

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

4003 Wood Street ● Erie, PA 16509 ● PH (814) 866-2247 ● <http://www.documentimagingreport.com>

November 19, 2010

THIS JUST IN!

IMAGING ISVs MAKE GAINS

Gartner has released its latest Magic Quadrant for Enterprise Content Management report. According to the Stamford, CT-based research firm, the ECM market grew 4.8% in 2009—with the lower-than-expected rate attributed to “global economic conditions.” Gartner pegged worldwide revenue generated from ECM software license and maintenance sales at \$3.5 billion in 2009. It forecasts an ECM market CAGR of 10.1% through 2014, with revenue to exceed \$5.7 billion by 2014.

Once again, **IBM**, **Microsoft**, and **Oracle** lead the ECM vendors rated by Gartner, holding the coveted upper right-hand sports in the quadrant, which signifies both leadership and vision. **EMC** and **Open Text** again join the three technology behemoths in the upper right-hand square, while **Hyland Software** also appears in that space—moving slightly to the right from “niche player” to “visionary.”

Other ISVs making notable gains over last year include **Perceptive Software** and **Laserfiche**, which both were moved upward significantly related to their “ability to execute.” Perceptive, of course, was acquired this year by **Lexmark**, and Laserfiche continues to grow organically and focus on higher-end products.

“We’re confident that in this economy, cost-effective solutions gained mindshare, and that is one factor in Laserfiche’s strong YTD growth,” commented Andy Wang, director, ECM strategy, for Laserfiche. “Also, as the only ECM vendor with a DoD-5015.2-certified SharePoint 2010 integration, we have been a very logical choice for users seeking to complement their SharePoint deployments.”

For more information:

http://www.gartner.com/DisplayDocument?id=1395115&ref=g_sitelink

VRS Elite Targets Enterprise/Distributed Capture

The document imaging market has changed a lot since **Kofax** introduced VRS over 10 years ago. At that time, no one had heard the phrase “distributed scanning.” Over the years, we’ve also seen a steady increase in the speed of scanners, as well as the introduction of more intelligence into the scanning process.

Kofax has taken all these changes into account with the latest release of its Virtual ReScan Technology. VRS Elite, which was announced earlier this month and is scheduled to ship Nov. 30, offers improved centralized management and reporting tools, support for multi-core processors, and auto-classification. It will be offered as an upgrade for VRS Basic and Professional users.

“VRS Elite focuses on the emerging opportunity around enterprise capture,” said Bruce Orcutt, senior product marketing manager for Kofax. “Over the past 10 years, we’ve sold more than two million VRS licenses. This presents a significant upgrade opportunity. Elite is designed to address that opportunity.”

Historically, VRS’ primary function has been image processing, including grayscale thresholding—utilizing grayscale information to improve the quality of bi-tonal images. This was a fairly revolutionary concept when it was first introduced, and many organizations have standardized on VRS, even as competitive technologies have emerged.

Of course, Kofax has continued to make enhancements to VRS, including features targeting color scanning. However, prior to the introduction of Elite, Kofax had not done much to address the emergence of distributed scanning, which involves multiple sites capturing smaller volumes of documents vs. traditional, centralized scanning apps, where documents are collected at a single location and scanned.

“Historically, you’ve had to manually load VRS onto each individual scanner,” said Orcutt. “Or, if you had enough IT resources, you could build a specialized

installer to address distributed scanners. With VRS Elite, out-of-the-box, we've introduced the ability to configure VRS on a central server and push out that configuration to individual scanning stations."

Along with this centralized installation capability comes improved management of VRS profiles and licenses. "Users will often have specific image processing profiles associated with specific scanner models," said Orcutt. "In distributed capture environments, they may have different model types at different locations. With VRS Elite, they can create however many different profiles they need and then send them out to the locations that have those specific models. The centralized administration helps ensure that each site has the correct and most up-to-date profiles."

"Profiles can also be based on document types. For instance, one site may be capturing mostly invoices that need to be saved at 300 dpi and require grayscale thresholding for OCR. Another site may be capturing signature cards, which have to be saved in color at 200 dpi. With VRS Elite, standard image processing profiles can be created and updated centrally and then distributed only to sites where they are needed. Profiles can also be adjusted at the scanner and uploaded to the central server, where the new profiles can be approved and distributed to other scanners."

VRS Elite also creates the potential for concurrent licensing, which has never been available with VRS before. "Elite can ensure that the most current version of VRS is installed on every scanner," said Orcutt. "And when it comes time for an upgrade, users can roll it out simultaneously."

Auto-classification crosses over

VRS Elite is being sold through Kofax's POS distribution channel, which consists mainly of value-added distributors. The central administration console is a server license that lists for \$6,000. Individual scanners need to be upgraded separately. The scanner upgrade pricing is the same as the current cost of upgrading from VRS Basic to VRS Professional. That is \$325 at the desktop level, \$725 at the workgroup level, and \$1,225 at the production level. Purchasing an Elite license for a scanner without an upgrade is approximately double the cost.

Orcutt explained that VRS Elite's benefits go beyond centralized management. "We've introduced an auto-profile feature, for example," he said. "This enables VRS Elite to recognize a document type and apply the proper profile settings to it. To create this feature, we've leveraged the auto-classification technology offered in our Kofax Transformation Modules. VRS Elite also has the ability to recognize new classes of documents and create profiles on the fly."

"The auto-profiling features can be especially valuable in distributed environments, where users are basically trained to put a document in a scanner and hit the button. The idea is to minimize the amount of human interaction needed to capture a quality image."

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

Areas we cover include:

1. Document Capture
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3. Forms Processing/OCR/ICR
4. Enterprise Content Management
5. Records Management
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DIR brings you the inside story behind the deals and decisions that affect your business.

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Editor: Ralph Gammon

4003 Wood Street
Erie, PA 16509

PH (814) 866-2247

FX (412) 291-1352

ralphg@documentimagingreport.com



Managing Editor:

Rick Morgan

PH (814) 866-1146

rickm@scandcr.com

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RMG Enterprises, Inc.

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Orcutt cited Elite's device health monitoring capabilities as another way of reducing what's demanded of distributed users. "We basically leverage our knowledge of scanners and images to alert users that there might be a problem with their scanner that requires service," he said. "This includes monitoring individual pages for signs like stretched images, streaks, or multi-feeds. VRS Elite can report to users that they may need to replace their rollers or clean their scanner heads.

"And, we have the ability to feed this information into any SNMP monitoring tool, which includes popular applications like **IBM's** Tivoli, or **HP's** OpenView and Web Jetadmin. VRS Elite can also be fed into our Kofax Monitor application."

According to Orcutt, the new complexity associated with centralized management and reporting in VRS Elite has motivated Kofax to offer formalized training for VRS for the first time. "This is the first time we've had on-line training courses and certification for a POS product," he said.

VRS sales bouncing back

Kofax has also made improvements in the image processing capabilities in VRS Elite. These include an improved user-interface, a new corner-fill option for ripped pages or those with irregular edges, and a new intelligent half-tone option for segmenting text and images on the same page and then applying different thresholding methods to each segment.

The new multi-core support is designed to drive faster scanners at rated speeds without introducing a hardware controller into the device. There is also a new merge feature that can place the front- and back-sides of smaller documents, like checks and ID cards, on the same page. Finally, Kofax has introduced some "lower-level" controls for managing VRS' Advanced Clarity feature for difficult documents, such as those with low levels of contrast between the text and the background.

Orcutt concluded by saying that the market for VRS is improving as the document scanner market bounces back. In fact, for its fiscal 2010 (ended June 30), Kofax reported a 12-13% growth in POS software sales (the bulk of which are VRS), compared to a 16% decline (32% if you account for local currency fluctuations) in fiscal 2009. "Obviously, VRS sales are tightly coupled with scanner sales, which are recovering, so we're happy about that," said Orcutt. "VRS also remains a very profitable business for Kofax."

For more information:

<http://www.documentimagingreport.com/index.php?id=1986>;
<http://www.kofax.com/vrs-virtualrescan/>

Study Touts EMC's Enterprise Capture Capabilities

As **Kofax** has been moving its business steadily upstream, **EMC Captiva** has begun feeling some heat. So, last year, the San Diego-based capture vendor commissioned **Wipro** to do a comparison of its software, the established leader in the high-volume capture market, against Kofax's software—which is increasingly being sold for larger implementations. (To this point, for its fiscal 2010, Kofax reported 17 sales greater than a half-million dollars, including nine greater than \$1 million. This compared to 10 and five in 2009, respectively. The 2010 deals also included what were at that time [and may still be] the two largest software sales in Kofax history.)

Captiva recently published the results of Wipro's findings in a white paper entitled: *Wipro Benchmark Report: Captiva vs. The Competition*. "Wipro wouldn't publish Kofax's name, but that's who they did the comparison against," said Sean Baird, senior manager, product marketing, for EMC Captiva. "Kofax has been making big investments in its platform, with the goal of developing it from primarily an SMB product, into an enterprise platform. And Kofax has been winning some large deals in support of that goal.

"Internally, we believed we still had a stronger platform, but we didn't want to get caught drinking our own Kool-Aid. Our project management and engineering team hired Wipro to do an objective analysis to help us understand where we stood. The results were favorable, so we asked Wipro to put together a white paper on the study."

Both the Wipro Product Strategy Group (PSG) and the Wipro Business Technology Services, Portals and Content Management (BTS, PCM) Practice are listed on the report. PSG "helps enterprises and technology vendors develop innovative and effective product and IT strategies." BTS, PCM is "a focused technology group providing services, solutions, and innovative delivery models and thought leadership to our customers."

"We thought Wipro could provide a fair analysis, because they are experienced using both the Kofax and Captiva platforms," said Baird. "Wipro has done implementations with both products and understands how to set them up."

Baird noted that the comparison was completed and then redone following Kofax's release of Capture 9.0 earlier this year. Captiva products tested were version 6.01 of both InputAccel and

Dispatcher, as well as version 2.0 of Captiva's eInput Web-based capture client. Version 6.01 of InputAccel includes the GUI capture workflow designer introduced in late 2009 [see [DIR 12/18/09](#)].

EMC dominates performance testing

Based on the fact that EMC chose to publish the study, it should not be surprising what the results were. The products were rated on five major categories and 15 sub-categories. The EMC Captiva platform was deemed as having an advantage in four of the five major categories: performance, administration (manageability), scalability, and modularity and interoperability. In the category of usability (operator experience), the products were rated equal.

In the sub-categories (each of which was further broken down into components), EMC came out ahead in 11 areas, with three being equal, and Kofax coming out on top in one. Ironically, the sub-category in which Kofax rated better involved "manually keying information." This is an area where Kofax has historically been perceived as weaker, due to its traditional focus on document, not data, capture. Kofax's acquisition of Neurascript a few years back added some data entry expertise that has apparently been leveraged successfully in the Kofax Transformation Modules (KTM).

In the performance category, the EMC product definitely held up its reputation as being stronger in higher-volume environments. According to Wipro, InputAccel was able to import images (from a network folder into the capture system) 1.5 times faster than Kofax Capture—52,148 images per hour for IA vs. 34,115 for Kofax.

Captiva's Dispatcher auto-classification was found to be six times faster than KTM's technology. Dispatcher classified more than 30,000 pages per hour vs. approximately 5,000 for Kofax. Comparing data extraction rates, Dispatcher tested eight times faster on zonal OCR (17,000 pages per hour vs. just over 2,000) and 70% faster on full-page OCR (2,800 to 1,700 pages per hour) than KTM. Kofax did prove superior in the validation process.

End-to-end, Wipro found the EMC solution to be approximately 2.5 times faster than the Kofax solution at processing documents. "We've always felt we had major advantages in speed and performance, and the Wipro testing validated that," said Baird. "What we found especially gratifying, however, were the results around administration and usability.

"Historically, we've gotten knocked for our software being difficult to use. And, clearly, it's easier

to get Kofax's software up and running for more basic applications. However, when you start looking at the requirements for higher-volume systems, and when you start developing custom workflows that are not straight-through processes, Wipro found we had some pretty strong tools."

I'm not going to get into the details of why Wipro found EMC superior in the areas of administration, scalability, and modularity and interoperability, or the products even in usability. But you can download a copy of the complete Wipro report at www.emc.com/whycaptiva. It also includes the metrics used in the testing. It's a fairly long paper, 30 pages, but also well put together and provided some interesting reading (I thought, at least).

Here's a quote from the executive summary that I think effectively sums up Wipro's findings: "A side-by-side, lab-based benchmarking of the EMC Captiva intelligent enterprise capture solution and a leading competitor found that EMC Captiva was superior on the basis of performance, manageability, scalability, and modularity. EMC Captiva achieves this because it is built on modern, modular architecture that can adapt to evolving IT infrastructure conditions, and because it can meet the demands of the business capture flow with scalability and flexibility that is unmatched by the competition."

Now, I'm pretty sure Kofax isn't going to agree with a lot of what is in this report, and maybe it will commission its own white paper that points out the strengths of its solution. Unfortunately, the EMC white paper wasn't released into the public domain until this Thursday, which didn't give me time to ask Kofax to respond to it. Perhaps they will do that for an upcoming newsletter.

That said, Kofax continues to win large enterprise capture deals, including a recently announced \$800,000 sale to a "leading financial services company." According to a press release, "The customer, a provider of commercial and retail banking, investment, and mortgage services, with more than \$30 billion in assets, will implement Kofax Capture and KTM to process more than 15 million loan, mortgage, securities, and trust related documents it receives annually. The documents will be scanned and resulting images automatically separated and classified prior to the critical business information being extracted. All images and information will then be routed to a repository."

Keys to enterprise capture

So, what does it take for an enterprise capture solution to be successful? According to Wipro, "For an enterprise capture solution to remain relevant in

today's IT environments, that solution must be flexible and modular in its design to be able to communicate with other applications and systems within service-oriented and web-based IT infrastructures... A capture solution needs to also support virtualization, enabling organizations to take advantage of better IT resource efficiency and availability.

"In order for an enterprise capture solution to remain relevant within the business process flow, that capture solution must be able to scale to the workload of both high-volume central capture centers and globally distributed networks of capture clients."

Concluded EMC's Baird, "We are certainly seeing a trend in which organizations move away from deploying multiple point solutions and change how they are deploying capture across their enterprise. This entails a number of things. You definitely need scalability and distributed capture capabilities. It also requires sophisticated classification and data extraction. And certainly, performance is an aspect. EMC's software has capabilities in all these areas, and the results of Wipro's testing show that we have some significant advantages over the competition."

Once again, I'll reiterate that I'm not certain everyone would agree with Wipro's assessments, but if nothing else, they have spelled out pretty well some of the requirements in the emerging area of enterprise capture. Whose software is best enabled to address these requirements? Well, the answer to that question is being determined in the marketplace every day.

For more information:

<http://www.emc.com/collateral/demos/microsites/captiva-enterprise-capture/index.htm>
<http://www.kofax.com/document-capture-software/>

IIS Heightens Focus on JD Edwards Environments

Document imaging and BPM specialist **Image Integration Systems (IIS)** recently announced it has joined five other ISVs in the formation of the JDE Alliance—a group of vendors focused on selling software complementary to JD Edwards ERP installations. Based in Perrysburg, OH (just outside Toledo), IIS has been integrating its software with JD Edwards and other ERP applications since the company was established in 1993. According to Bob Kearney, VP of sales and marketing, 70-80% of the privately held company's business comes from image- and BPM-enabling JD Edwards installs.

Other members of the JDE Alliance specialize in areas like data archiving, financial reporting, application hosting, and security and compliance. "Over the years, we have traded information, worked with, and shared customers with all of the other five members of the alliance," said Kearney. "Earlier this year, a few of us got together and decided that since we were bumping into each other all the time, showing up at the same shows and working in the same JD Edwards space, we might as well create something formal. We are hoping to build some critical mass that we can leverage for marketing purposes."

"Basically, the companies within the alliance offer JD Edwards users the most common third-party products that they require. One reason that we've all been around so long is that these are applications JD Edwards users are adding all the time. We were also careful to ensure that everyone in the alliance has a good reputation and good products."

A/P is entry point

In the announcement for the JDE Alliance, IIS is listed as specializing in "A/P automation and BPM." "Something on the order of three quarters of our customers install our software in A/P first," said Kearney. "A/P has well defined processes that can be very costly for businesses. Our software can help reduce manual data entry and increase recovery of early-pay discounts. In some instances, we've helped customers achieve as much as a 70% reduction in A/P costs."

Kearney noted that in recent years, IIS has seen increasing interest in the application of OCR for automating data entry from invoices. IIS is a reseller of both **Kofax** and **AnyDoc** software for this purpose. "People have become a lot more savvy about using OCR on invoices," he said. "They used to look at it as smoke and mirrors, but now that the track record has been established, a lot more people are interested. Recently, more than half our applications have been going in with OCR on the front end."

"Granted, invoice capture software is not cheap. However, when you put it together on the front end with our DocuSphere AutoVoucher and line-item matching technology, you can create nearly hands-free invoice processing, after you scan the paper. This really improves the ROI."

After leveraging IIS' DocuSphere software to automate their A/P processes, many customers then apply it in other areas. "They often look at other areas within finance, like managing capital expenditures or billing," Kearney said. "At shipping companies, they might use it for order fulfillment."

We have a food distributor, for example, that uses DocuSphere to manage the documentation related to deductions its customers take because of breakage or spillage. H/R and compliance are two other areas we see DocuSphere used."

Working with Oracle

JD Edwards was acquired by PeopleSoft in 2003, which was subsequently acquired by **Oracle** in 2005. Of course, Oracle also acquired Stellent in 2006, which had acquired Optika in 2004 [see *DIR* 1/23/04]. Like IIS, Optika was an imaging and BPM specialist, with a strong focus on JD Edwards integration. This makes Oracle both a partner, and competitor, with IIS.

"The Oracle suite is one of only a handful of credible competitors on the market," said Kearney. "When a user is installing imaging and BPM with a new JD Edwards installation, we might not have a chance to bid. However, a lot of businesses will purchase imaging and BPM as add-ons after their ERP systems are up and running.

"We differentiate vs. Oracle/Stellent through our practical experience. Also, our approach is very much about processes, and we are not constrained by the Oracle environment. It's our belief that third-party products are absolutely necessary for any user that wants to efficiently get the most productivity out of their JD Edwards system.

"Of course, all the members of the JDE Alliance are also members of the Oracle PartnerNetwork. It makes sense for us to have certified integrations with Oracle."

Market on upswing

IIS has approximately 150 total customers, including some big names like **Shell International, Shaw Group, Construction Partners, Inc., Wilbrous Group, Cargill, ChannelLock, W.L. Gore & Associates, FirstGroup America, Marathon Oil, H&R Block, Borders Books, Liz Claiborne, Tommy Hilfiger USA**. "Basically, our market is anyone using JD Edwards software, and to a lesser extent, SAP users," said Kearney. "We have introduced an entry-level A/P system that starts at \$125,000 all-in, but most of our engagements are a multiple of that.

"That's the initial cost. As I said, a lot of our customers continue to expand their implementations."

According to Kearney, IIS' market has "picked up substantially over the past year." "The economy isn't as good as everyone wants it to be, but businesses are looking at putting scalable infrastructures in

place. They now seem confident that the economy will become more robust, it's just going to take a little longer than they originally expected. They want to be ahead of their competition when it does come back.

"We are also seeing larger and mid-sized companies start to hire people with titles like 'business process improvement director' and 'director of financial process performance.' They know what we're about, because we specialize in what they're trying to do.

"Finally, the market has matured to some extent. More often than in the past, we are replacing other document imaging systems. A lot of these older systems are more document-, than process-, centric, which can be an important difference."

Co-marketing events planned

The JDE Alliance held three educational events over the past couple weeks. When we talked with Kearney, the first one, in Minneapolis, had just been completed. "We had about 25 people show up, representing 15-20 end-user companies," Kearney said. "The feedback we received was very positive. In addition to these smaller events, we plan to do something at Collaborate 11 in April, which is the big show for JD Edwards users.

"We will all be there individually. Together, we hope to provide end users with an easy way to get information on a number of applications."

For more information: <http://www.docusphere.com/>; <http://www.jdealliance.com/>

3i Infotech Merges Regulus and J&B into BPO Group

Global IT specialist **3i Infotech** recently announced that it has re-branded the two U.S.-based transaction processing specialists it acquired in recent years. J&B Software, an ISV, which 3i acquired in 2007, and Regulus, a business process outsourcing (BPO) organization acquired a year later, are now primarily doing business as part of 3i's BPO group. In conjunction with the re-branding, 3i will be leveraging the strengths of the former J&B and Regulus organizations in its new Global Billing and Payments Center of Excellence.

"We look at BPO a little differently than some others," explained Josh Wendroff, director of marketing for 3i Infotech, North America. "Ever since we completed the acquisitions, we've talked about the potential of combining J&B's and Regulus'

offerings to give us more flexibility in how we service customers. With both organizations working together under the BPO umbrella, we will now be better able to go in, look at our customers' end-to-end processes, and determine how to optimize them—however that needs to be done. We can offer a combination of software, outsourcing, and/or hosted services.

3i's global BPO group will be headed by Kathy Hamburger, who is also president of 3i Infotech, North America. It will be complemented by 3i's Global Information Technology Services (GITS) group. "GITS specializes in areas like business intelligence, application development, infrastructure management, testing, security, and IT staffing," said Wendroff. "It also has vertical specialties in markets like healthcare, financial services, insurance, telecom, and retail."

GITS will assist with the Global Billing and Payments Center of Excellence, but that practice will be primarily driven by the BPO group. "That's where the BPO group's primary expertise is," said Wendroff. "However, there are five areas of focus for the new center of excellence, and at least a couple of them could be supplemented by GITS. Revenue cycle consulting and transaction services are pretty much what Regulus and J&B have historically focused on.

"However, when you start to get into areas like IT services & products, data & information management, and even document management, you start to see some crossover. These areas could include the J&B's TMS platform for imaging and data capture, but they might also require expertise in areas like application development, remote infrastructure management, and business intelligence, where GITS can provide assistance."

Jim Wynn, director of marketing, BPO, for 3i Infotech North America, added that the invoice processing initiative that J&B announced at this year's IAPP-TAWPI Fusion event [see *DIR* 5/21/10] is a perfect fit for the new alignment of 3i Infotech. "Expanding from our history in payment processing into an area like A/P automation makes more sense under the umbrella of the Global Billing and Payments Center of Excellence," said Wynn. "When you get into A/P automation, sure, there are document and data capture and service needs similar to what you have with payments. But, there are also infrastructure and data management issues, as well as a business intelligence play, that GITS can definitely assist with."

Eyeing global expansion

3i InfoTech was founded as a wholly owned subsidiary of India's ICICI Bank in 1993. 3i

eventually spun off and went public in 2005. 3i has completed a series of acquisitions throughout its history. According to Hoover's, its fiscal 2010 revenue [for the 12 months ended March 31, 2010] was the equivalent of \$543.9 million.

Wendroff said approximately half the company's revenue is generated in North America. Before it was acquired, Regulus reported revenue of \$148 million for 2007, while J&B's annual revenue was reported at \$25 million. The balance of 3i's North American revenue presumably comes from GITS-related professional services.

Outside of North America, GITS is responsible for the lion's share of company's revenue. "GITS has a particularly strong presence in Western Europe, and we are looking at that area as an expansion opportunity for the BPO group," said Wendroff. "It's a developed market, with opportunities similar to what we have in the U.S.

"We're not looking to set up huge remittance processing facilities in Europe. Immediately, we're looking to leverage software like J&B's hub-and-spoke architecture, where users do their own capture, and we do processing of their payments at our existing data centers in the U.S. and India. Depending on the country, we plan to partner with multiple organizations to handle the payment clearing."

For more information:

<http://www.documentimagingreport.com/index.php?id=1990>;
<http://www.regulusgroup.com/content/index.aspx>;
<http://www.3i-infotech.com/content/us/index.aspx>

Ricoh Signs Broad-Reaching Healthcare DM Contract

Ricoh Americas Corporation recently landed an extensive document management contract with **Premier Purchasing Partners**, L.P. of the Premier healthcare alliance. Premier evaluates products and services and negotiates contracts for more than 2,400 U.S. hospitals and nearly 70,000 other healthcare sites. The document management contract with Ricoh covers a vast range of products and services, including document creation, storage, and distribution. The contract also includes software-based solutions that organize and manage electronic and paper documents.

According to a press release announcing the contract, it "will focus on paper forms—both stock and non-stock; the conversion, management, and archiving of paper to electronic documents; all

document imaging needs; and both on-site and off-site management of print shop functions.”

DIR asked Ricoh for some additional details, especially in regards to the document imaging technology and services included in the contract, and here is the response we received from Dave Barwick, Director of Healthcare, Ricoh Americas Corporation:

“Ricoch is pleased to be part of this contract. While many know Ricoh for our output capabilities, Ricoh is also heavily involved in the healthcare industry in the area of document management. Ricoh’s healthcare specialists employ unique modeling and simulating tools to take a holistic assessment of our clients’ environments.

“We evaluate, not just the business processes and document workflows of our clients and their enterprise technology architecture, but how they all interact, in order to determine opportunities for improvement. This contract utilizes several different solutions that are not specific to one brand or vendor, as the best solutions for Ricoh’s customers and their work environment are determined on a case by case basis.

“While Ricoh’s solutions enable customers to improve their processes in many different areas, three key areas have been particularly important to our healthcare clients:

1. “Our **imaging solutions** provide the capability to convert hard-copy documents to an interoperable electronic format. This allows automated processing of documents with data extraction, indexing, and

uploading of documents into central repositories, including a customer’s electronic health records system, health information exchanges, or to support clinical research projects.

2. “Our **enterprise forms management** solutions enable process automation for clinical, financial and administrative processes across small to large clients and can be supported with on-premise and hosted applications. Additionally, we provide consulting and onsite services to help manage the transition from paper to electronic content, providing an end-to-end strategy for the paperless hospital for the future.

3. “Our **electronic document management** solutions provide integrated solutions for clinical and administrative content repositories for our customers’ documents. These repositories can support the automation of the hybrid medical record, as well as financial, human resource, or virtually any other administrative function of a hospital or large physician practice. By managing the documents electronically, administrators are able to place controls around documents to help support their security and regulatory compliance processes. Just as important, our integration with back-end systems, such as customers’ electronic medical records applications, allows end users to work within their familiar applications while quickly accessing needed documents—accelerating the adoption rate of our solutions.”

For more information:

<http://www.documentimagingreport.com/index.php?id=1973>;
www.premierinc.com; www.ricoh-usa.com.

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