

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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December 21, 2012

THIS JUST IN!

DOCULEX PART OF BROTHER ONLINE PROGRAM

DocuLex has partnered with **Brother** to enable "one-touch" pull scanning directly from Brother scanners and MFPs into its Archive Studio document management application. Archive Studio has been incorporated into the Brother Online suite, which leverages a cloud-based platform being built out by Brother. Brother, which sells millions of hardware devices a year, is also providing marketing support for DocuLex.

"Brother Online is our cloud services strategy, which we launched in June," said Dan Waldinger, director of marketing, solutions and services, for the Brother Machine Group (headquartered in Bridgewater, NJ). "We started by launching a Web conferencing service called OmniJohn. But we didn't want to stop there, so we started looking at other ways that people collaborate and share information.

"Our target is really the SMB and SOHO markets, to which we sell quite a few MFPs and scanners through both retail and online outlets. If you believe what the analyst firms are saying, the cloud is where people want to process information. I've had a relationship with DocuLex for years [Waldinger formerly worked at DocuLex partner **Ricoh**] and its technology seemed like a natural fit for our cloud strategy."

In document management applications, Brother's cloud basically acts as an image processing go-between that connects Brother's hardware with software applications like Archive Studio. Brother offers a one-touch, pull-scanning SDK that enables ISVs like DocuLex to create a button within their applications that can be used to launch a scanning process. The

CONTINUED ON PAGE 7

Accusoft Launches Cloud-Based Invoice Capture

As the landscape of the software market changes, ISVs will have to adjust. Long-time capture SDK specialist **Accusoft**, for example, has launched an invoice capture application. That said, it's not traditional boxed software. Rather, it's a cloud based service for capturing summary data from invoices and feeding that information into **Intuit's** popular QuickBooks Online hosted application.

According to Tom Setzer, director of recognition at Accusoft, Prizm Capture represents his group's first foray into the application space. "It runs on Windows Azure, and we are offering a free 30-day trial for users," he said. "They don't even have to enter a credit card to get the trial. It's currently available through the Intuit App Center. If a user buys, it's \$19 per month for up to 100 invoices and \$49 for unlimited."

AccuSoft chose to go after the QuickBooks Online market with its initial cloud offering because of its size. "We think QuickBooks is at least close to being the leading cloud-based accounting system, and it is growing at a fairly rapid rate," said Setzer. "With a SaaS capture application, we felt it was important to target a specific back-end system, so that we can fully understand the integration requirements."

According to a recent Intuit financial report, QuickBooks has more than 300,000 subscribers. "This includes quite a diverse set of customers," noted Setzer. "We expect to attract a subset of that. For example, we think manufacturers with high numbers of invoices will be interested."

How it works

Prizm Capture is utilizing the OAuth open standard to enable users to log-in when they log in to QuickBooks Online. Once logged in, users can upload images of invoices. "We offer a batch upload," said Setzer. "Users can upload multiple files at once, and they can be single or multi-page invoices."

In the future AccuSoft plans to enable users to be able to connect to TWAIN scanner drivers directly from

Prizm Capture. "Also, we're not specifically tied into mobile devices, but you can certainly upload images captured with cameras," added Setzer.

Once images are uploaded into Prizm Capture, it applies OCR and IDR and attempts to capture a number of key data fields. These include "vendor to pay," "invoice number," "invoice date," "due date," "PO number," and "total." "Of course, the higher the quality of the scan, the better results our OCR will return," said Setzer. "We recommend users create 300 dpi images."

Through its integration with QuickBooks Online, Prizm Capture is able to create a drop-down list of vendors to pick from, as well as a drop down listing the various expense accounts an invoice can be assigned to, such as "utilities," "purchasing," or another department within an organization.

The first time Prizm Capture is used to process an invoice from a particular vendor, a user will need to verify that the

A VISIT FROM SCANNER CLAUS

'Twas the night before Christmas, and all through shared services not a document was stirring, not even an unpaid invoice. All the papers were stacked in their batches with care in hopes of being scanned later that December.

The scanners all sat, snug in their nooks, with visions of papers, envelopes and even books traversing their rollers, as lamps flash, images are captured—as pages roll by without crash.

Then out in the hallway, there arose such a clatter that even auto-noise reduction couldn't fix the matter. Scanner Claus was there with a brand new app—OCR, classification, extraction, all that crap.

The software was up in the sky with his reindeer that fly. Yes, this new app was cloud-based, and he wanted to give it a try. So, Scanner Claus turned on the hardware and revved up a PC, the browser-based interface making access easy.

Then the whirring started and pages were scanned, indexed, and released, QA'd like planned. And the ECM systems were filled and ERP too—the workflows were executed through and through.

And when the last page was captured and silence occurred, Old Scanner Claus laughed—what a roar to be heard! "I read about in it *DIR*," he exclaimed. "And it really worked." This imaging technology is great. That editor is no jerk."

With that he turned, and off went the power. Thousands of documents captured in less than an hour. This stuff really works, no need to fear. Happy Holidays to all and more document imaging next year!

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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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information being captured is correct and perhaps manually enter some of the fields. But, according to an AccuSoft press release, "Each time Prizm Capture is used, the process becomes even easier as it learns and reduces the need for verification, and over time even eliminates the need altogether."

There is no line-item capture functionality currently, but Setzer indicated that PO matching is in development. "Eventually, we'd like to be able to support options like partial PO payments," he said.

The invoice learning process is currently only based on the user's documents. "We are working on functionality so that the learning could eventually crossover among customers," said Setzer. For example, if an existing user has already successfully automated capture for ACME Co.'s invoices, when a new user that also has ACME Co. as a vendor signs up for Prizm Capture, the knowledge set related to capture of AMCE Co.'s invoices could be transferred to that new user.

After the data is captured and verified, Prizm releases it into QuickBooks Online, where it can be queued as an invoice that is pending payment. Approval workflows are handled in QuickBooks. "We're planning on adding connectors to cloud-based repositories where users can store their images," said Setzer. "That way, if they are audited, it makes it easier to find the original invoices."

A new opportunity

Setzer concluded that cloud-based applications represent a whole new world for capture ISVs. "We are experimenting now, but we certainly want to expand," he said. "We are definitely looking at integrations with other ERP and accounting systems. We are trying to figure out which ones make the most sense. We are currently looking at those ones targeting smaller businesses.

"But, there are also opportunities for working with larger organizations. A lot of companies with higher volumes of invoices want to offshore their data entry. Offering a cloud-based application to manage this for them is certainly an opportunity."

For more information: <http://bit.ly/PrizmCapturePR>; <http://www.accusoft.com/prizmcapture.htm>

For updates between newsletters, remember to visit our *Document Imaging Talk* blog at <http://documentimagingreport.blogspot.com/> and follow us on Twitter @DIREditor. Recent Tweets highlight the keynote speaker at **Kofax's** upcoming Transform event, rising distribution sales of **EMC's** ApplicationXtender, and **Ricoh's** new Digital Mailroom services.

All Cloud Vendors Are Not Created Equal

Technology industry veteran stresses size, focus as differentiating factors

There is no question that adoption of cloud-based applications is on the rise. Earlier this year, **Gartner** projected that the SaaS (software-as-a-service) market would hit \$14.5 billion in 2012, 18% growth over 2011. According to **IDC**, the cloud software market was worth \$22.9 billion in revenue in 2011, representing 31% year-over-year growth. IDC has projected a CAGR for cloud software of 24% through 2016, when it projects the market will reach a value of \$67.3 billion.

"All the analysts seem to be coming up with the same answer," noted Bob Lund, chairman and CEO of **eGistics**, a Dallas-based provider of hosted document management and payment processing solutions. "They project strong growth across the cloud market. This includes SaaS, PaaS (platform as a service), and infrastructure as a service offerings.

"In addition, you are seeing a traditional ISV like **SAP** investing \$10 billion in cloud solutions and the federal government certifying 54 cloud vendors. The move towards the cloud is not coming, it's here."

Lund stressed that contrary to what a lot of people say, the main driver for cloud adoption by end users is not cost savings. "You cannot look at the cloud, without looking at trends in areas like mobile, social media, collaboration and increased analytics," he said. "These are the other trends corporate IT is looking towards in the future. When you put it all together and talk to the analyst firms, they will tell you that the main advantage of cloud computing is the increased flexibility and agility it offers."

Lund noted that he is already seeing eGistics' customer base, which is primarily made up of large financial services organizations, take advantage of the cloud to introduce new services. "Big banks are not just looking for document management and storage anymore," he said. "They are looking more than ever at applications that can help them analyze and understand what they have, so they can interact more effectively with their customers.

"For example, one of our customers is a very large bank that supports EOB (explanation of benefit) processing. Over time, this bank found it was receiving a lot of letters and complaints along with the EOB documents. It identified a real opportunity to complement its EOB services, by also capturing and storing all these non-EOB documents. This way

when a healthcare provider says it wrote three follow-up letters but still didn't get paid, there is now a record of those letters that the bank wouldn't have if it was only keeping images of the EOBs."

Part of the advantage of cloud applications is the low start-up costs for the users. This enables businesses to try out new services without having to make as large of an upfront investment as they would if they were buying their software. Lund also noted that cloud-based architectures facilitate integration among multiple applications. "Hooking up two applications in a cloud environment is certainly much easier than integrating applications in an old mainframe environment," he noted.

Lund is quick to add that all not cloud environments are created equally. "I'll make an analogy," he said. "SAP and QuickBooks are both accounting systems, right? That doesn't mean you are going to see Citibank using QuickBooks."

When looking at cloud-based document management, Lund warns that it's important that customers consider the underlying strategy behind an offering. "If you look at something like DropBox, it was built for collaboration, not records management," he said. "Therefore it's not going to be as secure as a system as eGistics', which primarily services large financial institutions.

"We have large, Fortune 500 corporations that come on-site and test our security. They don't just go to our AT&T data center, they check on our people. They want to know how we built our system and what type of back-up and protection we have against hackers. But they also want proof that we are running background checks on our employees and that they have their HIPAA training twice a year. Box.Net isn't doing that, because they are in a different business than us."

Lund added that any customers who have concerns about moving their data offsite, need to ask themselves who is better qualified to keep data secure. "Are you really better off storing data internally, or with a vendor whose business focuses on providing secure, cloud-based systems?" he said.

Users can further minimize their risk by researching cloud vendors. "It's important that vendors are certified in areas like HIPAA, SAS 70, and PCI standards," Lund said. "It's also important to make sure they are financially strong and have a stable infrastructure."

Because cloud vendors are offering Internet-based, remote services, users may never meet anyone from a cloud service provider in person. "In a lot of cases,

it's not someone like IBM that customers are dealing with," said Lund. "Rather, it might be a \$4-5 million start-up. Users probably want to check on the track record of a cloud vendor before they trust them with their data."

Economies of scale can also give larger cloud vendors an advantage. "eGistics is loading a half billion images a month plus data into its systems, and we continue to grow," Lund noted. "We are using the same system to process California Medicaid claims, which is the largest Medicaid operation in the U.S., as we are to deal with a 5,000-document-a-month operation in Des Moines, Iowa."

The bottom line is that if a cloud vendor is only working with a small number of customers, they are not going to be nearly as efficient as a vendor that can spread out the cost of supporting their applications among multiple customers.

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

docSTAR Staking Future on Web-Based App

docSTAR sees a Web-based future for its document management business. Earlier this year, the Schenectady, NY-based ISV introduced a rebuilt version of its cloud-based Eclipse software. docSTAR followed up last month by introducing a version of Eclipse that end users can run on-premise.

"We've had a cloud offering since 2008," said Tom Franceski, president, and one of the principals, at docSTAR. "This year, we rebuilt it from the ground up. Eclipse3 (which was announced in August) really represents a cloud 2.0 product for us. It takes advantage of the latest development tools and platforms and is put together in three distinct layers, which are tied together by APIs. So, not only does it run a lot faster than our previous versions, it's a lot easier to utilize the APIs to extend it into other applications.

"A lot of our competitors have taken their legacy document management products and pretty much started hosting them and calling them cloud solutions. Those are not true browser-based applications built for the Web like Eclipse.

Franceski noted that docSTAR will still offer, support, and build out its client/server software, but that Eclipse represents the future of the organization. "A lot of customers still think that client/server software is faster or their IT people might have a

preference for it," Franceski said. "But, we see those opinions being phased out, especially as the browser-based technology starts to offer the same functionality as client/server technology. Browser-based apps haven't quite caught up, but once they do, there will be no turning back."

With the new on-premise Eclipse offering, docSTAR has increased its customers buying options. "Basically, we now have one code base that we can use to deliver via public cloud or install on-premise," said Franceski. "The market will tell us which it wants."

Some members of our channel, for example, aren't quite ready to transition from a capital sale to the recurring revenue model inherent with cloud solutions. We've found that traditional document imaging VARs have been more ready to embrace the cloud compared to digital copier dealers."

Franceski noted that since August, when Eclipse3 was introduced, docSTAR's cloud sales have accelerated. "About 30% of our new deals are now for cloud services," he said. "Overall, our business continues to grow, but cloud sales are definitely growing at a faster rate than client/server sales."

"A lot of times, customers will have a preference before they even sit down with us. If they have pre-selected a Web-based application, it's very difficult to sell them on client/server technology. But, especially with smaller organizations, if they come in with a preference for on-premise client/server software, it's often possible to move them to SaaS when you explain the reduced upfront capital expenditures."

Franceski said docSTAR even gets requests for hybrid software acquisition models. "Customers will ask if they can buy the software from us, and then will pay us to host it for them," he said. "I don't see any reason why they can't mix and match."

Franceski concluded that he sees docSTAR reaching a point where 50% of its sales are coming through a SaaS model. "We have to figure out what we want our sales reps to sell," he said. "And then bend our compensation plans to fit. We don't want reps being biased against SaaS. Fortunately, our organization is well capitalized and has good cash flow, revenue streams, and financial relationships."

"So, we can afford to take the upfront hit that a transition from on-premise to SaaS sales can cause, while at the same time, through SaaS, build a perpetual revenue model that will serve us well in the future."

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

Psigen Introduces Web-Based Capture Module

Psigen has launched a new Web-interface for its popular PSI:Capture platform. PSI:Fusion is a Web-based module that can initially be used for QA, indexing, routing and management purposes. It is tightly integrated with PSI:Capture for more advanced capture functionality.

"Fusion is our platform for distributed capture," said Stephen Boals, VP of sales at Psigen, an ISV based in Irvine, CA. "Over the years, we've had a lot of resellers ask for Web-based capture. That said, we still think there are a fairly limited number of applications where Web-based capture is really important. [In our 11/23/12 issue, in fact, it was noted that the main demand for Web-based capture comes from users with multiple remote/distributed locations. Because Psigen sells through a channel focused on the mid-market, it is less likely to run into customers with this set up.]

"The demand we do get is typically from businesses that want a hard core engine like PSI:Capture for most of their processing, but would like to feed a Web-based interface for processes like indexing and QA. This is common among service bureaus who want to incorporate remote indexing in their processes."

PSI:Fusion is currently running in beta at a social services organization with 6,000 users. "The initial version is integrated with MFPs," said Boals. "But Fusion incorporates technology that basically enables users to send it XML files with images from any source. So, on the roadmap, we have mobile devices, as well as fax servers being able to feed Fusion. We also plan to introduce a Web-based scanning client."

In the beta implementation, users log into Fusion through an LDAP integration at the MFP. The MFP will then print a cover sheet with a personalized bar code that will be utilized in the capture process. "We have a tight integration with the **Lexmark** MFPs being used by our customer, and we've created an icon on the panel for scanning-to-Fusion," said Boals. "After the documents are scanned, the bar code directs the images to the user's Fusion queue, and the user can index and QA them from there."

One of the neat features of Fusion is that between the time the image is captured and when it arrives in a user's Fusion queue, it is processed by PSI:Capture. During this stage, bar codes can be read and OMR, OCR and field-based data capture

can be applied. So, when a user views an image in Fusion, it may already be indexed with only confirmation required.

“Through PSI:Capture, Fusion can be connected to databases, so drop down menus, for example, can be set up for indexing,” said Boals. “In our beta application, users type in the first few letters of a client’s name or social security number and the rest of the indexing fields will start to auto-fill.

“We can also release documents from Fusion into any of the 60 ECM platforms that PSI:Capture can release to. Our beta customer is releasing into **Hyland Onbase**.”

There is also an admin screen in Fusion, which enables a manager to check on the progress of the documents in various Fusion queues. The admin can redistribute documents among queues.

Boals noted that although Psigen is not currently hosting Fusion, the software is “cloud ready,” for resellers that want to. “Fusion can be deployed in a multi-tenant configuration and linked into Windows Azure,” he said.

Fusion requires a server license as well as a per user fee. It’s due to be released for general availability in January.

Highlighted by Microsoft

When we talked with Boals, he had recently returned from **Microsoft’s** SharePoint Conference 2012 in Las Vegas, where the host itself presented on the use of PSI:Capture in its legal department. “It was part of a presentation on doing records management in SharePoint,” said Boals.

“The Microsoft legal department has installed six seats of PSI:Capture as part of an application dealing with HR records. Specifically, Microsoft presented on capturing paperwork for any foreign workers who are on visas. This helps Microsoft meet the requirements of the **U.S. Department of Homeland Security**. Microsoft has both day-forward and backfile conversion requirements, and we beat out several other leading capture vendors who bid on the deal (which was done directly, at Microsoft’s request).”

For more information: <http://www.psigen.com/>;
<http://bit.ly/PSIFusionvideo>

CORRECTION

In our last issue, we inadvertently reported the wrong list price for **Kofax** Front Office Server. The product actually lists for \$10,000 for the server piece.

ECM Not Major Focus of SharePoint 2013 Upgrades

Following **Microsoft’s** SharePoint Conference 2009, where SharePoint 2010 was previewed, there was quite a bit of buzz surrounding the platform’s improved document and image management capabilities. Our market was hot and Microsoft was prepared to become a major player in it [see *DIR* 11/6/09].

Three years later, SharePoint is certainly a major factor in our market, but, dare we say, Microsoft seems satisfied with where they sit. Or, maybe our market just isn’t as hot any more. Either way, the scuttlebutt coming out of the Microsoft SharePoint Conference 2012, held last month in Las Vegas, where SharePoint 2013 was previewed, was certainly not centered on document management.

Yes, there are some improvements in the search, viewing, and e-discovery capabilities that are certainly very relevant to our market. But, according to Martin Hardy, DocPoint Solutions’ Director of Technology, the main focus of 2013 is getting users to transition to the cloud. “The cloud capabilities of SharePoint 2013 are much more advanced than with previous versions,” said Hardy. “Microsoft is really encouraging customers to go that way to help reduce their infrastructure costs and to increase the reliability and performance of their systems.

“Along with the move towards the cloud comes the new concept of a marketplace with applications that can be deployed with SharePoint on the cloud. This should enable ISVs who develop applications around SharePoint to reach a wider audience.”

DocPoint is a SharePoint services specialist that is a subsidiary of document imaging services specialist **Quality Associates**. DocPoint was launched with a focus on developing document and imaging solutions on the SharePoint platform but has evolved to offer a wider array of SharePoint consulting and integration [see *DIR* 7/13/12]. It also resells and integrates several third-party products that bring additional functionality to SharePoint.

These include products from capture ISVs like **KnowledgeLake**, **Psigen**, and **Kofax**. DocPoint also offers records management from **GimmelSoft**, workflow from **Nintex**, automated meta data collection from **Concept Searching**, digital signature systems from **ARX**, and SharePoint optimization and management tools from **AvePoint**. In addition, Hardy said, DocPoint has often recommended **Vizit’s** viewing software to its customers.

One of the new features in SharePoint 2013 is a thumbnail view of documents in a list, but from what I've read this is only for Office documents and works only if a user is running Microsoft's Office Web Apps server "and SharePoint is configured to use it."

Hardy did note that Microsoft's incorporation of its FAST search technology as a standard piece of SharePoint 2013 will certainly improve the platform's capabilities. "There are also improvements version control, being able to drag and drop files from IE into SharePoint, and managing permissions to view documents," said Hardy. "Microsoft also had several conference sessions explaining how the Yammer technology [a social media tool designed for businesses] it acquired this year fits with SharePoint."

But, aside from the desire to move to the cloud, Hardy doesn't see a ton of reasons that will compel DocPoint customers to migrate to SharePoint 2013. "I don't think the release of SharePoint 2013 will affect us too much initially," Hardy told *DIR*. "In the long-run, however, I see a lot of customers wanting to go to the cloud for infrastructure reduction and reliability factors.

"One area in which Microsoft has made improvements in SharePoint 2013 is in the security that can be implemented on the cloud, which is

CONSULTANT DISMISSES ECM IMPROVEMENTS

Greg Clark, a principal at ECM consultancy **C3 Associates**, wrote an interesting blog post on SharePoint 2013 after he returned from the **Microsoft** conference. His piece is entitled, "2012 SharePoint Conference — ECM? Nothing to See Here..." Basically, Clark says the improvements in SharePoint 2013 focus on three areas: social/mobile, the cloud, and apps.

"As for ECM, there are a few minor improvements in SharePoint 2013, but my read is that Microsoft has said 'we've done what we're going to do for ECM in SharePoint,'" says Clark. "In the end, I predict SharePoint 2010 will have a very long life, especially for those organizations that have used it as a cornerstone of their ECM strategy. Unless your organization has a strong business driver to implement the social side of SharePoint, or you really want to go to the cloud, SharePoint 2013 offers little in the way of enhancements to its base ECM capabilities."

For Clark's complete post, go to <http://bit.ly/ClarkSP2013ECM>

important to our federal customers [Like its parent Quality Associates, DocPoint, which is based in Fulton, MD, does the majority of its business with U.S. federal government entities.] The integration with Office 365 on the cloud is also important, as well as the improved cloud pricing that Microsoft has introduced."

Hardy said that it will be important for DocPoint's SharePoint partners to also migrate their offerings to the cloud. "When our customers make the move from SharePoint 2010 to 2013 in the cloud, they will probably want to move their entire technology stack," he said. "I think we will end up hosting some of our customers' instances of SharePoint ourselves, while others will subscribe directly through Microsoft and we will provide services around their deployment."

In the meantime, DocPoint is getting itself up to speed by running its own instance of SharePoint in the cloud. "We are using it to totally revamp our process management," he said. "We're using Microsoft Project Server and a cloud-based CRM system to manage our sales-to-delivery process. We're incorporating Nintex workflow to manage processes like license renewals. We hope to have our implementation complete by the end of the year."

Hardy concluded that each DocPoint customer needs to be looked at individually when migration to the cloud is considered. He agreed with our assessment that Microsoft's making its ECM platform more cloud-ready could prove to be a dangerous proposition for legacy ECM vendors. "That's true, you have a double benefit," he said. "SharePoint is still less expensive than most legacy ECM systems, and now users don't even have to worry about hosting it themselves."

The tricky part, of course, remains configuring SharePoint to work as an application and not a platform, and that should keep DocPoint's business growing well into the future.

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

BROTHER, DOCULEX, FROM PAGE 1

documents are captured and delivered to the Brother cloud. From there they are passed on to a queue in the third-party application for further processing-which in DocuLex's case could include indexing and applying retention rules.

"One-touch, pull-scanning is more for ad hoc

capture," said Waldinger. "For larger batches, users would probably want to go through our TWAIN interface."

In addition to DocuLex, Brother has a partnership for one-touch, pull-scanning with **ftopia**. "ftopia offers more of a simple file-sharing app, similar to a Dropbox," said Waldinger. "DocuLex really enables us to move from just capture into document management."

Although not selling the Archive Studio software itself, Waldinger noted that Brother's team will do some education to promote sales. "In our customer base, there is not a wide awareness of document management," he said. "We want to bring a message to them about the benefits associated with it."

"We have relationships with several retail partners who are looking to us to see what we are doing with the cloud. **Staples**, for example, has made our OmniJohn Web conferencing service available through its Web site. I'm not saying we're going to do the same thing with document management, but that is the partner model we are looking to follow."

"We also have a sales team that calls on enterprise accounts. While we might not have big fleets installed in some of these organizations, we have a sweet spot in corporate workgroups. And while these organizations might already have enterprise content management strategies, we think there is an opportunity to install Archive Studio on the workgroup level, where our hardware sits."

If a user expresses interest in Archive Studio,

Brother will work to bring them together with one of DocuLex's distribution partners. For a single seat, Archive Studio starts at \$39 per month, and goes down from there based on volume. This includes scanning, archiving, management, workflow, retention, and activity audit trail capabilities. The software can also be used to manage electronically generated files, including e-mails.

Waldinger added that there is also the opportunity in the future for Brother to more directly leverage sales of its hardware devices to market its online services. "But, we're not there yet," he added.

Waldinger concluded that Brother will continue to expand its Brother Online program, which is being built on the backbone of a system it acquired with a company called Nefsis in 2011. Nefsis was also the original developer of OmniJohn.

For more information:

<http://www.documentimagingreport.com/index.php?id=2372>;
<http://www.brothercloud.com/>; <http://www.ftopia.com/>;
<http://www.doculex.com/partners/corporate-partners/brother-cloud>

NUANCE REPORTS STRONG NUMBERS

Nuance recently wrapped up another strong fiscal year for its Imaging division. For FY2012 (ended Sept. 30, 2012), Nuance Imaging reported revenue of \$228.4 million, an increase of 28.7% from the previous year, including a 5% increase in organic revenue. Nuance also recently reported that **Harvey Spencer Associates** named it the overall leader in the worldwide document capture software market in 2011, which was measured at \$2.5 billion in end user prices. Nuance captured 17% of that market.

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