

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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December 6, 2013

THIS JUST IN!

NEW TWAIN VERSION AVAILABLE

The **TWAIN Working Group** has announced a new version of its document scanning specification. Version 2.3 “expands print functionality, adds metadata value, adds a new section on best coding practices, and offers additional self-certification test procedures.” According to a press release, “The latest version of the specification removes ambiguity and improves clarity reinforcing our ongoing commitment to make it easier for developers to write world-class TWAIN software applications and hardware device drivers.”

Also, “TWAIN 2.3 continues to build on previous versions of the specification that ensure operating system independence, an all-inclusive feature set, and the ability to drive any scanner from personal to the highest volume production models.”

Historically TWAIN has been positioned more for lower-volume environments, but Pam Doyle, Chair of the TWAIN Working Group, and **Director at Fujitsu Computer Products of America**, feels that view is now obsolete. She points to German production scanner manufacturer **InoTec** joining the TWAIN Board of Directors as evidence. She commented, “The fact that InoTec drives its production scanners at speeds of up to 600 images per minute using TWAIN should bring to an abrupt halt the claim of naysayers that TWAIN is not production ready.”

For more information:

<http://www.documentimagingreport.com/index.php?id=2521>

TABS adds OCR to Mobile App

Toshiba America Business Solutions

(TABS) recently upgraded the capabilities of its e-BRIDGE Print & Capture mobile app. Users can now apply OCR to captured documents to

CONTINUED ON PAGE 8

Pery Named First-Ever ReadSoft CMO

Andrew Pery has been down this road before. Pery, who was recently named the CMO for Sweden-based capture ISV **ReadSoft** (starting on Jan. 1), has been charged with consolidating marketing efforts around multiple product lines and global subsidiaries. Previously, he spent four years at **Kofax** in a similar capacity, eventually helping the Irvine, CA-based ISV emerge with its globally branded Kofax Capture line.



Andrew Pery, CMO, ReadSoft.

Pery, who will report to ReadSoft CEO Per Akerberg, has plans to leverage his new company’s 2012 acquisition of foxray, as well as its continuing cloud-based development, to help ReadSoft expand beyond its current market focus on providing accounts payable solutions to large organizations running **SAP** and **Oracle** ERP and financial packages. “We want to expand the current perception of ReadSoft as a strong player in A/P and financial transaction processing,” Pery told *DIR*. “With the acquisition of foxray, and its XBOUND technology, we see ourselves with the capacity to move into a broader market.

“In addition, we have begun targeting the SMB in the financial processing space through our relationship with **Microsoft** and our integration with its Dynamics suite. Our strategy is really to continue along three dimensions:

- continue to strengthen our financial process automation offering that spans purchase-to-pay (P2P) and order-to-cash (O2C) in SAP, Oracle, Microsoft, and **NetSuite** environments and can be delivered through the cloud or on-premise;

- leverage the growing adoption of Microsoft Dynamics AX, particularly within the SMB market, for A/P automation;

- and focus on multi-channel process automation solutions with XBOUND targeting BPOs and DPOs for mailroom automation and claims.”

Laying the groundwork for success

The hiring of Pery as ReadSoft's first CMO did not come as a total surprise, as he had been working for the organization as a consultant for almost a year. In fact, Pery organized a meeting this spring between *DIR* and ReadSoft, where we discussed the company's plans to leverage XBOUND, including expanding its sales into the U.S. market, because historically it has been sold primarily in Germany [see *DIR* 5/17/13].

"From a marketing perspective, we need to raise the noise level around ReadSoft," said Pery. "We work with some of the best known brands in A/P, but historically ReadSoft has been very modest in the way it has positioned itself. In addition, XBOUND is installed in some very large BPO and shared services environments, processing 10s of millions of documents per year.

"We expect to come out with a pretty aggressive marketing plan in the new year. We are developing a cohesive, integrated, and simplified message around our product portfolio."

Pery will also work to consolidate the marketing efforts of ReadSoft's multiple worldwide subsidiaries. "We won't be dramatically changing our corporate marketing structure," he told *DIR*. "Some of our subsidiaries have been using their own resources to deliver messaging, collateral, and marketing programs. We will provide a lot more guidance, direction, and leadership on how to consistently and efficiently deliver

READSOFT NOW MS "MANAGED ISV"

As new CMO Andrew Pery mentioned, part of **ReadSoft's** growth strategy involves partnering with **Microsoft** to penetrate the Dynamics market. Towards that end, ReadSoft has developed a cloud-based invoice processing solution that sits on Windows Azure, which can be integrated with on-premise Dynamics AX applications. Netherlands-based **Hanze University** recently installed this system to aid in its processing of 40,000 invoices per year.

To help further its efforts, ReadSoft has been "selected by Microsoft to be a Globally Managed ISV." According to a press release, "ReadSoft will gain additional development, marketing and sales support from Microsoft globally which will further strengthen the adoption of financial process automation built on Microsoft Dynamics AX."

"After years of significant investment and hard work with the Azure and Dynamics teams, Microsoft's endorsement of ReadSoft as a Global ISV is quite affirming," said Lars Appelstal, CTO at ReadSoft, in the press release. "Microsoft has been an important partner to ReadSoft for more than 20 years, and continues to be part of our development strategy. I fully expect our partnership to yield mutually beneficial results as ReadSoft continues to build market-leading hybrid cloud solutions for financial process automation and multi-channel document process automation solutions."

For more information: <http://www.readsoft.com/pressrelease?id=835176>

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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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the corporate message. We will provide the resources and tools needed to remove some redundancies and streamline marketing efforts.”

Capture market still strong

The announcement of Pery’s hiring came on heels of a fairly poor Q3 financial report by ReadSoft. For the three months ended Sept. 30, ReadSoft reported YOY revenue growth of just 1% in constant currencies to approximately \$27.3M USD, including a 2% drop in software license sales. The company had reported similar numbers for the previous quarter.

“Our result is not acceptable and one main reason is that our larger markets, such as Germany, Sweden, the U.S. and France, are not meeting their targets,” said CEO Akerberg in a press release. “During the last 20 months we have acquired two companies that will increase our offering, and we have already, while still in the process of development, a new and strong comprehensive offering with leading solutions for capture, process optimization, workflow, cloud services, and more. Our development process is proceeding well, but it will still take a while to complete the integration and rollout of our acquisitions to our subsidiaries and the different markets.”

Pery said there was no connection between his hiring and the consecutive weak quarters. He also indicated that he doesn’t believe there is any fundamental weakness in the document capture market. “I think certain segments have matured,” he told *DIR*. “For example, we are seeing a marginal decline in the rate of growth in batch capture segments.

“But I think there are still growth opportunities in transactional capture in markets like financial process automation, sales automation, and claims processing for property and casualty and healthcare. The transactional segment continues to grow quite robustly and the ad hoc capture [on demand] segment is growing significantly as well.

“But we are also seeing a lot of competitive pressure from innovative companies coming upstream. They are offering alternative ways of consuming high-volume capture and services—like making their software available through the cloud, which is an area we are focused on as well.”

We asked Pery where he felt XBOUND fits in the capture landscape. “XBOUND is squarely the high-volume transaction capture market,” he said. “It brings us into multi-tenancy BPO environments. It’s also positioned well for mailroom automation, insurance claims processing, and shared services

centers.”

Pery also sees ReadSoft as a competitor in the emerging smart process application (SPA) space as defined by **Forrester**. “If you look at the report written by the Forrester analysts, their chart shows solutions addressing processes like A/P and sales order automation as being SPAs,” said Pery. “We are in that market. As we become more competitive in other areas around claims processing, loan origination and mailroom automation, P2P and O2C, we will move more deeply into the SPA market.

“In the past, we haven’t been very active with analysts to get our message out. We are now building our relationships and making analysts more aware of our capabilities and strategies.”

We asked Pery if ReadSoft has any plans to flesh out its product line in areas like BPM, data analytics, and application integration—technology his former employer felt were important to its SPA strategy. “If you look at the last 24 months, and even the history of the company, ReadSoft has been quite active in making acquisitions,” he said. “There has been foxray, and Expert Systems (an e-invoicing network provider acquired earlier this year). Before that, ReadSoft decided it wanted to extend its footprint in the SAP market, so it acquired Ebydos.

“ReadSoft is following a well thought out strategic path that involves a combination of organic growth with prudent acquisitions. On that path, when an opportunity presents itself, we will certainly look at acquisition.”

For more information:

<http://www.readsoft.com/pressrelease?id=832856>;
<http://mb.cision.com/Main/493/9485794/174293.pdf>

KMBS Builds on Vertical Focus

Building on the success of its initial EnvisionIT vertical programs, **Konica Minolta Business Solutions USA** recently introduced three new vertical programs into its portfolio. The Ramsey, NJ-based document technology and IT services organization has added government, finance, and manufacturing focuses to its EnvisionIT platform, which already included focuses in healthcare, legal, education, and production print.

First introduced in 2011, EnvisionIT features a set of products and services designed to create market-specific solutions for KMBS customers. “EnvisionIT is

not a product, it's a suite made up of a number of products and services," explained Sam Errigo, SVP, Business Intelligence Services, KMBS. "It's designed to create a value proposition for vertical market customers to enable them to work smarter and more efficiently."

According to Errigo, EnvisionIT is made up of a combination of three things:

- Software and associated professional services
- Managed IT services
- Hardware and associated support services

"We collaborate with our customers to custom craft a solutions and services offering with the goal of driving increased efficiencies in their operations. Each vertical market typically has very specific drivers that fall into one of six categories: cost management, revenue growth, security and compliance, innovation, global expansion, and sustainability. Everything we do will touch on one or more of these business drivers."

To address its customers' needs, KMBS offers several software products, including multiple capture solutions. Most of the EnvisionIT vertical portfolios include listings for software from **NSi**, **Nuance eCopy**, and **PRISM**, as well as Konica's own branded Unity and Dispatcher Phoenix offerings. In addition to reselling PRISM document management software, KMBS offers integration into more vertically focused ECM systems from vendors like **Hyland** and **Worldox**.

"We go to market with a very defined set of solutions designed to deliver value to the vertical markets we support," said Errigo. "Our deep domain experience has allowed us to refine our offering, so we can focus on fewer technologies that are fully integrated into our product line."

"In the case of software and implementation services you need to have fewer solutions that can span across multiple vertical markets. We have a very strategic selection of partners in any given category, whether it's capture, ECM, managed print services, cost accounting, or workflow. Customer requirements and desired business outcomes will dictate the appropriate software and services utilized in a specific deployment."

"For example, PRISM and Hyland both offer ECM products. However, PRISM is geared toward the SMB and the upper end of the SMB, while Hyland is more specific to our education and healthcare verticals, as well as the Fortune 1000."

Worldox has a document management system utilized primarily in legal services. To serve its legal

customers, KMBS has introduced a Worldox Connector that can be used with its Dispatcher Phoenix workflow platform. "We introduced Dispatcher about two years ago with the intent of delivering a powerful platform for workflow design that integrates seamlessly with the control panel interface of our bizhub MFP line," said Errigo. "With Dispatcher, a user can create multiple workflows via simple drag-and-drop functionality. It allows users to create scenarios that can include OCR/ICR, PDF, PDF/A, Bates stamping, redaction and connection to upstream processes. Once the workflow is created, users can authenticate at the bizhub to access their specific workflows and scan, print, or distribute content back to their desktops."

"We also have several strategic software partners whose products are fully integrated into our hardware control panels. They are members of our bEST (bizhub Extended Solution Technology) program. Our bEST integration provides customers with expanded functionality and access to workflow capabilities designed to increase productivity."

NSi is a member of bEST and has integrated its AutoStore technology with Konica Minolta's MFPs. KMBS recently expanded its relationship with the Rockville, MD-based ISV by announcing it has added NSi Mobile to its portfolio. NSi Mobile offers features like mobile capture, e-forms, and mobile print [see *DIR* 9/28/12].

EnvisionIT in Action

The EnvisionIT healthcare Web site features a case study on a mental health practice that does a great job illustrating how KMBS' portfolio of products and services can come together to create a solution. The implementation involves digitizing patient records for a number of reasons including compliance and improved efficiencies—two of the common drivers that Errigo cited.

One of the users' quotes was indicative of what we see often in successful document imaging sales approaches. "The Konica Minolta sales rep listened to everything I needed without trying to sell me anything," she said. "It's the first time I've ever had a vendor really listen to me."

KMBS put together a system that includes bizhub MFPs as well as **Fujitsu** scanners, both running NSi AutoStore, which was the capture application that best connects to the users' EHR system. Some customization was done to simplify indexing—leveraging information in the practice's patient billing system.

A successful transition underway

According to Errigo, KMBS currently has a direct

sales force of approximately 1,400 representatives in the United States. “We also have a national network of dealers who resell our products,” he said. “Core to our growth strategy is the availability of our entire software and solutions portfolio to both our dealer and direct sales channels, which are supported through our Business Intelligence Services organization.”

KMBS has been busy on the acquisition front since launching EnvisionIT. According to a white paper authored by **IDC**, “In preparation to create a more national IT services organization, Konica Minolta has been diligently augmenting this organization with several acquisitions.” The white paper lists a total of 13 from May 2011 through April 2013, with several of the acquired companies listed as having vertical specialties in the market focuses of EnvisionIT.

Errigo added that KMBS’ next step will involve leveraging its product portfolio and vertical expertise to create more pre-packaged solutions. “As an example, we have created a specific workflow solution for the healthcare industry to address scanning information for pharmacies,” he said. “It is designed to automate the steps a doctor or nurse has to take to submit information to a pharmacy and features an intuitive user interface integrated into the control panel of the bizhub. Building it required a deep understanding of the specific workflow.

“We plan to continue to expand the depth of solutions and services in our key verticals with technology that addresses workflow challenges that can be solved through integration and custom development. To execute this strategy we will leverage our strategic partners to deliver new or disruptive technology that will shape the future of the industry.”

IDC concludes its white paper by applauding KMBS for executing effectively on its EnvisionIT program without jeopardizing its traditional MFP hardware business. “Konica Minolta has artfully managed the tricky navigation of a gradual transition from hardware to services. The proof lies in Konica Minolta’s continuous demonstration of year-over-year hardware unit shipment growth and market share increases.

“In software and services, the company’s revenues have grown exponentially since the beginning of this initiative three years ago. While some of the industry is struggling with making the transition, Konica Minolta’s positive accomplishments in both established and new business opportunities are rare and notable.”

<http://kmbs.konicaminolta.us/wps/portal/web/home/industries/industries>

New EIP Capture for DocuShare

Xerox continues to evolve its DocuShare software. One of the first Web-based document management systems on the market, back in the late 1990s, DocuShare has continued to grow as market needs have changed. The latest innovations include embracing Xerox’s new ConnectKey platform, as well as mobile and cloud initiatives. Xerox also has plans to extend the integration capabilities of DocuShare, as well as feature it more prominently in its MPS (managed print services) offerings going forward.

The new Xerox ConnectKey for DocuShare enables users to scan to a DocuShare collection or business process directly from the touchscreen of an EIP-enabled Xerox MFP (EIP is Xerox’s Web services-based interface for connecting its MFPs with software applications). There are a few options for how users can configure a capture process.

“With ConnectKey for DocuShare users can set up on the control panel a very simple form to collect a small amount of meta data,” explained John Gonzalez, director of product management and business development, Xerox Content Management. “The set up is managed from the admin interface. For example, admins can define how they’d like to bring in a particular type of HR or A/P document—what meta data they’d like to attach and what collection they’d like it to end up in. And they can force users to enter data at the device, like maybe vendor information and total for an invoice, before the scanned image will be released to a business process. Or they could just set it up to create full-text searchable PDFs that are dropped into a particular collection.”

Earlier this year, we discussed Xerox’s ConnectKey for SharePoint, a capture application based on **NSi’s** AutoStore technology [see *DIR* 3/8/13]. “ConnectKey for DocuShare is entirely Xerox technology, which gives us more flexibility in pricing and go-to-market strategies,” said Gonzalez. “We’ve also put more of a focus on controlling processes in their initial phases.

“For example, with ConnectKey for SharePoint a user might typically browse to a SharePoint site and then upload a document. With ConnectKey for DocuShare, the idea is for the admin to set up specific processes that are activated through buttons that might say ‘HR’ or ‘invoices’ with the ultimate destination perhaps unknown to the users. Theoretically, users could be scanning to collections

that they don't even have access to view."

ConnectKey for DocuShare starts at \$200 per device in small quantities with discounts for multi-device licenses.

In conjunction with ConnectKey for DocuShare, Xerox announced DocuShare Mobile—an iOS app for accessing content in DocuShare repositories. "Of course, because DocuShare is browser-based, you can access it through mobile browsers as well," said Gonzalez.

As for the cloud, Gonzalez said Xerox has offered a hosted version of DocuShare for more than a year. "However, it's only hosted in the U.S., which doesn't always work globally," he said. "We are currently working to establish a global cloud infrastructure."

Imaging gaining momentum at Xerox

In what we always thought was an ironic twist, DocuShare was launched in the late 1990s as a repository primarily for electronically generated documents. It wasn't until the mid-2000s that Xerox got serious about document capture and workflow—traditional document imaging technologies—in DocuShare. Gonzalez noted that in many cases it is now DocuShare's imaging capabilities that keep its sales growing despite competition from bigger name Web-based platforms like **Microsoft** SharePoint.

"DocuShare's ability to manage imaging and business processes with great agility at a reasonable price is often our differentiator," said Gonzalez. "If you look at SharePoint, it really struggles to manage images. It natively stores images as BLOBs in a database, for example, which can quickly slow down your application.

"Customers with more sophisticated imaging needs will often choose DocuShare. It enables them to buy from a single vendor an entire end-to-end solution around converting paper to a digital process. This provides users with one point of contact for support."

That said, Xerox realizes DocuShare shouldn't exist on an island and is in the process of developing a series of connectors to third-party ECM applications. "In the future, we will be coming out with more elaborate connectivity to SharePoint as well as other content repositories," said Gonzalez. "Often, we are seeing DocuShare used to preprocess information, especially if it comes from paper documents, so it can be delivered smoothly into a legacy system and system of record. Those systems are often more brittle than DocuShare and harder to adapt to mobile and changing review cycles."

Gonzalez concluded that the role of DocuShare and content management at Xerox continues to evolve. "We've seen significant growth of DocuShare, but it hasn't yet been driven by MPS," he said. "That said, Xerox is undergoing a number of shifts in focus. The next generation of MPS is about security, integration, optimization, and finally automation, which includes automated document delivery by MPS into ECM systems, including DocuShare.

"Workflow automation is going to be increasingly important to Xerox's MPS strategy going forward. You are going to see us delivering a number of new capabilities around workflow, in particular related to MPS accounts.

"It's also important to note that the business unit I work for is now called Xerox Content Management. The name was changed (from Xerox DocuShare) in part to embrace more technologies. This includes capture, business process automation, SharePoint integration, and access to Xerox Services' (formerly ACS) transactional content management capabilities."

For more information: <http://docushare.xerox.com/>; <http://bit.ly/DocuShareenhancements>

Details Differentiate Latest Version of Nuance's SDK

Nuance's OmniPage Capture software development kit (SDK) has been around a long time. In fact, this week, the Burlington, MA-based ISV is releasing version 19. Still a market leader, Nuance has not stopped making improvements.

According to Jeff Segarra, senior director, Imaging product management, while there might not be a lot of new headline grabbing technology in the OmniPage Capture SDK 19, that doesn't mean Nuance's customers won't be impressed. "We continue to hang our hat on our accuracy," Segarra told *DIR*. "It's never enough to say you are 99.9% accurate on 300 dpi images of high quality paper with standard fonts. You have to look at pink images with gray type and now increasingly images captured with mobile phones.

"And while our improvements might not seem that exciting, when we go to an MFP manufacturer and they can take our SDK and throw 40 different kinds of documents at it, and OmniPage can successfully apply OCR to them, read the bar codes, and create PDFs, believe me, they get excited."

Probably the highlight of the latest release is the

new Forms Template Editor. It is designed to automate much of the template creation for forms processing applications. "With this new technology we think a developer can build a forms processing application, or add forms processing to an existing application, in a matter of three to six hours," said Segarra. "In addition, we have a new way of doing forms processing that makes it more accurate."

Also on the accuracy front, Nuance has introduced new technology that ensures that Office format documents output by OmniPage work better when viewed in **Google** Docs and **Apple** Pages. "This may seem like a minor thing, but if you're an ISV with a Web application outputting .docx files and you have customers looking at them on Google Docs and Apple Pages, this sort of functionality could make or break you. Addressing this type of need just further proves that it's our goal to offer industrial strength OCR."

Another niche addressed in OmniPage Capture SDK 19 is PDF input. "In an e-discovery process, for example, a lawyer may be working with a number of PDF files, of which some are images and some were generated from electronic documents," said Segarra. "If your software doesn't treat those files intelligently, it ends up applying OCR to the whole batch. This will create larger file sizes, as well as increase the potential for errors. Our technology is able to go through and only touch files it's supposed to touch."

On the PDF output side, Nuance has introduced MRC and JBIG2 compression to create smaller files, although Segarra said Nuance does not delve into any of the character substitution algorithms that caused such a stir with Xerox earlier this year [see *DIR* 9/6/13]. Nuance has also introduced output to the ePub format as well as leveraged its text-to-speech technology to enable output to MP3.

The audio output is assisted by what Segarra called "zone order improvements." "This basically ensures that columns, for example, will be read in the right order," he said, "or that if there is a caption with a picture in the middle of a page, it will be read separately from the body of the text."

To help with more conventional accuracy, Segarra said that Nuance continues to work on its image processing. "There are all sorts of hardware devices for capturing document images," he said. "You can buy a \$99 scanner on-line or you can use a \$3,000 production device, and today capture can even be done with mobile phones and tablets. We spend a lot of time looking at input devices, and the quality of image processing done on the device is all over the map. We try to account for that and for this version we did a lot of work to improve our image

processing related to smartphone capture."

Nuance also took steps to significantly improve its recognition of Asian characters and layouts, advertising at least 40% accuracy increases in both areas.

With ISVs in mind

Finally, Segarra said Nuance continues to make improvements in two areas very near and dear to its SDK customers' hearts. Those are integration and pricing. "We take a lot of pride in trying to keep our customers' development efforts short," he said. "We receive a lot of good feedback about the quality of our API. With OmniPage Capture SDK 19, we have normalized the API for all our various add-ons. Now, if you want to utilize Asian language technology and bar code recognition, for example, it can be done with a clear and consistent API."

Segarra said that Nuance's SDK pricing has always been flexible. "Pretty much every implementation of an SDK is custom," he said. "There's a difference in the value of OCR if it's being put into an application to create full-text search and if it's being used for invoice processing. A lot of our pricing really depends on how the technology is used and how it's exposed to end users. So, we have a flexible model a lot of which depends on factors like whether our customers are building a server-based or desktop application, or embedding our technology in a device."

In version 19, Nuance has made an effort to simplify the distribution and tracking of the various components of its OmniPage Capture SDK. "We've created a more intuitive distribution wizard," Segarra told *DIR*. "Let's say a customer is only using three of a potential 10 components, and they only want to distribute the relevant binaries. We have automated the packaging of specific binaries. This enables more convenient and reliable licensing, as well as consolidated and clear documentation."

There you have it—a listing of many of the new features in Nuance's OmniPage Capture SDK 19. As you can probably tell, it's a fairly comprehensive product, but more than 20 years of development can lead to that. "For developers, it's important that their SDK has a long life," concluded Segarra. "And they need the support of a fully formed company like Nuance that can provide strong technical support, a worldwide presence, and has the financial position to continue to grow and do acquisitions."

For more information:

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

Square 9 Expands into First Regional Office

Square 9 Softworks continues its aggressive growth with the opening of a regional office in Carmel, IN, just north of Indianapolis. Headquartered in New Haven, CT, the capture and document management ISV has grown rapidly since being incorporated in 2006 as a spin-off of a document imaging systems integrator. The Carmel office represents just the first of multiple regional offices Square 9 has planned.

“We had two strong resources working for us already in the Indianapolis market with Jeff McWilliams, regional sales director for the Central U.S., and Justin Wilson, a senior sales engineer,” said Stephen Young, president and CEO of Square 9. “We wanted to build off their strength by adding sales and professional services. The result has been a second incubation point for developing talent that’s removed from the home office. So far the results have been tremendous. The ability to better develop regionalized talent has already allowed us to re-design our central U.S. territories to provide stronger local coverage with less travel requirements.”

One of Square 9’s strengths has been its ability to cultivate a reseller channel, primarily made up of MFP dealers. Young noted that the Great Lakes and Central Region represent two of Square 9’s top three performing regions. “This move allowed us to provide our resellers in those areas with localized resources to assist with both pre- and post-sales

support,” he said.

According to Young, Square 9 is planning to open additional regional locations in 2014. “We will be adding San Jose in Q1, London in Q2, and are analyzing locations for a southwest office (likely TX) for the end of the year.”

Young added that Square 9 has continued its strong growth this year. “We expect to close 2013 with more than 60-65% growth depending on how we close this quarter,” he said. “This is on top of the 540% we grew over the last four years as recognized by **Marcum LLP**.”

For more information:

<http://www.square-9.com/press/midwest-regional-office/>

TABS MOBILE APP, FROM PAGE 1

create editable formats. This was done through integrating the app with Re-Rite, Toshiba’s **ABBYY**-powered OCR solution. The app can also now output multiple PDF formats—including PDF/A and highly compressed files.

Introduced this summer, e-BRIDGE Print & Capture is an Android app that enables mobile capture and printing, as well as capturing from TABS’s MFPs to mobile computing devices [see *DIR* 8/23/13]. It is available for no charge at Google Play.

For more information:

<http://www.documentimagingreport.com/index.php?id=2520>

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