

# 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>

December 16, 2011

## THIS JUST IN!

### REVEILLE INTRODUCES MONITORING FOR SHAREPOINT

**Reville Software** believes **Microsoft** SharePoint's day as a high-end document image management repository has arrived. The Atlanta-based ISV recently announced a new Management Console for SharePoint environments. Reville specializes in performance monitoring and reporting for high-end capture and document management applications.

Reville has historically offered solutions around **IBM's** FileNet and Content Manager ECM systems, as well as **EMC's** Documentum—in addition to **Kofax** and EMC capture products. "We are looking at the top of the pyramid in regards to SharePoint implementations," said Bob Estes, CEO of Reville. "There's a lot of SharePoint software out there that hasn't even been paid for (Microsoft doesn't charge for the entry-level version) and it's still a billion dollar business for Microsoft.

"From what we've seen, there are some very large customers who have SharePoint broadly deployed and are using it for very specialized processes and document management applications. If you look at EMC and IBM, and where they are doing high-volume capture and document management—markets like insurance, financial services, pharmaceuticals, oil and gas, etc.—SharePoint is being utilized in the same places."

Brian DeWyer, CTO and VP, product management, for Reville, said he is seeing a lot of hybrid environments where organizations are using SharePoint as well as other ECM repositories. "We are seeing organizations asking why they can't launch new applications on SharePoint vs. their legacy ECM systems," he

**CONTINUED ON PAGE 8**

## Kofax Jumps into BPM Space

### Acquisition designed to double addressable market size

**Kofax** has gone all in for the BPM (business process management) market with the recent acquisition of **Singularity**, an ISV based in Northern Ireland. Kofax, which specializes in document capture technology, will pay up to \$48.1 million in cash, net, for Singularity, which reported \$16.1 million in revenue for its fiscal 2011 (ended Sept. 30). Singularity has approximately 200 customers, primarily in the United Kingdom. The deal is designed to double the addressable market size for Kofax's global sales force.



*Martyn Christian,  
CMO, Kofax*

"Acquiring a BPM ISV was a fundamental tenant of the strategic plan that was approved by the Kofax board three years ago," said Martyn Christian, the Chief Marketing Officer for Kofax. "We've been actively working at it since the middle of the last calendar year. We flew over a number of targets at the high level, a couple at the low level, and then we ended up with Singularity. Its BPM technology will be a fundamental cornerstone and building block for our future success and growth."

We all know that BPM, and its early precursor "workflow," is very complementary to document imaging. The story goes that FileNet, one of the pioneers in the imaging market, quickly realized that there wasn't a great ROI associated with just capturing and storing images, which drove FileNet to develop some early workflow. So BPM, which takes workflow to the next level by automating complex processes that often don't include documents, is a natural fit for a capture vendor like Kofax.

On top of that, Kofax has spent the last several years increasing its technology in the area of automated data capture, which has historically been the other big ROI producer in document imaging applications. "We think one of our biggest advantages when competing with

other BPM vendors will be our ability to capture information up front—as close as possible to its point of origin,” said Christian. “Customers will be able to utilize our KTM (Kofax Transformation Modules) technology to lift, clean, and validate data before it is input into our BPM engine.

“It only makes sense that this will create a higher percentage of transactions that can pass through a process without human intervention. We call this touchless automation. Without high-quality capture, you’re going to have more exceptions that need to be looked at by a person.”

Kofax is not the first vendor to combine BPM with advanced capture. On the high end **IBM, EMC, Open Text, and Oracle** have all made investments in both areas. In the mid-market, we’ve seen ISVs like **Hyland, Perceptive, and AnyDoc** combining advanced capture with BPM as well. “Our competitive position is that vendors like IBM, EMC, and Open Text package ECM along with their BPM technology,” said Christian. “That means if you want to bring in their BPM and capture, they are going to try and push you toward using their ECM repository.

“Kofax’s position will be that users can install our document-centric BPM and integrate it with any ECM repository. We want to remain ECM repository agnostic and independent. Part of the reason is because we think **Microsoft’s** SharePoint is going to be the dominant repository in the future.”

### **BPM complements SharePoint strategy**

As many of Kofax’s historical ECM partners like IBM, Hyland, and Open Text have made moves to acquire and/or introduce their own capture, SharePoint has gradually become an attractive ECM alternative for Kofax. At this spring’s AIIM Expo, Kofax executives told us the company had more than 200 installations in which users were exporting images into SharePoint [see *DIR* 4/1/11]. With an install base of more than 70,000 companies worldwide—many of which are now on the more document imaging friendly 2010 version of SharePoint—targeting the emerging SharePoint repository market certainly makes sense.

In fact, a few months ago, Kofax was rumored to be considering an acquisition of **K2**, a Redmond, Washington-based ISV that is well known as a BPM provider in the SharePoint space. Singularity’s software is also designed to integrate tightly with SharePoint, as well as Microsoft’s Dynamics CRM software. “Singularity has a .NET Microsoft-centric platform,” said Christian. “Our plan is to integrate our existing Kofax Capture, KTM, and Front Office Server technology, which are also .NET-based, with the Singularity technology through Web services. We’ll be able to pick and choose which capture technologies best fit each individual BPM application.”

Singularity also offers its software through a SaaS (software as service) platform. “Singularity’s software is fully deployable over a cloud,” said Kofax CEO Reynolds Bish on a

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conference call discussing the acquisition. “Several customers are using it, but it currently does not generate a material amount of revenue stream.”

We got the impression Kofax is planning on ramping up Singularity’s SaaS business and will also make its Kofax Capture technology available in the cloud. “We are working on that,” acknowledged Christian. “Some time after the new year, you should see us packaging our capture and BPM technology together in a cloud offering.”

### **BPM’s imaging crossover**

Christian estimated that at least half of Singularity’s install base is utilizing some form of capture on the front end of their automated processes. “The markets Singularity has been most successful in have been financial services, insurance, and government,” he said. “They also have a very successful telecommunications practice specific to the U.K.”

Christian added that there is very little overlap between the Singularity technology the 170 Systems software that Kofax acquired two years ago to automate accounts payable applications [see *DIR* 9/18/09]. “Singularity is a very broad and deep platform that can be used for anything from managing personal expense account reporting, all the way to automating insurance claims and mortgage applications,” said Christian.

“In contrast, 170 Systems’ software is very focused on the purchase-to-pay (P2P) space. It is very tightly integrated with **SAP** and Oracle software and can be used to get P2P applications on those platforms up and running very quickly. We will continue to utilize it in those environments.”

### **Some use case examples**

On the conference call Bish offered some use case scenarios for the combined Kofax-Singularity technology. “I think you all know that we are very active in automating the processing of mortgage applications and in that process there’s a long list of documents that need to be submitted by the applicant,” he said. “This includes things like wage statements, tax returns, the credit application itself, and proof of identity. Then, from third parties, you have things

like independent property appraisals, credit reports, and all that type of thing.

“All that information has to come into the system, and then a knowledge worker has to look at it and compare and reconcile all those different sources as what might be considered to be ‘a case.’ They resolve any exceptions or go back and ask for additional input to eliminate the exceptions. When that process is done, they have a complete package

## **THE ROAD TO TOUCHLESS AUTOMATION**

As a document capture vendor, **Kofax** and its reseller partners have a long history of partnering with ECM vendors, many of whom have some form of BPM within their ECM suites. However, in recent years, as many of Kofax’s ECM partners have either acquired or introduced their own capture technology, Kofax has almost certainly been feeling the squeeze. So, while back in 2004, when Kofax acquired Topcall and announced a business process automation (BPA) strategy, it was careful to differentiate BPA from BPM [see *DIR* 10/8/04], this time Kofax is not holding back—it is now competing in the BPM market.

While competitive forces may have pushed Kofax toward the Singularity acquisition, one of its capture competitors, **Brainware**, is feeling no pressure to get into BPM. “To date, our strategy has been to stay focused on what we do exceptionally well—data extraction and reconciliation,” said Charles Kaplan, VP of marketing for Brainware. “We don’t just pull data off a page, but try to ensure that it is correct [through data matching techniques].

“There is a growing recognition that capture can be a central component of ERP, ECM, BPM, and other types of enterprise systems. To address this, we’ve developed an ecosystem of partners that make a great living selling those technologies. We’ve taken a best-of-breed market position that includes integration points into multiple platforms.”

Of course, Brainware does not have the legacy batch capture software business that Kofax does—and it is Kofax’s batch capture technology that has often been installed on the front-end of ECM/BPM applications in the past, not necessarily its KTM/data extraction. Kofax’s stated strategy that KTM will be utilized in conjunction with the Singularity BPM software shows that the market is evolving. And Brainware does have some key partnerships in place with ECM/BPM vendors **Oracle** and **Perceptive**.

One thing Kofax and Brainware agree on is that the goal for capture applications going forward is going to be achieving as high a percentage as possible of straight-through processing. So, while historically field accuracy levels have been used to measure the effectiveness of capture—in the future, we expect to see more of an emphasis on the percentage of forms from which data can be captured and posted to an enterprise system without any human intervention.

For more information: [http://www.brainware.com/partner\\_directory.php](http://www.brainware.com/partner_directory.php)

that is now ready to be submitted for the approval process. The case is optimized for being approved, as opposed to being rejected because it's missing some piece of information or has content in it that is inconsistent.

"Another example would be any type of new account opening. When someone walks into an investment firm and wants to open a new account, they have to fill out an application, provide proof of identity, and provide their funds. Often, for compliance purposes, the firm has to ascertain the source of the funds and make sure that they're in fact coming from a legitimate source. All that information needs to go through the capture process and into a process where a knowledge worker can compare, reconcile, and eliminate any discrepancies, so that they can effectively get that case, or that package, of information put together to open an account."

Bish noted that deploying BPM is typically more complex than automating document capture. "The ratio of professional service dollars to license dollars in a BPM implementation is typically at least in the range of between three and five to one," he said. "So, it wouldn't be at all unusual for a BPM firm to sell \$100,000 worth of licenses and have to provide an additional \$300,000-\$500,000 worth of professional services to deploy it."

"I think the current ratio at Singularity is more like between two and five to 1, which I think is a reflection that its product is a little easier to use and deploy than some competitive products. We expect that ratio to go down even further over the next several years as we move the BPM software through our indirect channels [who will be providing the required professional services]."

### **Taking Singularity worldwide**

One of the major executables related to the Singularity acquisition is to utilize the entire Kofax sales force—both the direct and indirect channels, to market and sell the Singularity software worldwide. "Singularity has a small handful of direct salespeople, predominantly in the U.K.," said Christian. "They also have a small indirect channel of maybe a dozen resellers."

"Kofax's worldwide sales force, including channel, has representatives in more than 70 countries. We have more than 700 partners worldwide and, while we don't expect all of them to pick up the Singularity product line, we think about half will be interested. BPM is another high-value ECM component that we can offer them." [Taking a regionally sold BPM software product and making it available through a worldwide distribution channel

that is already selling document imaging solutions is exactly what **Lexmark** is doing with the **Pallas Athena** software it acquired a few months back. See [DIR 11/18/11](#)].

### **Positive analyst reviews**

Although not widely distributed, the Singularity technology has received positive reviews by influential analysts. Singularity is listed as "a Leader in the 2011 **Forrester** Wave for dynamic case management solutions." The 2009 **Gartner** Magic Quadrant places Singularity next to K2 in the "Visionary" segment. This signifies "a completeness of vision," but also maybe some weakness in "ability to execute." Kofax's extensive resources should rectify any execution shortcomings.

"Singularity has had a very aggressive product development schedule, in fact perhaps a little too aggressive," noted Bish. "It has typically had four releases a year, which is difficult for customers to keep up with, but Singularity is perceived not only by the analysts, but also by its customers, as having a very robust product offering that does not suffer from any significant gaps in capability or any type of technical debt because Singularity may have taken shortcuts."

"A little bit of feedback where perhaps Singularity could improve is in some of its professional services, which I don't think is surprising in a company that size. Singularity doesn't have the depth of management or processes in place that Kofax does; I think that's something we'll be able to address pretty easily."

"We also did quite a bit of testing of the Singularity products to stress and scale them and get comfortable that they were able to handle the kinds of volumes that we are accustomed to—which tend to be much more demanding than what you see in a BPM environment. We also went out and talked to a large number of Singularity's customers directly, and some of their partners, integrators and VARs. We talked to installations where they had only 50-100 users, all the way up through installations where they were scaled up to, say, 3,000, 4,000, or 5,000 users, and all the feedback was very positive."

### **Investing in growth**

Bish explained that the price Kofax is paying is based on a multiple of 2.9 times revenue, which is comparable to what Open Text paid to acquire each **Metastorm** and **Global 360** earlier this year, as well as what Lexmark paid for Pallas Athena. "Based on our expectation of the total consideration that will eventually be paid [as opposed to the *potential* amount which is stated in the press release], it would end up being approximately 2.9 times

Singularity's revenues for the fiscal year ended Sept. 30," said Bish. "We attempted to structure the acquisition to have a very significant earn out component in order to maintain our strong cash position while also minimizing our integration and execution risk."

Kofax paid \$30.3 million up front, which still should leave it with more than \$60 million in the bank. Kofax will pay another \$3.3 million in a year, with an additional \$14.5 million in earn outs possible over the next one to two years. Bish expects the acquisition to be earnings neutral over the next 12 months as Kofax ramps up its BPM operations.

This ramp up should essentially double the size of Kofax's current market. According to **Harvey Spencer Associates**, the worldwide document capture market was worth \$2.2 billion in 2010, which is virtually the same figure that Gartner reported for the size of the BPM space. Both analyst firms had projected 11-12% growth for their respective markets over the next couple years, although Spencer recently scaled back his forecasts due to economic conditions in Europe [see *DIR* 11/18/11].

That said, Kofax's plan to attack these two related markets with a single sales force and single support infrastructure seems like a sound way to drive future profitable growth—which we're sure is also a fundamental tenant of the Kofax board's plan.

For more information:

<http://www.kofax.com/news/article.asp?id=1250>;

<http://www.singularitylive.com/>;

<http://www.kofax.com/ir/presentations.asp>

## Mobile Document Capture Space Poised for Take Off

With the value of mobile transactions projected to increase more than 50% annually over the next five years, mobile document capture technology is expected to tag along for the ride. A recent study completed by David Wood, principal for mobile capture at **Harvey Spencer Associates**, projects software related to mobile capture will shoot up from approximately \$200 million in sales in 2011 to \$1.5 billion by 2015. Wood also has made a fairly aggressive projection for the market for mobile scanning hardware, which he expects to top one million units sold in 2015.

Wood's study, entitled, *A Study of the Mobile Capture Market in the United States*, focuses on eight specific use cases. Those are field service, mobile worker productivity, scan-to-the-cloud, home

healthcare, assessment/survey/audit, onboarding, transportation, and mobile check deposit. Field service, which involves capturing signed authorization documents and checks for payment, appears to be the early leader, but Wood eventually sees scan-to-cloud as the biggest opportunity.

"The study really examines each use case separately," stressed Wood, who explained that this means the way he accounted for revenue was typically different for each use case. "For some use cases, document capture is so integrated into a total solution that it was tough to separate out revenue specifically related to capture. In those cases, I may have ended up counting subscription revenue for an entire service.

"In other cases, capture revenue was easier to separate out. In cases like check capture, there are situations where banks are offering the service for free but paying a per transaction fee to the software provider. It's important to note that this study was really focused on sizing opportunities for a number of individual markets where document capture technology will be included as part of a solution—not sizing a standalone market for mobile document capture.

"Related to this I would urge every ecosystem ISV considering mobile capture to develop some sort of solution. Based on what I've seen, ISVs can make more money with solutions than by licensing technology components."

Wood cited the capture of medical records as an example of an application where document capture is combined with multiple technologies to create a comprehensive solution. From a summary of the report:

"Mobile tablets and smartphones may open a new frontier for e-forms, where the 'form' becomes conceptual rather than visual, and where data types for each field may be determined by user preference and demand or history rather than the form designer.

"This vision enables the app to capture and validate in real time the information needed to complete a transaction, while also permitting tremendous flexibility regarding how the data is entered, what the user interface looks like, or what device is used to collect the information.

"This opportunity is opened by the convergence of;

1) Increased variety of input technologies available from mobile devices, such as

voice, keypad, camera, video, stylus, finger, or touchscreen, and,

2) The correspondingly large variety of data extraction capabilities now available in the capture industry, such as OCR, ICR, stroke, or voice, face or object recognition, and,

3) The new ability to verify accuracy and completeness in real time using wireless communications to back-end systems.

“Forms conceptualized in this way could, for example, permit different classes of users to interface to the app differently. In healthcare, this might mean old doctors can dictate their notes while young ones use a keypad, or old nurses use a tablet with keyboard and stylus while young ones prefer a smartphone with voice.”

### **On-line repositories drive SMB adoption**

Wood said that many mobile capture solutions could include cloud-based technology, but stressed that standalone cloud-based repositories will also drive adoption. “The growth curves and adoption rates of services like **Box.Net**, **Evernote**, and **Dropbox** are astronomical,” said Wood. “I’ve seen projections that have their usage rate scaling into the billions. If even 10% of those users adopt some form of premium capture, that gets you to tens of millions of users.

“Currently Evernote is estimating that about 10% of files being stored in its repository are images. That’s not all scanned documents—it includes photographic images, but Evernote does estimate that half its content is related to business. Dropbox, Evernote, and Box.Net are all investing in optimizing their services for business applications.”

Wood’s belief is that emerging cloud repository infrastructures will help finally bring document imaging and management technologies effectively to the SMB market. “The benefits of document imaging and workflow have never been so easy to access and inexpensive,” he said. “For as little as \$10 a month, very small corporations will be able to sign on. I see explosive growth potential for SMBs that have never previously been able to implement this type of technology.”

### **Scanners fit for multi-page apps**

Wood fully expects mobile scanner hardware growth to piggyback on the explosion in software apps. In his report summary, Wood states, “It is likely to take about two years before common smartphone cameras and capture software solutions are mature enough to generally capture any document as well as a scanner, but even then we believe users will

prefer scanners for documents longer than a few pages.”

“Capturing multi-page documents with a smartphone can be clumsy,” Wood added. “There’s a huge demographic of people out there, that for various reasons are not going to be comfortable with it. It might be due to a physical condition, e.g., their hands are shaky.

“Look at the transportation market, where the average set of documents associated with a shipment is around five pages. I think mobile scanning is going to be very popular among drivers, but a lot of them, because of the kind of work they do, might not be that adept at capturing documents with smartphones. In many cases they are going to choose to use scanners.”

Wood concluded that each market he looked at has a viable ROI associated with mobile capture. “In some cases, like field service, the ROI jumps off the page,” he said. “In other areas, where banks might be paying a software vendor for capture technology but not receiving transactional fees from their customers, there is still a strong payback. That’s because they estimate it costs them \$1.50 to process a check someone brings in to a teller, while they might only be paying a mobile capture ISV \$.40 per transaction.”

*A Study of the Mobile Capture Market in the United States* is available now. For more information on the report and the mobile capture market, please contact Wood at [dave.wood@hsassoc.com](mailto:dave.wood@hsassoc.com); or PH 408-396-4859

## **EMC Introduces Tools for Cloud Services Capture**

There have been a lot of questions about how document scanning can be optimized to work in emerging cloud computing environments. After all, traditional scanner drivers, like TWAIN and ISIS, are designed to run as thick clients that can be connected to server apps. They are not set up to make Web services calls. Many cloud deployments to date, have actually relied on thick clients for scanning—accepting images as uploaded files.

“There a couple dynamics we are seeing,” said Sean Baird, director, product marketing for the Intelligent Information Group at **EMC**. “One is that formerly centralized scanning apps are being moved out to edges of enterprises in distributed capture environments. The second is that more and more enterprise apps, through vendors like

**Salesforce.com**, as well as platform providers like **Box.Net** and **Amazon**, are moving to the cloud. Increasingly organizations are looking to scan into cloud applications.”

To fill this need, EMC has introduced its new Captiva Cloud Toolkit. Like a traditional scanner driver, the Cloud Toolkit has two pieces: one that sits on a PC attached to a scanner and one that sits in the cloud. The cloud piece is designed to be integrated with other cloud services, and a user can launch the scanning app through a browser interface. The cloud piece makes a Web services call to the piece on the scanner, and viola, users can scan documents directly to a cloud app.

“When you start scanning to cloud apps, everything becomes distributed,” said Baird. “So, it’s important to make the interface as simple and universal as possible. One aspect of doing that is making it available through multiple types of browsers without the user having to download any software. This means there is no ActiveX component to our software, which is something a lot of enterprise IT people want to avoid because of security concerns.

“Our toolkit can also be integrated with multiple development environments, including Flash, Silverlight, HTML 5, and Java. We also offer the ability for administrators to lock down the scanning settings. Our development flexibility, along with administrative control, is important for making

scanning apps as straightforward as possible—so users who don’t have a lot of experience can execute tasks like capturing invoices to feed an accounts payable process.”

The Captiva Cloud Toolkit is being marketed in a way that takes advantage of the relationships EMC has already set up for its Pixel Translations’ ISIS drivers and PixTools SDK. Like drivers, the piece loaded on the PC will be bundled by the scanner vendors. It will even be loaded along with either a TWAIN or ISIS driver. Similar to PixTools, the cloud-based software will be licensed by ISVs looking to create scanning apps.

“Our cloud-based capture functionality will not be as advanced as what ISVs get with PixTools,” said Baird. “There’s less image enhancement and no OCR. But, it will accomplish the simple act of capturing images that can be transferred to additional cloud services for further processing.”

Functionality available through the Cloud Toolkit includes simplex/duplex scanning, multi-page scanning, compression, page rotation, and brightness and contrast controls. “The feature set is designed to address ad hoc scanning,” said Baird. “That’s the type we expect we’ll see most often with cloud applications.”

EMC has already had discussions with ISVs and internal software groups about licensing the Captiva Cloud Toolkit. “We are negotiating licensing on an

### **WAS KOFAX DSS AHEAD OF ITS TIME?**

Remember **Kofax’s** Document Scan Server (DSS)? Introduced in 2006, it was a utility designed to eliminate traditional scanner drivers and enable images to be captured to SOA (service oriented architecture) applications through Web services calls [see *DIR* 5/19/06]. This sounds similar to what EMC is now offering with its new Captiva Cloud Toolkit. However, DSS failed, so why does the Cloud Toolkit seem like a good idea?

Well, let me first say that at the time I thought DSS seemed like a good idea too, but, it may have been ahead of its time. While SOA architecture is certainly a force in the IT market, it didn’t generate nearly the buzz that cloud computing is. That’s because SOA is primarily

utilized internally. It’s designed to help organizations integrate multiple enterprise applications. And, although they still rely on drivers to connect to scanners, SOA-based capture applications seemed to fit the bill well enough in most SOA environments. After all, for IT departments managing SOA integration, working with traditional driver technology probably isn’t all that much to ask.

However, as you start connecting scanning with cloud apps, as EMC’s Sean Baird put it, it really starts to move capture towards the edge of an enterprise, and into the SMB market, as well. In these highly diverse environments, managing proprietary drivers is going to be more of a challenge. Now, integrating scanning through Web services starts to become more compelling.

In addition, Kofax was reportedly charging at least a couple hundred dollars for each DSS unit—and you needed one per scanner. Driver technology, by contrast, has historically been included in the price of a scanner—this is the route EMC is taking.

EMC’s Captiva Cloud Toolkit is certainly an intriguing product, and we expect Kofax to follow suit with competitive technology, utilizing the SDK it acquired with **Atalasoftware** earlier this year [see *DIR* 6/10/11], as well as its VRS technology, which is often used in conjunction with traditional drivers.

For more information:  
<http://www.kofax.com/atalasoftware/>;  
<http://www.kofax.com/vrs-virtualrescan/>

individual basis," he said. "The Toolkit is available for free, and we typically charge some sort of per user fee. Captiva will also come out with its own application based on the toolkit."

On the hardware front, Baird indicated that a number of vendors, including **Fujitsu, Kodak, HP, Canon, Xerox, Epson, Avision, and Plustek**, have plans to bundle the PC piece of the Cloud Toolkit with upcoming releases. "They should begin shipping before the end of the year," Baird indicated. "There will also be a download available for legacy scanner users."

"For hardware vendors, the Cloud Toolkit represents an avenue for integration with multiple cloud apps, so they don't have to develop individual connectors to each one. For software vendors, it addresses what has been a major challenge in the capture industry—how to extend applications into the cloud without forcing users to download ActiveX controls. The Captiva Cloud Toolkit helps take capture to the next level by freeing it from limitations that have held back cloud integration in the past."

For more information:  
<http://tinyurl.com/CaptivaCloudSDK>

**HAPPY HOLIDAYS FROM DIR**

Hope everyone has a wonderful holiday season. We'll be back after the New Year with our annual predictions for the market (as well as a recap of last year's prognostications.) In the meantime, please visit our blog: <http://documentimagingreport.blogspot.com/> for updates on industry happenings. Many cheers! - RG

**REVEILLE-SHAREPOINT, FROM PAGE 1**

said. "While there might not be motivation enough for them to move off their legacy platforms for existing apps, we are seeing a lot of hybrid environments take shape.

"Our software can guarantee that the performance in SharePoint environments is meeting the standards of mission critical applications. It can also be used to monitor the interaction between capture, SharePoint, and other ECM repositories."

The Reveille Management Console for Microsoft SharePoint (RMCS) offers 50 out-of-the-box tests that can be configured through a GUI. RMCS provides both real-time feedback and metrics reports on activities over periods of time. It can measure usage and performance numbers related to sites, documents, and users.

"RMCS can report how long it is taking to store, retrieve, and delete documents, and if it is taking longer at one location than another," said DeWyer. "It also tracks errors and can measure the performance of Microsoft's FAST indexing. In hybrid environments, it can report how well a CMIS interface is working compared to a native interface."

"These are the types of things users have to deal with in SharePoint if it is really going to be utilized as a mission critical platform. And we've created a Web Parts interface that enables users to view RMCS dashboards and reports right in SharePoint."

For more information:  
<http://www.reveillesoftware.com/releases/release16.aspx>

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