*February 21, 2014*

### EASE OF USE, SCALABILITY HIGHLIGHT FINEREADER 12

New network deployment capabilities, more accurate table extraction, improved efficiency features, and compatibility with Windows 8 are some of the highlights of **ABBYY's** FineReader 12 OCR application, which was announced last week. "Our primary objective when we do a product refresh is to continue to increase accuracy," said Angel Brown, director, product marketing for ABBYY's OCR products. "We also want to add features that make the software easier to use.

"Also, while we've been making inroads with FineReader focusing primarily on the SOHO and SMB space, with the new release of our Corporate Edition, which has network installation capabilities, we expect to move deeper into the small enterprise and departmental level at large enterprises. End users now have the capability of rolling out systems for potentially thousands of users, and we will be offering volume licensing discounts."

FineReader 12 Corporate Edition starts at $399 to work with a dual core processor and $599 for a quad-core version. FineReader 12 Professional lists for $170.

Leveraging ABBYY's ADRT (Adaptive Document Recognition Technology) IDR, FineReader 12 improves table recognition by up to 40%, which means users have to spend less time tweaking their results. Users can also save time by extracting items like tables and quotes without having to apply OCR to an entire document. Along those same lines, users can now extract text from single pages, while OCR processing of an entire document carries on in the background.

For more information:
http://bit.ly/FineReader12PR

## Nuance Embraces Multi-Source Capture

*Latest version of ShareScan features Email & Folder Watching service.*

At one time, the term "eCopy" was synonymous with scanning from MFP devices. More than once I have been told, "I'll make an eCopy of that and send it over to you." That's not to say the person was necessarily utilizing eCopy's ShareScan technology, but over the years, many people also made "Xeroxes" with Canon, Ricoh, and other vendors' devices.

Despite that type of brand recognition, the management of eCopy has never quite been satisfied with its product's market penetration. This dates back to when eCopy was independently held and has carried over to its days as part of **Nuance** Document Imaging (Nuance acquired eCopy in 2009). Over the years, eCopy management has made several attempts at increasing adoption— perhaps most significantly introducing different tiers or bundles of ShareScan, which are still in use today.

Still, in a presentation previewing the recent release of ShareScan 5.2, Nuance estimated that eCopy technology can currently be embedded in only about one third of the MFP and scan devices "serving the professional market." "Our challenge is figuring out how to deliver ShareScan's capabilities beyond going through our kiosks and the MFP touch panels that we integrate with today," said Ed White, product manager for Nuance Document Imaging.

With ShareScan 5.2, which was announced last week and will be made available through Nuance's eCopy partners over the next month, Nuance is trying to expand ShareScan's addressable market with the introduction of a new Email and Folder Watching service. Basically, this service enables users to scan or move files from their desktops to network folders from which they are picked up by ShareScan and entered into a capture workflow. This workflow can include image processing, adding meta data to files, and connection with back-end systems. ShareScan can also be set to retrieve files from preset e-mail addresses.

"With ShareScan 5.2, we are taking a finite addressable market and opening it up to include more MFPs, as well as desktop scanners, desktop applications, and mobile devices, including tablets and phones," said White. "One reason we are doing this is that our customers want a consistent capture application they can deploy across their enterprises, regardless of the devices their users have access to. In addition, they want to be able to submit any type of document, whether it's an image or electronically generated document, to their ShareScan workflows.

"Once in this workflow, ShareScan can apply processes like naming, indexing, recognition, formatting, and automatically routing the documents to back-end systems. This enables our partners to be able to offer solutions built around document workflows, document conversions, and collaboration. Those types of applications are where end users' budget money is."

**The bottom line is that ShareScan's new Email and Folder Watching Service is designed to expand the software from an MFP capture solution to an enterprise-wide one.**

So, what's so big about a folder watching/e-mail capture service? After all, don't most capture applications already offer a feature similar to this? According to White, ShareScan differentiates itself in two main areas: scalability and ease of use. "ShareScan has the ability to handle multiple document processes at the same time," he said. "Also, with a single license, users can deploy it across as many servers as they would like. Each server can be used to process multiple jobs and multiple servers can monitor from the same job queue. The scalability is infinite with no extra cost for the user except for the processing power they want to throw at it."

The list price for the ShareScan Email and Folder Watching Service is $949 and it can be added to any of the three ShareScan bundles. (The bundles are sold by MFP vendors attached to their devices.) Each license is good for 100,000 pages per year. Higher volumes can be addressed with additional licenses.

White touted ease of use as related to the configurability of ShareScan workflows. "ShareScan features separate administration pieces for IT and for users," he said. "IT doesn't want to configure workflows for every department. They want to provide departmental managers with tools that they can configure themselves.

"For example, with ShareScan, the head of human resources, not IT, can set up HR workflows for the head of HR in individual departments. And, if there are any issues or bottlenecks, the head of HR can be notified first, instead of IT. The bottom line is that the jobs are configurable and manageable by process owners."

ShareScan has a very mature set of tools to enable advanced capture, processing, and exporting. This includes a long list of Connectors that have been written to back-end ECM and workflow systems.

The Email and Folder Watching Service can be configured to include descriptive XML files associated with document files that can be ingested into a back-end system. This enables users to take advantage of ShareScan's meta data capture capabilities, such as database look-ups. "We have one client that has used our SDK to build a workflow to connect ShareScan with an Oracle module," said White. "Through that workflow, they are capturing meta data for files that are being submitted to SharePoint. They've done that with our traditional ShareScan deployment, but that same type of integration can be created utilizing the Email and Folder Watching service and packaging the meta data in a descriptive XML file."

### Expanded ShareScan use cases

Following are some potential use cases for the Email and Folder Watching Service being introduced in ShareScan 5.2:

■ **backfile and bulk conversions:** For several years, ShareScan has had the ability to connect to the TWAIN and ISIS drivers included with production scanners. The new service enables ShareScan to connect with any type of scanning device, as well as receive bulk submissions of electronic images and documents already being stored on disc.

■ **distributed capture**: White noted that this is particularly relevant in the healthcare market, where many organizations utilize desktop scanners. They can now submit captured files, including meta data, directly from desktops into ShareScan. The service can also be used to pick up documents faxed to network folders.

■ **mobile capture:** Users can now e-mail images captured with phones and tablets to addresses that feed a ShareScan workflow.

### Addressing enterprise capture

The bottom line is that ShareScan's new Email and Folder Watching Service is designed to expand the software from an MFP capture solution to an enterprise-wide one. It should enable organizations to standardize on ShareScan as a universal capture, process, and routing solution for a variety of applications throughout their organizations. This is a much better proposition than having to mix, match, and support multiple capture products and implementations.

In fact, this direction is in line with the industry trend toward developing multi-source or multi-channel capture solutions. From a competitive standpoint, Nuance almost had to expand ShareScan this way, as traditional batch capture vendors like **Kofax** certainly haven't been shy about their desire to expand into MFP capture.

The Email and Folder Watching Service should also be attractive to Nuance's MFP partners. For one, it continues to differentiate ShareScan from their own, less comprehensive capture packages. It also provides MFP vendors and dealers with an advanced capture solution to help them move toward what many have professed as an important goal—the ability to compete seriously in the ECM space as a way to diversify revenues and make them less hardware dependent.

Of course, as always when working through the MFP channel, as eCopy primarily does, there remains a challenge in educating the dealers on selling and deploying the more advanced ECM solutions that a product like ShareScan 5.2 makes possible.

For more information: http://bit.ly/ShareScan52PR

# AIIM Touts New Format For Service Provider Event

Bob Zagami has been a part of the document imaging service provider industry for a long-time. And he's been participating in the **AIIM** Service Provider Executive Forum (SPEF) for as long as I can remember. So, it's really not a surprise that he is serving as the chair of this year's event.

However, even though Zagami long been associated with SPEF, he is not one to just equate longevity with success. Far from it— Zagami, in fact, is serving as an agent of change and has helped re-invent the event, whose old format had outlived its usefulness. For the first time, this year SPEF will be co-located with the annual AIIM Conference, which is being held April 1-3 at the Hyatt Regency Grand Cypress in Orlando, FL.

"After our last event, which was held in Albuquerque in 2012, we knew we wanted to do something different," Zagami told *DIR*. "We decided not to do anything in 2013 and wait until this year and introduce a new format. A lot of people still seem to be looking at it as the same old SPEF, just delayed a bit—but that is definitely not the case."

For one, according to Zagami, co-locating with the AIIM Conference will provide SPEF attendees with access to potentially 750 AIIM attendees, many of

whom are document management users and/or will be looking for solutions to document problems. "SPEF and the AIIM Conference are two separate events," he stressed. "But several keynote sessions are being shared, and SPEF attendees will be able to interact with the AIIM attendees during coffee breaks between sessions, in the halls, and be able to sit in on the AIIM roundtable discussions if they want."

In addition, SPEF has designed its educational sessions keeping in mind what has received the most positive feedback in the past. "We are holding a whole day of end user presentations, where we will have high-quality end users discussing their problems in front of service providers who might have a solution," Zagami said. "This has been a big hit in the past.

"In addition, we've brought back round tables for SPEF. Following the educational sessions, they give attendees an opportunity to discuss what was just presented, do some networking, and connect with kindred spirits."

Zagami compared the changes in SPEF to the changes the AIIM Conference went through when it was re-launched in 2011. "This is really the third year of the re-branded AIIM event," said Zagami. [AIIM had a previous event that is sold to Advanstar in 2002. After partnering with Advanstar for several years, AIIM broke off and started a new event with more of an educational, rather than expo, focus.]. "AIIM has built its conference up well—from 400 attendees the first year, to 600 last year, to hopefully 750 in Orlando this year.

"AIIM has proven you can build out a successful educational conference. We hope to do the same thing with SPEF. People should think of this as the first year of the new SPEF."

In addition to end user presentations, there will be sales improvement sessions, as well as an initial look at the results of AIIM's *2014 State of the Service Provider Industry Survey*. There will also be several business partners with tables, who will be available to discuss their service-provider oriented offerings. So far, **ABBYY, Crowley, OPEX, Parascript, Visioneer**, and **Dexik** have signed up—with more opportunities available.

Zagami said the event is being marketed to traditional AIIM SPEF attendees as well as some new organizations that he sees moving into the

market. "For traditional service providers, it's important to realize that they can't compete on price," he said. "That's a fatal mistake, especially as large scale conversion projects continue to dry up. It's the same thing that happened in the micrographics industry 20 years ago.

"Service providers need to add value to scanning projects. They'll be lucky if they can get in the door talking about scanning. They need to focus on areas like BPO, BPA, and advanced coding, and offer specialized solutions targeting areas like A/P and medical claims. They need to help customers learn new ways to do business, and SPEF is a great place to get an education on how to do this.

"If they don't adjust, the end of life for their businesses will be coming sooner than they expect it. If service providers are still doing the same thing they were 10 years ago, they need to either re-invent their businesses or they soon will have nothing left of value. I've heard people complaining about the price of SPEF, but if you can't spend $1,000 to make an effort to improve your business, I don't feel sorry for you." [Early bird rates are in effect until Feb 28.]

SPEF is also hoping to attract facilities management providers as well as some MFP dealers. "The facilities management professionals and MFP dealers are really starting to expand more deeply into scanning," said Zagami. "A lot of them, however, still don't understand the power they potentially have with their customer bases.

"I had a representative from an MFP vendor tell me, 'We are missing the boat. We are telling our partners to hire document management salespeople and are expecting them to sell software like they sell MFPs. We should be telling them to open service bureaus. That's a recurring revenue model that dealers can better relate to.'"

Zagami concluded by stressing that 2014's SPEF is an exciting new event. "Not only are there going to be some great educational opportunities," he said. "By co-locating with the AIIM Conference, attendees will have the opportunity to share a hotel and conference space with 750 senior managers with ECM needs," he said. "And everyone will be wearing name badges. If you can't get one or two prospects out of that…well, we can't do everything for you."

For more information: http://bit.ly/AIIMSPEF14

> "A lot of people still seem to be looking at it as the same old SPEF, just delayed a bit—but that is definitely not the case. People should think of this as the first year of the new SPEF."
>
> -Bob Zagami, SPEF event chair

# Yahoo! Licenses Accusoft HTML 5 Viewing Technology

**Accusoft** has signed a contract with **Yahoo**!, which is utilizing the Tampa, FL-based ISV's Prizm Content Connect HTML 5 viewer in its e-mail application. The Sunnyvale, CA, Internet Corporation has more than 270 million e-mail users worldwide. They are now utilizing Accusoft's technology to view e-mail attachments—most commonly PDFs and Office formatted documents.

"Yahoo! spent quite a bit of time putting our technology through benchmarking tests before licensing it," said Russ Puskaric, Accusoft's VP of sales and marketing. "Yahoo! was impressed with its stability and scalability. It had to scale to handle millions of document conversions and views per hour without crashes or delays. With the implementation, we are aiming for sub-100 millisecond document load times."

Prizm Content Connect is based on the technology Accusoft acquired with Adeptol a couple years ago [*see DIR 11/4/11*]. It works with more than 300 different file types. It can be deployed with either HTML 5 and Flash clients. Yahoo! is deploying the HTML 5 version so users avoid any plug-ins. It works with most modern browsers.

Prizm Content Connect also features streaming technology that enables it to load whichever page a user wants to view without having to load the whole document first. "If I want to go to page 160 of a 300-page PDF, for example, it will immediately load that page," explained Puskaric.

On the back end, Prizm Content Connect can be deployed in either Windows or Unix server environments. "Yahoo! uses an enterprise Linux sever," said Peter Nuffer, a sales engineer at Accusoft.

According to Puskaric, Yahoo! has signed a multi-year technology licensing agreement with Accusoft. "The license covers corporate-wide use," he said. "There are no restrictions as to where they can take our technology, so you'll probably see it in other areas. E-mail preview is just the initial target."

Puskaric said that Prizm Content Connect has been deployed successfully in a number of environments by other organizations, including in conjunction with ECM and e-discovery. "We've seen it deployed as a viewer for **IBM** and **EMC** ECM systems," he said. "The publisher **R.R. Donnelley** is utilizing it to provide document viewing in its online dealroom. They like our secure encryption capabilities and well as the 24/7 support that we offer."

Nuffer concluded that the Yahoo! deal is exciting because it shows the scalability of Prizm Content Connect. "It shows our file conversion and viewing technology can work with an enterprise class back-end," he said. "But it's scalable for applications of all sizes."

For more information:
http://www.accusoft.com/prizmcontentconnect.htm;
http://bit.ly/AccuSoftRRDonnelley

# Digitech Introduces New E-Forms, Upgrades Workflow

With its ImageSilo technology, **Digitech** established itself early on as a leader in the hosted document imaging and management market. Over the years, as the both the cloud and document management markets have matured, Digitech has moved to advance its technology to keep in step. The latest release of its PaperVision Enterprise software, the platform on which its hosted ImageSilo offering is based, features new e-forms and workflow technology.

"Scott Matthews, our CTO, tells everyone that at the end of the day, we intend to be the 'King Daddy' of workflow," joked Sean Morris, director of sales for Digitech. "The direction we've seen the market take is that our customers are no longer satisfied with scan, store, and archiving their documents. They are moving toward wanting to process everything in real time and automating those processes throughout their organizations.

"To address this we've redesigned our workflow to make it easier to use and also extended its capabilities. The idea is to enable resellers to create new workflows for their customers within minutes. One thing we've done is enable them to copy steps and components from one workflow and install them in another.

"We have developed a tremendous set of tools to improve the interface. In a future release we plan to extend our workflow so it is able to reach into other enterprise applications. Customers definitely want more capabilities from workflow and want it offered under a single umbrella. Digitech is a company our customers know and have been doing business with for years. They like to keep coming to us for additional functionality because they trust us, rather than having to bolt-on another vendor's software."

### Mobile friendly forms
Digitech followed this same concept when

introducing its new e-forms technology. "There have been e-forms products in our space for a number of years," said Morris. "But to provide our customers with them, our resellers have had to go to another vendor and then bolt the technology on to ours. Our customers told us they wanted a Digitech developed e-forms product supported by us. We have delivered that and are making it available as a module within our PaperVision Enterprise suite and ImageSilo."

Digitech is focused on delivering HTML forms to its customers. "Last year, we made great strides in the mobile space with our browser-based viewer technology," said Morris. "Utilizing HTML forms lends to their being used in mobile environments."

E-signature capabilities are included. "These are also mobile friendly," said Morris. "They can take advantage of the signature capabilities inherent in tablets. With PCs, users can sign utilizing their mouse."

Digitech is pricing its e-forms module in what it considers to be a simple and affordable fashion. "There is a lot of e-forms pricing out there that is very confusing," he observed. "It's based on submissions, so every time somebody fills out a form there is a charge. That puts a lot of limitations on users. With our module, users pay a flat rate and they can create as many forms as they want for internal or external consumption."

Morris noted that final pricing is up to Digitech's resellers. "However, we've priced the e-forms module so it can be affordable for any size customer—including those with only one or two seats of ImageSilo."

Rebecca Wettemann, VP of **Nucleus Research**, echoed Digitech's sentiments regarding users hoping to get more functionality out of their ECM vendors. "Many businesses have covered the basics of ECM and are now turning to additional options like workflow, electronic signatures, and e-forms to further boost the ROI from their technology investment," she said. "Unfortunately, most have had to bolt together options from multiple vendors to get a complete solution. PaperVision Enterprise includes all three options as a seamless, fully-integrated suite, making it easier to share data between functions and easier to implement than a multi-vendor solution."

### Revamped reseller conference

Digitech debuted its new technology, which was included in the PaperVision Enterprise R77 release, at its recent Digitech Systems University conference. "We changed the format of our annual event this

year," said Morris. "The feedback we got from resellers is that they wanted more hands on training with the products. So, we spent a lot of time getting everybody up to speed.

"It was a reseller-only event, and we had a huge percentage of relatively new people show up. I think having some new products that really enable our resellers to put a lot on the table from a single vendor, helped fuel the fire. We got a lot of feedback that we are headed in the right direction."

We concluded our conversation by asking Morris about Digitech's sales of ImageSilo, which, as we noted, is one of the most mature SaaS/cloud ECM products on the market. "For us, the pendulum has swung, and the majority of our new customers buy ImageSilo," he said. "It's been that way for awhile."

Fore more information:
http://www.documentimagingreport.com/index.php?id=2547

# Kodak Alaris, Inofile Integrate Paper into Direct Exchange

### New solution enables smoother transfer of medical records and helps providers meet meaningful use requirements.

Ramping up for next week's HIMSS (Healthcare Information and Management Systems Society) event being held in Orlando, **Kodak Alaris** has announced another partnership. The document scanning and capture vendor has gotten together with cloud service provider **Inofile** to create a solution designed to facilitate the exchange of healthcare records. It will be marketed under the Kodak ConnectCare umbrella, a new branding initiative we discussed last issue [*see DIR 2/7/14*], and utilize Inofile's Kno2 cloud offering.

"Our technology serves the entire healthcare continuum," said Therasa Bell, president and CTO of Inofile. "It offers a way to capture and structure unstructured clinical content and format it so it can be used in EMRs (electronic medical records systems) and for sharing."

Inofile's current platform includes three product offerings with Kno2 being the newest—announced this week. It focuses on the exchange of healthcare information among providers. "If you look at the particulars of the **CMS** (the U.S. government's Centers for Medicare and Medicaid Services) Meaningful Use Stage 2 requirements, they call for direct and structured exchange among all providers in the healthcare spectrum," said Bell. "By partnering with Kodak, we can capture paper

content at a scanner and use our cloud service to create a structured exchange of that information. This fills in a gap for providers who still utilize paper records or have a hybrid system. It enables them to fully participate in the Direct exchange initiative."

If you recall, meeting the CMS' Meaningful Use requirements is the path to the reimbursements offered by the federal government for EMR adoption. Stage 1 Meaningful Use deadlines have already passed with Stage 2 deadlines starting to go into effect this year. "Our technology can serve both those who wish to comply and those who I call the victims of compliance," noted Bell. "A small nursing home might still be utilizing a paper-based EMR system, but has to exchange information with a large hospital that will be utilizing the Direct exchange format.

"We can convert any information exchanged to the format needed on either end. So, if the nursing home is set up to receive faxes, we can convert the hospital's communications to a PDF that can be used to mimic a fax workflow."

Added Dolores Kruchten, president of Kodak Alaris Document Imaging, "Many small- to mid-size providers have been unable to cost justify implementation of EMR, leaving them without options to securely communicate various forms of healthcare information in a timely manner to support patient-centered care objectives. We are excited to combine our world-class document imaging technology and Inofile's Kno2 Direct Messaging technologies to introduce a solution that enables any provider to transform and communicate patient information securely and electronically."

Inofile has partnered with Kodak previously for its other offerings. It has developed patented technology for connecting PC-driven scanners to its cloud service. "On Kodak scanners with Smart Touch functionality, buttons on the scanner can be used to initiate scans and talk to our cloud," said Bell. "On Kodak's network scanner, an application to connect to our cloud can be installed right on the device."

Kno2 is being offered through a variety of channels including select Kodak Alaris resellers. Both companies will be exhibiting at HIMSS. This is the second healthcare partnership Kodak Alaris has announced ahead of the event. While the Inofile partnership is focused on patient records, the previously announced partnership, with cloud service provider **HTI**, is focused on the billing and administrative side of healthcare.

"For the past few HIMSS events, we exhibited mostly in the booths of our partners," said Jody Miller, Kodak Alaris' business development director for healthcare. "This year we are really re-focusing on the event, with our own booth where we will be promoting our ConnectCare Solutions sub-brand."

For more information:
http://www.documentimagingreport.com/index.php?id=2545;
http://www.documentimagingreport.com/index.php?id=2551
http://inofile.com/solutions/kno2/

# Visioneer Focuses on Growing Channel

**Visioneer** is working to build up its channel. *DIR* recently caught up with Jim Tamo, the scanner vendor's SVP, worldwide sales, to discuss Visioneer's participation as a business partner at **AIIM's** upcoming Service Provider Executive Forum (SPEF) event. While on the call, Tamo and Visioneer PR Director Danielle Cook let us in on a yet-to-be announced scoop: Visioneer has signed a distribution agreement with **Tech Data Europe**.

"Working through a channel plays to our strengths in enterprise solutions," said Tamo. "We certainly have consumer grade devices, our sub-$500 and mobile products—and that won't change. But, the bottom line is that our growth is in the $800 products and up."

Tamo noted that Visioneer has played in the production space, which is the primary focus of SPEF, for several years now. "It started through a partnership with Bell + Howell [announced in 2008, see *DIR* 2/22/08], which resulted in the Xerox DocuMate 765," said Tamo. "Today we have the DocuMate 4799 and 4790 models, which are rated at 112 ppm (at 300 dpi) and 90 ppm respectively, and at the top end have a recommended daily duty cycle of 40,000 pages per day.

"Those scanners are not a huge leap for us, based on our legacy in the workgroup market. They're not $100,000 devices, but if you look at the market, you're seeing $40,000 devices replaced by $10,000 devices—and that is where we play. This is nothing new to me, as when I worked at Xerox we went from selling $80,000 production printers to three years later selling $20,000 production printers.

"We're not necessarily looking to go to SPEF and hook on with a couple large service bureaus. But, it's a good event to foster some mindshare and talk to some potential partners. We are putting our time in, and hoping that when the opportunity does come up for a hardware purchase, the people we talk to might not be looking for a 200 ppm device.

Maybe a 100 ppm device with a strong software bundle will be just what they need."

Last year, Visioneer began bundling **Office Gemini's** Diamond Vision Enterprise Edition capture application (which carries a $2,000 list price) in its higher end models [*see DIR 9/6/13*]. Visioneer also bundles **Kofax's** VRS Basic in its 479x series. (Models with VRS Professional are available for an upgrade fee.)

Xerox and Office Gemini will also be strongly represented at the Visioneer table at SPEF. "Yes, there will be a lot of service bureaus there, but we're hoping to see resellers, ISVs, and even MFP dealers as well," said Tamo. "Through our work with Xerox, we are seeing that as MFP dealers migrate toward more of a services and solutions model, document management is a valuable opportunity that plays into that.

"This can include leveraging MFPs for scanning, but it can also include backfile conversion. We're starting see a gray area develop for projects that might be smaller—not the 500,000- or million-page projects you saw in the past that only service bureaus could handle. But smaller projects that a dealer might be able to do themselves with a production scanner."

### Improved European strategy

The partnership with Tech Data Europe gives Visioneer formalized value-added distribution in Europe. "It gives us coverage in 14 countries throughout western Europe," said Tamo. "Previously, our European sales were handled through Xerox's direct sales force. But, that was more reactive than a strategic way to go to market. When someone ordered a scanner, we would follow-up through Xerox and fulfill it. We really didn't have a channel presence.

"Now, we will be working with Tech Data to market and advertise our products, as well as recruit resellers. We have been off and running since January with substantial stock being posted in Europe. We've already attended a few Tech Data international shows."

**Dicom**, which was recently acquired by French-based VAD and systems integrator **Spigraph**, will continue to provide service for Visioneer installations in Europe. "Dicom will continue to be the backbone for service and support," said Tamo. "We wanted someone else to go to market with so there wouldn't be any conflict of interest."

Tamo concluded that Visioneer is focused on increasing its reach in the production scanning market. "Visioneer, through our Xerox brand, is very interested in increasing our number of production partners," he said. "Those could be service bureaus, ISVs, resellers, in-house users, etc. We see a great need and opportunity to focus on this with an eye for corporate production environments in collaboration with Xerox. For this reason we bundle Office Gemini's Diamond Vision in six Xerox DocuMate scanners, have additional partners and our own experts to help customize workflows, and provide premium service and post-sales support."

For more information:
http://bit.ly/Visioneerproduction;
http://www.techdata-europe.com

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