Documentum is an example of this.

“We need to crawl, before we can walk, before we can run,” stressed Ford. “For now, we just want the market to know that the whole of Captiva is committed to our channel effort. This includes the engineers who have been charged with developing applications that are easier to deploy through a channel. It includes the product management team that has to put together pricing and marketing collateral. Of course, it includes my team, which now has a healthcare channel specialist and a channel-focused, technical services engineer.

“Captiva has publicly stated its intentions and delivered what I have asked for in terms of resources. I have basically doubled the channel support headcount since I’ve been here. Captiva has approved the hiring of the folks I think I need to be successful. Now it’s time to deliver some results. We will scale our team as we start to see some initial ROI.”

For more information: wford@captivasoftware.com

I.R.I.S. Upgrades PDF Batch Scanning App

There are literally hundreds of applications available for creating PDFs from desktop files. Scanning to create image-only PDFs is also passé. It’s when you start throwing in OCR capabilities to create full-text searchable PDFs that the technology

gets exciting. Incidentally, that’s when you also start to meet the real needs of the document imaging market. After all, if you are going to use static images, why not just stick with TIFFs, which are typically smaller files and easier to view?

One of the primary benefits PDFs have over TIFFs is that they offer a standard format for carrying full-text information. With the growing adoption of advanced search and classification, as well as XML technology, this becomes a compelling differentiator—and one of the reasons PDF will eventually supplant TIFF as the de facto standard for storing document images. For this to happen, however, batch capture applications for creating full-text PDFs need to mature. Currently, this is a niche market being addressed by a handful of vendors.

Belgium-based recognition specialist **I.R.I.S.** is one of those vendors. I.R.I.S. recently announced the third version of its *IRISPdf* application. It offers improvements in areas such as speed, accuracy, and ease-of-use. It is also available at an attractive pricepoint. Instead of using the click-charge model common to batch processing applications, I.R.I.S. has made *IRISPdf* available for \$3,000 for a server installation with unlimited usage.

Probably the most significant new feature in *IRISPdf* 3 is that the batch process does not stop when the technology encounters a document it can’t handle. “Ideally, you try to minimize the number of these situations,” explained Jean-Marc Fontaine, the sales and operations manager for I.R.I.S. Inc. (the company’s U.S. subsidiary). “However, I don’t care how good your recognition technology is, at some point it will crash. In our previous version, this would stop the whole process. So, if a user was processing a batch overnight, they might come in and find it halted halfway through. Our new version creates a log file which tells you which files it wasn’t able to process and continues on with the batch.”

Other new features include bar code recognition for separating and indexing documents, improved image enhancement to reduce requirements for third-party software, and more flexible indexing capabilities. *IRISPdf* 3 is also able to output multiple formats simultaneously. In addition to PDF, it can output XML, RTF, and TXT data streams.

One thing *IRISPdf* does not offer yet is the JPEG 2000 or JBIG2 compression supported in PDF 1.5. It does offer Group 4 and regular JPEG compression.


As far as speed goes, Fontaine boasts that I.R.I.S. has the fastest full-text searchable PDF creation product on the market. “We have reached a

maximum speed of processing 60 images per minute," he said. "Realistically, depending on the complexity of images and the speed of the processors, users can expect to process 30-60 images per minute."

Fontaine credits this speed to the fact that I.R.I.S. uses only its own character recognition engine and does not employ any voting. "Our engine, which we continue to improve and has been updated for *IRISpdf 3*, is the only engine with a sufficient level of accuracy to get away with this," he said. "Other PDF conversion products we've tested are 3-4 times slower."

I.R.I.S. only recently began marketing its batch processing products in North America. Formerly, it had concentrated on the retail OCR market in the U.S., while doing some large integration projects in Europe. A partnership with **Kodak**, however, has introduced I.R.I.S. to American document imaging VAR channels. A limited use version of *IRISpdf* is bundled with Kodak's *Capture Software*. Users can upgrade to the full version of *IRISpdf3* for \$1,999.

I.R.I.S. is also currently introducing its forms processing, and in particular invoice processing tools, to North American VARs. "We are not selling invoice processing as a complete application," said Fontaine. "We still need to write back end connections to various accounting systems. But we are making it available for resellers that want to write their own connections."


For more information: **I.R.I.S. USA**, Delray Beach, FL, PH (561)-921 0847,
<http://www.irisusa.com> 

IXOS Suite NetWeaver Certified

Open Text recently announced support for **SAP's** *NetWeaver* infrastructure with the latest version of its *IXOS Suite for SAP solutions*. According to Michael Heckner, senior director for enterprise application extension solutions at Open Text, *NetWeaver* represents SAP's version of an enterprise integration platform. "You might compare it to **IBM's** *WebSphere*, or **BEA's** *WebLogic* application," Heckner told *DIR*.

IXOS, which was acquired by Open Text last year [see *DIR* 11/7/03], had a long-standing relationship with SAP. SAP was once a major shareholder in the company and the majority of IXOS' business historically came providing document archiving solutions for SAP applications.

Heckner cited Open Text's *IXOS Doculink* as an example of an application designed to take full advantage of *NetWeaver*. "Most document management integrations to SAP enable a user to click on an item on an SAP screen and link to the related document," he said. "*Doculink* enables users to create virtual files of all the information related to a subject—like a customer name. This could include documents stored in several archiving and DM systems, as well as data stored in different parts of the SAP system. *Doculink* enables a user to access all this information in one place, such as through the SAP portal. This reduces the amount of jumping around users have to do and is a great time saver."

For more information:
<http://www.opentext.com/products/ixos-suite-for-sap/> 

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