

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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February 19, 2010

THIS JUST IN!

NUANCE OFFERS FREE PDF READER, CLOUD SERVICE

Nuance has launched a free PDF reader, designed as a lightweight, 18 MB, alternative to **Adobe's PDF Reader**, which is a 45 MB download. Users of the *Nuance PDF Reader* will also be able to take advantage of the Burlington, MA-based ISV's first-ever cloud-computing offering—the *Nuance PDF Document Conversion Service*. The service will enable users to convert their PDFs, including PDF images, into *Word* and *Excel* files.

"We decided to make the cloud service available for free for now," said Robert Weideman, GM and senior VP of the Nuance Document Imaging Division. "We figured it would be better to offer a free application and see how people are utilizing it, than to build a great application that potentially nobody wanted to pay to use. This is the first of many conversion services that Nuance will make available on the cloud."

The *Nuance PDF Reader* has annotation, form-save, and save-to-*SharePoint* capabilities. Nuance also offers security related to preventing JavaScript installation. It can be found at <http://www.nuance.com/pdfreader/>, with the cloud service to be available at <http://www.nuancepdf.com/>.

Scanner Vendors Return to AIIM Show

Nothing is confirmed, but **Fujitsu Computer Products of America** (FCPA) is apparently planning on returning to the AIIM show floor after taking last year off. "AIIM is not the big draw for end users that it once was," said Scott Francis, FCPA's senior director of product marketing. "However, even in a down economy like last year, it

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A Look at Imaging's Expanded Role in 2010 U.S. Census

The system for capturing data for the 2010 U.S. Census, which goes live next month, is more technologically advanced than ever before—especially in the area of document imaging. DRIS (the Decennial Response Integration System), developed for the **U.S. Census Bureau** by **Lockheed Martin**, will be used to capture data from approximately 160 million paper forms—a greater than 50% increase than was originally planned for when Lockheed was awarded the DRIS contract back in 2005 [see *DIR* 10/21/05].

"Our original DRIS requirements called for scanning only forms that were mailed back to the Census Bureau," said Tracy Wessler, the Census Bureau's program manager for DRIS and printing contracts. "The original plan called for all data collected by enumerators to be captured by handheld computers."

Enumerators collect their information through personal interviews. They visit households that do not return paper forms and are also used in rural areas hard to reach by post. Enumerators have already begun collecting data in some rural areas.

The contract to develop the mobile-computer-based data collection system was awarded to **Harris Corporation**, but a 2007 dress rehearsal yielded less than optimal results. As a result, that system was scaled back and used only for last year's address verification program. The enumerators will now be filling in paper forms. This has added some 55 million pieces of paper into the DRIS mix.

To accommodate this additional paper, Lockheed and the Census Bureau have deployed a total of 45 **IBML ImageTrac IV** high-speed document scanners, up from original plans to use 20 scanners. The scanners are being installed at three sites: Baltimore, Phoenix, and Jeffersonville, IN. This is one less site than was used to capture paper for the 2000 Census, which was the first to use electronic document imaging. Previous imaging efforts had been focused on capturing data from

microfilmed images.

"We liked the idea of not being dependent on a single site," said Wessler. "We also liked the idea of only building the imaging infrastructure three times instead of four, as we saw this as a cost savings. The question was whether we could get three sites big enough. The additional forms we are now receiving from the enumerators really push the three sites to the max.

"Fortunately, Lockheed has designed a different architecture for the scanning system than we used in 2000. This new architecture saved us from having to add more sites."

A more integrated capture operation

According to Mario Hendricks, Lockheed Martin's census practice and DRIS paper channel lead, the new design enables a single scanner to be used in multiple paper processing clusters. "In 2000, each scanner was tied to a specific cluster," he explained. "For DRIS, we've embraced the concept of a pool of scanners producing images that are pulled from a queue by clusters as they need them. We've employed a ratio of one-and-a-half scanners per cluster.

"Baltimore and Phoenix, which will handle 40% of the workflow each, have 12 clusters and 18 scanners. Jeffersonville has nine scanners and six clusters. We will staff each cluster with 22-25 people."

Lockheed has also substantially improved the workflow associated with DRIS. "We'll be using a much more integrated workflow than in 2000," said Wessler. "In 2000,

ON DEMAND REPLACEMENT MAILING NIXED

There will be no print-on-demand jobs related to the follow-up mailing for the 2010 U.S. Census. When we first talked with **Census Bureau** consultant **ADI** about the advantages of scanning Census forms in color, one reason given was the potential to use multiple print-on-demand shops for targeted replacement mailings. The thought was that using color imaging would create greater tolerances in print quality, enabling the Census Bureau to utilize a wider variety of contractors to fulfill the requirements of printing millions of follow-up forms [see *DIR* 8/20/04].

"We determined it would be impossible to print 40 million forms in the two- or three-day window we have to get it done," said Tracy Wessler, the U.S. Census Bureau's program manager for DRIS and printing contracts. "April 1 is Census Day, on which we are encouraging everybody to make sure they have sent in their forms. A few days after that, we'll utilize the information captured from the envelopes we've received to create a replacement mailing list.

"We're already prepared for blanket mailings for certain geographical areas that we have determined as potentially low-response. In addition, we have millions of forms pre-printed to which we will add addresses. Anyone that doesn't mail in their initial or replacement form will be targeted by an enumerator."

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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

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each processing center had its own reporting system. As a result, headquarters was receiving a lot of separate files from each site. It will now be receiving a more integrated set of data.

“One benefit is that we will have a much easier time moving work from one site to another, which will make disaster recovery more expedient. In 2000, it would have been near impossible to recover from a disaster. We’ve also integrated our workflow with our telephony system.”

The advantages of color

Of course, one key improvement to DRIS has been the incorporation of color document images into the data capture process. This enables DRIS to use electronic color dropout, which has increased the range of colors that can be used on Census forms. “In 2000, we used a red lamp to do color dropout, which limited the form designs we could use,” said Hendricks. “Also, if anyone filled out a form in red ink, the information was dropped from the image and it had to be keyed manually.”

According to Wessler, one requirement of the DRIS contract was that the system be set up to allow designers to maximize usability of forms with respect to people rather than machines. “The colors we had to use for the 2000 forms were limiting and bleak,” she said. “There is a whole science related to designing things so that people will respond to them.

For the 2010 forms, we were able to open up the tolerance levels and allow the designers much more flexibility.”

Hendricks cited the design of bi-lingual Census forms as an example of the advantages of color scanning. “It’s something as simple, but helpful, as using a light cyan background for the Spanish sections and a green background for English sections,” he said. “You couldn’t do that with a lamp for drop-out.”

Hendricks added that keyers who enter data that can’t be captured automatically by DRIS, OCR/ICR and OMR technology also respond better to color. “This especially comes into play when dealing with forms on which writing instruments like light pencils are used, or if there are food and coffee stains on them,” he said. “In these instances, data can disappear during a bi-tonal conversion, but a keyer looking at a color image can still make out the text.”

This has helped the Census Bureau move towards its goal of eliminating key-entry from paper in DRIS. “In addition to forms where data was dropped, in 2000, we had some form types that, because the templates would have been so difficult to set up, we decided to key enter,” said Wessler. “This time around, we decided if the form couldn’t be machine read, we re-designed or eliminated it.”

DOCUMENT IMAGING AND THE 2010 U.S. CENSUS

Complete Timeline

1993: Rochester, NY-based consultant ADI begins consulting with the Census Bureau on the use of electronic document imaging technology.

1996: RFP issued for system to process the 2000 Census.

1997: Lockheed awarded \$49 million contract for system to capture data from 2000 Census forms.

2000: Electronic document imaging technology used for the first time in U.S. Census operations.

2001: ACS is subcontracted by the Cerebral Palsy Research Foundation to assist in the creation of more than 1 billion microfilm images from the digital TIFF files used for data capture in the 2000 Census. The microfilm will be submitted to NARA as the official archive copies of the census forms.

Feb. 2005: RFP issued for DRIS (Decennial Response Integration System), which will be used to process the 2010 Census forms.

October 2005: DRIS contract, valued at approximately \$500 million, awarded to Lockheed Martin. In addition to a data capture system, the contract includes staffing the DRIS centers.

2006: Birmingham, AL-based IBML awarded scanner contract for DRIS.

2007: Testing of mobile computer-based data collection system (being developed by Harris Corporation) determines that it will not be functional enough to accommodate field data collection by census enumerators.

2008: Dress rehearsal for DRIS completed.

2009: IBML delivers 44 ImageTrac IV high-speed scanners to the Census Bureau. This is 25 more than was originally ordered—which accounts

for additional paper forms being submitted by enumerators.

Feb. 2010: Census data being collected by enumerators in some rural areas that are hard to reach by post.

March 2010: Census processing operations begin.

Mid-March 2010: Census forms delivered to households by USPS.

April 1, 2010: Census Day—Census Bureau encourages households to make sure they have mailed in their forms.

April 10, 2010: Replacement questionnaires delivered.

Sept 1, 2010: Goal to have completed data capture from Census forms.

Dec. 31, 2010: First set of population data delivered to the Federal government.

March/April 2011: More detailed population data delivered to the Federal government.

The majority of forms being captured by DRIS are 25.5-inch x 11-inch pages. The enumerator-collected forms are the same size but have a different layout and require an additional template. The bi-lingual forms are a booklet that will be guillotined before being scanned. This year, there will be none of the forms historically known as “long forms.”

NARA to accept electronic images

Wessler indicated that capturing all forms as color images should also prove beneficial for archiving purposes. “Eliminating data entry from paper means that all the paper will be captured as images up front,” she said. “Also, color images will provide a more complete and accurate representation of all information on the forms. Granted, no one is allowed to view the forms for 72 years, but from a genealogist’s point of view, being able to view, in color, any notes made in margins, for example, will be a big advantage.”

And Wessler added that it appears the **National Archive and Records Administration** (NARA) is ready to accept digital images from the Census Bureau. If you remember, in 2000, after electronic images were captured for data processing, they had to be transferred to microfilm before being submitted to NARA, at a cost of some \$16 million to U.S. taxpayers [see *DIR* 12/21/01].

“We are still in negotiations with NARA, but right now we believe it is not a question of whether we will submit images digitally,” said Wessler. “We are actually negotiating how the digital images will be delivered. We are discussing variables like the type of image and media they will be delivered on.”

Improving accuracy

The images are initially being captured as 200 dpi JPEGs. These color images will be utilized for key entry, QA, and archiving. Bi-tonalized versions, created from the color JPEGs, will be submitted to DRIS’ OCR/ICR and OMR engines. “Starting with color images will give us more control when creating the bi-tonal images; this should help increase the accuracy of the recognition technology,” said Hendricks. “It will enable us to customize exactly how much we want to leave behind when doing forms removal.”

A lot of the automated data capture technology in DRIS is similar to what was used in 2000. “However, a lot of the software has been refreshed,” said Hendricks. “In addition, we’ve gone with less off-the-shelf and more customized software developed by Lockheed specifically for survey processing.”

The accuracy requirements for the OMR data are 99.8%, while hand-printed data field accuracy level

requirements are 99%. “We expect approximately 80% of the hand-print fields to be recognized automatically, with the other 20% key entered,” said Hendricks. “We’ve done work with digital test decks to ensure we hit these levels. During the process, we also do a random sampling for quality and to measure the accuracy of the keyers.”

A brief timeline for DRIS

DRIS processing operations are scheduled to begin on March 4, with limited volumes of paper, mostly related to the work being done currently in the rural areas by enumerators. Census forms will be delivered to households by the USPS in the middle of March. “We expect to begin processing more than a million forms per day by the middle to the third week of March,” said Wessler. “Shortly after we hit that first wave, we’ll hit our full capacity of 2.5 million forms per day. We’ll maintain that level for a couple months, and by the end of August should be down to a few thousand forms per day.

“Our goal is to have all the data processed by Sept. 1. After that, there is still a ton of work to do at headquarters before we deliver our population numbers to the President on December 31. A more detailed population count will be delivered in April 2011.”

For more information:

[http://www.documentimagingreport.com/index.php?id=1777;](http://www.documentimagingreport.com/index.php?id=1777)
[http://2010.census.gov/2010census/;](http://2010.census.gov/2010census/)
[http://www.census.gov/procur/www/2010dri/index.html;](http://www.census.gov/procur/www/2010dri/index.html)
<http://www.lockheedmartin.com/products/census-systems/index.html>

Panasonic Upgrades Workgroup Line

Panasonic Systems Networks Company of America has upgraded its workgroup scanner offering, with the introduction of the new KV-S1045C. The 1045 is rated at 40/80 ppm/ipm in both color and bi-tonal at 200 dpi. This represents a 35% speed increase over the KV-S1025C, Panasonic’s legacy workgroup model, which was introduced in 2006 [see *DIR* 5/5/06]. Panasonic will maintain both models going forward, but has dropped the price on the 1025 to a list of \$995. The 1045 is being introduced at \$1,295.

The 1045 has all of the features of the 1025, including the ability to capture hard cards and full-size documents in a mixed batch, long-document scanning, Panasonic’s proprietary double-feed prevention roller, and an optional flatbed. It also maintains the same small footprint and under-10-pound weight. New features on the 1045 include

ultrasonic double-feed detection, a 75-page ADF, and a 1,500 page per day recommended duty cycle.

According to a press release, the 1045 is “optimized for high-volume front-office deployment in vertical markets such as health care, insurance, transportation, government and financial services.”

For more information:

<http://www.documentimagingreport.com/index.php?id=1806>;
<http://www.panasonic.net/pcc/products/scanner/kv-s1045c/index.html>

FCPA Takes Aim At Front Office Production Scanning

Fujitsu Computer Products of America (FCPA) is attempting to break new ground with its fi-6800 production scanner, introduced earlier this month. Rated at 130/260 ppm/ipm at up to 300 dpi in color, the 6800 is designed to offer high-volume performance in a footprint more often associated with lower volume models.

“We consider the 6800 to be a front-office production scanner,” said Scott Francis, FCPA’s senior director of product marketing. “Sure, it can be used in the back-office, but with its smaller footprint and low noise level, it’s a great fit for organizations like banks, where you have employees sitting in cubicles scanning mortgage forms.”

The 6800 represents FCPA’s fastest rated scanner. The 5900, which was launched in 2006, is rated at 120/240. “When we introduced the 5900, we considered it to be a segment buster among mid-volume production scanners,” said Francis. “And, it has, in fact, become the top selling model in that segment. The 6800 offers mid-volume speed, but with a footprint closer to a workgroup model.”

The 5900, which lists for \$24,995, is still FCPA’s workhorse. It weighs 110 pounds and has a recommended daily duty cycle of 100,000

THE COMPETITION FOR THE 6800

The 6800 is probably most directly competitive with **Canon’s** imageFORMULA DR-X10C, which was introduced in 2008 [see *DIR* 4/4/08]. The X10C is rated at 128/256 ppm/ipm at 200 dpi in bi-tonal and, like the 6800, has a recommended daily duty cycle of 60,000 scans. The X10C also has a relatively small footprint for its speed and weighs 88 pounds—which is 24% more than the 6800, but still relatively light for a high-speed scanner. Like the 6800, the X10C is priced very aggressively, with a list of \$17,995.

For more information: <http://tinyurl.com/DRX10C>

documents. The 6800 measures 12.2” height x 18.1” width x 17.8” depth and weighs just 71 pounds. It lists for \$19,995 and has a recommended daily duty cycle of 60,000 scans.

The 6800 includes a **Kofax** VRS 4.5 Color Graphics Adapter board and VRS Professional with bar code recognition.

According to Kevin Neal, FCPA’s product manager for production scanners, the board enables the device to run at rated speeds with most VRS features turned on.



FCPA’s new fi-6800 offers high-volume speeds with a front-office footprint, as well as a very aggressive price point.

Other production-level features in the 6800 include Fujitsu’s intelligent multi-feed function, which enables special multi-layered documents, like pages with sticky notes on them, to pass through without stopping the scanning. The 6800 also has active stacking and paper protection features designed to ensure neat output no matter how fast the scanner is running. On the front end, it has a 500-page ADF designed to handle batches of mixed-sized documents.

The 6800 is FCPA’s first scanner to employ an LED lighting system. This is the technology we first saw used in production scanning by **Böwe Bell + Howell** in its Ngenuity line introduced last year [see *DIR* 3/6/09]. LED bulbs take less time to warm up than the fluorescent lamps traditionally used in document scanners. FCPA also touts the LED lighting as helping “significantly decrease” the 6800’s power consumption, “and the scanner uses less than 4W while in sleep mode,” according to a press release.

“It also runs quietly, at 55 decibels or less,” added Neal.

With the 6800, FCPA has introduced a new version of its *ScandAll Pro* batch capture application. *ScandAll Pro 1.8*, which comes bundled, has an Automatic Image Quality Checker (aiQC) feature that will highlight thumbnails of images with possible quality issues, such as folded corners, during a batch preview. The aiQC feature enables users to re-scan the highlighted images and have them replaced in the same sequence in a batch. aiQC can be used as an alternative to VRS, which will actually stop a batch when it detects a sub-par image.

Another ease-of-use feature that FCPA has introduced on the 6800 is an improved control panel that features an LCD screen, through which users can adjust 24 different scanner settings.

FCPA's on-site service is available for the 6800. The scanner will be shipping in March.

For more information: <http://tinyurl.com/fi-6800>; <http://www.ImagingService.com>.

Kodak Upgrades Scan Station, Truper, and LVP Lines

Kodak announced a number of upgrades to its scanning product line earlier this week. These include a new centralized administration tool for its Scan Station 500 network scanner, the introduction of an entry-level model into its i1400 low-volume production (LVP) line, and a refresh of the Truper series it picked up with the acquisition of B \ddot{o} we Bell + Howell.

The 500 is the revamped network scanner that Kodak introduced last year [see *DIR* 3/6/09]. "We had a very successful year in 2009 with the Scan Station 500," said Will Hebert, worldwide portfolio business manager, distributed capture, Kodak Document Imaging. "A good percentage of our business has involved customers installing multiple scanners. The demands of these distributed deployments drove us to come out with a new network administration tool."

The new administration client can be used to manage up to 500 devices. "It enables users to see a list of all their networked Scan Stations, as well as the configuration of each unit," said Hebert. "Administrators can click on individual scanners and perform tasks like rebooting or reconfiguring."

"One-on-one administration of network devices can be time consuming and it doesn't give administrators the view into their networks they would like. We hope this new tool will make it easier to manage network deployments of the Scan Station."

The network administration tool works seamlessly when users are running the Kodak client on the Scan Station. Kodak also bundles an **NSi AutoStore** client, for configuration with the *AutoStore* capture process server. "The *AutoStore* client is mainly controlled by the *AutoStore* server tools," said Hebert. "However, even if you're running *AutoStore*, you can still use the Scan Station tool to do reboots and other functions."

Hebert indicated that today Kodak is focused only on managing its own network devices. "It would be nice to have a tool to manage every networked MFP under the sun," he acknowledged. "However, that was a bridge too far to cross for this release. It is certainly a possibility for the future."

Kodak also announced that it had doubled the recommended daily duty cycle for the Scan Station from 500 to 3,000 pages. "We didn't make any changes, we just ran more tests and realized we had understated its capabilities."

LVP for the SMB

Between the i1400 line and the Truper series, Kodak now covers a good swath of the LVP landscape. The LVP segment has historically included devices priced \$6,000-\$12,000, but with prices declining and speeds increasing, those parameters have become a moving target. The new i1405 is rated at 45 ppm/90 ipm and advertises a recommended daily duty cycle of 9,000 pages. These numbers fall into the LVP range. However, the i1405's list price of \$3,995 fits more with the "departmental" segment.

"This product is especially targeted at the SMB," said Chris Reece, worldwide product marketing manager, production capture, Kodak Document Imaging. "With the i1405, we are aggressively going after the entry level in the LVP space."

The i1400 series was introduced in 2007. It features a dual-lamp camera design for improved image quality, a straight-through paper path for handling a wide variety of document types and thicknesses, and ultrasonic multi-feed detection [see *DIR* 7/20/07]. The i1405 carries all these features, with a list price \$1,000 less than the previous entry-level duplex model, the i1420. The i1420 has a rated speed of 60/120. There is also an i1440, which is rated at 75/150 and now lists for \$5,995 (after starting out at \$8,495). There is a simplex i1410 that is rated at 60 ppm and lists for \$4,495.

Kodak has also re-evaluated the recommended daily duty cycles on its i1400 series and now lists them as 9,000, 12,000, and 15,000 pages for the i1405, i1410/i1420, and i1440, respectively.

Faster Trupers

The Truper series was originally introduced by Bell + Howell in 2005. The 3200, a 67 ppm/106 ipm model that includes a ledger size (11.7 x 17-inch) flatbed, was shown at AIIM that year [see *DIR* 6/17/05]. In 2006, Bell + Howell introduced a sheet-fed only model, the 3600, with the same specs. Both products are manufactured by **Panasonic** through an OEM agreement.

The new 3210 and 3610 models feature the same external design as the legacy models, but have been upgraded internally. They are now rated at 90/180 for bi-tonal, grayscale, and color 200 dpi images. They have also had their recommended daily duty cycles increased by 50% to 15,000 pages. Finally, the Truper's long document scanning capabilities have been increased to handle documents of unlimited length broken up into 100-inch segments.

Like the previous Truper versions, the new models come with **Kofax** VRS, end user replaceable feeder rollers, advanced color dropout to improve OCR results, a switchable (black/white) background, and ultrasonic multi-feed detection with a multi-feed ignore option.

The new Trupers are the first legacy BBH products to be officially re-branded with the Kodak name. According to Meg Yocum, Kodak's DI's worldwide product manager, for the Truper, Sidekick, and Ngenuity lines (the former BBH products), Kodak will continue to market the 3600 and 3200. The 3610 and 3210 (which includes the 11.7 x 17 flatbed) will be introduced with list prices of \$6,995 and \$8,495, respectively. The 3600 and 3200, which were introduced at similar price points, currently list for \$5,995 and \$7,495.

For more information:

<http://www.documentimagingreport.com/index.php?id=1811>;
<http://tinyurl.com/i1405>; <http://tinyurl.com/Truper3210>;
<http://tinyurl.com/Truper3610>; <http://tinyurl.com/SS500>.

Imaging A Key Component For Meaningful Use

Document imaging plays a vital role in meeting the federal government's meaningful use requirements for EMR (electronic medical records) implementations, according to **Hyland Software**. Hyland has historically been one of the leading ECM providers to the healthcare industry. The Cleveland-based ISV recently released *OnBase for Meditech* as a follow-up to its acquisition last year of **Meditech**-focused document imaging software developer Valco Data Systems [see *DIR* 7/3/09]. *DIR* caught up with Susan deCathelineau, Hyland's healthcare manager, who discussed how document imaging and ECM can help hospitals and physicians receive reimbursements from the federal government. [Editor's note: In this article we are using "EMR" as an umbrella. Falling under this umbrella are EHR (electronic healthcare record) systems, which we are considering responsible only for electronically born records.]

"We see EHR as effective for capturing about 60-

75% of patient record information," deCathelineau told *DIR*. "However, there are another 25%-40% of records that comes in as paper content outside the EHR system. This includes information on clinical reports, EKGs, consent forms, photographs, etc.

"Through its integration with EHR systems, *OnBase* enables hospitals, doctors' offices, and ambulatory care facilities to access both their data and paper information in one place. If everything can be accessed through a single interface, doctors are going to be more inclined to use the system, and one of the goals of any EMR implementation is end-user adoption. This not only should improve patient care, as it ensures that doctors don't miss any information, adoption is part of the criteria for meaningful use."

deCathelineau said that Hyland can also help health care providers meet requirements for sharing information. "We have moved outside the imaging realm and offer portal technology for both physicians and patients," she said. "We participated in a recent HIMSS [Healthcare Information and Management Systems Society] conference on interoperability among multiple systems and using these systems to exchange and share records across organizations. It's our vision to facilitate exchange of both electronically and paper born records."

The third way in which *OnBase* can help users with meaningful use is by capturing important data that will help organizations meet reporting requirements. "As I mentioned earlier, even if healthcare organizations collect the majority of their information through EHR, there is still a good bit coming in on paper that should be included in their clinical reports. Our system can not only be used to capture images, but also the data from paper documents. This data can then be considered when running the reports that the federal government is asking for."

A more versatile option

Of course, EHR vendors are not blind to the value of document imaging, and over the past few years most of them have added a component for capturing and managing paper records. It's always been Hyland's contention that this type of image-enablement falls short of the capabilities offered by *OnBase*. This includes the potential to use *OnBase* in multiple areas of a healthcare operation, including accounting and human resources.

"The [*OnBase*] technology is critical in today's healthcare environment," said Dimitri Cruz, CIO of **Bayonne Medical Center** in Bayonne, NJ, in a Hyland press release. "It brings together data and paper-based content to not only create a more

complete patient record, but also to help us work smarter in administrative departments.”

Cruz said that installing *OnBase* cost a third of what it would have to upgrade the organization’s Meditech system. “Meditech is promoting version 6.0 of its software as the one that complies with meaningful use requirements,” said deCathelineau. “We say that with our technology, users can achieve meaningful use and delay their upgrades.”

deCathelineau said one more advantage of going with Hyland’s software over the imaging/ECM included in EMR systems is that a single instance of *OnBase* can be integrated with multiple EMR applications. “Especially due to practice or hospital acquisitions, we are hearing about many organizations trying to tie together environments from multiple vendors,” she said. “*OnBase* has integrations in both the hospital and ambulatory markets. We can capture content and integrate it with multiple systems.”

deCathelineau concluded by saying that healthcare organizations are currently looking very closely at what they need to do to meet EMR meaningful use requirements. “In 2011, meeting those requirements will begin to impact Medicare and Medicaid reimbursements,” she said. “Initially, organizations will be eligible to receive additional payments, but eventually [from what we’ve seen, 2015 or later] they will start being penalized for not meeting these requirements.”

For more information:

<http://www.hyland.com/English/IndustrySolutions/Healthcare/>

<http://www.documentimagingreport.com/index.php?id=1787>

AIIM EXHIBITORS, FROM PAGE 1

proved a valuable opportunity to meet with our reseller and ISV partners. This year, in addition to a meeting room like we had last year, we are looking at a booth. We think, with the economy in a better state, it may be a worthwhile investment.”

FCPA rival **Kodak**, which did not exhibit last year, will have a booth this year—on the AIIM side of the floor. Scanner vendors **Canon**, **IBML**, **BancTec**, **OPEX**, and **Plustek** are also signed up to exhibit, as well as microfilm capture specialists, like **nextScan**, **Wicks and Wilson**, and **Crowley**.

Capture Software Vendors Pull Out

One vendor that will not have a booth for the first time in more than 15 years is **AnyDoc Software**. President Sam Schrage told *DIR*, “I can’t see going back to Philadelphia for the fourth time in six years. If they hold the event in New York or Chicago next year, we’ll definitely consider going, but we don’t see the value in going back to the same city two years in a row.”

Kofax, a rival of AnyDoc’s in the capture space, will not be exhibiting for the second year in a row, and **ReadSoft** is not on the exhibitor list either. **EMC**, which has a number of ECM technologies in addition to capture, has a booth, as do **Datacap**, **I.R.I.S.**, and **CVision**. There will be plenty of other ECM-focused ISVs on hand as well.

For a complete listing of who’s exhibiting at AIIM 2010, being held April 20-22 at the Pennsylvania Convention Center in Philadelphia, go to <http://www.aiimexpo.com/>

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