Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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AIIM, the ECM trade association, has published its annual *Document Management Service Providers (DMSP) State of the Industry* survey results. DMSPs are a mixture of service bureaus, VARs, consultants, and distributors, and the survey was completed by 232 DMSP executives in October 2006.

The results confirmed some of the anecdotal evidence surrounding the document imaging industry that we have already published in *DIR*. For example, in 2006, healthcare rated as the top vertical priority with 78% of respondents listing it as a market served by their companies. This was up from 66% in 2005. Another trend we've cited in *DIR* is the growing number of ISVs focusing on vertical trade shows. It appears DMSPs are doing well to follow this lead.

In general, the surveyed executives expressed dissatisfaction with their marketing initiatives. For example, 57% said they advertised in the yellow pages, but only 12% of these yellow page users found them to be a "good" or "great" marketing avenue. In contrast, of the 78% that said they exhibit at vertically-focused trade shows, 59% said these shows produced "good" or "great" results. Vendor partners provided the next highest level of satisfaction among DMSPs, with 49% saying their vendors' marketing efforts were "good" or "great" for them.

AIIM CONFERENCE DISCOUNT

The annual **AIIM On Demand Conference and Expo** is less than a month away. The event runs April 16-19 at the Boston Convention and Expo Center. As a *DIR* subscriber, you are eligible to receive $200 off a full conference pass if you register using the source code B322H. For full AIIM Conference details go to http://www.aiimexpo.com/aiimexpo2007/v42/index.cvn?ID=10011

Race For Online Content Drives Emerging Capture Niches

The Internet isn't just for electronically generated content anymore. In fact, this is one of the trends that has been driving the impressive-to-explosive growth we've seen in the document imaging market over the past few years. It has manifested itself in applications like e-government, distributed data capture, and even scan-to-e-mail as a fax replacement. The latest rage in the scan-to-Web space has been the capture of published hard copy texts, such as books, magazines, and newspapers, to make them available for Internet researchers.

"For the current generation of students, if content isn't on the Internet, it often doesn't exist," observed Dr. Lofti Belkhir, CEO and founder of Rochester-area book scanning specialist **Kirtas Technologies**. "With the next generation, it's only going to get worse. You can see why there is an urgency to digitize all printed books."

According to Paul Jeffko, president of Settle-based **SmallTownPapers**, this urgency has expanded beyond just books. "It's a natural evolution that any type of ink-on-paper that could be used in research will be put online," Jeffko told *DIR*. "This includes newspapers, maps, brochures, etc."

World Wide Web search engine kingpin **Google** really jump-started the market for the capture of printed-content back at the end of 2004, when it announced plans to make available online some 15 million books secured through agreements with several prestigious libraries [*see DIR* 1/7/05]. "The way Google is making its book content available has really changed the rules of the search game," noted Belkhir. "Previously, Google focused only on information available through the World Wide Web, which was also accessible by competitive search engines. In that game, the outcome is decided by delivering the best search results.

"Google's book content, however, is restricted to Google servers, and competitive search engines like **Microsoft's** and **Yahoo!'s** can't access it. Now, in addition to search results, Google is competing on quality of content."

This has created a race for content among search engine vendors. "As the search engines battle to secure this content, it's creating a marketplace for materials," said Jeffko. "We see a lot of opportunity beyond books. Our target market is small town newspapers that now can only be accessed by visiting a newspaper office and manually paging through bound volumes of back issues."

> **"I compare the potential for this type of content to the potential that a television network had in the 1950s."**
>
> **— Paul Jeffko, SmallTownPapers.**

Kirtas lands contract with Microsoft

Kirtas recently became a major beneficiary of this race for content when it signed a contract with Microsoft to capture books for Microsoft's Live Search Books initiative [www.publisher.live.com]. The capture will be done at Kirtas' internal service bureau, which runs Kirtas hardware and software. "Microsoft has contracted us to help them compete against Google," Belkhir said. "We will help them make up lost ground.

"I can't say exactly how many books we will be capturing for Microsoft, but I can say we are adding at least seven scanners in the next two weeks, moving into a new building, and adding 40 employees in the next 90 days."

Kirtas manufactures a patented machine with an automatic page-turner for capturing books [*see DIR 4/4/03 & 2/17/06.*] Instead of investing in existing book scanning technology, Google opted to develop its own book capture apparatus that employs manual page turning. It's Belkhir's somewhat prejudiced view that this is a decision Google will come to regret.

"Google is basically paying people minimum wage to scan books as fast as they can," he told *DIR*. "As a result, you see lots of hands on the pages, text gets cut off, you might end up with missing pages, etc. I think we can really give Microsoft an advantage with the quality of our capture process."

Microsoft seems to be following the Google protocol of capturing an archive quality image and then making a scaled-down version of that image available online. "We are capturing everything in 300-600 dpi and giving Microsoft full-text OCR results as well," said Belkhir. "They manage it from there."

Microsoft isn't the only high-profile customer Kirtas has signed recently. In February, the company announced that **The Generations Network**, formerly known as MyFamily.com, has signed a contract to utilize two of Kirtas' high-end ATP BookScan 2400 machines to capture information from bound sources such as immigration records and city directories.

"Some of the books we are archiving are insured for thousands of dollars and are so rare they cannot be touched with the human hand," said Michael Daniels, director of Digital Preservation, The Generations Network, in a press release touting the agreement. "The robotic arm and advanced paper handling from the APT BookScan 2400 provides the safest way for us to separate and turn pages and capture this delicate information—at twice the speed."

We asked Belkhir if Kirtas indemnifies its customers against damage caused by its scanners. "We don't guarantee, because an operator can always do something wrong," said Belkhir. "However, we can prove to our customers that our machine is gentler than the human hand if operated properly. We also typically spend two-to-three days doing hands-on training when we install a device."

According to Belkhir, Kirtas doubled its revenue in 2006 and expects to sell more than 50 units this year, not including the seven machines it installed internally for the Microsoft project. The APT BookScan 2400, the most popular of Kirtas' three models, lists for $189,000. It has a rated speed of 5,000 pages per hour.

Kirtas also markets a software package, which performs functions like auto-cropping, deskewing, background removal, image segmentation, and thresholding and binarizing of text, all designed specifically for book capture. Kirtas plans to introduce PDF/A output into the next version of its *BookScan Editor Pro*.

"We are seeing explosive growth in the market," Belkhir concluded. "Libraries and service bureaus are still our main customers. However, search engine vendors and online retailers like **Amazon** are helping expand the market. In the end, there are billions of books people want to see made available online.

"We are getting interest from all over the world. In the U.S., we sell direct, but internationally, we work primarily through resellers. We have established ourselves in Europe and Asia and are slowly moving into the Middle East. In Spain, we are part of a pilot involving the Spanish government's desire to scan all their vital records, which are currently kept in bound books. We are involved in several other initiatives as well, that we are not at liberty to discuss.

"Today, our sales primarily involve one or two scanners, but as some of these larger initiatives start to gain traction, volumes could really pick up. Book scanning is an emerging market, and emerging markets always start with a trickle before really opening up."

According to Kirtas CEO Lofti Belkhir, Kirtas' automatic page-turner is gentler than the human hand.

Making the inaccessible available

SmallTownPapers' market is even less mature than Kirtas'. The company was launched in 2000 and now has captured some two million pages from more than 300 mostly weekly newspapers published across the United States. The papers date back as far as the 1800s. "Most of these papers were never even put on microfilm," noted Jeffko. "We figure there are about 5,000 of these type publications in the U.S. Currently, we have contracted the rights to some 20 million pages and are working with our partner **Crowley Micrographics** to put those online."

Crowley captures the images using a **Zuetschel** scanner made specifically for oversized pages. "The design features a glass plate that flattens out the pages and helps create superior image quality," said Jeffko. "We capture raw uncompressed, 256-bit grayscale images for a museum quality archive. We then apply full-text OCR to each page. We convert the OCR results to an XML stream that we use in our databases. On our site, we present the pages as GIF files upon request, which are mapped to our XML data, so matching search terms can be highlighted."

SmallTownPapers offers only small royalty fees to publishers to secure their content, but also offers them access to a digital archive of their publications. SmallTownPapers foots the bill for the shipping and scanning of the materials. Jeffko indicated start-up and capture costs have been fairly significant. To compensate, the company is now attempting to accelerate its revenue generation.

"Our goal has always been to have our content

distributed widely, with plenty of free access and support through advertising," said Jeffko. "I compare the potential for this type of content to the potential that a television network had in the 1950s. Sure, local affiliates could get all this great network content for free. All they had to do was play the commercials along with the content."

SmallTownPapers' content is currently available on its Web site. It also works with subscription services such as **EBSCO**. In Sept., it announced a deal with **World Vital Records—**a competitor of The Generations Network for providing historical family information.

"We figure the value of the content will exist forever for researchers in areas like history and genealogical research," concluded Jeffko. "The model for how we'll be compensated is still evolving. The question of how our costs will be paid and our profits made is currently being answered on the Internet."

For more information: http://www.kirtastech.com; http://www.smalltownpapers.com

Datacap Showcases SOA Technology In Latest *Taskmaster* Release

Datacap has announced the pre-release of *Taskmaster 7*, which incorporates the SOA (services oriented architecture) technology that won a Best of AIIM award last year. "At AIIM, we introduced a core component of *Taskmaster 7*—what is now known as our *Rulerunner Service*," explained Scott Blau, the CEO of Datacap. "With this release, we've added a complete set-up environment called the *Datacap Studio*."

The *Rulerunner Service* includes all of Datacap's core capture capabilities. "For a couple years, we've been harping on the fact that we've put all these capabilities like image processing, OCR/ICR, dynamic location of data, and release scripting into a set of rules," said Blau. "In *Rulerunner*, we've basically packaged up these rules and made them available through an SOA or Web services interface."

The *Datacap Studio* provides a graphically rich environment for setting up processes incorporating these rules and enables users to test their workflows in a realistic manner. "One of the nice things about our Web services environment is that it decouples core processing from capture," said Blau. "This

means you can use it to process images from any capture product, whether it be **FileNet** *Capture*, or Kofax *Ascent*, or a proprietary application like the one developed by our customer **Celery**."

Celery has developed a fax-to-e-mail application targeting non-computer savvy individuals. "A user basically provides Celery with a list of e-mail addresses and when that user wants to send an e-mail, they fax Celery a letter containing their message," said Blau. "The letter can even be hand-printed. Celery leverages the *Rulerunner Services* to apply OCR/ICR to an image of the fax, recognizes the addressee's name on the letter, links it with the corresponding e-mail address, and delivers the image to the recipient's e-mail."

"I'm not aware of any other data capture product in which testing in the setup environment performs exactly the same as the runtime environment."

— Scott Blau, Datacap

Blau stressed *Studio's* efficient testing capabilities. "I'm not aware of any other data capture product in which testing in the setup environment performs exactly the same as the runtime environment," said Blau. "We're able to accomplish this because we've decoupled our core processing. For example, it used to be that to test OCR/ICR, you had to have the engine running on the same computer as the rules manager. Now, because OCR/ICR is running as a service, you can test your processes in a much more lightweight environment. This is more efficient than having to run and re-run batches through your entire capture application. It's also a much better way to track down bugs than a typical simulated environment."

New capture services

One of the services being offered within *Rulerunner* is Datacap's new Dynamic Natural Analysis (DNA) IDR technology. "DNA is an evolutionary technology for us," said Blau. "We consider it appropriate for anyone that has highly variable forms. The **Baltimore Sun**, for example, uses it because they are always changing their subscription forms. Invoices are another application for DNA. With DNA, we've finally reached the point at which we're able to reduce some of the setup time for these variable forms."

According to Blau, in *Taskmaster 7*, Datacap has added a "dynamic details" feature to its IDR technology. "We recently had a prospective customer try to test us by bringing in a 72-page invoice file," he said. "Using the dynamic details feature, we were able to point-and-click to capture the data from the first details line. Then *Taskmaster* went through and automatically located the details on the other 72 pages."

Datacap also has plans to introduce an automatic document classification module within *Rulerunner* that will leverage technology licensed from contextual search specialist **Content Analyst** [*see DIR 9/8/06*]. This reminds us of what **Cardiff** recently did with the **Autonomy** IDOL technology [*see DIR 3/2/07*]. The Datacap classifier will be named *Wordfile*.

Also, Datacap formally announced a partnership with handwriting recognition specialist **Parascript**. The two companies have worked together on subscription forms capture applications for *TV Guide* and the *Baltimore Sun*. "Parascript's technology is very strong with word-based recognition, particularly, when you have a dictionary to compare the results to," said Blau. "One of our strategies is to make available within *Rulerunner* a lot of different capabilities for users to choose from. After image processing and basic recognition, we charge a premium as users add capture functionality."

Pricing model simplified

One notable change between Datacap's original SOA message and the current incarnation of *Rulerunner* is that instead of each piece of capture functionality running as a separate Web service, they are now being packaged within one Web service, with specific functionality being called for a particular process. This is probably just a matter of semantics, but we felt it was worth pointing out.

"We also talked about possibly making our capture services available on a per use basis," added Blau, "but we have not reached that point yet. One thing we have done is make a pretty significant change in our licensing model. We've gone to a single-client model for our thick-client. We are not charging for a scan- or page-volume license."

Datacap has also introduced cross-browser support into its Web capture product for indexing and monitoring capture workflows. This includes Firefox, Opera, and others. "We also added some flexibility that enables users to remove certain header and menu elements from their browser screens in order to create a larger viewing area." said Blau.

Business is strong

Blau concluded by telling us Datacap was coming off another strong year in 2006, its second consecutive year of more than 20% revenue growth. "The channel has been a strong factor for us," he said. "They are growing both in terms of number and quality. In particular, I'd like to cite **CGI** (formerly CGI AMS headquartered in Fairfax, VA) and the work they've done with patient records."

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

THIRD CYCLE FASTER SET FOR AIIM

At **AIIM 2007**, **Datacap** will host its third annual Cycle Faster Program to raise money for charity. The event features a stationary bicycle set-up in the Datacap booth with riders competing on a virtual course. There will be a team competition for event sponsors, as well as an individual time trial. A donation kiosk will be available for attendees to make contributions, and a road bike will be raffled off on the final day of the AIIM event.

Datacap plans to kick off things with a reception and press conference on Monday, April 16, at Boston's Dugin-Park restaurant. It's open to AIIM attendees for a donation of $25. "At AIIM, we're following a similar program to what we did last year, except that we're not having an outdoor bike ride prior to the reception," said Art Gehring, Datacap's director of marketing. "With AIIM being a month earlier and farther north than last year, we felt the weather was a bit risky.

"We will, however, run the Cycle Faster Program a second time this year at the **ARMA Expo** [Oct. 7-10] in Baltimore. It's part of a whole B2B theme." In conjunction with that theme, Datacap CEO Scott Blau has pledged this summer to ride five times the distance between the two cities, some 2,000 miles, at a rate of at least $1 per mile.

Last year, Datacap raised $20,000 at AIIM for the **Lance Armstrong Foundation**, and according to Gehring, things are well ahead of that pace this year. In addition, Datacap has added the **Horace Mann School for the Deaf and Hard of Hearing** to the beneficiary list. The School works closely with AIIM's New England Chapter.

CycleFaster 2007 event sponsors include **Fujitsu**, **Böwe Bell & Howell**, **AIIM**, **Panasonic**, **Océ**, **Visioneer**, **ABBYY**, **Canon**, **Captaris**, **DocuWare**, **Kodak**, **Kofax**, **Parascript**, and **Snowbound Software**.

For more information:
http://www.documentimagingreport.com/Datacap_Cycle_Faster.1566.0.html

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Credit Union Leveraging Document Scan Server

Momentum for **Kofax's** Document Scan Server (DSS) is slowly picking up. The capture vendor recently announced an installation with Texas-based **Randolph Brooks Credit Union** (RBFCU) to facilitate remote capture of loan application paperwork. RBFCU, which is one of the top 10 credit unions in the United States, has, so far, rolled out DSS at seven of its 26 sites.

What caught our eye was the unique use of DSS in conjunction with a video conferencing application being used to expedite loan approval. The RBFCU installation was done by Kofax reseller **Digital Storage Solutions**, a business process consultant based on Long Island that has developed a niche practice in the banking and credit union market. Previous to the DSS project, RBFCU had already purchased a capture and ECM system from Digital Storage Solutions that's being used to archive more than 35,000 documents per day. [For a case study: http://www.digitalstorageinc.com/PDF/DSS_CaseStudyRBCU_07_26_05.pdf]

"We were performing an onsite discovery regarding RBFCU's workflow for mortgage origination, when Ken Truitt, systems administrator for RBFCU, mentioned that the organization was looking to do some scanning at its branch offices related to consumer loans," said Tom Olivieri, EVP, professional services for Digital Storage Solutions.

RBFCU's goal was to set up a system that enabled loan specialists at its central office to evaluate and approve loans in real-time for customers at remote branches. "Their original goal was solely to capture photo IDs," said Olivieri. "Ken Truitt informed us that the project team had a pilot set up, but he was hoping Digital Storage Solutions could provide a more complete solution that would capture not only photo IDs, but all loan origination documentation, as well."

RBFCU's pilot consisted of a videoconferencing kiosk that included a flatbed-type scanner and a printer. The scanner was for the photo IDs, so the loan specialist could verify the identity of the person they were video-conferencing with. The printer was used to output the final loan documentation. Any paperwork related to the loan application had to be faxed to the loan specialist. "It was our suggestion that RBFCU leverage document scanners to capture both the ID cards and the application documents," said Olivieri.

Digital Storage Solutions presented RBFCU with three scanning options: MFPs, PC-driven scanners, and **Fujitsu** fi-5120C workgroup scanners connected to Kofax DSS units. "Ease-of-use was very important to RBFCU," Olivieri stressed. "They wanted something simple. They didn't even want users to push a button to initiate a scan. Because a DSS configuration enables a user to control a scanning process remotely over an Internet connection, it was the optimal solution."

IS THE SCAN SERVER A SUCCESS?

Is the **Kofax** Document Scan Server (DSS) a success? The jury is still out. From what we understand, there are about five installations out there, none of which is particularly large—over 100 units. For a product introduced almost a year ago, this might seem like a slow uptake. However, let's remember that DSS represents a pretty new concept in scanning. SOA-based capture is brand new, and we don't think Kofax was expecting thousands of these things to be flying off the shelves in their first year.

Remember, Kofax typically works through a reseller channel. This means that before end users buy into DSS, the channel has to. [*We've seen this paradigm play out with the slow, and sometimes painful adoption of scanning on MFPs.*] And for the channel to buy into DSS, they need to come up with solutions that take advantage of it. **Digital Storage Solutions' Randolph Brooks Credit Union** (**RBFCU**) application is a great example of the potential of DSS. Didn't the RBFCU guy say he was saving $7,000 per workstation? Early on, people were concerned about the cost of DSS (list of around $1,000 per unit). Well, if it takes $1,000 to save $7,000, suddenly that's not so expensive at all.

Of course, DSS is not going to fit into every scanning environment. In fact, it's probably not a good fit in most traditional scanning environments. But, then again, it wasn't designed to address traditional scanning applications. DSS is part of the brave new world of Web-based distributed capture. And the beauty of that market, especially for a batch capture leader like Kofax, is that it's generally net new business for the document imaging market. [*Captovation's* Ken Peterka made this point to us regarding his company's Web-based distributed capture application, as well. See story on the next page.]

DSS' time will come. As we've said before, VRS also was ridiculed by some as expensive and unnecessary when it was first introduced. It may take a couple years, but we're confident that the pipeline Dicom CEO Rob Klatell was talking about, following the company's recent financial report, includes some large potential DSS deals. Stay tuned.

http://www.kofax.com/products/intelligentcapture/scanserver

DSS is a network scanning appliance that Kofax introduced last year. It's a modem-sized box with a USB port for the scanner, and an Ethernet port for a network connection. It runs software that enables certified DSS scanners to be driven by applications that can make Web services calls to the device. DSS is designed to make distributed capture act more like a mainstream IT application.

Because RBFCU is not running a Web services environment, Digital Storage Solutions' professional services group wrote a custom Web services-based capture application. "The loan specialist at the central office initiates the session with the scanner at the remote site," Olivieri said. "The loan specialist has two options to choose from. The first is to initiate a scanning process for an ID card, which is captured in color. After the specialist confirms the applicant's identity, the customer places all additional loan documentation into the scanner. The specialist then selects the second option to initiate a black-and-white scanning process."

According to Grilli, business development manager for Digital Storage Solutions, "Leveraging the new system, each of RBFCU's loan specialists is, on average, now able to process three times as many loans as they could previously. Prior to implementing the teleconferencing solution, RBFCU was required to staff loan specialists at the remote branches for face-to-face meetings with applicants or have the loan specialists correspond with applicants through branch representatives who acted as liaisons. In addition, RBFCU has improved the loan application experience for its members, because it can typically close or reject a loan during a single visit."

RBFCU representatives have been quoted as saying that the DSS configuration has saved each branch $7,000 in equipment costs compared to the originally planned system. RBFCU is currently testing **Panasonic** KV-1025 workgroup scanners because of their dedicated card-scanning capabilities. The 1025 is also being tested by Kofax for compatibility with DSS.

It's Digital Storage Solutions' vision that the solution at RBFCU could be developed for any bank or credit unions across the country. "We see a lot of potential for this type of solution," said Tom Doyle, president and co-founder of Digital Storage Solutions. "Any organization processing new account applications could benefit from it, especially those that accept applications at distributed offices."

For more information:
http://www.digitalstorageinc.com/
or contact: tdoyle@paperfreedom.com

Distributed Capture Opportunities Growing

Document imaging resellers looking to hit a home run are overlooking the lucrative Web-based capture market, according to Ken Peterka, CEO of capture software specialist **Captovation**. Captovation, one of the pioneers in the area of Web-based capture, is currently working on a deal that could be deployed over thousands of seats in the next two years. "The number of distributed capture deals we are landing isn't necessarily increasing exponentially, but their size certainly is," Peterka told *DIR*.

According to Peterka, many resellers are ignoring the potential of distributed capture because they are used to selling traditional ECM (enterprise content management) systems. "For a typical imaging reseller, the largest software component of a sale is the ECM package, because of the number of seats it involves," said Peterka. "They look at capture as an add-on of a few seats to feed the ECM system. However, when you get into distributed installations, the capture component can involve hundreds of seats and reach six figures."

Ken Peterka, CEO, Captovation

Peterka explained that the prospective customer he mentioned already has a large centralized scanning installation. "We've found that distributed capture isn't necessarily cannibalizing centralized capture," he stressed. "Overall, end users are increasing the number of documents they are capturing for compliance and control. However, without a good Web-based capture application, they previously couldn't justify shipping paper documents from their branches to a centralized site for scanning. The only catch for resellers is that in many of these opportunities, the end user may already have an ECM system."

Market demands catching up to feature set

Sales of Captovation's distributed application, *Web Capture*, grew 100% in 2006. Captovation now has approximately 70 distributed customers, and *Web Capture's* success has come across industries. This includes installations in the healthcare, financial services, state and local government, and retail markets—some with several hundred seats. Peterka noted that the aforementioned, large prospective deal is with a Fortune 100 company and would easily be the largest sale in the history of the Eden Prairie, MN-based company.

"There are three main requirements this prospective customer is looking for in a capture application," he said. "These are ease of use, ease of installation, and ease of administration. This is the message we have been preaching for five years, and it's good to see it finally aligning with market requirements and being validated on a larger scale than ever before.

"When you're deploying a capture application to thousands of users, it can't be hard to work with. Some of our competitors do a great job with batch capture, but their product design is overkill when you're dealing with ad hoc users in a distributed environment. When you're dealing with thousands of users, the capture process can't be difficult. Another advantage is that *Web Capture* can run over a standard TWAIN interface, which means you can use the same scanner driver for both dedicated document scanners and MFP devices that feature network TWAIN capabilities. Canon and Ricoh both offer this type of TWAIN. We can also pick up images from networked folders."

Java in the future

The current version of *Web Capture* is written in ActiveX, but Captovation has a Java-based version in development. "*Web Capture* has a very robust indexing screen that includes the ability to set up pick lists, do database lookups, and enforce custom business rules," said Peterka. "All this will be ported over to the Java environment. We've found that some organizations have a problem with allowing its users rights to install ActiveX on their desktops. A Java platform will take care of this, as well as make us more platform independent from a Web server standpoint."

Peterka concluded by saying he hopes some of Captovation's large distributed deals increase his company's mindshare amongst VARs. "Most of our resellers have multiple products they are repping, and at the end of the day, they only have so much time and effort to put into each one," he said. "Captovation is beating some of the bigger names in this industry for high profile deals. I think there is a window of opportunity for resellers to take our software and land some of the large,100-plus seat deals that are out there."

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

TIS SIGNS ON ANOTHER BKK ORGANIZATION

Top Image Systems recently landed its third mailroom application in the German health insurance market. Its latest customer in this area is **BKK Essanelle**, which is implementing TIS' *eFLOW3* platform at its Dusseldorf headquarters. BKK Essanelle will use TIS technology to classify and extract information from some 13,000 items per day that fall into 100 different document classes. *DIR* has previously reported on a TIS installation with **BKK Abrechnungszentrum Emmendingen**, which is using eFLOW technology to process 30,000 to 40,000 documents per day [*see* _DIR_ *10/22/04*].

AIIM DMSP SURVEY, FROM PAGE 1

If you wish to download a complete copy of the survey results and accompanying report, go to http://www.aiim.org/article-industry-watch.asp?ID=32703

For more information: http://www.aiim.org/DMSP

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