February 4, 2011

VENTURE MONEY TO FUND ADDITIONAL ERP INTEGRATION

Image Integration Systems, which has historically specialized in adding image and workflow technology to J.D. Edwards implementations, is expanding its market. The Toledo, OH-based ISV recently announced it has secured a round of funding from **Plymouth Management Company**, an Ann Arbor-based venture capital firm. The money will be used to move forward IIS' plans for integration with the **Oracle** E-Business Suite and **SAP's** ERP software.

"In our 18-year history, we have been fully focused on document and content management and workflow, specifically linked to J.D. Edwards," said Joe Links, director of sales for IIS. "We have hundreds of J.D. Edwards customers using our software and the purpose of the investment money is to help us expand our integration to other big ERP systems.

"On the table right now is the Oracle E-Business Suite [EBS]. Oracle owns J.D. Edwards, and because of that, we go to all the major Oracle trade shows. So, we're already doing marketing in a location where there are a lot of EBS customers. At these events, a number of EBS users typically will tell us that we have exactly what they are looking for. But we have not been ready for them."

Links said IIS's experience, especially in automating A/P, often gives it an advantage over Oracle's own imaging and workflow software. "We have the knowledge and reference sites necessary to convince customers that they ought to think about automating their A/P departments," he said. "Virtually all our customers use our technology at least in A/P.

Laserfiche Prepares for Tornado

We've certainly written a lot about the evolution of SharePoint contributing to the positioning of content management as a true enterprise technology. **Microsoft** is not the only ECM vendor benefiting from content management's maturity. Laserfiche recently reported 14% growth in 2010, driven primarily by larger, more wide-reaching implementations of its ECM software.

"We are certainly seeing ECM being adopted more often as an infrastructure play," said Andy Wang, director, ECM strategy, for the Long Beach, CA-based ISV. "Traditionally, content management has been deployed in a single department to solve a particular business problem. But now, as the concept of shared services is starting to catch on, we're seeing organizations say, 'if it works in A/P, why not try it in HR?'

Andy Wang, director, ECM strategy, Laserfiche

"As a result, we're starting to see an expansion of our accounts into enterprise deployments. In 2011, for example, we sold about the same number of server license as we did in 2010, but our growth was driven by bigger, wider-reaching deals. For many organizations, expanding their current content management application into another area makes sense, because it's simpler than going through a new deployment and the associated RFP."

According to Wang, Laserfiche has spent that last two years preparing itself for more mainstream adoption of ECM. This has included expanded international sales efforts, increased training, and securing a joint-DoD 5015.02 certification with Microsoft SharePoint. "We think ECM is entering the phase of maturity that Geoffrey Moore refers to as 'the tornado,'" Wang said. "Last year, we focused on building up the infrastructure to handle rapid adoption."

International and IT attendees up

Although Laserfiche's international sales actually grew

a little less than North American sales in 2010, the international market was well represented at the recent Empower 2011 Laserfiche Institute Conference held at the LAX Hilton. [Regretfully, *DIR* editor Ralph Gammon was unable to attend due to some travel complications.] "This year, 20% of the attendees were from outside the U.S., which accounted for almost the entire increase in attendance from 1,200 to 1,400 people," said Wang. "We also saw more attendees with IT titles.

"I think 75% of attendees had an IT title. As content management becomes more of an enterprise infrastructure play, it's probably natural that we'd have more IT personnel at the conference. In addition, even though IT budgets may have been cut the least of any budgets in recent years, they are still under increased scrutiny. I think this increases the desire for education, which helps IT directors back up their decisions to implement Laserfiche software. Finally, I think we are seeing a lot more IT-related jobs replacing traditional jobs."

These IT attendees helped fill up the majority of the hands-on labs offered at Empower. This was probably a natural follow-on to a year which saw more than 1,000 people complete Laserfiche's Certified Professional Program in its first full year of operation. In 2011, Laserfiche plans to make seven different certifications available.

"For Laserfiche, it's important to empower systems administrators," said Wang. "But, we have to stress to our resellers that we are not trying to cut them out of the professional services loop. We tell them that we don't expect them to make a living configuring basic services. We'd rather they spent more time with services like integration to third-party applications. That is the type of work which makes our product more sticky, gives users more bang for their buck, and is a win-win for everybody."

Wang added that in 2011, we can expect to see more integration of Laserfiche's software with third-party apps on the corporate level. "We recently worked with **Salesforce.com** engineers to complete an integration with their application," said Wang. "We have PeopleSoft integration targeted for the first quarter and a new SAP integration targeted for the second quarter. We were at the Salesforce.com's recent Dreamforce event and plan to do more of those types of events going forward."

Focus on federal, other markets

The SharePoint integration surrounding DoD 5015.02 certification was more opportunistic than strategic. When it became clear that SharePoint 2010 was not going to achieve this records management certification on its own (despite several RM-related improvements and original expectations that it would), Microsoft began looking for partners to help it satisfy federal government customers [*see DIR* 5/7/10]. Laserfiche, which has a long-standing relationship with the agency that does the certification testing (the JIOTC), came forward and its software was joint-certified with SharePoint

2010 this summer [*see DIR* 7/2/10]. **Open Text** has followed suit and recently announced its own joint-certification with SharePoint 2010. [http://www.documentimagingreport.com/index.php?id=2038].

Wang indicated that the 5015.02 certification, along with some other factors, have Laserfiche putting final plans in place for opening an office in the Washington, D.C. area. "We expanded heavily into the federal market last year," said Wang. "Some of this had to do with our long-time partner **General Dynamics**, with whom we have more than 250 federal accounts—a lot of them very high profile, moving the servicing of all those to us," said Wang. "They are just going to focus on new business. We've also reached an agreement where we can finally talk about these accounts, which will give us increased credibility in the federal market.

"We also expect education to be a bigger market for us in 2011. We have decided to focus on four verticals going forward: government, education, healthcare and financial services."

Hidden costs of SharePoint

Although Laserfiche offers integration with SharePoint 2010, Wang said smaller shops will often choose to go with SharePoint or Laserfiche, depending on their more prevailing content management needs. "If they want true document imaging capabilities, they go with us; if they are looking more for collaboration and dashboard functionality, they go with SharePoint," he said. "Larger shops may have the resources to prop up both. However, in joint proposals, we are often seeing SharePoint take up a larger chunk of the budget than originally proposed.

"SharePoint appears to be cheap up front, but you need to put a lot into it, because it doesn't come out of the package working the way users want it to. You have to be willing to pay for customization and then wait in line, because good SharePoint integrators are few and far between, and there is a lot of competition for them. Because of this demand, they can charge an arm and a leg.

"With SharePoint, the total cost is often disguised. It might look good at first, but you need a five-year ownership study to really know the costs. I'm not sure if these hidden costs are a permanent condition, or just something artificially created by the current bottleneck on the services side."

Fully loaded

Wang concluded that unlike Microsoft and some other ECM vendors, Laserfiche does not market its software on a cost-per-seat basis. "We market by the total cost of a solution," he said. "We basically include all our functionality in every seat. We think this is the proper way to deliver ECM, especially as it becomes more commoditized.

"Our CEO, Nien-Ling Wacker, likes to compare ECM technology to mobile phones. She says you wouldn't buy a phone that only offers only calls, or texting, or a camera. You want as much of that technology in a single package as you can get, and ECM should be the same way. It brings the software closer to providing a total solution."

For more information: http://www.laserfiche.com/conference/home.aspx

Kofax Driving Toward Increasing Market Cap

There is certainly no shortage of rumors surrounding **Kofax** at any given time. Last month, one proved true, as the Irvine, CA-based document capture technology specialist finally sold off its European hardware distribution business [*see DIR* 1/21/10]. According to CEO Reynolds Bish, Kofax had been seriously looking to sell for about a year-and-a-half.

"When I first came to Kofax, in November 2007, I spent three months getting to know the company, and then made some recommendations to the board," Bish told *DIR* during an interview at Kofax's recent Transform Americas conference in San Diego. "This resulted in changes we began making in Feb. 2008. These changes were all focused on putting the software business on a firm foundation for growth.

"They included renaming the company and restructuring it to do away with decentralized decision making. We restructured the sales force, upgraded executive management, and upgraded our sales leadership and resources. We also made an $8-10 million investment in the company's technology infrastructure, which prior management had neglected. Finally, we made two acquisitions that negated a competitive disadvantage we felt we were at against **ReadSoft**.

"These changes were all completed by Sept. 2009. At that point, I told everyone we were beginning to think about the long-term value of, and a strategy for, the hardware distribution business. Last July, we announced some restructuring designed to reduce overhead, which put the distribution business on a path toward improved profitability. In the meantime, we were examining a multitude of alternatives.

"They included potentially selling it to a strategic buyer, which would have probably resulted in significant redundancies and the end of some VAR and supplier relationships. We also considered keeping the business and investing in it, or just shutting down the whole thing. At the end of the day, we decided the best outcome for everybody involved was to sell to a private equity company."

According to Bish, one financial analyst asked what took so long for Kofax to pull the trigger. "If you consider how integrated and interwoven the hardware business was with the rest of the company when I arrived, you can begin to understand what a large task it was to carve it out as a separate operation. This included both financial and personnel matters—right down to the receptionist level. We had to carve out assets and liabilities like pensions and other items.

Reynolds Bish, CEO, Kofax

"Also, the hardware business revenue was declining approximately 2-4% annually, and it was facing increasing margin pressures. Overall, its business was degrading, which means it wasn't that easy to pull off a sale."

Investment community applauds

As many speculated, from the day Bish was hired, it was probably just a matter of time before the distribution business was sold. After all, unlike previous CEO Rob Klatell, who had an extensive background in distribution from his time with **Arrow Electronics** [*see DIR 12/16/05*], Bish, since co-founding the predecessor to Captiva Software in 1989, has worked almost exclusively in the software industry.

"Unlike in years past, when I joined Kofax, there really wasn't much synergy between the hardware and software businesses," Bish said. "For the first couple years, it wasn't that we were in love with the hardware business, or necessarily wanted to keep it, it was more a case of all our focus being on the software business and doing what we could to get that area on a firm foundation for the future.

"If you go back and compare the year-over-year revenue results and operating margins of both businesses, you can see that while software is growing very well, the hardware business has been deteriorating. It didn't take a rocket scientist to say that maybe the hardware business was a distraction and that we should probably dispose of it to put all

our focus on software."

Bish acknowledged that this is the view he thinks most of the investment community was taking. "You can see evidence in what happened to our share price when it was announced we were selling the distribution business," said Bish. "In addition, I think investors recognize that there is a lot of consolidation going on in the enterprise software industry, and that Kofax is probably going to be acquired in the next three to five years—whether we want to be or not. However, they felt nobody was going to want to buy Kofax if the hardware business was still attached. In effect, it was acting as something of a poison pill."

U.S. Stock offering on way

So far, in the last two issues we've addressed two of the most popular rumors that have been surrounding Kofax—the disposition of its hardware business and a potential acquisition. How about a third one: that the company is planning on moving its stock from the London Exchange, where it is currently traded, to the Nasdaq, where Bish had so much success with Captiva—increasing its market capitalization more than 20 times in a little over three years before finally selling out to **EMC** in 2005.

"If you go back over the last five years and compare the multiples assigned in the U.S. and the U.K to companies like Kofax, occasionally, they may converge, but repeatedly they'll separate again," said Bish. "Consistently, you'll see much better valuation in the U.S. markets. That can't be ignored. It's quite possible that in the future, we will do an IPO on the Nasdaq or the New York Stock Exchange.

"Also, if you look at some of the moves the company has made, like hiring an American CFO and moving our management team to the U.S., as well as changing our reporting currency to the U.S. dollar—and some other things that will come out in the next few months, it's a logical conclusion a U.S. offering might happen. Not that we'd abandon our public listing in the U.K., we'd maintain both. Basically, we'd sell new shares in the U.S. to raise money. This would create the opportunity for the U.S. investment community to buy into Kofax and give us a bigger war chest for our acquisition strategy."

So, there you have it. As we've said before, it certainly sounds like Bish has some grand plans for Kofax before the company is finally sold out to a larger entity. Stay tuned for coverage in *DIR*.

For more information: www.kofax.com

Christian Ramps Up Kofax Marketing Programs

As **Kofax** grows into its role as an enterprise software company, it makes sense to introduce marketing programs that have been successful at that level in the past. To implement these types of programs, last summer Kofax brought in former FileNet and **IBM** sales and marketing executive Martyn Christian as its new CMO. *DIR* caught up with Christian at the recent Kofax Transform conference in San Diego, where he shared some of his plans to take Kofax's marketing to the next level.

Christian spoke highly of his time at IBM, which acquired FileNet in 2006. Christian had been at FileNet for 18 years prior to the acquisition and during that time worked closely with current Kofax CEO Reynolds Bish when both were members of the AIIM board. For the past two years, Christian had been working primarily with large FileNet ECM accounts in the U.K. and Ireland.

Martyn Christian, chief marketing officer, Kofax

"There is a lot of potential at Kofax," said Christian, who has moved back to southern California after spending two years in Europe. "Kofax is a growing business with a high quality management team. It was a combination of things that got me excited about joining the company."

Christian broke down his goals into two main areas of focus: improving the productivity of Kofax's sales and marketing team and fueling growth. "The productivity improvement is very much an internally focused process," he told *DIR*. "There are three or four projects we are working on to streamline the way we go to market. These involve pipeline generation, managing the channel, and implementing a new marketing automation package. The way Kofax has been going about its marketing was not in-line with some of the best practices strategies I learned at IBM."

Christian said that fueling growth is closely related to Kofax's product strategy. "You may have noticed the absence of a product roadmap at Transform," he said. "However, behind the scenes, we have been working on our vision and pulling together our strategy for the future. We've been considering input from our technical team, as well as some of our large customers, and melding that with some of my

experiences."

Christian said Kofax would like to create a more consistent connection between the way Kofax is marketing its products and the solutions its customers want to buy. "For instance, when we use terms like 'enterprise capture' and 'business process automation', how do they meet customers' wants and expectations? To more effectively position Kofax, we are working with some of the same consultants that helped me reposition FileNet in the ECM space."

Part of Christian's revamped marketing strategy is the implementation of an industry solutions program targeted at specific vertical markets. "The goal is to bring together a set of knowledge and understood processes into packages that show customers what is possible," he said. To head up this program, Kofax recently hired former IBM executive Denise Rueb as its senior director of industry solutions marketing.

For more information:
http://www.kofax.com/news/article.asp?id=1057;
http://www.kofax.com/news/article.asp?id=1131

Cloud not a major focus

Don't expect a huge investment in a cloud or software as a service (SaaS) offering to be part of Kofax's product roadmap in the near future. CEO Reynolds Bish said he's not sure that capture software lends itself very well that that type of delivery.

"We use multiple SaaS apps at Kofax, but I'm not sure it really works for our software," he said. "First of all, we have partners that offer BPO services, which are effectively the same thing as hosted capture applications. Second, we typically sell our software on a fairly rapid ROI that isn't as clear when you start talking about paying per click.

"Finally, if you look at most of the successful SaaS applications, they don't have as demanding a user-interface as document capture does. If you look at applications in areas like CRM and HR, they aren't nearly as complex as a capture application trying to maximize throughput."

VRS for phones on way

Maybe the cloud is on the backburner, but Kofax is exploring opportunities related to another hot IT trend—mobile computing. At Transform, CTO Anthony Macciola showed a prototype of a VRS-type application running on a smart phone. Macciola said that Kofax expects to generate revenue from this app before the end of the calendar year. [Although Kofax may have to call it something else. Apparently, in the mobile phone

world, VRS stands for "visual relay service," a feature which enables "deaf and hard of hearing individuals to have telephone conversations with hearing people."]

From what we understand, Kofax is also working on integrating VRS with MFPs. This has historically been a challenge because of the onboard image processing done by most MFPs. Kofax's goal is to apply VRS before this processing is done. Here's a link to a blog post by Macciola on that topic: http://tinyurl.com/VRSMFP

For more information:
http://www.kofax.com/vrs-virtualrescan/

Cranel Not Interested in Europe

U.S. based value-added distributor **Cranel** has no interest in becoming a world power. The Columbus, OH-based document imaging specialist indicated it had no interest in acquiring **Kofax's** hardware distribution business, which would have given the company an international presence. Rather, Cranel is focusing on expanding the services it offers to North American value-added resellers (VARs).

"We've always looked at ourselves as focused on North America," said Scott Slack, VP of marketing for Cranel. "We think we have enough room to grow in our own backyard, and when you get into Europe, the market strategy changes significantly. You really need to develop country-based strategies. This can include different pricing and language issues, not to mention logistics involving product sourcing and currency exchange."

Slack acknowledged that selling hardware has become a very tough way to make a profit. "We've created a three-pronged strategy—and selling hardware is a piece of it. While hardware remains a fundamental core area of our business, the margins on it are very poor. Our second prong is making sure that every piece of hardware is appropriately serviced. We spend a lot of time educating resellers on the importance of service annuities, which are a more efficient way of generating revenue than just selling iron.

"Our third element is putting an increased emphasis on software. Software is really the differentiator for VARs, and, depending on their level of sophistication, we can offer service help with software. Software is an area of growth for us, and we offer a number of capture products as well as some ECM repository software. We have been investing in building our pre- and post-sales support

personnel and are in the process of taking our software support to the next level.

"So, while hardware is where our big inventory costs are, and it's important that VARs have their hardware strategies in place, it's basically an enabling technology. We have 20 field-based salespeople sitting across the table from VARs talking to them about service and software as well."

For more information:
http://www.cranelimaging.com/

OPEX Gaining Momentum in Document Processing Market

We caught up with Mark Smith, director of strategic alliances for **OPEX** at Kofax Transform. He said that the introduction of an improved drop scanner and a new extractor have begun to pay dividends for the Moorestown, NJ-based manufacturer. Both devices came out in 2010 and are designed to help the company transition deeper into the document processing market from its roots in remittance processing. Improvements were made in the scanner's image processing and the extractor's ability to handle thicker envelopes that contain multi-page documents [*see DIR 5/7/10 and 5/21/10*].

"We're starting to see more integration with software from vendors like **Kofax**, **Brainware**, **AnyDoc**, and **Fairfax Imaging** that play in the document capture space," said Smith. "We've also been working with their resellers, some of which handle the integration of our scanner with the capture software. There are increasing opportunities in the market for us as our remittance partners look to crossover into document imaging and traditional document imaging ISVs look to utilize our technology to help them get deeper into the remittance processing space."

OPEX's scanners have a fairly unique design, in which most of the document preparation is done by the scanner operator immediately before the document is dropped onto the scanner. "One of our scanners was recently tested by the U.K.'s **National Health Service** and found to be three times as efficient as a sheet-fed model," said Smith. "This was basically due to reduced prep time. We focus on consolidating prep and scan in a single step."

For more information:
http://www.opex.com/prod_docscan.php

BCS Adds SharePoint Support

Also, on the show floor we saw Jon Gibson of **BCS Systems** in Houston. BCS is an ISV and systems integrator that we covered last year, which specializes in connecting ERP and ECM systems. Its flagship product, iConnect, can be used as an alternative to conventional capture software. It basically maps meta data directly from ERP applications to ECM systems [*see DIR 4/23/10*].

BCS was exhibiting as part of the SharePoint Partner Pavilion, a new section at Transform. BCS was showcasing its new integration with SharePoint. Systems integrators **KeyMark** and **DocPoint Solutions** were also exhibiting in the pavilion.

For more information:
http://www.bcssys.com/default.asp?id=1

Stimulus not driving rapid EMR adoption

Finally, we picked up a couple of notes on the healthcare market while at Transform. One reseller, which specializes in EMR systems, told us the latest stats show that only 11% of hospitals in the U.S. currently have EMR implementations. "There also seems to be some question about where all the promised stimulus money is going to come from," he said. "This is holding back adoption."

Regardless of the stimulus, we thought the representative from **Cerner** ProVision Document Imaging Solutions made a compelling argument for the implementation of document imaging and workflow in hospitals. "I'm not trying to be callus when I say this," he stressed. "But, basically, as soon as a patient is discharged, their chart becomes cash to the hospital. The hospital has expenses to pay and making that chart electronic enables them to pay their bills faster."

For more information:
http://www.cerner.com/uploadedFiles/CPDI_Catalog.pdf

ABBYY Introduces Cloud Service for Ad-Hoc Users

ABBYY continues to push forward with its strategy for making recognition technology available on the cloud. Last month, the Moscow-based OCR/ICR developer announced the new www.ABBYYonline.com, which offers online document and language conversion for ad hoc users. For between $.05 and $.15 per page, users can convert their static images into a variety of text-rich formats.

"You've heard ABBYY talk about the cloud for several years," said Joe Budelli, VP of sales for ABBYY USA. "We offer different levels of services to different segments. This new service is aimed strictly at the ad hoc, SOHO, and consumer markets."

To utilize ABBYY's FineReader Online OCR and Document Conversion cloud-based service, a user uploads scanned or photographed images of documents, such as JPEG, TIFF, or DjVu files, or PDF files, and selects one of several output formats. These include .doc, .rtf, .xls, and .txt files, as well as searchable PDFs. FineReader can recognize 37 languages, including Latin, Cyrillic, Armenian, and Greek characters, and supports recognition of multilingual (up to three languages at time) and multi-page files. It also recreates formatting elements, such as bulleted and numbered lists, columns, and tables.

"Because we're targeting occasional users, we've designed a very easy-to-use interface," said Wendy Wang, senior product marketing manager at ABBYY. "It's basically a three-step process."

The demo *DIR* saw was also very fast, with 20 pages being converted in less than two seconds. Files can be downloaded immediately by the user, or the user can request an e-mail notification with a link. ABBYY will store converted files for up to 72 hours.

"The e-mail notification option is part of our effort to broaden the market for recognition," said Budelli. "It's for people who might be taking a picture of a document, or even a box, with their smart phone and uploading it from there. They might not be able to, or not want to, save files on their phone, so they can have the output file e-mailed to them and access it on their PC."

The cloud app is based on the latest technology in ABBYY's retail software. This includes the improved processing of images captured with cameras, which was introduced in FineReader 10 [*see DIR 10/16/09*]. The cloud app does not include a verification step. "If users want to upgrade, they can always purchase our retail product," said Carmela Wong, ABBYY's VP of marketing. "This offering is aimed at people who do not think of capture as part of their everyday lives.

"If you're doing batch capture, for example, you probably want to use something else. That said, we see this cloud offering as a great way to introduce users to recognition."

ABBYY is offering its OCR service free for up to 20 pages per month. "We have packages starting at 20 pages for $3.00 and falling in cost per page with

increased volumes," said Wong. "The pages never expire and users can earn free pages by recommending the site to others."

In addition to its new mass market cloud offering, ABBYY continues to offer higher-end hosted options. "We have a number of Fortune 1000 and other organizations that have set up private clouds with our technology in the past 24 months," said Budelli. "We're also talking with VARs, as well as BPOs, about how they can utilize some of our cloud infrastructure to extend their offerings. Finally, we're talking to our OEM customers to see how we can bring them into the cloud."

In addition to OCR, ABBYYonline offers dictionary and translation services.

Wong concluded that because the new cloud offering is aimed at expanding the market for recognition, ABBYY will be trying out some new marketing avenues. "This is a non-traditional OCR offering, so it makes sense to utilize a somewhat non-traditional marketing campaign," she said. "We are definitely looking to leverage social media to educate potential new users on the value of OCR."

For more information:
http://www.documentimagingreport.com/index.php?id=2030;
http://www.abbyyonline.com

NEW CAPTURE PRO VERSIONS AVAILABLE

Kodak has announced the availability of Capture Pro v3.0, as well as the Capture Pro Software Network Edition. We previewed both last fall [*see DIR 10/8/10*]. For more:
http://www.documentimagingreport.com/index.php?id=2051

IIS FUNDING, FROM PAGE 1

Many use it for HR, quality assurance, and other types of documents as well. We understand the basic processes in these areas, and it's just a matter of adjusting them to our customers' specific business needs."

Links expects the integration with Oracle EBS to be completed this summer. "The target date to have the software ready is July 1," he said. "We plan to start ramping up our marketing in April, which is when the Oracle Collaborate users' event is being held."

IIS is also upgrading its SAP integration. "We have a number of J.D. Edwards users who have migrated to SAP and brought our software with them," said Links. "We already have a certified integration with SAP. However, some of the investment money will be used to complete the remaining 25% of the work we need to get our SAP offering where we want it to be. We will also ramp up our marketing around SAP."

Links added that integration with the **Microsoft** Dynamics platform could follow. "We can only take on so much at a time," he cautioned.

The investment by Plymouth is the second from its new fund "Plymouth Venture Partners Fund II." Plymouth Partner Bob Savage will take a seat on the IIS board. Savage is the founder of **Savage Consulting,** a Toledo-based firm, which provides "management and financing strategy services for early-stage and high-tech companies."

For more information: http://tinyurl.com/IISVC; www.docusphere.com; http://www.plymouthvc.com/

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