

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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February 5, 2010

THIS JUST IN!

RUDOLPH ACCEPTS POSITION WITH PFU EMEA

Long-time imaging sales and marketing executive Doug Rudolph has accepted the general manager of marketing position for **PFU Imaging Solutions'** EMEA operations. Rudolph had been employed as the VP, product management and business development, for **Fujitsu Computer Products of America's** (FCPA) Imaging Products Group. Both PFU and FCPA are wholly owned subsidiaries of **Fujitsu Limited**, which is headquartered in Japan.

"The position became available as a result of the reorganization related to Fujitsu's selling off its hard drive business [see *DIR* 11/6/09]," Rudolph told *DIR*. "There is already a great team in place in Europe, and my appointment is part of an initiative to bridge the U.S. and European teams and create more of a globally-focused organization. Together, we are responsible roughly 70% of Fujitsu's overall scanner business."

Rudolph will oversee marketing at PFU's three European business units, which are based in the U.K., Germany, and Italy and cover 139 countries. "I have a solid knowledge of our European partners and the market from my role at **Kofax**, where I managed a European team." Prior to joining FCPA in 2007, Rudolph worked at Kofax for 14 years and oversaw worldwide OEM and VRS sales.

Rudolph will be based out of PFU's U.K. office, located near Heathrow Airport. He is scheduled to begin his new job the week of Feb. 14.

For more information:

<http://www.fujitsu.com/emea/about/fel/#>

Examining Some New SaaS Plays

There is certainly a lot of scuttlebutt in the ECM industry about cloud computing and software as a service (SaaS). For this issue, we caught up with four different companies touting hosted ECM initiatives—all in different areas of business and stages of maturity. We began with a discussion with Juergen Biffar, co-founder and co-president of traditional document imaging ISV **DocuWare**. His company recently set aside one million Euros to be used over the next two years on Web-based development—including browser-based and SaaS (software as a service) initiatives.

We then had a conversation with representatives from browser-based capture specialist **CAPSYS** and open source document management ISV **KnowledgeTree**. These two companies have formed a partnership that could potentially create a completely hosted imaging and document management solution. Finally, we talked with former **EMC** executive Prateek Kathpal, who is now the CEO of a company called **Adeptol**. Adeptol has developed an AJAX-based (zero footprint) universal viewer that can be deployed in SaaS environments.

All these conversations were enough to make our head spin, as SaaS adoption is very much in the early stages in the document imaging market—and the concept of the cloud is still being defined. But, this hasn't stopped cutting edge development focused on these areas by forward thinking businesses convinced this is where the software industry as a whole is headed—dragging document imaging with it.

DocuWare's bet on the future

"We clearly see the future in Web-based, browser-based, and SaaS technology," said DocuWare's Biffar. "So far, most of the success in SaaS has been on the lower-end, with e-commerce-type solutions. Sure, you have **Salesforce.com**, but after that, who do you have that has been really successful in the B2B space? Part of the problem has been that traditional business applications are too hard to deploy and use.

“When mid-sized companies license a SaaS application, they don’t want to have to integrate it. They want to configure it, which is what Salesforce offers. I think there is a wide market for SaaS, but, we have to simplify our applications and make them more plug-and-play.”

DocuWare, which is approximately a \$15 million-a-year business that sells almost exclusively through value-added resellers, will increase its annual R&D spend approximately 15% so it can focus more on Web-based technologies. DocuWare currently does not have a SaaS offering. It did introduce a zero-footprint, browser-based client in 2008 [see *DIR* 6/6/08], which Biffar said is now being utilized in about half the company’s new projects.



“We have stakeholders in our traditional business, who have questioned why we would take one million Euros and invest it in something that won’t make any money for two to three years.”

– Juergen Biffar, DocuWare

“To transfer the entire functionality and quality of our traditional client to a browser-based environment is a huge effort, and we want to accelerate that process,” said Biffar. “That’s where half our additional spending will go. The other half is related to SaaS. We will have new challengers in this area that we do not know from our traditional business. To overcome these challengers will require money.”

When asked specifically who these challengers might be, Biffar offered that it will be a combination of start-ups and established businesses not currently competing in the DM market. “We have stakeholders in our traditional business (which is making all our money at this time), who have questioned why we would take one million Euros and invest it in something that won’t make any money for two to three years,” he said. “But, I think we have to be careful to look out for potential competitors who are currently being filtered out, because they don’t sell through the same channels we do. Our resellers, for example, are not that interested in SaaS, which is understandable. But, while at this point, it may appear there is no market for SaaS, and this could lead us to think we don’t have to do anything to address it—we think this would ultimately be the wrong way to go.”

This is not the first time DocuWare has gone down a path where positive results weren’t immediately obvious. We remember a visit to our office in the late 1990s by a pair of DocuWare executives to discuss the potential of the MFP dealer channel selling document imaging software. At that time, scanning was a little-considered option on most digital copiers. But, today, MFP dealers account for a good portion

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DIR is the leading executive report on managing documents for e-business.

Areas we cover include:

1. Document Capture
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3. Forms Processing/OCR/ICR
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of DocuWare's U.S. sales and helped the company achieve 14% growth in the U.S. last year during a rough year for most vendors.

"With the MFP channel, it took quite a bit of patience before we were successful," stressed Biffar. "We are convinced the SaaS market will come too, it will just take time. We had one of our board members cite a prediction someone made that a business which comes from a traditional software background will never make it as a successful SaaS vendor. I told him that we intend to be the first one."

Where the money is going

Biffar discussed some specific areas of focus for DocuWare's development efforts. "One thing we need is to more tightly integrate scanning over the Web," he said. "We also need to improve our version management. For example, if a user is opening a Word file with our Web client, do they have to open Word on their desktop? Even SharePoint is not handling this very well. We also have to embrace integration with new technologies like mobile devices.

"On the server-side, we need to address integration with applications like ERP systems that might be hosted in-house or somewhere on a cloud. There are no standard interfaces for handling integration in multi-tenant environments, for example. When someone signs up for SaaS, they want to use it right away. It has to be much less project-oriented than traditional document management.

"Just taking your traditional application, adding some multi-tenancy capabilities, putting it in a data center, and saying you have SaaS is not even halfway there. Traditional ISVs need to do more, because SaaS user habits are different than the habits of traditional software users."

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

Zero-footprint universal viewer

Document Viewer specialist Adeptol is addressing at least one area where DocuWare has focused its development. Adeptol offers a zero-footprint, browser-based viewer that can display more than 300 document formats. Adeptol also offers security options for managing files after they are downloaded.

"There is a ton of information being uploaded into the cloud," said Adeptol founder Kathpal. "Users are putting documents up there because they want to share them. Documents can be stored in SaaS ECM implementations, or even virtual private clouds. Either way, these clouds have a common problem.

Users need a single view of information being accessed. And they want to view it fast and with high-fidelity.

"In addition, there are control and compliance concerns for the entities posting documents. ECM systems can become merely version repositories. Even if I invite a user to view a read-only version of a document, they can still download it, and it will no longer be protected. When implementing cloud computing, organizations want to share their documents, but also protect them."

Adeptol was founded in 2008 and launched its first product during the middle of last year. It already has some 200 customers, including names like **NetDocuments, Course Hero, LEAP Legal, First National Bank of the Rockies, Stanford University, Revlon, UniStar Nuclear, and ARAMARK.**

Adeptol offers three flavors of its viewer, including a SaaS version. "With the SaaS version, there is no installation on the user's server, which connects to our cloud," said Kathpal. "None of our viewers require a user to download anything. There is no ActiveX plug-in and our viewer is compatible with multiple browser types."

All versions include security options like the ability to disable printing and copying of text and to set access levels for different users and groups. "Our pricing model is fairly flexible," said Kathpal. "Our cloud viewer licensing starts at \$1,000 per year.

"We also offer a feature called 'elastic viewing' that can help keep users' Internet costs down. Charging for Internet services is becoming more and more about bandwidth use. With traditional Internet viewers, you click on a document and it downloads onto your desktop before you can start viewing it. If it's a multiple MB file, this can eat up significant bandwidth. Our viewer operates with more of a streaming concept, meaning, if you are looking at page one, that's all that's being downloaded. So, if you move away from a 100-page document after looking at 10 pages, you don't pay for the bandwidth required to download all 100 pages."

On on-premise option

The most popular version of Adeptol's viewer is its Professional Edition. It is installed on a user's server. "It can run on any operating system and integrate with any ECM system," said Kathpal. "We have implementations serving millions of documents per day. The features are pretty much the same as the SaaS version, with some improvements.

"First, it's faster than the cloud viewer, mainly

because everything is running locally. Also, there is a higher level of document protection available, as users can leverage control policies from their ECM systems. It also has mark-up capabilities not currently available through SaaS delivery. Finally, there are additional APIs users can take advantage of.

“Basically, if an organization is viewing its documents primarily in house, an on-premise viewer probably makes more sense, because these are documents that probably require more security. If it’s public information being made available over the Web, then a cloud connection might make sense. Eighty percent of our revenue currently comes from our Professional Edition. We see a lot of customers start with the cloud-based viewer and then bring the viewer in-house after a couple weeks or months.”

Half a GB in one second

Adeptol also offers an Enterprise Edition, which was recently upgraded. “The enterprise edition is typically used by organizations with large volumes of scanned data,” said Kathpal. “It’s for people sharing books, manuscripts, or files with thousands of pages.”

The new Enterprise Edition introduces technology for loading and displaying documents more rapidly. “The new version is about 400-500 times faster; it can load a half-gigabyte file in one second,” said Kathpal. “We’ve also added self-optimization technology, through which the viewer looks at the network connection and server mode and will optimize the display based on these factors. Two users with different connections and settings might each receive a different resolution rendering of the same document.”

The Enterprise Edition has also introduced thumbnail viewing and dynamic watermarking. Kathpal said OCR will be included in a future release.

In addition to marketing to end users, Adeptol has begun marketing an OEM bundle to ECM ISVs. “Before really going after OEM partners, we wanted to make sure our product was scalable and had extensive API support,” Kathpal said. “We have begun negotiations with some major ISVs who are interested in embedding the viewer in their applications.”

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

SaaS-based capture feeds open source DM

The recent partnership between CAPSYS and KnowledgeTree represents a marriage of two innovative companies. KnowledgeTree, which was launched in 2006, is part of a family of open source PHP ECM developers. It has had more than 700,000 downloads of its free, community edition software.

CAPSYS, which was launched in 2008, offers a browser-based capture application that has been on the market for close to 10 years.

“We’ve had partners integrate KnowledgeTree with other capture applications,” said Daniel Chalef, CEO at KnowledgeTree, which is based in South Africa and has its U.S. headquarters in Raleigh. “CAPSYS is unique, however, because it has a Web-based offering with a very thin client. We believe that because there is a simple and easy way to roll out CAPSYS as a solution, there is a strong fit between the two applications.

“Both of us also have SaaS offerings, and by leveraging CAPSYS’ hot folders technology, we were able to quickly put together a robust and high-performance integration.”

CAPSYS, which is based in Colorado Springs, offers features like image capture, clean-up, bar code recognition, document classification, database look-ups, zonal OCR, and PDF conversion. It has release modules available for multiple ECM systems and can connect with TWAIN driven scanners. CAPSYS has a GUI-design feature for implementing capture workflows. The design is done in an admin module that runs on a Windows client.

“We enable users to easily map out the capture steps they want to perform for particular classes of documents,” said Greg Cooke, VP of sales and marketing for CAPSYS. “We include multiple options [such as the features listed above] out of the box, although there is an extra charge for some, like zonal OCR. Users can also introduce their own events. We can register basically any COM object in a capture process.”

CAPSYS clients are deployed through a one-time .cab download (which Cooke compared to ActiveX), which is currently restricted to Internet Explorer. Documents are initially scanned to a temp folder on the desktop, which enables CAPSYS to capture images at the rated speeds of a scanner. Images can be classified and separated into batches before being released into the capture workflow. The workflow steps are performed on the server but managed through the browser.

Big name CAPSYS customers include **Abbott Labs, Ty** (the Beanie Baby makers), **Bekins Van Lines, Colonial Savings, AON, Hallmark Data Systems, and Triton College**. “We have several customers with more than 1,000 scan-index users,” said Cooke. “Because of the nature of our architecture, a lot of our customers are using our software in distributed applications. We have users scanning at multiple sites across the globe. We’ve

always believed in the advantage of moving the process to the paper over moving the paper to the process, like you do with traditional, centralized capture.”

CAPSYS’ SaaS offering is hosted at an **AT&T** data center in Oak Brook, Ill. “We felt the SaaS model was going to explode, and we wanted to make sure our product was available both on premise and as a SaaS hosted solution,” said Cooke. “However, we’ve been surprised at just how popular SaaS has already become, especially in the ECM industry. About half our new transactions are through SaaS delivery.”

The CAPSYS release module for KnowledgeTree is available for \$1,595. It is designed for integration with the KnowledgeTree commercial edition, which has more than 500 subscribers. “For an annual fee, subscribers get additional features, support, and downloadable upgrades,” said Chalef. “We see an opportunity to market CAPSYS to this install base, as well as to future customers. It’s very complementary to our software. The majority of our customers are looking for software that is lightweight and easy to use, but it doesn’t necessarily have to be open source.”

CAPSYS’ pricing is based on concurrent users, and there are no volume restrictions. CAPSYS sells primarily through partners, which will be leveraged by KnowledgeTree. “We have our own partners in more than 50 countries,” said Chalef. “However, the CAPSYS channel has a domain expertise that we hope to leverage.”

For more information: <http://www.capsystech.com/>;
<http://www.knowledgetree.com>

Insurance DM Consultants Partner With HP

Utilizing TRIM to create less expensive alternative to legacy applications

The insurance industry has always been notorious for its paperwork. Claims, underwriting, policy changes—all these processes can involve massive amounts of paper being created and accessed by multiple sources. It’s no surprise that insurance has always been one of the leaders in adoption of document management technology—both on the input and the output sides.

However, it’s one insurance-focused consulting group’s view that a lot of the insurance industry’s document management technology has grown stale. As a result, **DocuConsulting** has begun attacking

the market with a new set of tools, leading off with **HP’s** Document and Record Management System (DRMS). DRMS is part of HP’s TRIM portfolio, which was picked up with HP’s 2008 acquisition of Australian imaging and records management specialist Tower Software.

“The insurance market has been dominated by **IBM** for a long time,” said Richard Lee, the managing partner for Atlanta-based DocuConsulting. “IBM’s pricing is high and HP will be a welcome alternative for a lot of carriers. HP is a perfect partner for us because it offers both the hardware and software to build a complete solution.”

DocuConsulting was launched in 2008 by a group of former Docucorp executives. Docucorp was an insurance-focused document output and management specialist that was acquired in 2007 by Skywire Software, another insurance focused software business. Skywire was acquired by **Oracle** in 2008. “DocuConsulting offers professional services mainly to medium-to-large-sized property and casualty and life insurance carriers,” said Lee. “A lot of our early business has come as an alternative to Oracle professional services.

“We started looking at HP because we were interested in one of its document publishing systems. But, when we looked at TRIM, we got excited because we saw it might be a good fit for a lot of our customers. You see, when Oracle bought Skywire, it sunsetted Docucorp’s *Documanage* product. We know a lot of customers currently that are looking to replace their *Documanage* applications.

“*Documanage* users liked it because it was competitively priced and catered to the insurance industry. It was quick to install and you could set up custom workflows fairly easily. With TRIM, we see an opportunity to upgrade these *Documanage* users and offer even more functionality.

“In addition, we know insurance carriers using document management software from vendors like IBM, FileNet, Mobius, and Documentum, who are not that excited about their implementations. The licensing fees can be expensive and the products are not necessarily focused on insurance. With TRIM, we’re looking forward to putting together something that insurance companies can get excited about.”

DM’s place in insurance

Lee listed three necessary functions for document management in insurance environments. “First, it has to serve as an archive for everything created through a publishing engine like the one developed by Docucorp,” he said. “Basically, data for items like

policies, quotes, and claims is collected in a front-end system and exported to the DocuCorp engine. Documents are created from this data and archived as TIFFs or PDFs. Creating a seamless integration between the publishing engine and the archive includes getting the indexing information correct. We can take a product like TRIM and implement it in a way that is consistent with the way insurance carriers store and retrieve information.

“The second important function is the ability to ingest and retain multiple types of files, like videos and audio, related to claims and policies. The third is the ability to provide access to information over the Web—for both the carriers as well as their customers. One challenge facing the insurance industry today is transitioning to more communication over the Web. Currently, a lot of claims are handled using paper and faxes. We see the Internet as a perfect way to streamline communication. Why not use your iPhone to take and submit a picture to help settle a claim?”

“The next generation of document management in insurance (technology found in applications like TRIM), is going to help push a lot of correspondence to the Web.”

To deploy DRMS, DocuConsulting will be recommending HP servers and storage, as well as imaging hardware. “When configuring any type of solution an insurance carrier would need, IBM is really the only company that can compete with HP,” said Lee.

Verticalizing HP’s broad portfolio

HP is excited about DocuConsulting’s ability to configure a solution targeting a specific vertical market. “Most of our products are extremely horizontal in nature,” said Kevin Hooper, VP, emerging growth accounts, for HP. “We’ve found that, to solve their IT and business problems, customers are interested in working with someone who really understands their industry. DocuConsulting brings a deep knowledge of the insurance industry, which leveraged with our product line, is really a win-win for everyone.”

Hooper concluded by saying that HP’s extensive product portfolio can be a significant advantage to partners like DocuConsulting. “We are finding that, in a consolidating market for IT vendors, customers are looking for a single throat to choke,” he said. “They are asking consulting companies to take on full end-to-end solutions. By partnering with HP, consultants have access to technology in areas like printing, imaging, storage, and scanning, through to business continuity and redundancy. Integrating all these elements together can really add to a

consultant’s credibility.”

For more information: <http://tinyurl.com/HPTRIM>;
<http://www.docuconsulting.com>

Increased Partnerships to Drive Growth for Cabinet NG

Cabinet NG is looking to partnerships for growth. A year and a half ago, the Huntsville, AL-based ISV launched a campaign to increase the breadth of its VAR channel. More recently, it has been targeting ISVs that would like to add document imaging and management to their line-of-business applications.

“Two years ago, three percent of our sales were coming from VARs,” said James True, VP of business development for Cabinet NG. “This year, we have set our target at 60% channel sales. We now have more than 50 VARs, mostly in the United States, with a few in Canada.”

Cabinet NG was founded in 1999, and its flagship application, *CNG-Safe*, is targeted at the SMB space. “We offer different levels of licensing, but our ballpark pricing is approximately \$1,000 per seat,” said True. “We classify the SMB as organizations with between 10 and 1,000 employees. Our installations range from four to 500 users, but we have enterprise accounts larger than that.”

True estimated the company has 1,500 to 2,000 installations. This spans multiple verticals including legal, financial services, healthcare, government, insurance, and manufacturing. Customers include **Papa John’s Pizza**, the **City of Little Rock**, **Tennessee Oncology**, **Honolulu Builders**, the **University of Alabama-Birmingham**, and **SagePoint Financial**.

To transition to more channel sales, Cabinet NG has made some changes to its software and support. “Basically, we simplified implementation through features like an improved installation wizard,” True said. “We beefed up our tech support and opened a direct line for the channel. We also introduced specific training for VARs.”

Cabinet NG works primarily with three types of resellers. “First, you have copier dealers looking to expand into more software,” True said. “Second, you have VARs that sell a vertical, line-of-business application. Finally, you have VARs that sell a high-end document management application and are looking to add a mid-market option.”

Cabinet NG offers several levels of integration

between *CNG-Safe* and vertical applications. This presents an attractive option for both VAR and ISV partners. The *Retriever* module enables access to documents and workflows within *CNG-Safe* from the interfaces of Windows and browser-based applications. Currently, there are CRM, accounting, healthcare, and other types of apps certified with *Retriever*.

Synchronizer enables users to automatically set up folders within **CNG-Safe** based on information in their line-of-business databases. "For larger end users with their own engineering staffs, as well as some VARs and ISVs, we also make our API available," said True.

Recent ISV partners signed by Cabinet NG include CRM vendor **Tigerpaw, DataNet Solutions**, which specializes in electronic medical records software for non-profits, and **Include Software**, which develops an application for landscapers and contractors. "Cabinet NG offers an ideal strategic platform for ISVs," said True. "Most of them have a mature product. In addition to building on the capabilities of their legacy product, our partners can build end-user or vertical specific capabilities with our document management tools."

For several years, Cabinet NG has had integration between *CNG-Safe* and **Intuit's** popular *QuickBooks*. "With the latest version, *QuickBooks 2010*, Intuit has introduced its own document management option," said True. "However, it's not nearly as advanced as *CNG-Safe*. If you do things like move a file, it makes it hard to find. Also, we offer features like advanced management, security, and retention that *QuickBooks* doesn't have."

To expand *CNG-Safe's* capabilities, Cabinet NG has developed an integration with **Psigen's** advanced capture application. There is also an integration with **KOM's** mid-market, magnetic WORM solution. Finally, Cabinet NG offers a SaaS (software-as-service) option for *CNG-Safe*.

"We don't want to force our customers into one particular method for deploying their applications," said True. "We launched the SaaS offering over a year ago. In 2009, we found it catching on particularly well with financial planners."

True concluded by saying that Cabinet NG's burgeoning partner network has put it in a strong position for growth. "We are really looking forward



James True, VP of business development, Cabinet NG

to 2010," he told *DIR*. "After six consecutive years of 30% growth, we were basically flat in 2009. This followed on the heels of our most successful fourth quarter ever to end 2008, so our expectations were set extremely high. In 2010, we expect to grow our revenue based on our expanded number of VAR partners and ISV integrations."

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

Kofax Upgrades *MarkView*, *Capture*, and *Express* Lines

Kofax recently released new versions of three of its software product lines. These include *Kofax Capture 9.0*, *Kofax Express 2.0*, and *MarkView Financial Suite 6.5*. *Kofax Capture* is the former *Ascent* line; it has been upgraded to better address the emerging markets for distributed and enterprise capture. *Express* is a lower-end batch capture product introduced in 2008 [see *DIR 10/17/08*]. *Express 2.0* offers some image processing and indexing improvements. Finally, *MarkView* is the product Kofax acquired with 170 Systems last September [see *DIR 9/18/09*]. The new version is more tightly integrated with Kofax's capture portfolio, including its e-invoicing technology.

We'll start with the last announcement first, because that's the one Kofax seemed most excited about. "Since the 170 Systems acquisition, we have been focused on delivering the first real integration between our capture portfolio and *MarkView*," said Andrew Pery, Chief Marketing Officer for Kofax. "We've now created a single path through which *MarkView* users can ingest paper, faxed, e-mailed, and electronic invoices. We've also created a better integration with our *Kofax Transformation Modules (KTM)*, so they can release information directly into *MarkView* workflows. This enables invoice data captured through *KTM* to launch processes in *MarkView*."

"Although they are still two separate product lines and have to be set up and administered as such, we've created a more consistent interface that should streamline the implementation process. *MarkView 7.0* will represent a more complete integration. Twelve to 18 months down the road, we expect to have a single platform."

As a result of the tighter integration, *Kofax Capture* will be offered as an upgrade to customers running *MarkView's* scan module. "This is not intended to end-of-life the *MarkView* scan product, and customers will not be required to upgrade," said Pery. "With *KTM*, we also plan to target the *MarkView* install base of 250-300 customers. Less

than 20% are using advanced invoice capture and probably only a handful have Kofax technology.

"In addition, this integration will enable us to better upsell *MarkView* to our *KTM* customer base. We have 900 customers using our invoice capture technology that are running either internally developed workflow or might be looking to refresh an older version of an off-the-shelf workflow product."

We asked if this strategy might adversely affect Kofax's partnerships with vendors of some of these off-the-shelf products. "We are somewhat concerned about our partners' reaction, but plan to continue our relationships with vendors like **Basware**, which has embedded our capture in its purchase-to-pay solution, and **Open Text**. We have a strategy of co-existence and do not expect to see a significant drop-off in revenue generated through partnerships.

"However, there will be a time when we expect our revenue from *MarkView* to accelerate and surpass these partner-driven revenue streams. But, we do not expect our partnerships to go away. Customers have choices, and they can make decisions on which solution they want to deploy."

Pery noted that this is the first time that a *MarkView* release has been simultaneously certified to run in both **SAP** and **Oracle** environments—a sign of Kofax's desire to push *MarkView*, which has a legacy of being run primarily with Oracle, heavily in both environments.

Pery added that there has been some merging of the sales forces of Kofax and 170 Systems.

"However, the *MarkView* sales force is very specialized," he said. "We have a high-level senior capture specialist that works directly with them and conversely, the *MarkView* sales force is aligned with our named accounts. *MarkView* is still very much a direct sale. That may change in the future, but we don't know how many of our reseller partners have the expertise to support *MarkView*."

Capture addresses enterprise demands

Kofax Capture 9.0 includes features like the ability to better manage distributed deployments and updates from a centralized location and the ability to change batch classes from within a process. Specific documents within a batch can also now be broken out and sent to specific operators for processing. Redundant licensing is also available to facilitate failover and disaster recovery systems.

"If you've seen our recent press releases, many of them talk about enterprise and distributed deployments," said Pery, who indicated that Kofax has increased its number of six-figure transactions 25-30% over the past year. "These customers have given us feedback that they want these types of tools."

Express 2.0 has features like improved watched-folder capabilities, more PDF options, and improved database look-ups.

All three new versions are available now.

For more information:

<http://www.documentimagingreport.com/index.php?id=1803>

<http://www.documentimagingreport.com/index.php?id=1791>;

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