

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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February 7, 2014

THIS JUST IN!

IMPROVED IP & PAPER HANDLING

Panasonic has introduced a pair of new document scanners that fall under the departmental/low-volume production category. The new KV-S5046H and KV-S5076H models are successors to the KV-S5055C, which was introduced in 2010. The new scanners feature hardware image processing as well as improved paper handling.

Panasonic first introduced hardware IP on its upgraded workgroup models last year [see *DIR* 9/20/13]. "The new scanners utilize the onboard CPU to do core IP," said Joseph Odore, product manager for Panasonic North America. "This means the they are more productive when doing higher volumes and don't slow down when you increase resolution.

"But hardware IP is more than just about speed. It supports a laundry list of features, including auto-preview and auto re-scan. (These features also debuted on the last year's workgroup models. They basically enable users to preview and review the qualities of scans before committing them to finalized images.) We've also introduced automatic error notification that detects problems with images and will trigger a warning message."

These IP features work with the scanners' TWAIN and ISIS drivers. There are also versions of the new models that come bundled with **Kofax's** VRS Elite software. "The new models are also a lot faster than previous models when running VRS," said Odore.

With the 5076 model, Panasonic has introduced a mechanical deskew function. "It utilizes a series of sensors along the feed path and independent motors on the rollers," explained Odore. "Individual rollers will either speed up or slow down automatically to correct

CONTINUED ON PAGE 8

Kodak Alaris, Partner, Introduce Hosted EOB Processing Service

Explanation of benefit forms (EOBs) have long been a double-edged sword in our market. For years, they have represented one of the next great opportunities for IDR (intelligent document recognition) technology, but at the same time, automated capture of data from paper EOBs has remained a niche market at best.

The opportunity lies in the fact that despite efforts at increasing the number of electronic transactions between healthcare insurers and providers, there are still billions of paper EOBs being sent each year. At an estimated cost of several dollars to process each one, the healthcare industry is spending tens of billions of dollars annually on capturing data from EOBs. Automated capture technology, such as strategically applied OCR (or intelligent document recognition), should be able to reduce these costs.

The major hurdle to applying IDR to EOBs is that they can be incredibly complex forms. A single EOB often contains information and tables on multiple patients and procedures and can run on for multiple pages. The provider needs to capture not only header information, i.e. the name of the payer, the date, and the total, it also needs to extract line item info. This includes information on each individual payment, as well as codes that explain why a certain amount was paid, which is often different from the amount that was billed by the provider. This data is important to the provider because it enables them perform processes like rebilling to try and secure additional cash. (In fact, to give you an idea of the complexity of EOBs, it has been said more than once that payers prefer paper EOBs and like to make them complex, because this complexity hinders the providers' efforts at processing the EOBs and extracting from them the necessary information to challenge payment amounts.)

Because so much cash is involved, there is certainly a market for improving EOB processing. The challenge has been creating a solution that not only works, but is also accessible to the healthcare providers and third-party billers that would like to use it. **HTI Healthcare** thinks it has come up with that solution.

The start-up is offering a cloud-based service for converting paper EOBs into standard X12 835 electronic remittance advice (ERA) files that can be ingested into most billing and practice management systems. HTI also utilizes intelligent image stitching technology to create TIFF image files of each individual claim listed on multi-claim EOBs. These files can be stored as part of a patient record in a document management system.

"The 835 is a good news/bad news proposition for the healthcare market," said Chet Guardino, president, CEO, and founder of HTI. "The good news is that it creates a standard for electronic remittance. The bad news is that it's only utilized by Medicare and a few larger payers. Depending on a provider's specialty and geographic location, they are still typically receiving 40-80% of their payments with paper EOBs."

And while this percentage may be trending downward slowly, Guardino expects an influx of newly insured people, thanks to the recently enacted Affordable Care Act, to drive paper volumes even higher over the next few years. "I think the percentage of paper EOBs will always trend downward as ERA technology continues to improve," he said. "However, with the Affordable Care Act, a lot more people are going to be entering the system, and this is going to create a greater volume of billing transactions."

Guardino noted that with EOBs, healthcare providers face two challenges not found in typical data capture applications. "First, because of the complexity associated with EOBs, it typically requires a knowledge worker to perform data entry," he said. "The cost for this type of worker can vary depending on where a provider is located geographically, but it is always going to be more expensive than the cost for a typical data entry worker."

The second challenge is that some states have laws against personal health information leaving the country. "There are three states that have a policy in place now," said Guardino. "And anyone sending PHI outside the country is taking a risk that if something goes wrong they could potentially be in breach of HIPAA or other regulations."

HTI answers these challenges by reducing the need for knowledge workers by automating as much data entry as possible, and when human intervention is needed, by utilizing a BPO partner with U.S.-based operators. "I have been in the healthcare industry for 19 years, and I've looked for onshore keying operations in the past, but couldn't find any," said Guardino. "I was looking around for automated capture technology, when I got introduced to **ImageScan** (a Lanham, MD-based payment processing ISV).

"ImageScan has developed an OCR engine that can handle EOBs, but it didn't have the right front end, nor did ImageScan understand how to reach into the healthcare industry. I basically took ImageScan's software and developed it into a service. It's hosted by **EdgeWare**. It's HIPAA

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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
4. Enterprise Content Management
5. Records Management
6. Document Output
7. Storage

DIR brings you the inside story behind the deals and decisions that affect your business.

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compliant; we have our SAS 70 certification, and everything is encrypted and protected. We work with **MetaSource** (based in Bristol, PA) to provide the manual BPO services.”

For scanning paper EOBs, HTI has formed a partnership with **Kodak Alaris**. HTI’s Web service has a direct integration with Kodak Capture Pro. “Given the nature of the clients we are pursuing, enterprises in the healthcare space, we don’t want to overburden them with front-end configuration,” said Mike Hagins, CIO at HTI. “Integrating with Kodak Capture enables users to easily tie their scanners into our service, which basically appears like a black box connected to a Kodak Capture front end.”

It’s important to note that although Kodak Capture is most often deployed with Kodak scanners, it’s a TWAIN application that can work with other vendors’ hardware. “This partnership provides us with a link into the Kodak reseller channel,” said Guardino. “We think establishing a channel is important for helping us reach the smaller healthcare providers that can best be served by our offering.

“If you talk to the bigger healthcare providers, some of them have been willing to spend six or seven figures on in-house EOB solutions. Smaller providers don’t have those kind of resources.”

HTI’s pricing is based on volume, and Guardino said that a provider with one FTE dedicated to EOB processing can justify a contract. “Replacing a manual process with our service, on average, can reduce the cost of labor 25-40%,” he said. “On top of that, our output files can be incorporated in a document management system that can create another 25-30% savings in file retrieval costs. Finally, there’s the issue of HIPAA compliance and other business benefits a provider receives from moving away from paper and toward electronic files.”

A more vertical focus for Kodak Alaris

For Kodak Alaris, the partnership, along with exhibiting at the upcoming **HIMSS** conference, represents the advent of a new focus on vertical markets. “In 2014, one big change you will see as we transition from Kodak to Kodak Alaris is that we will focus more on end user-centered IT solutions,” said Jody Miller, Kodak Alaris’ business development director for healthcare. “That will involve finding partners and building out combined solutions. We will be getting our message out through thought leadership and presence in vertical markets.

“As part of that focus, Kodak Alaris will be re-establishing its healthcare play. At HIMSS, we will be

introducing a sub-brand, ConnectCare Solutions, that will be used to categorize a group of healthcare focused partners and solutions. We even have plans for marketing some scanner models under the ConnectCare brand.” (This week, Kodak Alaris also announced a partnership with **Inofile**, which specializes in “transforming unstructured medical information into a common, standards-based format.”)

Kodak will also be showing its Info Insight IDR technology at HIMSS. “We will be showing it there on an exploratory basis,” said Miller. “We plan to focus Info Insight on some other industries first, but would like to determine where it fits best in the healthcare market. This might involve helping extract ICD-10 codes or secondary billing, but we’ll see.”

Guardino indicated that HTI is considering utilizing Info Insight to offer additional services in the future. For now though, he is excited to have an EOB processing solution up and running. “This is something I’ve been working on for 14 years,” he said. “It certainly wasn’t easy, but I think the technology development and market appetite have finally synced to create a tremendous opportunity for us.”

For more information:

<http://www.htihealthcare.com/contactUs.cfm>;

<http://www.documentimagingreport.com/index.php?id=2539>;

<http://www.documentimagingreport.com/index.php?id=2545>

ISVs See Opportunity in Evolving IP Space

The image processing segment of our industry is undergoing some potentially seismic changes. For years, **Kofax’s** VRS was the industry standard for advanced processing. But, as we mentioned in our last issue, **Fujitsu’s** decision to move away from bundling VRS with its popular fi-series scanners indicates that things are changing. That’s not to say VRS isn’t still the premier image processing software available—Fujitsu, in fact, still recommends it for forms processing applications. It’s just that there are several new options emerging, with different pricing models and functionality that are threatening to take share away from the traditional market leader.

Part of the reason for this emergence of new IP software has to do with increasing opportunity. Even though the document capture software market may only be growing in the high single digits, there is no question that document scanning is growing at a faster rate. This dynamic is a result of falling hardware prices, more hardware scanning options

(including increasing use of MFPs and mobile phones and tablets for capturing documents) and cheaper and better document capture and management software.

As a result of this increasing access to inexpensive document scanning tools, most users don't expect to pay a premium for image processing. As Art Nicholas, VP of global sales for **NovoDynamics** puts it, "Most MFP users feel like high-quality scanning is functionality that is supposed to come with their devices." In other words, it's not something they expect to have to purchase separately.

NovoDynamics is one of two ISVs *DIR* caught up with recently who are hoping to gain share in the suddenly changing and rapidly evolving document image processing software market. To do that, Novo recently introduced NovoImage+ 1.1, which has some new features, as well as a revolutionary pricing model targeted at the MFP dealer channel. We also caught up with **Dynamic Computing Consultants**, which has developed PerfectScan as an alternative to VRS.

A unique proposition for MFP dealers

NovoImage+ offers standard IP features like deskew, despeckling, auto-orientation, auto-cropping, grayscale thresholding, and more. It was originally developed as part of Novo's OCR application, which is often used by government agencies to deal with "dirty" documents taken from sites in the Middle East. From the demos we've seen and the testimonies on the Novo Web site, the technology seems to work well enough, but what is really unique is the way Novo is bringing it to market.

While Kofax has always been hesitant about deploying VRS to handle images output by MFPs, Novo recently announced a new pricing model aimed specially at the office equipment dealer channel. For a one-time annual fee, dealers will be able to deploy NovoImage+ Standard with every new device installation in a given metro area.

"This gives MFP dealers the option of pricing the software for the end user however they want," said Nicholas. "It's important technology for the dealers, because they are the first to admit that the optics and image quality you get from MFPs are not equivalent to those from dedicated document scanners. The optics on MFP devices are designed primarily for copying, and as a result, without some advanced IP, the digital images don't look as good, nor do they typically produce high-quality OCR results.

"But, end users don't want to hear this. They expect high-quality scans to come with the device. With our pricing model, for a potential cost of less than \$50 per device, dealers can include NovoImage+ with new device sales. This frees them up to pitch advanced capture and workflow solutions without having to get caught up in the weeds of selling advanced IP."

Normally, NovoImage+ Standard lists for \$299. It can be connected through a watched folder to a single device. An upgraded version, NovoImage+ Professional, lists for \$1,995. "Professional is more of a true server implementation," said Nicholas. "It's designed to work with an unlimited number of watched folders and devices, as well as handle an unlimited number of document profiles."

Novo is working with VAD partner **Cranel** to reach the dealer channel. "We will also be doing some outreach directly to dealers," said Nicholas. "We are looking to participate in events and work with publications geared toward the MFP space. We are going to be aggressive about getting the word out about Image+."

Nicholas indicated that building a network of dealers is important to NovoDynamics. "This will give us an audience for future products, including something like NovoDocufier (an auto-classification and data extraction application) for MFPs," he said.

NovoDynamics is also exploring ways to reach traditional document imaging VARs. "The metro area flat fee doesn't work as well with that channel," said Nicholas. "There is too much potential for abuse because so many scanners end up being sold over the Internet. You don't see that sales model much with A3 MFPs.

"That said, with Fujitsu no longer bundling VRS, there are a lot of changing dynamics in the scanner market that could open up some opportunities for us."

In addition to introducing a new pricing model, with NovoImage+ 1.1, NovoDynamics added the ability to output multi-page PDFs. "For MFP dealers, not having that feature was a non-starter," said Nicholas. "It's important to simplify the process as much as possible for MFP users. They don't want to go back to their desks and do image processing."

NovoImage+ 1.1 also includes an inversion feature designed to make it easier to process microfilm. This benefits many of the current users of the software, who operate service bureaus. Future improvements will include improved APIs for better workflow integration.

For more information:

<http://www.documentimagingreport.com/index.php?id=2542>;
<https://www.novodynamics.com/novo-image-plus/>

The Avis of IP?

Dynamic Computing Solutions is a Maryland-based ISV and scanning service bureau that has been working on PerfectScan for more than a decade. “When we started out developing PerfectScan, our goal was to create something that would be as good as VRS,” said Randy McNees, founder of DCS. “Our thinking was that the market was big enough that we could be Pepsi to Kofax’s Coke.”

The road from product conception to realization was a lot longer than McNees anticipated. “We made a lot of mistakes along the way,” he admitted. “Every time we thought we had it done, it turned out we didn’t.”

Until now. A demo version of PerfectScan is now available and McNees took *DIR* through a fairly extensive demo himself. “One of the characteristics that differentiates PerfectScan from most IP technology is its ability to make adjustments considering the entire contents of a page,” said McNees. “Most other image processing software takes a more myopic view and focuses more on individual characters. PerfectScan considers a page the way a human eye and brain would. This enables it to make only a section lighter or darker, where needed. We call this localized dynamic thresholding.”

McNees showed us what he meant utilizing a weigh bill with a sticky note attached to it. After initially be run through the default settings in PerfectScan, the words on the sticky notes were illegible. However, with an adjustment of a slider, the contrast on just the sticky note area was increased, enabling the words to come into view, while the contrast on the rest of the document, where the text legibility was fine originally, remained the same.

The slider was a light-dark control appearing at the top of the screen. The area of the sticky note did not need to be highlighted or circled. The software inherently knew where the contrast needed to be adjusted. This type of simplicity of interface is a key feature of PerfectScan. On the demo version, there are only three controls: the light-dark slider, three buttons to select light, dark or medium mode, and an option for selecting an “enhanced” mode.

“The application appears simple to users, but whenever an adjustment is made, behind the scenes there are multiple operations going on,” said McNees. “If a customer wanted us to, we could

expose additional controls.”

The enhanced processing mode offers features like “intergap fill,” which automatically completes lines on characters that may appear broken in a scanned image. “This is not character substitution and it is language independent technology. It works on handprint as well as machine print,” said McNees. “Our tests have shown that on poor quality documents, PerfectScan can improve OCR accuracy by 38% over using an OCR product’s out-of-the-box binarization algorithm.”

PerfectScan works with grayscale images, and an algorithm for converting color images to bi-tonal is currently in development. We saw it work effectively on a very low contrast image captured with a camera phone—for an application in which no outside light sources are allowed to be used. PerfectScan can also be used with microfilm images.

Speed is also a focus, and the images we saw were processed at a rate of well less than one second per page.

Dynamic Computing Solutions is a relatively small operation, and McNees is currently looking for partners, potentially through OEM agreements, to help him bring PerfectScan to market.

For more information: <http://perfectscan.com/>

Parascript Broadens Marketing Focus

Parascript has always had a wide range of recognition technologies. In our market, the Longmont, CO-based ISV is probably best known for its cursive recognition, but it also develops OCR/ICR, IDR, signature recognition, and even medical imaging technology. For the last two years, Parascript has worked to make all these technologies available in a single package—enabling its partners to address a wide range of applications with a single, versatile toolkit or forms processing product.

This effort culminated in last year’s release of FormXtra Capture 5.2 [see *DIR* 4/12/13], which Parascript is using to build its presence in the document imaging reseller channel. “We spent a lot of work in 2013 consolidating our technology under the FormXtra umbrella,” said Greg Council, VP, products and services, at Parascript. “That doesn’t mean we’ve moved away from marketing our individual SDKs. But, the primary function of the consolidation is to accommodate resellers, systems integrators, and smaller ISVs who do not have the

bandwidth to integrate multiple recognition technologies themselves.”

Toward the end of 2013, Parascript announced it had signed several new partners including a U.S.-based VAR, a French SI, and a Dominican SI focused on the financial services market. “We met our goals for our channel program in 2013, and our pace is accelerating,” said Council. “It’s a good mix of international and U.S.-based partners, as well as resellers and OEM partners.”

Don Dew, Parascript’s director of marketing, said the goal of creating the FormXtra

Capture application was multi-fold. “It really opens the door for us to develop a VAR network,” he said. “Through that avenue we expect the application to become a substantial part of our revenue. We also expect it to help create a groundswell of interest in our toolkit technologies from OEM partners. Last year, our OEM business grew at a somewhat surprising rate.”

Parascript has also ramped up its marketing. “We know that the technology that differentiates us, handwriting recognition, is still a mystery to a lot of people,” Dew said. “People need to know how it works and become more familiar with it. To help with that, we’ve developed content programs focusing on education. We’ve incorporated methods like assessing how much a person knows and using that to determine the best time to reach out to them. We’re trying not to be overly aggressive. We want to act as a guide in end users’ discovery of forms processing and recognition technology.”

Dew said that recently Parascript has begun seeing increasing interest in both cursive recognition and signature verification. “Parascript’s signature verification technology can be utilized in a multitude of ways,” he said. “It can automate what is still a manual process at many banks—comparing signatures on checks written for amounts higher than a certain threshold to signatures on record.

“It can also be used to look for signatures on documents. Like, if you have a database of contracts and you want to find every one signed by John Hancock. With the upcoming version of the product, we will introduce the ability to find signatures anywhere on a page instead of having to utilize coordinates and keywords.”

This type of imaging-based signature verification is classified as offline recognition. Parascript also has online signature verification that can be used in conjunction with signature pads or electronic pens such as those manufactured by **Anoto**. “The online technology utilizes information like the pressure and writing style applied by a signer,” said Dew. “We can utilize information captured online and offline in the same application.

“The online technology is not currently part of FormXtra, because FormXtra is primarily focused on paper processing. However, our goal is to broaden FormXtra’s focus to include more

electronic-type document processing.”

Signature verification and cursive recognition can both be used in conjunction with more traditional forms processing technologies. “Cursive recognition is often used to capture names and addresses on forms,” said Council. “And these forms also might have check box fields that can be processed through OMR technology. Or maybe there is a signature at the end. Cursive recognition can also be used to identify keywords in comments that might appear on a form.

“Having multiple recognition technologies in a single package can be very beneficial to our customers. It enables them to address several types of applications with a single package. Also, because our software utilizes all our own technology, we can help users apply it in a way that intelligently integrates all its capabilities.”

Dew stressed that having multiple integrated technologies is especially important when going after the mid-market. “Like you see in many technology markets, recognition has initially been deployed on the high-end,” he said. “By now, a lot of larger enterprises have solved their recognition problems. But the mid-market is almost untouched. We are all in a race to get to the bottom but no one has quite figured out how to get there.

“For the mid-market, the value proposition we offer is a holistic ability to capture documents and do a lot of different things in an easy to deploy package that is available at a reasonable cost.”

Innovative auto-classification

Parascript is currently working on new automatic classification. “Most current classification technology

“By now, a lot of larger enterprises have solved their recognition problems. But the mid-market is almost untouched. We are all in a race to get to the bottom but no one has quite figured out how to get there.”

—Don Dew Parascript

is based on analyzing full-text OCR results,” said Council. “While that’s a good first step, it assumes users know what they are looking for and can utilize keywords to find the correct documents.

“We are looking at analyzing documents based on how they look. If a pile of documents is sitting in front of a person, they are able to sort them, without reading them, based on what the documents look like. We think some of our morphology technology, which we currently utilize in another area of our business to analyze medical images, could be every effective in this type of application.

“Studies have shown that there is a demand for this in the market. Last year, **AIIM** published a couple of Industry Watch reports dealing with information governance and big data type applications. They both mentioned end users’ desire to better classify documents—both electronic and image-based—for the purpose of discovery and just knowing what records they have.”

With FormXtra Capture 5.2, Parascript significantly expanded its software’s API capabilities. “In 2014, we will step further into the SaaS business model,” said Dew. “Our platform has the capability to be run as a recognition service deployed in the cloud. We are discussing some partnerships that will make this happen. This is part of our overall plan to continue increasing our strategic alliances.”

On the right track

While Parascript can’t yet be classified as a major player in the recognition technology market, it is certainly taking steps in the right direction. It has had solid technology for years, but the company has been mainly marginalized as a specialist for applications involving cursive handwriting. And while Parascript has had some success in the check recognition and postal sorting markets, it has yet to achieve major success in the traditional forms/transaction processing space.

Its new marketing strategy of combining all its technologies in a single suite, as well as its aggressive efforts at penetrating the cloud application space, are certainly steps in the right direction toward expanding Parascript’s footprint. Coupled with its continued strong development efforts, we expect to hear more from the ISV in the near future.

For more information: www.parascript.com;
<http://www.documentimagingreport.com/index.php?id=2513>

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mindSHIFT Fleshes Out Ricoh Services Portfolio

There has been plenty of coverage in *DIR* and elsewhere over the past few years about the trend of MFP vendors diversifying their businesses by expanding software and services offerings. With its acquisition of IKON five years ago, **Ricoh** did a good job expanding its services, and since then it has continued to increase the scope of both its professional services (PS) and managed document services (MDS) practices. Ricoh recently moved to complement those areas with the acquisition of **mindSHIFT Technologies**, an organization specializing in managed IT services.

“While we have played in the managed IT services space and made some investments there over the course of the last year, we had nothing that could compare to the strength of an organization like mindSHIFT,” said Tracey Rothensberger, COO of Ricoh Americas Corp., who helped drive forward the acquisition. “While MDS and PS are focused more on larger customers, managed IT services is focused on small- to medium-sized businesses.”

Rothensberger broke down mindSHIFT’s portfolio into four areas:

■ **managed IT services:** includes virtual desktops and management of organizations’ desktops and servers

■ **cloud services:** branded as “cloudSHIFT,” this includes hosted offerings in back-up and recovery, voice-over-IP, and legal services

■ **data center service:** virtual servers and storage as well as co-location services

■ **professional services:** includes advanced application development in the legal space as well as custom SharePoint development

mindSHIFT was acquired from **Best Buy**, which had purchased the organization for \$167 million in 2011. “Best Buy was hoping to make a run at the SMB services market, but shortly after the acquisition, it refocused its business around the retail and consumer markets,” said Rothensberger. Terms of the Ricoh acquisition were not announced.

mindSHIFT brings close to 7,000 clients to Ricoh, as well as 650 employees. According to the Ricoh press release, mindSHIFT will continue to operate under its current name and management team. “We will maintain mindSHIFT as an independent organization, very similar to the way we operate our Enterprise Services group today,” said Rothensberger. “mindSHIFT has locations around the country that we will maintain.

“But, it also has very advanced cloud and hosted offerings that can be sold anywhere, and Ricoh has 2,500 salespeople across 450 offices, plus an extensive dealer network. As a result, adding salespeople should not be a factor in our efforts to grow mindSHIFT’s business. We love the fact that its services and solutions are not tied to geography and have plans to take those offerings into Latin America and Canada as well.”

Rothensberger indicated that Ricoh’s dealer channel has been asking the vendor for more managed IT services. “We think our dealers will love this acquisition,” he said. “If you think about IT service providers in smaller communities offering

PERCEPTIVE GAINING STEAM WITHIN LEXMARK

As Ricoh continues to increase its focus on services, another MFP vendor, **Lexmark**, continues to rapidly expand its software business. In its recent year-end 2013 report, Lexmark reported that its **Perceptive Software** business generated revenue of \$239 million, which represents 48% growth over 2012. This was driven by a combination of acquisitions and 13% organic growth.

Perceptive still only accounted for about 6% of Lexmark’s overall revenue of \$3.7 billion, but it is the fastest growing segment of the organization and is projected to grow a little faster than 15% in 2014. Lexmark has also made significant strides in improving the profitability of Perceptive, which improved on an operating loss of \$23 million in 2012, to post a loss of just \$2 million for 2013. For 2014, Lexmark expects “Perceptive Software to deliver significant operating income expansion.”

For more information: <http://bit.ly/DIRtalkLxmark13blog>

break/fix services, they don’t have the resources to come up with cloud services like mindSHIFT’s on their own. mindSHIFT even has a white label approach to some of its cloud and hosted offerings that enables it to provision services to partners, like MFP dealers, that the partners can then resell to their customers.”

The bottom line is that the mindSHIFT acquisition is additive to Ricoh’s current offerings. It’s doesn’t seem to overlap very much with the MDS, PS, and MFP hardware/software areas of Ricoh that *DIR* has traditionally covered. However, as these areas gradually get subsumed into more mainstream IT products and services, complementing them with a managed IT services practice certainly makes sense. It will be interesting to see how everything converges down the road.

For more information:
<http://bit.ly/RicohmindSHIFTPR>

PANASONIC SCANNERS, FROM PAGE 1
 skews up to five degrees.”

The KV-S5076 features a two-line LCD screen that supports one-touch scanning for more than 100 programmable workflows. The 5076 is rated at 100 ppm/200 ipm and carries a list price of \$6,195. The KV-S5046H is rated at 80/160 and lists for \$5,195. With the VRS Elite bundle, each model lists for an additional \$400. All the new models come with Panasonic’s 3-year advance exchange warranty.

For more information:
<http://www.documentimagingreport.com/index.php?id=2537>;
<http://bit.ly/PanasonicDept>

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