

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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December 20, 2013

THIS JUST IN!

KOFAX UPGRADES ADDRESS OBAMACARE-RELATED CHANGES

In conjunction with the Affordable Health Care Act going into effect in the U.S. to start the new year, **Kofax** has announced release 2.6 of its Kofax Medical Claims Add-on Pack. According to a press release, "It provides a wide range of cost- and time-saving features, including pre-configured support for the latest CMS 1500 and UB04 claims forms, ICD-9 and ICD-10 code databases, and the HIPAA-compliant 5010 electronic data interchange (EDI) export format specified by CMS (the Centers for Medicare and Medicaid)."

According to Joel Mazza, senior product marketing manager at Kofax, "The Affordable Care Act is expected to increase the total number of insured health care consumers in the U.S. by as many 40 million. This will create a corresponding increase in the volume of new medical claims as newly insured consumers use their insurance for services. This will place a significant burden on organizations that process claims.

"The Medical Claims Add-on Pack includes all the necessary forms, code databases, and EDI export configuration to enable KTM users to process these forms accurately and much more productively than processing them manually."

Mazza added that although new CMS forms, ICD codes, and EDI standard changes are not directly a product of the Affordable Care Act, they all overlap. "A significant component of the Affordable Care Act regulations focuses on improved information management, reporting, and administrative cost reductions," he said. "The new CMS regulations include a much more sophisticated and detailed set of disease classification codes that will make claims

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Integrated Print & Scanning to Drive Nuance Imaging's Future

MIAMI, FL—With more than \$200 million in annual revenue being produced by its Document Imaging division, **Nuance** is clearly one of the largest players in the market we cover. In fact, for 2012, **Harvey Spencer Associates** ranked Nuance as the worldwide document capture market share leader. That said, Document Imaging accounted for only about 12% of Nuance's overall fiscal 2013 revenue of more than \$1.9 billion.

Clearly there are a lot of parts within Nuance that are not related to document imaging—speech recognition and related technologies being the primary pieces. Of course, there are also a lot of moving parts within Nuance Document Imaging itself. By design a very acquisitive organization, over the years Nuance has expanded from an OCR and desktop document management ISV to a leader in MFP capture as well as print management. And while Nuance has done a fairly good job bringing all its imaging pieces together under one umbrella—as its consistent growth, including 6.5% in 2013 will testify—its management team isn't completely satisfied.

That was the message communicated to a group of industry analysts last week at the JW Marriott Marquis in downtown Miami. "Integration is a very important topic for us," said Chris Strammello, VP, worldwide marketing and product strategy, Nuance Document Imaging. "One area of integration we'll discuss is the challenge of integrating our technology with multiple vendors' MFPs products. But, another area is bringing our own products together.

"In that area, we start with the highest-end piece, which is our print management technology and then weave in our desktop and capture pieces. Finally, our goal is to take our integrated product sets and integrate them across our customer sites. We feel we have been very conservative in the way we have gone after some



Mike Rich, EVP and GM, Nuance Document Imaging

of our existing customers in markets like healthcare and legal, where he have an established base with one or two Nuance products. We think the market is ripe for us to move more aggressively in these areas.”

The future of MPS

Nuance Document Imaging EVP and GM Mike Rich offered an example of a large SafeCom print management customer that recently acquired an enterprise license for Nuance’s PDF Converter Pro, as an example of Nuance leveraging its existing customer base for additional sales. SafeCom is a leading European print management software vendor that Nuance acquired in 2012.

Nuance value-added distribution partner **Cranel** also presented on a reseller it had targeted as a print management partner, which ended up selling an eCopy capture application to a local government customer.

These are tactical examples of cross-product success Nuance has had, but the company certainly has a strategic plan for integration—starting with its eCopy capture and Equitrac print management applications. One of the initial manifestations of this strategy was the addition of some basic capture functionality in Equitrac 5, announced earlier this year. “You’ve already seen the first version of our print solution that has lots of eCopy built into it,” said Rich. “Down the road, I think the two applications will become one solution.”

According to Ed White, product manager with Nuance Document Imaging, this is certainly what customers’ want. “Customers don’t see capture and print management as separate applications, they want a single, consistent experience across all their devices,” he said.

And it’s Nuance opinion that because of the often enterprise-wide nature of print management, adding capture to the Equitrac platform makes the most sense. “When you put capture into print solutions, you get the benefits of scale,” said Rich. “You get all the infrastructure and plumbing needed to support a large enterprise.”

“Typically capture applications are very specialized and can be hard to cost justify,” added White. “They are also typically found in pockets but not spread throughout an enterprise. However, once customers start looking at print management and realize there are benefits in areas like security and device utilization, they start to see the value of capture and workflow. But they want capture and print to become one.”

According to White, this vision merges perfectly with the maturing managed print services (MPS) market. “MPS is continuum,” he said. “It started out as a way to drive out costs, but as we move through that continuum, it has evolved into business process optimization.”

White shared the results of a Nuance survey in which customers were asked their number one concern related to

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

Areas we cover include:

1. Document Capture
2. Image Processing
3. Forms Processing/OCR/ICR
4. Enterprise Content Management
5. Records Management
6. Document Output
7. Storage

DIR brings you the inside story behind the deals and decisions that affect your business.

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their document environments. The overwhelmingly top two responses were “output costs” and “workflow automation/paper to digital conversion.”

“The integration of capture and print management in a combined suite is a really big win for us,” said Rich. “At the time of the Equitrac acquisition [in 2011], I believed Nuance was the right partner for Equitrac [Rich was Equitrac’s CEO]. While eCopy will continue to be successful on its own, in the long-term I believe the combined functionality will make both products even more successful. Already, I can’t believe the number of large deals we’ve won that involve a combined product suite.”



Chris Strammiello, VP, worldwide marketing and product strategy, Nuance Document Imaging

Vertical crossover

Based on the verticals that capture and print management most often appear in, their integration seems like a natural. Nuance showed a slide of its leading capture verticals, and they included financial services, government, and healthcare. Later Nuance showed a slide of its leading print management verticals. Once again, financial services was at the top, with government and healthcare also featured prominently.

“For both applications, demand is driven in these markets because they are paper intensive, highly regulated industries where security and control are important issues,” said White.

There is also quite a bit of crossover in legal services where both Equitrac and eCopy are leading applications. Nuance has other products like Copittrak, OmniPage, and PDF Converter that are also leaders in that space. “They are all selling successfully separately,” noted Strammiello, “but we need to focus more on the legal market with an integrated product set.”

A deep dive into healthcare

The healthcare market is another vertical where Nuance is a clear leader—although not necessarily with its document imaging technology. Driven primarily by sales of its Dragon NaturallySpeaking transcription technology, Nuance has a \$900 million a year Healthcare division. Nuance technology is used at 60% of all U.S. hospitals and by a half million clinicians at more than 10,000 healthcare institutions.

We’ve written in *DIR* before about Nuance’s attempts to penetrate the healthcare market with its

eCopy technology. For the last few years at least, Nuance has exhibited its document imaging technology at its booth at the **HIMSS** Conference and Expo—probably the largest IT event in the healthcare market. Our stories have focused on eCopy’s ability to output HL7 CDA (clinical document architecture) formatted images for standardized integration with EHR systems. To prove the validity of its technology, Nuance has participated in “Connectathons” where it has demonstrated CDA-based integration with several EHR applications.

However, according to Dave McKanna, product marketing manager for healthcare industry solutions at Nuance, in the real world CDA standards are rarely utilized. “Even though everyone in the industry says it’s their goal for information to be shared through HL7 and IHE (Integrating the Healthcare Enterprise) standards, the profiles are really not in widespread use in North America today,” he said. “They are more broadly adopted in Europe.

“In addition to these standards, there are two ways for a capture application to talk to EHR systems. One is through working with the EHR vendors themselves and gaining certification on their terms. The other is through connecting to **Hyland** OnBase, which is the number one ECM system in the healthcare market and installed at approximately 1,600 hospitals.”

McKanna said there are more than 300 EHR vendors in the market. “But, the market follows the 80/20 rule, where 80% of it utilizes software from the top few vendors,” he said. “And while most of these vendors offer capture, they will often admit they are not strong when it comes to scanning, especially distributed scanning. However, the reality is that as a third-party vendor, if you are not certified by the EHR vendor, the customer is probably not going to buy from you.”

Hyland has its own capture technology as well, which was recently upgraded with the acquisition of AnyDoc Software earlier this year [see *DIR* 3/8/13]. Nuance and Hyland announced an extended partnership in September designed to help Hyland better address capture in distributed environments where MFPs are often utilized. eCopy has the advantage of being able to run embedded with multiple vendors’ MFP devices.

McKanna shared with analysts the progress Nuance is making toward getting eCopy certified to work with EHR systems from multiple leading vendors. He also shared a slide that graphically illustrated why paper in healthcare practices isn’t

going away soon. The slide showed the eight stages of EHR adoption as defined by HIMSS. Stage 0 users have almost no electronic records, while Stage 7 users have the most advanced EHR systems.

As of Q2 2013, the largest percentage (34.5%) of adopters were at the Stage 3 level. “Our research has shown the even Stage 7 users, who represent only 2% of the market and are often characterized as being ‘paperless,’ still have paper problems,” said McKanna. “What does that say about the other 98%?”

McKanna concluded his presentation by explaining why he thinks Nuance will be the leader in document capture in healthcare. “Based on our history, we have tremendous brand recognition in the market,” he said. “Nobody else is doing what we are doing in terms of forming partnerships with the leading EHR vendors. And, finally, when you factor in our capability to integrate our clinical language understanding to extract data that can be used in processes like quality analytics, we have a very unique offering.”

Imaging still a major focus

Nuance also previewed for analysts some very innovative and interesting technical developments it is working on, but unfortunately, until they are announced, we are unable to discuss specifics. We will say that from a capture standpoint, Nuance is seeking to expand its addressable market by moving beyond capture from peripheral devices like MFPs.

Nuance has also revamped its sales organization over the past year. Its focus includes strengthening its relationships with its hardware vendor partners as well as ramping up its work with independent dealers by working more closely with the dealers themselves and with Cranel. Cranel is in the process of expanding its business from its traditional VAR focus to a greater focus on MFP dealers. Cranel President Craig Wallace presented and shared his goal of eventually driving 45% of his company’s revenue through dealers (with another 45% through VARs and 10% through check imaging products).

Overall we got the feeling that Nuance continues to invest in and focus on its Document Imaging division, even as its speech technology generates most of the headlines in the tech press at large.

For more information:

<http://www.nuance.com/for-business/document-imaging-and-scanning/index.htm>

<http://www.nuance.com/for-business/by-product/equitrac/index.htm>

http://www.nuance.com/company/news-room/press-releases/NC_029733

<http://www.iheusa.org/IHEUSA-Connectathon-Registration-ConsolidatedCDA.aspx>

New Kofax CMO Shares Vision

Grant Johnson certainly has his work cut out for him. Named **Kofax’s** new chief marketing office (CMO) in October, Johnson is charged with guiding the Irvine, CA-based software maker through a major transition. For the past year, Kofax has been talking about expanding aggressively into the emerging smart process application (SPA) space—a market that the capture software leader helped **Forrester** define in a report published last year [see *DIR* 3/8/13]. A good part of Johnson’s job will be making that expansion into SPA happen.

“As Kofax transitions from its capture heritage toward selling more SPAs, it will have to move from product selling to more solutions selling,” Johnson told *DIR*. “Having spent the past several years in enterprise software, that is something I know well. As Kofax moves into more complex solutions, it will be dealing more often with a different level of decision maker than it has historically. As a result, it will become more important for us to not only craft solutions that deliver a clear ROI, but also articulate the benefits of those solutions.”

Johnson comes to Kofax directly from customer experience management solutions specialist **SDL**—and Kofax’s goal of servicing the “First Mile of customer interactions” certainly touches on customer experience. Prior to SDL, Johnson was CMO at BPM software leader **Pegasystems**, which also appears in Forrester’s SPA report. Johnson also spent three years as VP of marketing at FileNet, working through its 2006 acquisition by **IBM**.

“Over the past several years, I have followed the market and worked with analyst groups like Forrester and Gartner,” said Johnson. “And I have observed the megatrends, including cloud, social, mobile, big data, and analytics. I think Kofax has the technology that will help it participate successfully in those trends.

“I had met [Kofax CEO] Reynolds Bish before, from my days at FileNet,” said Johnson. “I knew [Kofax SVP of Corporate Development] Karl Doyle and [former Kofax CMO] Martyn Christian from FileNet as well. I thought they had figured out a smart strategy focusing on SPAs and the First Mile. I had also hired Geoffrey Moore [famous author of *Crossing the Chasm* and a technology marketing consultant] firms several times. [Moore helped Kofax craft its First Mile strategy and spoke at Kofax’s 2013 conference.]

“As Kofax has shared before, its SPA strategy is built

around connecting systems of record with systems of engagement. Most often, the primary enterprise infrastructure is built around systems of record, which are hard to break and reliable, but also time consuming to support and costly and difficult to change. In the current age, customers expect to deal with connected companies that are not being run by silos that are unresponsive to their requests.

“To bridge between systems of record and systems of engagement—which are often accessed through Web sites or smart devices, a business needs to bring data capture, integration, and analytics together. It’s our goal to help them do this in a very agile way. If businesses can address this critical First Mile successfully, it means their customers will be more likely to do business with them again, vs. the alternative, which is, with the swipe of a finger, going to another vendor.”



Grant Johnson, CMO, Kofax

Johnson stated that while he was not specifically aware of the SPA market prior to joining Kofax, he was certainly aware of the problems Kofax is trying to address. “I had been thinking about what fundamentally has changed for businesses,” he said. “At SDL, for example, I spent a lot of time thinking about what businesses need to do to succeed with systems of engagement. I am very happy that Kofax, which happens to be just down the street from where I live, had come to a similar market view.

“Before I joined, I looked at Kofax’s strategy, assets, management team, and customers. I also looked at the technology and the companies that Kofax has acquired. I liked its appetite for expansion through organic growth as well as acquisition, and I think the integration of all its technology is a compelling story.”

Johnson admits that the great majority of Kofax’s revenue still comes from document capture. “However, with the recent acquisitions of Altosoft and Kapow, and the announcement of our unified Kofax TotalAgility 7.0 platform [see *DIR* 10/18/13], Kofax now has all the requisite pieces that Forrester recognizes as being needed to deliver a new generation of more agile solutions to the market in the area of SPA. As we aim to grow our business, it’s important to align our technology, sales, and marketing efforts to deliver SPA solutions.”

According to Johnson, one of the byproducts of delivering SPAs, should be larger average deal prices. “We are still in the early days of really

developing our solutions selling strategy,” he stressed. “To be successful, we have to understand what part of a customer’s businesses is broken and what business problem SPA can be used to address—whether that’s creating cost savings, efficiency gains, or revenue acceleration.

“The key is that if the ROI is there, businesses will be willing to invest to achieve it. In all likelihood that investment will have a higher average selling price than most capture deals. That’s not absolute, because Kofax has certainly done seven-figure capture deals, but I believe with SPAs we can increase the value we deliver to customers.”

Due to his relationship with **The Chasm Group**, we thought it was appropriate to ask Johnson if he had a strategy for helping Kofax “cross the chasm” into the information intensive SPA segment, which Forrester has projected to grow at a 59.7% CAGR through 2016, when it would be worth \$3.9 billion. “We definitely have a cogent strategy,” he told *DIR*. “But, I really don’t want to disclose any specifics to my competitors. There are certain tracks and strategies I have implemented in the past that will help us succeed at expanding our footprint in the SPA space.”

Johnson did share a broad-based view of his marketing strategy for the next six months. “My first order of business is to ensure that we have an integrated sales and marketing approach,” he said. “My office is literally right next door to [EVP of Field Operations] Howard Dratler’s. My team and his team need to work together to continue to evolve our alignment and integration for mutual success. We also need to continue to develop our solutions portfolio. With KTA 7.0, we have the first unified platform for developing and deploying SPAs. We will continue to add frameworks on top of that platform that have more functionality addressing specific business applications.

“Finally, we will continue to evolve to meet marketing 2.0 requirements, which means increasing our inbound and digital marketing efforts. We will continue to ramp up our capabilities to connect with, engage, and help prospective buyers along their journey. We will increase our presence on social media like Twitter, LinkedIn, Google+, and Facebook, as well as increase Kofax’s presence on other Web sites—whether they are social or content oriented. The bottom line is that we will expand our market presence and increase the awareness of who we are and what we have to offer.”

Johnson added that Kofax will also increase its marketing support for resellers. “We have a large reseller ecosystem and dedicated people in sales

and marketing to help support our channel partners. We will also be offering more marketing tools and toolkits that resellers can leverage in their own marketing efforts.”

Johnson concluded by telling us he is excited about the recent announcement that Lior Arussy will serve as the keynote speaker at Kofax’s upcoming Transform Conference, being held March 9-11 in San Diego. “He is a leading authority on the economics of customer experience,” said Johnson. “He will set the stage for how companies can win by connecting systems of record with systems of engagement with the help of our First Mile solutions.”

For more information:
<http://www.kofax.com/transform/>;
<http://www.documentimagingreport.com/index.php?id=2491>

TWAIN Working Group Envisions Driverless Scanning

TWAIN has certainly come a long way in the 15 years I’ve been covering the industry. Back when I started in 1998, the scanning driver specification was just being introduced as an alternative to ISIS in mid- to high-volume applications. Recently, German manufacturer **InoTec**, which specializes in high-volume devices, was announced as the newest member of the TWAIN Board of Directors.

The **TWAIN Working Group**, which is managed by the board, is a volunteer committee that develops the TWAIN specification. The latest version, 2.3, was announced earlier this month. It includes improvements in areas like testing procedures, the wording of the spec, and its ability to be deployed across multiple operating systems.

“Versions 2.2 and 2.3 didn’t include any huge milestones,” noted Pam Doyle, Chair of the TWAIN Working Group and Director at **Fujitsu Computer Products of America**. “But both versions show continued commitment on behalf of the board. They really are working toward the betterment of the industry.”

In regards to testing, the TWAIN Working Group has settled on **Atalasoft’s** Inspector TWAIN as the de facto standard for scanner vendors wishing to self-certify their drivers. “Our goal is to make sure that TWAIN drivers perform as advertised,” noted Jon Harju, Vice Chair of the TWAIN Working Group and CTO at **Visioneer**. “Everybody interprets the TWAIN spec their own way and this sometimes leads to drivers behaving badly, which can be frustrating.

“A few years ago, Atalasoft [which was acquired by **Kofax** in 2011] came out with Inspector TWAIN, because its engineers were frustrated by the way some TWAIN drivers performed. Inspector TWAIN set a bar and became a de facto standard for testing drivers. For the release of 2.3, we worked closely with Atalasoft to add features to their test, as well as define the test more clearly.

“We’ve now set the bar for passing at a level that will hopefully take care of everyone’s concerns. If a driver passes the Inspector TWAIN test, users and ISVs should be comfortable that it will work as advertised and not cause their systems to crash. And although we are endorsing Inspector TWAIN, if anyone else has developed a test tool that meets our standards, the TWAIN Working Group will provide a link to it as well.”

TWAIN 2.3 also features a thorough review of the wording. “As content has been added to the spec over the years, not everything that should have been changed got caught,” said Harju. “For this version, we did a comprehensive review and correction. This was helpful in identifying and clarifying any ambiguity.”

Harju added that work was also done to align the content of header files that are used when creating TWAIN drivers for different operating systems. “So now they look more alike for Windows, iOS, and Linux,” he said, “which should ease development efforts.”

SWORD is drawn

It seems however that this type of cross-platform alignment is not quite enough. The TWAIN Working Group’s ultimate goal is to create standardized connections between scanners and devices running any operating systems. It is working toward achieving this as part of a new initiative called “Scanning without a required driver,” or SWORD.

“Under the current driver model, for a capture software application to talk to a scanner, the computer being run by a user must have a driver installed,” said Doyle. “However, what if the users’ computer isn’t running an OS that supports a particular driver?”

“It used to be that you could get away with creating drivers for Windows, Mac, and Linux. However, with the advent of BYOD, and the way the mobile devices have changed workflow and working habits, there is an increasing demand to be able to connect to scanners utilizing Android, iOS, and anything else that will arise in the future.

“For engineers, this creates the challenge of

maintaining native drivers for additional OS. On top of that, many platforms don't even have a common language. For example, you can't find C++ in iOS or Android. We want to tackle this problem and find a standard way to address multiple OS.

"To accomplish this, we are working on changing the conversation and taking out native drivers. We want to make the conversation occur directly between an application and a scanner. This will eliminate the need to develop drivers for multiple platforms."

Harju couldn't say exactly how this conversation will be facilitated, but he said the TWAIN Working Group has gone down one path that didn't work out and is on its way down another based on network protocols. The group plans to have a proof of concept ready by the 2014 **AIIM** Conference, which is scheduled to run April 1-3 in Orlando.

"With SWORD, the TWAIN Working Group is going in a new direction," said Doyle. "And as long as I have been part of the group, this is the most aggressively we have ever moved forward with anything. We will continue to support production scanning, and SWORD is not designed for that, but we think it will fill a very large need. While we have historically focused on traditional OS, the market is going in a different direction and becoming more platform agnostic."

For more information: <http://www.twain.org/>;
<http://www.documentimagingreport.com/index.php?id=2521>;
<http://inspectortwain.com/>

EPM Adds Service Component With Acquisition

Last week it was announced that **Eastman Park Micrographics** (EPM), the Dallas-based entity that was launched with the acquisition of Kodak's ImageLink micrographics business two years ago [see *DIR* 4/22/11], has acquired **Imaging 411**. Imaging 411 is a national provider of third-party service for document imaging hardware. It competes primarily with service offered by the hardware vendors themselves.

Due to travel schedules and logistics, *DIR* didn't have a chance to conduct our usual phone interview with the principals involved in the acquisition. We did, however, catch up with Tim Mortenson, VP of global operations for EPM, via e-mail. Following is a Q&A (Our questions are in bold, with Mortenson's answers below):

Why did EPM acquire Imaging 411?

EPM is committed to ensuring the ongoing viability of the preservation market, particularly as it relates to availability of micrographics media, equipment, and support services to our customers. As you have seen in the past months, EPM has taken steps to ensure an ongoing media supply via our relationship with **Agfa**, expanded our micrographics equipment portfolio via our relationship with **The Crowley Company** [see *DIR* 8/23/13], and now with this announcement, expanded our capabilities to provide high quality and knowledgeable support services via Imaging 411.

How does this acquisition relate to the announcement that Crowley will be selling all of your hardware equipment? Will Imaging 411 be providing service on all sales made by Crowley?

Just as clarification, The Crowley Company is acting on EPM's behalf as it performs the sales and marketing functions for EPM Equipment LLC. As part of that agreement, each manufacturer will continue to provide service on equipment sold through EPM Equipment LLC. So, for instance, if an IMAGELINK Archive Writer is sold, since that is manufactured by EPM, EPM and now Imaging 411 would be able to provide service for that system. Imaging 411 also brings with it an existing support relationship that it had with The Crowley Company for other equipment that may not necessarily be sold through EPM Equipment.

Did EPM have a service agreement with Kodak Alaris? Will Imaging 411 replace that?

The existing relationship with Kodak Alaris to

CLOUDPWR SOFTWARE CERTIFIED BY DOCUSIGN

CloudPWR, a Seattle-based start-up focused on creating cloud-based ECM applications, recently announced that its AIRLIFT solution has been certified by **DocuSign**. AIRLIFT is a Web forms solution designed for integration with the workflow package in **Oracle** IPM. It is already in use within the **State of Washington** for managing applications to the Liquor Control Board to grow, produce products from, and sell marijuana. AIRLIFT is listed in the DocuSign Solutions Showcase.

CloudPWR was founded in 2011 by industry veteran Shad White, who was formerly the CTO at **ImageSource**. White told *DIR* the company experienced triple-digit growth in 2013 and that he is looking forward to a strong 2014.

For more information:
<http://www.docusign.com/partner/airlift>

provide service is under discussion, however we see this acquisition as complementary to the skills and resources available from Kodak Alaris.

What are EPM’s plans for Imaging 411 going forward? How will it be managed? How will it grow and develop?

We are still educating each other on processes, systems, and strategies, so many of the details are still being worked through. However EPM is pleased to welcome Gary Armstrong and Joe Paradiso to EPM, and have asked them to manage the combined U.S. and Canada service operations. With their experience in the micrographics and digital worlds, we anticipate additional services for our micrographics customers, as well as a stronger presence in the digital service world. All employees of Imaging 411 have transferred to EPM.

From an Imaging 411 standpoint, what are the positives?

The service business gains efficiency in several aspects as the volume of customers and equipment under maintenance increases. The combination of the Imaging 411 customer base with the EPM customer community facilitates support coverage, and will result in more options for our customers. Additionally, access to EPM’s staff, logistics infrastructure, and vast inventory of specialized service parts will enhance our ability to maintain the operation of our customers’ critical systems. This should translate into even better service for our customers.

What does it mean that you acquired “the

assets” of Imaging 411?

As part of this transaction, EPM has acquired all the Imaging 411 customer service contracts and relationships, financial assets, inventory, equipment, and has transitioned all employees to EPM.

According to the press release, “The integration of Imaging 411 will take place over the next several months. In the interim, customers and partners of each company can continue to conduct business in the same manner as today.”

For more information:

<http://www.prweb.com/releases/2013/12/prweb11414685.htm>

KOFAX CLAIMS, FROM PAGE 1

processing more complicated, but also more accurate and transparent.

“For context, the code sets are shifting from approximately 18,000 diagnosis and procedure codes with the ICD-9 databases to more than 150,000 diagnosis and procedure codes with the new ICD-10 databases. The Medical Claims Add-on Pack is preconfigured to support both sets of codes as well as the business rules that guide the use of each code on each field of the respective CMS 1500 and UB-04 claim forms. When Kofax Reporting or Kofax Analytics for Capture are added to the Kofax Claims Processing solution, organizations gain a much deeper level of insight and governance that is otherwise possible today.”

For more information:

<http://www.documentimagingreport.com/index.php?id=2524>

<http://www.kofax.com/solutions/healthcare/>

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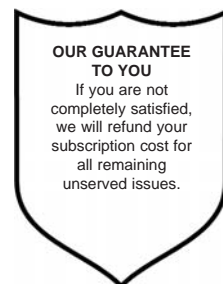
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