Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

December 18, 2009

HUNT NEW KODAK SALES CHIEF

Don McMahan is on the move again. McMahan, who has held VP-level sales positions with both **Fujitsu Computer Products of America** (FCPA) and **Visioneer**, is leaving **Kodak Document Imaging,** where he has worked for the past two years as VP, sales, and regional business GM for the U.S. and Canada. Russell Hunt, the former president of Böwe Bell + Howell Scanners, who joined Kodak DI following its acquisition of BBH Scanners, has been appointed regional business manager for the US&C, and will assume McMahan's duties. Kodak also recently named Tony Barbeau as GM of DI worldwide.

McMahan, who is a past chair of the AIIM board and an AIIM Fellow, is known for his work building reseller channels. At Kodak, he greatly diversified the VAR program, substantially increasing the number of resellers focused on selling workgroup, departmental, and low-volume production models. Related to this effort, **Moyse Technology Consulting** reported that in 2008, Kodak, "made market share gains at the expense of others [*see DIR* 6/19/09]."

McMahan also oversaw the launch into the channel of Kodak *Capture Pro*, a software application targeted as an alternative to **Kofax's** popular batch capture software. Early feedback we've received from the channel on *Capture Pro* has been mostly positive. The last time we talked with McMahan, he was touting the success Kodak was having with a new program aimed specifically at selling service through the channel [*see DIR* 6/19/09].

Hunt was a long-time BBH employee,

What Was Big In 2009?

A look back at the most significant stories covered in the pages of DIR this year.

Welcome to the final edition covering what has certainly been an action packed year in the document imaging industry! While we started out 2009 in the midst of a worldwide economic slowdown that certainly affected our market, it appears as if things started to rebound in the second half—as several companies reported strong third quarters. Despite the difficulty in securing cash from banks and VCs (and maybe partly because of it), we saw a few major acquisitions that altered the landscape of the market. We also had one major vendor accelerate its transition to a new sales model, an ongoing lawsuit that may, or may not, have been related to one of the acquisitions, and **Microsoft's** *SharePoint* continue to generate buzz as an ECM platform and document imaging repository.

Here's a quick review of what we consider to be the top 10 stories covered in *DIR* in 2009:

1. Nuance Acquires eCopy [*see DIR* 10/16/09]**:** This was a shocker for a number of reasons, one of them being the seemingly low price that Nuance paid for the established leader in the market for adding scanning to MFPs. Okay, Nuance, might argue that it was the leader, but eCopy was reportedly a $70-million, profitable company and the published acquisition price was $54 million in Nuance stock. There has to be more to this story, and we've speculated on some of the possibilities. Either way, the deal creates approximately a $150 million imaging business within Nuance that should have a dominant presence in both Harvey Spencer's ad-hoc document capture segment and the MFP scanning space.

2. Kodak Acquires Böwe Bell + Howell Scanners [*DIR* 1/23/09]**:** You could say this had been in the works for 10 years, since Kodak first tried to acquire Bell + Howell's entire imaging business back in 2000. At that time, SEC concerns caused the scanner business to get left behind, and although regulatory approval delayed the finalization of this year's deal—it ultimately closed in

September, eight months after it was first announced. Like Nuance buying eCopy, this acquisition brought together two fierce competitors—albeit BBH and Kodak have a bit more overlap. We've already heard that one major executive is leaving Kodak related to the consolidation [see bullet number 10], and we expect more fallout pertaining to both personnel and product lines in the future.

3. OCR Patent Lawsuit Remains Unsettled [_DIR_ _2/6/09_]: The big news this year was that the cases of **ABBYY**, **I.R.I.S.** and eCopy against Nuance were combined. Of course, then Nuance bought eCopy….The suit is currently scheduled to play out in the San Francisco courtroom of Judge Jeffrey S. White of the U.S. District Court, Northern District of California. It doesn't seem like it has had much affect yet on the imaging market (although we're not sure how much influence it had on Nuance's acquisition of eCopy), but a ruling in favor of Nuance could create some painful royalty obligations for competitive OCR vendors. As OCR adoption continues to increase, driven by increasing adoption of PDF and IDR technologies, this case takes on even more significance.

4. Kofax Transitions Increasingly to Direct Sales [_DIR_ _11/6/09_]: Kofax, which only a couple years ago sold virtually 100% through the channel, reported that for the third calendar quarter of 2009, 46% of its software revenue came from its direct sales team. This transition is part of CEO Reynolds Bish's plan to move the company upstream into larger deals. However, Bish's channel strategy has caused some irritation among what has traditionally been the imaging market's largest and most loyal contingent of VARs.

4a. Kofax buys 170 Systems [_DIR_ _9/18/09_]: This is part of Kofax's move toward more direct sales, as 170 Systems sells complex BPA solutions aimed at the accounts payable market. The acquisition puts Kofax in a better position to compete with **ReadSoft**, which also has its own BPA technology, for high-end deals.

5. _SharePoint_ gains momentum as an ECM platform [_DIR_ _11/6/09_]: **KnowledgeLake**, the leader in putting heavy-duty imaging applications on top of _SharePoint_, continued its impressive growth in 2009. We also heard that vendors like **Laserfiche**, **Hyland**, and **SpringCM** are making headway with their Web Parts integrations. And capture vendors like Kofax, **Psigen**, and eCopy, as well as viewing specialist **AtalaSoft**, had some _SharePoint_ wins this year as well. When you throw in the new ECM-related features upcoming in _SharePoint 2010_, it appears that Microsoft's ECM platform is here to stay and will continue to influence our market.

6. Third-Quarter Bounce [_DIR_ _11/4/09_]: Capture software vendors Kofax, Nuance, **Top Image Systems**, **Datacap**, and ReadSoft all reported relatively strong calendar third quarters. Guidance for the fourth quarter was mostly positive as well. We're hoping this strength spilled over into the rest of the imaging industry, but Kodak, at least, reported that in its third quarter, Document Imaging revenue was down 12%

from 2008. This was fairly consistent with Kodak's results for the first six months of 2009.

7. Less Exhibitors at AIIM Show [*DIR* 2/20/09]: High profile vendors missing from this year's show floor included Kodak, Kofax, **Fujitsu**, Böwe Bell + Howell, and **Visioneer**. The show took place at the end of the first quarter—near the low point of the recession, and a lot of attendees were missing as well. For the first time in years, educational conference attendance was down from the previous year. **Questex**, the show organizer, is offering discounted conference rates to try and revive attendance in 2010, but it will be interesting to see who actually shows up.

8. Enterprise Software Players Embrace IDR [*DIR* 4/17/09 and 10/16/09]**:** This really started late last year when **Open Text** bought Captaris and signed an OEM deal with **SAP**. It continued this year with **Oracle** signing **Brainware** to an OEM agreement. On a lesser scale, agreements between ReadSoft and **Hyland** and **Altec**, and Brainware and Hyland and **Perceptive Software** represent similar initiatives.

9. Emergence of Software as a Service as a Viable Imaging Platform [*DIR* 9/4/09]**:** Vendors like **Digitech**, **SpringCM**, and Hyland reported strong growth for their online ECM initiatives in 2009. SaaS has also become a popular offering among service bureaus. With businesses looking to cut expenses in a down economy, reducing IT infrastructure costs by letting someone else host imaging and ECM applications has become an increasingly popular choice.

10. McMahan Leaves Kodak [*DIR* 12/16/09]**:** Almost two years after being brought in, primarily to ramp up Kodak's channel program, the former Fujitsu and Visioneer executive is leaving following a re-organization triggered by the acquisition of Böwe Bell + Howell Scanners. Former BBH Scanners President Russell Hunt takes over McMahan's roll at Kodak. During his time at Kodak, McMahan significantly retooled and diversified Kodak's Authorized Imaging Reseller (KAIR) program.

Honorable mention: Pegasus Buys **AccuSoft** [*DIR* 1/9/09]; Increasing Demand and Deployment of Zero-Footprint Viewing Technology [*DIR* 1/23/09]; Remittance and Forms Capture Converge [*DIR* 8/7/09]; Census Bureau Prepares to Capture 2010 Forms [*DIR* 8/21/09]; **Canon** Europe Takes Stake in I.R.I.S. [*DIR* 7/17/09]; Plasmon Files for Bankruptcy [*DIR* 1/23/09].

Happy Holidays! We look forward to continuing to work with you in the New Year.

Iron Mountain Encourages Intelligent Conversion

If the paperless office ever did become a reality, **Iron Mountain** would be sunk. Fortunately for the world's leading offsite paper storage provider, as all of us in the document imaging industry realize, paper in business isn't going away anytime soon. And there's even debate as to whether increasing use of electronic information has caused any decrease in the use of paper.

That said, there is no doubt that businesses are increasingly adopting electronic content management (ECM) because of the productivity and security benefits it offers. So, if businesses are adopting more ECM, but paper use isn't decreasing….well, that's where document imaging comes in. And because of its position as the keeper of paper for more than 100,000 organizations worldwide, Iron Mountain has some unique opportunities related to imaging.

"Our document conversion business is exploding," said Chris Churchill, VP of document management solutions for Iron Mountain. "Because we are their paper storage provider, it's very natural for our customers to come to us after they've implemented an ECM system and ask us to deliver paper documents to them electronically."

Churchill stressed that Iron Mountain is not a typical conversion services provider. "We focus on hybrid applications—situations in which there is opportunity to blend both paper and digital storage requirements," he said. "For us, it's important to stress that we are not selling a point solution for imaging. We encourage customers to look at the entire lifecycle of their documents and put together a solution that bridges both paper and digital storage."

Building a bridge to ECM
In the past five years, Iron Mountain's digital business has grown by more than four times and in the third quarter of 2009, it accounted for 7.5% of Iron Mountain's $784 million in revenue. "We first launched our digital business about 12 years ago," Churchill told *DIR*. "We started out focusing on digital assets that had similar characteristics to the paper assets we were storing. This included e-mail and back-up tapes—items which might need to be archived for a long time, but aren't going to be accessed very often, if, at all.

"Then, our customers began coming to us and telling us they had implemented ECM for documents like mortgage forms, which we had been storing for

them physically. They started asking us to help manage their physical documents in a consistent manner with their electronic ones. One way we do this is through on-demand imaging. Instead of doing a wholesale backfile conversion, we encourage users to have us image items as they need them. We'll integrate our capture process directly into their ECM applications. Basically, they'll request a document, and there might be some delay, but we'll scan it, and they'll be able to retrieve it from the ECM application like it had been there all along."

Churchill provided us with an example of an integrated delivery network (IDN) of healthcare providers that Iron Mountain is working with. "The IDN has selected its EMR system, and while most of its day-forward records will be created electronically, it still has a lot of paper patient records," he said. "The doctors can't keep track of the format of each record. They just want to go to the EMR system, hit retrieve, and get their records. We are enabling them to do that through our image-on-demand capabilities."

Four hot spots

According to Churchill, there are four pockets of document conversions Iron Mountain is focusing on:

■ **Information that requires distributed access but is best managed centrally:** "This would include a human resources application, for example, for an organization that might have 100 locations around the country that are hiring people. In this case, both the central office and the branches need access to HR records, so the organization would send the records to us, like it has traditionally been doing for physical storage. However, now, we will scan the paper and insert the images into their ECM system."

■ **Litigation support:** "We offer imaging and OCR of documents to facilitate legal review," said Churchill. "A couple years ago, we acquired a litigation review specialist so we can offer a holistic solution. But, we certainly also scan for ingestion into competing review applications."

■ **Front-end capture to kick-off business processes:** "This includes accounts payable, mortgage, and insurance claims documents—anything related to processes being automated through ECM. In these applications, we've often

archived the physical documents and are now moving forward in their lifecycle and capturing them to facilitate processing."

■ **Vital records:** "Our facilities have always been used to store important records like title documents, pharmaceutical records, and lab notebooks. We've found use for imaging when having a single copy of these documents puts a business at risk, and they need to make a second copy for disaster recovery and/or regulatory reasons. We have one customer for whom we store lab notebooks that we are now scanning and then writing to film—to meet 100-year retention requirements. We store both the paper and film copies in our underground facilities."

> "We encourage customers to look at the entire lifecycle of their documents and put together a solution that bridges both paper and digital storage."
>
> —Chris Churchill, Iron Mountain

Focused on organic growth

According to Churchill, Iron Mountain has imaging equipment in 150 United States record centers, as well as in additional sites worldwide. "Because we have such a large footprint of record centers, we basically have every market covered," he told *DIR*. "Some sites have more scanners than others—where it makes sense because of volume requirements. We've built out our capture environment, so that it's fairly easy to add scanners when we need to.

"Our plan is to continue to grow organically and incrementally. We're geared up to handle recurring, predictable volumes. When we have a spike, we utilize a partner network of service bureaus."

Iron Mountain relies primarily on **Kofax** capture technology and offers forms processing and data capture services. "We offer manual key entry that is primarily done at the locations where the documents are scanned, because it's often combined with other processes like sorting," said Churchill. "But, we'll do whatever we can to help our customers take the cost out of indexing. We'll help them redesign forms, add bar codes, and utilize OCR. If our customers want more complex automated data capture, we'll upload images into whatever application they are running."

Iron Mountain's image storage and retrieval system is built on **IBM's** *Content Manager OnDemand* software. "We basically offer archiving and retrieval," said Churchill. "We'll integrate with line-of-business applications and ERP systems, but if a

customer is looking for a robust ECM solution tailored for a specific application, they probably should get something else."

The hybrid advantage

Churchill stressed that working with Iron Mountain is more convenient than contracting a traditional imaging service bureau for many of the paper storage giant's current customers. "Before implementing an ECM system, most of our customers go through exhaustive research," he said. "They put their best and brightest minds together to come up with the best solution. The trick for them is marrying that digital solution with the reality that a lot of information they have created previously, as well as going forward, will be on paper.

"They need to come up with a cost-effective way to get paper into their ECM systems. One option is scanning and loading it themselves. But, then they run into challenges with hardware and software installation and training—all the logistics associated with imaging. We position ourselves as a convenient partner to help them move into their new ECM systems.

"Part of the problem with outsourcing paper conversion is around chain of custody. Many organizations, if they are giving that paper to someone outside, require that their service provider be audited to make sure everything is secure. If an organization is already storing its paper with Iron Mountain, they've probably already audited us. We offer to take a lot of the logistical problems out of contracting a conversion service."

A core area of future focus

Churchill concluded that Iron Mountain's marketing goal is to get its customers to intelligently consider their conversion needs. "There are more efficient ways to manage a transition to ECM than a massive back-file conversion," he said. "We ask our customers to think about which documents they need access to and how quickly. Or, even which parts of documents. For example, they might have mortgage files that are 400 pages, but only five of those pages are important enough to them to keep online. Considering these variables is important to managing the economics of an ECM implementation."

Going forward, as *SharePoint* and other factors continue to drive more adoption of ECM, it would seem Iron Mountain's conversion business is going to play an increasingly important role in the company's success. President and CEO Robert Brennan confirmed as much during a recent conference call discussing Iron Mountain's third-quarter financials.

"The three major long-term growth opportunities we're pursuing are our core physical business, our document management solutions business, and our digital business," Brennan is quoted as saying in a transcript of the call. "In document management solutions, it's a very large market that's measured in the tens of billions where we are really getting at the paper inefficiencies that exist in our customer systems and workflow. We have a unique competitive advantage here, because we have the capabilities of both the physical handling and the digital handling of their documents, and this crosses into both. And, we have line of sight to our customer's inefficiencies because we are already the custodian for their information assets."

For more information: http://tinyurl.com/IronMtDM

Transaction Focus Drives Strong Second Half for SI

Last issue, we noted that several document capture software vendors were reporting stronger second halves in 2009 after starting the year slowly. It seems this rebound wasn't restricted to vendors, as *DIR* recently caught up with reseller **Quality Associates, Inc.** (**QAI**), which also reported a strong second half after a first-half slowdown. According to Scott Swidersky, director of QAI's Information Systems Division, it took a change in QAI's focus to ignite the rebound for the federally-focused systems integration and conversion services specialist.

"Through the first six months of 2009, we were 15% off our revenue numbers from the previous year," Swidersky told *DIR*. "But we've had phenomenal third and fourth quarters and now expect to finish the year about 10% ahead of our 2008 numbers. It's not been one or two really large clients that have driven this turnaround. In the April timeframe, we put together a new marketing plan and really started going after more transaction-related opportunities."

QAI, which is headquartered just north of D.C., in Fulton, MD, generates about 60% of its revenue through federal government accounts and another 10% through state and local governments. "Historically, a lot of our work has been related to continuity applications—such as archiving and records retention," said Swidersky. "At the beginning of the year, everybody started losing budgets for those types of conversions.

"After a few months, we decided we needed to refocus on transactional opportunities, related to forms and revenue generation. These are areas in

which imaging can help organizations reduce spending. In this economy, when you start talking about reduced spending, at least a potential customer will hear you out."

Software pieces come together

QAI utilizes technology from multiple vendors to put together its transaction processing solutions. Software partners include **Kodak**, **Kofax**, **A2iA**, **Open Text**, and **Nintex**. "Part of our success in the transactional market has to do with the maturity of the technology we are utilizing," said Swidersky. "A lot of these vendors are really good at what they are doing. Our ability to leverage their technology to reduce data entry costs has been a big factor in our recent success.

Scott Swidersky, director, Information Systems Division, QAI

"Of course, transaction-focused technologies have been available for some time, and a lot of people have been pitching their capabilities. However, only recently have they been able to be integrated with each other and reached the level of reliability where they can make a big difference. For an integrator like us, it's important to know that you can set up something, walk away from it, and it's going to run smoothly. Based on what people have been saying, you might think this has been the case for the past five years, but it really hasn't."

QAI, which in 2008 launched a subsidiary solely focused on image-enabling *SharePoint* implementations [*see DIR 5/2/08*], has also begun utilizing *SharePoint* in its own accounts. "We provide most of our clients with a WSS [the basic version of] *SharePoint* site, initially for collaboration, scheduling, and managing our work with them. Depending on the intensity of a project, it can also be used for hosting information and even some workflow. Microsoft is making as much headway in the ECM space as anybody else, and the cost-effectiveness of *SharePoint* gives us a reason to at least explore utilizing it."

Fed market remains strong

In addition to installing on-site ECM systems, QAI has a healthy service bureau business. "Offering both systems and conversion services is a huge differentiator," said Swidersky. "This way customers don't feel we are proposing one avenue or the other because that's all we have. We start by trying to understand their businesses then develop offerings to best address their needs."

Swidersky concluded that the market for imaging in the federal government remains strong. "While there have been some new initiatives aimed at reducing paper, the government continues to grow," he said. "Additional agencies keep being added; I haven't seen much reduction in the use of paper.

"Not that we didn't have our challenges in the second half of 2009, but overall, we had more wins than losses. For 2010, we plan to pursue an aggressive growth strategy and add some new sales people focused on new regions and verticals. But, we also plan to maintain our ratio of 60% of our revenue coming from the federal government."

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

eCopy, Konica-Minolta Expand Reseller Agreement

eCopy has increased the breadth of its partnership with **Konica-Minolta**, one of the world's leading MFP vendors. KM had previously re-sold only the ScanStation version of eCopy's *ShareScan* capture application. It has now added software-only flavors of *ShareScan* to its product portfolio. Konica-Minolta also resells eCopy's *PaperWorks* desktop document image management application.

The software-only *ShareScan* versions have been integrated with KM's bizhub MFPs through the hardware vendor's bEST (bizhub Extended Solution Technology) program. Through bEST, eCopy and KM have created a Web services connection between the bizhubs and the *ShareScan* server. The server can be accessed through the Web browser available on the devices' touchscreens. *ShareScan Essentials* and *Suite* versions are both being made available to end users through KM's dealer channel and direct sales teams.

"This should significantly increase the percentage of the KM customer base that we can address with *ShareScan*," said Bill Brikiatis, director of corporate marketing for eCopy. "Previously, we only had the *ShareScan Suite* available though KM, and it included our ScanStation hardware [an external keyboard and touchscreen]. That level of offering is only targeted at about 20% of the KM customer base. Those are users that need to connect to multiple back-end applications, and/or have intensive meta data requirements that require a separate keyboard.

"Our new expanded offering creates software-only options that reduce both the initial cost of an

implementation and the cost of operation going forward. A pure software deployment also enables better management of multiple devices by a single administrator and eliminates the physical footprint of a Scan Station. Finally, the *Essentials* version presents a lower-cost option to meet less complex application requirements."

Essentials, which carries a list price of $2,305 per device, offers scanning to destinations like e-mail, the desktop, or a folder. *ShareScan Suite*, which lists for $4,027, includes additional functionality like Bates numbering, cost recovery tracking, and connections to a number of back-end systems. These include *SharePoint*, **Open Text's** *Livelink eDocs*, **Autonomy** *WorkSite*, and **EMC** *Documentum*. It also includes eCopy *Quick Connect* for integration with additional applications. *ShareScan Suite* is the only version available through KM with a ScanStation and that configuration lists for $5,705. (All quoted prices include a three-year maintenance agreement.)

"Our sales channels have been asking for these new offerings for some time," said Rick DeCandio, product marketing manager, solutions products, Konica Minolta. "eCopy worked very closely with our Japanese headquarters on the integration. The R&D went back and forth between both organizations."

The Web site for the bEST program doesn't currenlty list any other capture vendors as KM partners, although KM does offer its own Prism branded document management solutions integrated through bEST. KM also offers a *Unity Desktop* suite, which is made up of a trio of products from **Nuance** [the ISV which acquired eCopy a couple months ago, see *DIR* 10/16/09]. *Unity* features a combinaiton of Nuance's *PaperPort* desktop image management, *OmniPage* OCR, and PDF *Converter* technology. *Unity* is a desktop product similar to eCopy's *PaperWorks*, and could potentially be intgrated to *ShareScan*.

The bEST integration represents the first time eCopy has leveraged a Web services connection to integrate with one of its partner's MFP lines. The only other Web services integration eCopy has is with **Canon's** ScanFront 220 dedicated network scanner. Nuance has mulitple Web Services integrations with other MFP vendors for its Personalized Scanning Platform and the X-Solutions capture technology it acquired this summer [*see DIR* 7/17/09].

The eCopy/KM alliance was in place well prior to the Nuance acquisition. When asked why eCopy chose to work with Konica Minolta's Web services platform while it still does not have integration for more mature Web services platforms from vendors like **Sharp** and **Xerox**, Brikiatis answered, "I don't think it's fair to comment on the platforms of our other partners. I can say we think bEST is an excellent platform, and we are pleased to bring *ShareScan* to market on it."

The bEST integrated *ShareScan* options are availble now through Konica Minolta's North American and European channels.

For more information: http://best.kmbs.us/pages/; http://www.ecopy.com/

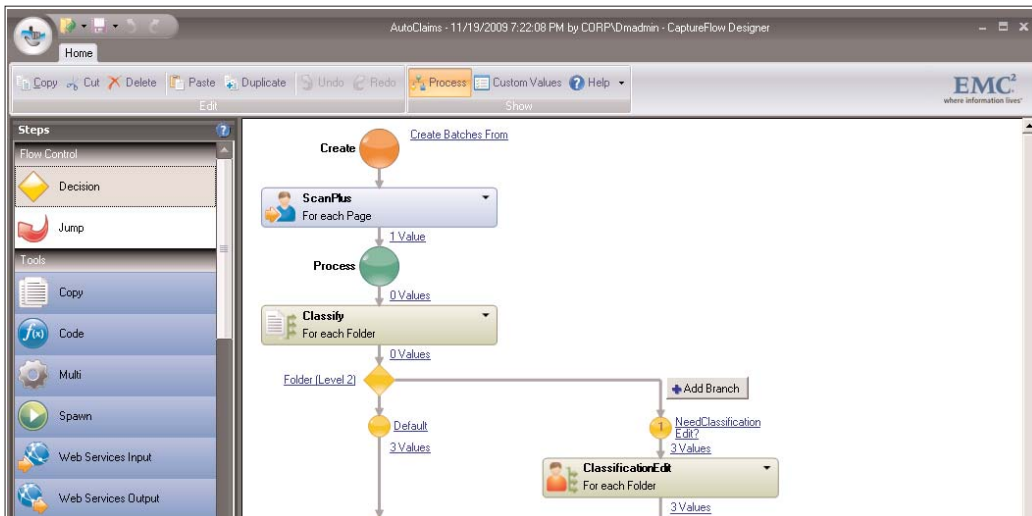# EMC Introduces GUI Set-Up for *InputAccel*

Ever since it was introduced in the mid-1990's, the *InputAccel* (*IA*) capture platform has been touted for its modular functionality. The concept behind the product was to create an application in which a user could plug-in whatever type of capture functionality they needed. With **EMC's** recent introduction of the *InputAccel CaptureFlow Designer*, deploying that functionality just got a lot easier.

"With *CaptureFlow Designer,* we've introduced a GUI design tool for creating document capture processes in a drag-and-drop environment," said Bill Galusha, senior product marketing manager for EMC's Content Management and Archiving Division. "This streamlines the set up and deployment. Basically, we've replaced coding with drag-and-drop design. What used to take a few days to set up, should now be reduced to a few hours."

The *CaptureFlow Designer* is currently available to anyone using *IA* version 6, which was released about a year ago [*see DIR* 12/12/08]. "Version six was a significant release for both *IA* and our *Dispatcher* [data capture] technology," said Galusha. "With those releases, we improved our performance and scalability. Now, we've greatly improved our usability."

Galusha stressed that everything you can do in *CaptureFlow Designer*, you could do previously in *IA*, but it required Visual Basic coding to set up. "At a very basic level, you can use the *Designer* to set up processes like scanning, image enhancement, and indexing," he explained. "It can incorporate automated steps, like enhancement, or ones that require manual participation, like indexing.

"You can also set up mapping based on values, such as 'if this or this indexing field equals x or y, run it through this series of steps' or 'pass it to this back-end system.' Or, 'if a document doesn't meet specific

EMC's new InputAccel CaptureFlow Designer creates a GUI interface for setting up capture workflows.

image quality requirements, pass it back to a re-scan process.'"

Over the years, EMC Captiva has acquired, developed and/or licensed several pieces of capture technology that now make *IA* a fairly comprehensive out-of-the-box capture offering. For functionality not included in *IA*, users can still write custom code, however, now that code can be given a graphical representation in *CaptureFlow Designer*. "We are offering a .NET SDK for creating that functionality and interface," said Galusha.

Galusha concluded that *CaptureFlow Designer* is representative of a trend in enterprise software products. "The goal is to reduce the time and resources it takes to maintain these types of applications," he said. "It also helps reduce the uncertainty and risk associated with projects. We've received requests from our customers for this type of functionality and we think we have delivered on those requests."

For more information:
http://www.emc.com/products/detail/software/inputaccel.htm

Kodak, Continued From Page 1

joining the company in 1992. He was with BBH Scanners through several transitions, was named general manager in 2003 [*see DIR 6/6/03*] and promoted to president a couple years later. In 2008, BBH Scanners was a $32 million business [*see DIR 1/23/09*]. Hunt now reports to Barry Quart, GM, Americas Region, Kodak Business Solutions and Services.

Over the years, Barbeau has held multiple positions within Kodak Document Imaging. Most recently he was VP, marketing.

http://www.documentimagingreport.com/index.php?id=1768

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