Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

February 6, 2004

CDIA TO HOST AWARDS EVENT

The **AIIM Conference & Expo** is just over a month away. This year's premier document imaging and ECM tradeshow will run March 8-10 at the **Javits Convention Center** in New York City. **CompTIA**, which runs the CDIA+ certification program, will be hosting a CDIA+ awards ceremony at AIIM. The open event is set for 5 p.m., Monday evening, March 8, in the River Pavilion on the fourth floor of Javits. To date, over 4,500 imaging professionals have earned their CDIA+ certification, with 740 added in 2003.

To RSVP for the event, please go to www.comptia.org/certification/cdia/celebration_reg.asp
For more information: cbowman@comptia.org

Vignette, Tower Combine Forces

Vignette is not going to be left behind in the ECM arms race. The Web content management (WCM) player recently acquired Australian-based document imaging specialist **Tower Technology** to strengthen its position in the rapidly consolidating ECM space. Late last month, Vignette agreed to pay $125 million worth of cash and stock for Tower, which has 260 employees worldwide. The acquisition should push Vignette's annual sales past the $200 million mark.

The acquisition of Tower marks a change in Vignette's document repository strategy, which, until this point, has been presented as one of virtualization. "We've always looked at repositories as needing to be managed across an enterprise and not consolidated in a single system," said Con O'Connell, Vignette's CTO. "Traditional content management vendors are all about the repository. We are more about a virtual approach to the repository. We recognize there are going to be multiple stacks and processes that need to be managed, especially when you are trying to gain Web-based business efficiencies."

Despite this view, O'Connell admitted that Vignette needed its own repository to act as a base for virtualization. "The Tower repository will add some depth to our ECM offering," he told *DIR*. "We will use our technology to integrate it with other repositories that also have records that need managing."

Vignette was especially impressed with the fact that Tower's architecture combines records and document management in a single platform. "Over the past several years, Tower rebuilt its application from the ground up, using a J2EE architecture," said John MacLean, Tower's product director. "Competitive products often have J2EE APIs bolted onto traditional architectures. Also, when we rebuilt the product, we incorporated records management. A lot of competitors are trying to glue records management onto legacy applications. In some cases, they are trying to combine Windows and Java architectures, which can create a real mess."

Tower introduced its *Seraph* records management application just prior to **AIIM** last year, and it was chosen

as a Trend-Setting Product by *KMWorld Magazine*. Traditionally, Tower has focused on high-end imaging/workflow applications and competed most directly with **FileNET**. Ironically, during the ill-fated Web boom, Vignette and FileNET announced a much ballyhooed partnership, and many people were speculating that those two companies would merge. The partnership fizzled, however, and despite our best efforts, we never found a single customer using a joint FileNET/Vignette solution.

"That was a long time ago, and the market has changed a lot," O'Connell told *DIR*. "Plus, in a partnership [as compared to an acquisition], you run into a lot of joint sales and marketing issues. Then, in 2002, FileNET acquired [WCM vendor] **eGrail**, and all of a sudden, we're in competition with them. How were we going to reconcile that? At that point, things just fell away."

O'Connell also took a shot at FileNET's technology. "FileNET doesn't have any records management capability, and Tower is DoD 5015.2-certified," he said. "I'd like to see FileNET challenge us in applications that require records management."

For privately held Tower, Vignette will be paying $45 million in cash and approximately 29.8 million shares of stock. In 2001, *DIR* ran a story that listed Tower's revenue at $82 million annually, but this would seem a bit high based on the number of employees and the price paid by Vignette. If you remember, **Stellent** recently paid almost three times annual revenue for **Optika**, whose product portfolio is similar to Tower's.

In another recent story, we reported that 40-50% of Tower's revenue comes from Europe, with the rest split fairly evenly between North America and Australia. In contrast, 75% of Vignette's revenue comes from North America. "This acquisition provides us with some great global synergies," said O'Connell.

The companies hope to close the acquisition before the end of the first quarter. Tower marks the fourth company Vignette will have acquired in the past year-and-a-half. Other recent acquisitions have included **Revenio**, a Web personalization software developer, **Epicentric**, a portal vendor, and **Intraspect**, a collaboration software specialist.

"Over the past 18 months, we've been focused on helping people leverage the Web to gain business efficiencies," said O'Connell. "We've also kept our eyes open for ways to strengthen ourselves to become a leader in the ECM space. This acquisition will combine Tower's strength in the management of enterprise information and its lifecycle, with Vignette's market-leading ability to deliver that information within a context that suits any audience."

In other words, Vignette will handle the Web-based delivery of content that's lifecycle is managed in Tower's repository. This represents the crystallization of many of the ideas

embodied by the concept of ECM and is a nice story for Vignette. In addition to having a nice story, it appears Vignette's reality is also getting better. After losing money throughout its history, the company finally turned a slight profit in the fourth quarter of 2003. With $200 million in cash still in the bank from stock offerings and the addition of the profitable Tower, Vignette's future as an ECM player is getting brighter. Of course, as the market continues to consolidate, Vignette's size will likely come into question. Based on that, we don't suspect this will be Vignette's last M&A move.

For more information: **Vignette**, Austin, TX**,** PH (512)741-4300, www.vignette.com; **Tower Technology**, Boston, MA, PH (617) 236-5500, www.towertech.com. [DIR]

IBM Continues Aggressive ECM Push

As we've said before, **IBM** seems in no way inclined to rest on its laurels as an established leader in the ECM space. The recent acquisition of electronic document management (EDM) specialist **Green Pasture** and a recently announced partnership with streaming media specialist **RealNetworks** are evidence of IBM's drive. Green Pasture represents a key asset in Big Blue's ongoing battle with **EMC**. The Real partnership beefs up IBM's already impressive portfolio in the emerging digital asset management (DAM) segment of the ECM space.

ECM MOVERS AND SHAKERS

Vendor	Recent Significant Acquisitions	ECM Assets	Estimated 2003 ECM Revenue (including acquisitions)
IBM	Green Pasture, Tarian, Aprix, Informfix, CrossAccess	size, install base, database, intergration services, storage, portal, imaging/workflow, COLD/ERM, DAM, records management, EDM, collaboration, e-mail management, WCM	$500 million plus
Oracle	PeopleSoft	size, install base, database, collaboration, portal, e-mail management	??? (total revenue is close to $10 billion)
Microsoft	PlaceWare, NCompass	size, install base, database, EDM, collaboration, WCM, e-mail management	??? (total revenue is more than $30 billion)
EMC	Documentum (Bulldog, eRoom, TrueArc), Legato (OTG)	size, install base, storage, EDM, WCM, collaboration, records management, e-mail management, DAM, document imaging/workflow	estimated $1 billion based on combined Documentum, OTG, and Centera sales
HP	Persist Technologies	size, install base, storage, e-mail management	minimal
FileNET	eGrail	document imaging/workflow, install base, COLD/ERM, EDM, WCM, integration services, storage	$365 million
Open Text	IXOS, Gauss, Corechange, Centrinity, Bluebird	EDM, collaboration, size, portal, WCM, records management, install base, imaging/workflow	$350 million
Vignette	Tower Technology, Revenio, Epicentric, Intraspect	WCM, portal, collaboration, imaging/workflow, records management	$215 milion
Interwoven	iManage	WCM, EDM, Collaboration, Portal	$140 million
Stellent	Optika (Select Technologies)	WCM, document imaging/workflow, COLD/ERM, records management, EDM, collaboration	$100 million

This grid represents the *Document Imaging Report's* view of the leading contenders in the rapidly consolidating ECM space. Through their recent acquisition activity, many of these companies have shown a desire to be a consolidator, rather than be consolidated. Some of the larger contenders have been less active, but have the potential, and have shown enough interest in ECM, to be dangerous.

We've listed the companies in loose order of who we view to be in the best position to establish themselves as the market leaders in the future. We've also tried to list each company's assets in some type of descending order. It's important to note that the ECM market consolidation is far from over, and most of the companies at the bottom of this list will probably be forced to continue their M&A activity—which could include being swallowed up by someone higher on the list.

In many ways, Green Pasture would seem to represent a consolation prize for IBM, which had been rumored to be in the running to acquire **Documentum**. Documentum, a long-time IBM partner, eventually went to EMC for approximately $1.5 billion in stock [*see DIR 10/24/03*]. EMC is IBM's chief rival in the storage space.

According to Jeff Schick, director of worldwide content management sales for IBM, privately held Green Pasture proved a better fit for IBM than Documentum. "We already have a lot of the repository technology that Documentum brings to the table," Schick told *DIR*. "With Green Pasture, we acquired very complementary technology in the area of compound and complex document management. We've strengthened our ability to create documents like financial reports and clinical trials documentation.

"And we believe Green Pasture's technology is superior to Documentum's corresponding technology. In fact, prior the acquisition, we were partnering with Green Pasture and won a head-to-head showdown with Documentum on an installation for [investment firm] **T. Rowe Price**."

The Green Pasture acquisition could put a crimp in ECM-rival **FileNET's** style, as well. According to Schick, Green Pasture has more than 100 joint installations with FileNET. "Because of the breadth of our business, IBM is not averse to healthy coopetition," said Schick. "We will continue to work with both FileNET and Documentum as the market dictates."

Pushing The Multimedia Envelope

The Real partnership centers on combining IBM's repository with Real's streaming media and player technology. With high-profile DAM customers like **Coca-Cola**, **CNN**, and the **NFL**, IBM is emerging as an early leader in the DAM segment, which will become an integral part of ECM as streaming technology evolves.

"We are joining forces with Real to develop, market, and sell technology for the management and delivery of multimedia content," said Schick. "We are going to offer standalone applications for companies that want to set up their own infrastructures. We will also make our technology available as a service, so small and medium-sized businesses can afford it."

Schick suggested that customers ranging from law firms to the **Film Foundation, Inc**. can benefit from DAM technology. "A law firm might want to make a video available explaining the details of a class action lawsuit it is handling," he said. "The

Film Foundation, for which I sit on an advisory committee, and of which Martin Scorsese is the president, is currently concerned with the fact that half of the films shot before 1950 have irrevocable color loss. They are looking at digitization as a way of preserving film."

Schick added that IBM will continue to develop its DAM technology to work with **Microsoft** Windows media players and open standards such as MPEG. "Real has a set of technologies for rich media that offers a strong value and will improve our time to market," he said. "However, we also believe in flexibility to meet a wide variety of customer requirements."

For more information: **IBM**, Somers, NY, PH (914) 766-1614. ▨

Next Generation Forms Processing Leverages Two Kinds Of PDF

A Spanish start-up may have come up with a method for taking OCR out of forms processing applications. Combining PDF forms and 2D PDF417 bar code technology, **Dataintro Software, Inc.** has introduced a patent-pending system that could represent the future of automated data entry. Dataintro has already sold an *UltraForms* system to the **Missouri Department of Revenue** (DOR) and is just starting to introduce its technology to the market.

UltraForms is a system for creating PDF417 bar codes containing information from electronic PDF forms. The Missouri DOR is utilizing *UltraForms* on the tax forms it distributes over the Web. Taxpayers can enter information into the forms using *Acrobat Reader 4.0* or higher, and the data is automatically encoded into a PDF417 bar code that is printed on the document. The data is captured by scanning the bar code.

"We'd been looking for something like this for quite awhile," said Mitzi Crump, forms analyst at the Missouri DOR. "For a few years, we've been reading PDF417 bar codes on the forms created by several tax software programs. I thought there must be some way to produce bar codes on the PDF forms that we distribute."

The key to Dataintro's technology is that it can be embedded directly into a PDF form. This means when the user downloads the form, it automatically downloads the technology used to create the PDF417 symbol. "Dataintro has the only product I

know of that can enable the creation of PDF417 bar codes without making our taxpayers download a plug-in," said Crump.

It's probably also worth noting that a form utilizing *UltraForms* is different from an on-line form, because with an UltraForm, no data is being transmitted electronically. The data resides in the PDF417 bar code on the printed page. The UltraForm represents a transition between electronic and paper submission. "We process approximately 2.6 million tax returns per year," Crump told *DIR*. "Last year, 1 million of those were filed electronically. Ideally, we'd like everyone to file electronically, but that is not going to happen in my lifetime. There are a number of reasons people will continue to send paper."

Crump looked at both OCR and ICR solutions to automate data entry from paper forms, but was not impressed. "ICR has limitations and would have required a lot of forms redesign," she said. "With OCR, there were some font issues we would have run into. Also, we already had 30 handheld PDF417 bar code readers that we were using to process the forms created by software programs."

The Missouri Dept. of Revenue is leveraging 2-D bar codes and PDF e-forms to expedite data entry from its tax forms.

"Since we already had set up a back-end system to receive bar code information, I just had to do some code modification to incorporate *UltraForms*," said Crump. "It took us about a month to set up the application for all our forms. We purchased *UltraForms* at the end of October and had PDF forms ready to burn to CD by the end of November."

When we spoke with Crump in January, it was still early in the tax season. "However, we've received a number of returns utilizing *UltraForms*, and the system is working extremely well," she said. "It is set up so I can monitor the data being captured. The system also throws up a flag if it detects an error. Originally, we were having some mapping issues for users with *Acrobat 6*, but that was not because of *UltraForms*, and we solved the problem quickly."

Crump, who labels herself an optimist, hopes that between 150,000 and 200,000 tax forms will be filed using *UltraForms* this year. Although PDF417 bar code reading software is available on document scanners and document capture applications, the Missouri DOR is not currently imaging its returns. Rather, it is saving the paper copies.

Eliminating Capture Inaccuracies

Dataintro's President, CEO, and Co-Founder Carlos Gonzalez has a long history in the data capture industry. "The problem with OCR-based software is that it is not 100% accurate," he told *DIR*. "There are people whose full-time jobs are correcting mistakes made in data capture applications. These mistakes can be made either by the OCR software or the person filling out the form."

UltraForms creates a PDF417 bar code using data input from electronic forms, not scanned characters from paper forms, so recognition errors are eliminated. Also, it's possible to leverage e-forms technology to verify data as it is entered onto a PDF form, which further reduces errors. "Eliminating the need for error correction represents a huge cost benefit over traditional automated data capture applications," said Gonzalez.

The Missouri DOR, in fact, has embedded an automatic calculation feature into its PDF forms.

Broad-Ranging Potential

Dataintro originally developed *UltraForms* for the Spanish tax collection agency. "They have approximately 400 different forms that they wanted to make available as downloadable electronic forms," Gonzalez told *DIR*. "They wanted to be able to print PDF417 symbols on every form. They were going about it one form at a time and were finding out they needed to develop different versions of the forms for each operating system. There are only 3,000 Unix users in Spain, but they had to have access to the tax forms.

"Going about it that way, the agency was able to develop about 20 different forms. To eliminate the problem of creating different forms for multiple OSs, we started working with them to create a PDF package for the remaining 380 forms."

In addition to the Spanish and Missouri tax services, Dataintro also has an installation in the

education market. "We've been working on this technology for two years," Gonzalez told *DIR*. "We wanted to make it more widely available a while ago, but our lawyers told us to wait because of our patent situation. We did, however, contact the **Federation of Tax Administrators** and presented demos for more than 25 state revenue agencies. That's how we were introduced to the Missouri DOR."

In addition to tax processing, Gonzalez said *UltraForms* could be used on almost any type of form. "You could use it on envelopes to do mail control, on loan documents, proxy statements, legal documents, etc.," he said. "We've been cultivating relationships in the human resources market, at medical institutions, and in testing laboratories. Many large companies already have infrastructures to handle data collection from bar codes. *UltraForms* would be a natural extension."

According to its specification, a PDF417 symbol can contain up to 1,800 characters of information. "The specification also allows for the chaining of multiple symbols together that can be read as a single file," said Gonzalez. "In addition to PDF417, we can build traditional 1D linear bar codes into files and are working on incorporating other 2D codes, such as the Data Matrix code."

To date, Dataintro has sold *UltraForms* directly to end users. "Pricing has been based on a number of factors, including the number of forms, the expected savings, and the expected number of users," Gonzalez said. "However, we may develop an indirect model as our sales increase, which I expect to happen this year."

For more information: **Dataintro**, Madrid, Spain, PH (+34) 915 331 332; U.S. contact, Juan J. Alonso, PH (916) 944-3389, jjalonso@dataintro.com. [DIR]

Cardiff Fortifies *LiquidOffice* Channel

Last month, **Cardiff** made a pair of intriguing reseller announcements regarding its *LiquidOffice* e-forms line. The first involved its long-standing partner **Open Text**, which announced it will be offering integration between *LiquidOffice* and Cardiff's *Teleform* forms processing line. The second heralded a new relationship with billion-dollar paper forms player **Relizon**.

Open Text began offering an OEM version of *LiquidOffice* in late 2002. That same year, based on its work with *Teleform*, Open Text was named

Cardiff's Technology Partner of the Year [*see DIR 12/6/02*]. One of the key areas of focus by Open Text for *LiquidOffice* is its burgeoning business in the pharmaceuticals market. In particular, Open Text has had some success in the research and development segment. This includes clinical testing applications.

"**Pfizer** currently has 17.5 million clinical testing documents in its Open Text system and is adding two million more every year," said Martin Sumner Smith, Open Text's VP of pharmaceutical solutions. "Eighty percent of those documents are forms."

According to Sumner Smith, there is a movement to transition to e-forms for clinical testing. However, the majority of clinical testing forms are still submitted on paper. "It's important for us to consolidate the workflow and management of paper and e-forms into one system," said Sumner Smith. "From an end-user perspective, it shouldn't matter where a form came from, once it's captured, it should look the same."

Sumner Smith said Open Text currently has six pharmaceutical companies using its e-forms package for clinical testing. "They all run some sort of image capture application to handle their paper," he said. "We can integrate our repository to whichever capture platform they choose. The integration between *LiquidCapture* and *Teleform* offers a bit tighter integration, and all other things being equal, may influence a customer to go with *TeleForm* over another capture product."

Sumner Smith concluded by saying that Open Text has a number of *LiquidOffice* installations outside the clinical trials space. "I suspect many of them have similar environments involving a mix of paper and digital forms," he said.

E-Forms Key To Relizon's Evolution
With Relizon, Cardiff is hoping to duplicate some of its success with Open Text. Historically, Relizon has focused on the sale and distribution of pre-printed forms. In 2000, the company was spun off from the automotive forms giant **Reynolds and Reynolds.**

Relizon has a base of 12,000 customers and plans to initially market *LiquidOffice* in the health care and financial services markets. "In healthcare, we see an opportunity to create on-line forms in areas like clinical pathways and physicians' orders, as well standard administration forms," said Sonya Lemmerbrock, director of workflow solutions marketing at Relizon. "In the financial services space, brokers deal with a lot of forms that could be moved on-line."

Relizon had previously offered an e-forms solution

based on proprietary technology. "We can use *Word* or *Excel* to help customers develop comprehensive e-forms that include complex business rules," Lemmerbrock said. "However, we found it was costing between $20,000 and $50,000 to automate a single form, and if someone switched versions of Office, that form could become obsolete."

Relizon tested e-forms products for two years before deciding on *LiquidOffice*. "The fact that Cardiff's solution is based on standards played a big part in our decision," said Lemmerbrock. "We also like the structured workflow capabilities that were added with the latest version."

In addition to *LiquidOffice* for capturing data, Relizon resells an e-forms solution from **FormScape** for outputting data. "We are in the midst of an evolution from a forms manufacturing model, where our value was in producing and supplying paper forms, to a stage where we consider ourselves a business process solutions company," said Sharon Williamson, director of brand management and communications at Relizon. "To accomplish that, we are forming relationships with technology vendors like Cardiff."

"We have customers for whom we are doing millions of dollars worth of business annually in preprinted forms," added Lemmerbrock. "They rely on us, and as they undertake initiatives to migrate from paper to electronic forms, we want them to continue to rely on us. We offer a consultative approach to help decide if a paper form is a viable candidate for an e-form. We have set up rules based on frequency of use and other criteria."

Lemmerbrock said, in most cases, *LiquidOffice* will bring about new opportunities for Relizon rather than cannibalizing existing paper business. "There is a lot more cannibalization on the output side, where you're dealing with documents like statements or invoices," she said. "On the capture side, we're often competing against forms that customers have built themselves.

Relizon also signed an agreement to market *Teleform*. "There are a number of *Teleform* opportunities we are looking at," said Lemmerbrock. "But our big focus initially will be *LiquidOffice*."

For more information: **Cardiff**, Vista, CA, PH (760) 936-4500, www.cardiff.com; **Open Text**, Waterloo, ON, PH (519) 888-7111, www.opentext.com; **Relizon**, Dayton, OH, PH (937) 228-5800, www.relizon.com.

PANASONIC INTRODUCES DOCUMENT DISTRIBUTION PACKAGE FOR MFPs

Panasonic has introduced its next-generation scanning functionality for its digital copiers. Last month, the company introduced the *Document Distribution System* (*DDS*) for its WORKiO DP-6020, DP-4520, and DP-3520 models, which range in speed from 25-60 ppm. "DDS is primarily designed to route documents to preconfigured scenarios," explained Rich Heckelmann, product development manager for Panasonic. "It's akin to a basic workflow program."

DDS is a server-based application that can be used to enable up to 10 digital copiers. Through DDS, users can configure distribution groups that mix e-mail addresses, fax numbers, network folders, desktop utilities, and the DDS Web folder. These groups can be accessed through the interfaces on any of the connected WORKiO units. They can be targeted with scanned documents and incoming faxes.

DDS also includes document imaging functionality such as auto-rotation, deskew, noise reduction, full-text OCR, and zonal OCR for automated document title creation. "I wouldn't say half of our digital copiers are currently scan-enabled," said Heckelmann. "However, the number is greater than most people guess. Utilizing a single machine within a department for scan-to-e-mail is a popular application. Now, we are delivering the next set of functionality that our customers are asking for."

According to Heckelmann, a basic scanning package on a Panasonic digital copier sells for $500-$1,500. DDS lists for $1,795, plus an additional $1,195 for a Network Scanner Module for each MFP connected to the DDS application.

For more information: **Panasonic Digital Document Company**, Secaucus, NJ, e-mail: heckelmannr@us.panasonic.com, http://workio-partner.workio.com/.

DIGITAL MAILROOM RELEASED TO GA

Captiva has released its *Digital Mailroom* software for general availability. The intriguing application was previewed at **AIIM 2003** and has more recently been going through beta testing at service bureau/systems integrator **Image Acceptance Corporation** (**IAC**) in Warrenton, VA. According to a Captiva spokesperson, IAC is applying *Digital Mailroom* to documents from a credit card company.

The base price of a *Digital Mailroom* software application is $250,000, with a rough estimate of a one-to-one ratio for related professional services, depending on the volume and complexity of an end-user's application. The application is built primarily on Captiva's *InputAccel* platform. Captiva will demo the GA release at this year's AIIM show.

"Before our customers submit their claims to payers, they run them through our software. Our software simulates the response they will receive from the payers' systems and helps them correct any errors prior to submission."

Context offers applications that can be used for Medicare, Medicaid, Workers Comp, and even commercial claims. "On the provider side, we think our install base offers a great opportunity for Captiva to sell its paper capture software," said Earles.

Context also works with a number of payers to whom it provides a database of reference information regarding claims. Last year, Context introduced an application for payers known as *FirstPass*, which examines claims before they enter a payers' system. "*FirstPass* automatically sends notifications from payers to doctors' offices or hospitals, pointing out errors," said Earles. "It's much more efficient for the providers to make their corrections up front, before the claims are processed. Working with *ClaimPack*, we can apply the same efficiencies to paper claims that, up until now, have been applied primarily to electronic claims."

Captiva is paying ADP $5.2 million in cash for Context, which is headquartered near Chicago and has 35 employees. That amount represents more than 40% of the cash listed on Captiva's balance sheet at the end of the third quarter. However, over the past year, Captiva has proven to be very adept at increasing its cash, which totaled just $6.5 million after the third quarter of 2002, when Captiva completed its merger with **ActionPoint**. Captiva expects Context to contribute at least $4 million to its top line revenue for the remainder of 2004.

In 2003, approximately a quarter of Captiva's $56 million in revenue was generated from the healthcare market. Captiva is not the first forms processing vendor to invest in a company focused on electronic healthcare claims. **dakota imaging** bought a pair of EDI vendors for healthcare claims and has met with limited success in its efforts to sell paper and electronic claims processing in a single package.

ADP's sale of Context is part of the company's ongoing efforts to divest itself of its business in the healthcare market.

For more information: **Captiva Context**, Westmont, IL, PH (630) 654-8800, www.adpcontext.com. DIR

TIS FOR SALE?

It's probably worth noting that Dr. Ido Schechter, CEO of **Top Image Systems**, had the following comment about two directors recently elected to the TiS board: "We are confident that TiS will benefit from their knowledge and wealth of experience in the M&A and investment banking arena, and thus step toward new horizons."

By all accounts, Tel Aviv-based TiS has a strong forms processing product and some impressive high-volume installations. The company has struggled, however, to establish a consistent U.S.-based business.

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