

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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March 29, 2013

THIS JUST IN!

AUTOMATING INDEXING THROUGH “CROWD LEARNING”

German ISV **DocuWare** has introduced multiple improvements in the latest version of its flagship product—DocuWare 6. Many of those are focused on high payback areas related to document imaging like data capture and workflow. This includes an “Intelligent Indexing” feature with learning capabilities that leverage documents captured by multiple DocuWare users.

On the data capture front, DocuWare 6 has also introduced a new bar code and forms recognition module, that runs with both the product's thick and Web clients. It has also introduced “point-and-shoot” technology to help automate indexing. Taking the point-and-shoot to the next level is Intelligent Indexing, which is a service that sits in the cloud.

“Basically, a user scans a batch of documents they need to index and drops them into the Intelligent Indexing basket,” said Robin Horner, service and support manager for DocuWare. “If the service has not seen a similar type of document, the user will have to manually point and click to capture the indexing fields. But, after two or three times of seeing a particular document, the index fields will be captured automatically.

“The unique thing is that if another user of Intelligent Indexing has the same type of document, the system will leverage the knowledge it gained in their capture process to automate capture from your documents. For instance, if multiple Intelligent Indexing users are receiving invoices from AT&T, once the first user runs their AT&T invoices through, provided they are in the same format,

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Kofax Embraces “First Mile” Strategy

SAN DIEGO—**Kofax** has a new marketing position. No, we're not talking about its transition from document capture into the emerging smart processing application (SPA) market—although the Irvine, CA-based ISV is certainly making a move that way. What's more interesting to us is its new message that its technologies are focused on “Making the Critical First Mile™ of Business Smarter.”

This message is a nod to Kofax's efforts to connect businesses' systems of engagement—how customers interface with an organization—with their systems of record—the software used to run their businesses. Of course, **AIIM** President John Mancini has been preaching the value of this type of connection for several years. But, from our standpoint, it took a keynote from Mancini, at this month's Kofax Transform event held at the Hilton San Diego Bayfront, along with another keynote from noted technology author Geoffrey Moore—who was contracted by AIIM a few years back to write a white paper on systems of engagement—combined with an explanation of how Kofax's current technology stack works together, to really tie the whole thing up for us in a neat bow, with the First Mile messaging written on the label.

The most recently added piece of the Kofax stack came with the acquisition of business analytics and BI ISV **Altosoft** earlier this month [see *DIR* 3/8/13]. Basically, Altosoft's software is designed to be integrated with any back-end data-driven application, like an ERP system. It can draw on data from these systems to create customized reports, and it can be set up with no programming (except maybe the initial back-end integration). At Transform, Kofax even showed how Altosoft's technology could be used to deliver metrics on a capture application. (This is somewhat different from what the current Kofax Monitor product delivers, as Monitor, which is OEMed from **Reveille Software**, has the ability to run agentless process simulations.)

Altosoft's technology was definitely one of the hits of the event, as multiple resellers and end users expressed

interest and seemed to envision how it could be of value in their applications—even as a standalone product. Kofax's vision, of course, as we detailed last issue, is to take information from line of business systems, combine it with information being captured from "systems of engagement" and present it so users can make better decisions during business processes. This combines Kofax's stack of technology into a new class of product that has been defined by the consulting group **Forrester** as SPA.

Capture remains strong focus

That all said, Kofax CEO Reynolds Bish stressed that the ISV does not plan to scale back on its focus on document capture software. "Capture accounts for 85-90% of our business," he said. "We remain committed to that space, and do not plan to waiver from that commitment."

Added EVP of Field Operations Howard Dratler, "Even though we are excited about SPA and mobile capture spaces, we have a great position in our core capture market, and we don't want to lose focus on that. I absolutely believe we can do more business in the capture space."

According to Bish, Forrester's research showed Kofax with a 15% share of the capture software market. "We are the leader," he said. "The problem is that the market is just not growing as fast as we thought it was. We think there is still significant opportunity for us to grow faster than the market by taking share from our competitors."

In a recent press release, Forrester projected the capture software market as growing at 4.5% through 2016, which is somewhere around half the rate that **Harvey Spencer Associates** (HSA) was projecting through a similar time period. In a recent conference call discussing Kofax's Q2 results for its fiscal 2013 (in which revenue was down 9% from Q2 2012), Bish called into question the validity of HSA's revenue projection model.

"The Forrester model involves talking with end users and discussing how much they are spending and how much they are planning on spending in the upcoming years," Bish told *DIR*. "We felt this was a more accurate way of measuring projected market growth than some of the methods HSA is using."

Kofax's vision for attacking the capture market going forward is to further develop its multi-channel strategy. This involves expanding from enabling paper capture with scanners into areas like electronic document capture, capture from MFPs, and mobile capture. "I think that traditional image capture [for feeding ECM and other back-end storage applications] may be in decline," said Bish. "Content [data] capture is probably offsetting that somewhat, and I think the mobile capture segment is growing fast, but starting from a very low base."

Going mobile

Mobile capture is definitely an area of interest for Kofax.

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

Areas we cover include:

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2. Image Processing
3. Forms Processing/OCR/ICR
4. Enterprise Content Management
5. Records Management
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“Our goal is to do \$2 million in mobile capture software sales this year,” said Anthony Macciola, CTO for Kofax. “We are making heavy investments in R&D in that area and developing a number of applications that can be deployed vertically. This includes capturing proof of ID [driver’s licenses], checks, information for insurance claims, and bill paying. In addition to our own applications, we also have an SDK that ISVs can embed in their apps to optimize image capture from mobile devices and ensure that their images are process ready.

“If you look at the journey we are on, the very first thing we did was solve the image quality problem on the mobile device. And we are about to fix that for video as well. Now, we are adding the ability to do transaction capture with a low latency—around five to 10 seconds. The next thing we plan to introduce is real time processing.”

Macciola went on to describe how mobile capture fits into the broad SPA landscape. “There tends to be some functional components that are repeatable and can be used across multiple SPAs,” he said. “If you look at driver’s license capture—anyone that is doing onboarding can utilize that. We have our own onboarding application, but can also license our technology as a component to be used in other ISVs’ apps.”

At Transform, Kofax and its customers talked about a wide range of potential mobile apps—some of them potentially bringing revenue in the high six-figure range to Kofax. One end user discussed how mobile capture could help them reduce turnaround time by two days on certain types of documents, thereby saving large amounts of money. Dratler mentioned a “large six-figure deal” to enable thousands of field workers in a census being performed in Asia.

There have certainly been questions about the value of mobile capture and the cost justification—and therefore what end users are willing to pay for it. At Transform, we got the impression that mobile capture fits in quite nicely as one component of a multi-channel capture strategy—and in that context users seem willing to pay in order to improve their customer experiences and business processes.

Bish acknowledged that there have been quite a

few patents filed around mobile capture that are a concern of Kofax’s. “We have a general counsel that has a staff that includes internal, as well as external attorneys,” he said. “We are constantly evaluating the IP [intellectual property] we are creating to determine whether we should file for patents. We also evaluate the patents of others to ensure that we

are not in violation. That said, I expect us to be pulled into the courtroom sooner or later.”

Mitek has the most complete set of patents around mobile document and check capture, and it is already involved in patent lawsuits with **USAA** [see [DIR 4/20/12](#)] and **Top Image**

Systems [see [DIR 10/12/12](#)]. Without singling out Mitek, Bish indicated that Kofax’s size and deeper resources would prove advantageous in any patent lawsuit against a smaller company. Kofax’s 2012 revenue was \$262 million while Mitek’s was \$9 million. We’re presuming Mitek hopes to gain some momentum and validity for its patents through a settlement with, or judgment against, \$31 million TIS before going after the likes of Kofax. [USAA, a very large organization, took the initiative against Mitek.]

Addressing unstructured forms

Kofax also announced its KTM 6.0 data capture application at Transform. KTM 6.0 is designed to enable capturing of data from completely unstructured documents like contracts, leases, medical reports, and correspondence. According to a press release, “The new capabilities allow users to rubberband the content to be extracted in a limited set of sample documents, and then use that knowledge and self-learning techniques that improve results over time to automatically locate and extract the desired information.”

“We’ve introduced text content locating technology,” explained Joel Mazza, a senior product marketing manager for Kofax. “KTM 6.0 can go through a document, not knowing what’s in it, and find and extract critical data. This data can be in any format—including being displayed across line breaks. KTM 6.0’s recognition utilizes context and can be used to find names, locations, amount values, lease terms, etc. We’ve streamlined the set up interface so you can basically throw a bunch of documents into the application and start testing right away. The accuracy will automatically improve over time.”



“The question about buying a repository so we can better compete with organizations like IBM and EMC always comes up, and we always conclude that we do not want to get into the repository business.”

— Reynolds Bish, CEO, Kofax

Kofax has also included document clustering in KTM 6.0, functionality that was originally introduced as a utility last year. “Clustering enables faster classification of large groups of unstructured documents,” Mazza said. “The goal is to minimize user interaction for sorting and organizing documents. Clustering is designed to drastically reduce the training time required with our previous classification technology.”



Anthony Macciola,
CTO, Kofax

KTM 6.0 also features a new application designer. “We’ve combined the project manager and builder functionality,” said Mazza. “We’ve also created a modular GUI.”

Kofax’s continued development of its paper capture technology fits well with a line delivered by Dermot McCauley, VP, solutions product marketing for Kofax, during a session he presented on the digital mailroom. “The mailroom needs to be viewed as a tool for customer engagement,” he said.

The First Mile and SPAs

Not coincidentally, it’s customer engagements that make up the First Mile of a business process. “The First Mile is really that bridge between systems of engagement and systems of record,” stressed Martyn Christian, chief marketing officer for Kofax. “It involves processes like scanning paper, but it could also involve an app on a cell phone. Our goal is to capture customer information and start to look at building cases and collaboration around it, before the data ultimately ends up in an ERP system or whatever system of record it’s headed towards.”

Macciola added, “The first few steps in a business process, that are closest to the customer, can be the most valuable, as organizations try and create the best user experience. It’s our opinion that this First Mile is going to be evolving rapidly over the next couple years. That’s one reason we’ve acquired ISVs like Singularity, whose TotalAgility software makes it easy to build, change, and deploy processes. Ease-of-use and agility characterize Altosoft’s technology as well.”

We asked Bish if he felt he was taking a risk by staking the company’s future on a relatively unproven market like SPA, which Forrester valued at just \$600 million in 2012, but expects to experience almost a 60% CAGR through 2016, when it will reach a value of close to \$4 billion. “That’s a classic positioning question,” he replied. “It’s always going to be riskier to go after a new market with new products. But, it’s not like we’re a start-up. It’s

certainly not riskier than what I did when I founded Captiva with venture capital money.

“Kofax has been doing elements of SPA for years. Recently, we’ve made some acquisitions that put together more capabilities around SPA. As a management team we’ve discussed the SPA strategy and presented it to the board. It’s not like we’re diving off a cliff blindly.”

The SPA positioning represents the evolution of the “capture-enabled BPM” message that Kofax presented at Transform 2012 [see [DIR 3/23/12](#)]. “The message did not really resonate with our customers,” said Christian. “We’d go in and they’d hear BPM and say, ‘that’s a whole different group that manages our BPM system. We already have Lombardi or Pegasystems.’”

“There’s an argument to be made that those types of BPM systems can be classified as systems of record, because they receive information after it has already been captured and passed through the system of engagement. That’s not where we want to be. We want to be in front of that, in the First Mile of customer interaction.”

FORRESTER DUE TO ISSUE SPA REPORT

As an FYI, **Forrester** was supposed to have published a report on the SPA (smart process application) market, providing more definition, as well as ranking some of the leading players, by the time of the Transform event, but ran into some delays. We know that ISVs like **Perceptive Software** and **Open Text** will likely be included from our market, but are unsure of some of the SPA vendors with backgrounds in other areas.

Forrester’s Craig LeClair spoke at Transform and agreed with Kofax’s position that agility is an important element in an SPA. “SPAs should increase a business’ ability to respond to change without having to customize software,” he said. “In 2003, there were nine dollars spent on customization for every one dollar of software. We’ve now drifted close to a five-to-one ratio, but we’re still not where we need to be from an agility standpoint.”

He described customer onboarding as a process that has traditionally been “product-centric.” “That means it is designed to meet the needs and purposes of a system of record,” LeClair said. “It needs to evolve to become more ‘client-centric.’ Claims and invoice processing, investigative case management, citizen self-service for government—these are all examples of untamed processes that can be addressed by SPAs.”

For more info: <http://www.forrester.com/Craig-Le-Clair>

Of course, as Kofax moves further into the SPA market, it will make sense to verticalize its sales force—as it will be focused much more on selling specific solutions than a capture platform as it has in the past. At Transform, Dratler outlined for investors his re-organized sales force, which includes a new group focused entirely on high-end sales of Kofax's entire product line to named accounts and specific verticals.

Possible acquisition targets

As even after the acquisition of Altosoft, Kofax had around \$75 million of cash in the bank and continues to generate cash, we asked if any more acquisitions, possibly of an ECM company (now that **Hyland** has acquired AnyDoc, see *DIR* 3/8/13), were being considered. "We view the ECM market as a shell game with all the spaces on the board already being covered," said Christian. "People are typically ripping out one ECM system to put in another. From our standpoint, it's advantageous to integrate to whatever ECM system a customer wants.

"A couple years ago, we sensed a big opportunity with SharePoint, but that never really materialized. Aside from a little more hype, it's really turned out to be the same as any other repository."

Added Bish, "We periodically discuss acquisitions and always ask if we are missing something. The question about buying a repository so we can better compete with organizations like **IBM** and **EMC** always comes up, and we always conclude that we do not want to get into the repository business. Even if we buy a repository, we're still tiny compared to those two competitors.

"That said, we are always looking at acquisitions in adjacent areas. Potentially something on the mobile side might make sense that could help us more rapidly grow our market share. We are also looking at ISVs with technology like data transformation, which fits in an area defined by Forrester as 'electronic content transformation.'"

Moving mountains

In addition to wanting to know who Kofax is going to acquire, plenty of people in our market like to speculate on who is going to acquire Kofax. Based on Bish's statement a few months after he was hired at Kofax that "Based on our current market capitalization, we don't feel we could get anywhere near the true value of the company if it were up for sale [see *DIR* 4/4/08]," we still don't think Kofax will be sold anytime too soon. When Bish was hired, we



Martyn Christian,
CMO, Kofax

reported Kofax's market cap was approximately \$350 million. As of last check, its stock was trading with a market cap of around \$400 million (with about the same amount of money in the bank as in 2008).

Bish feels he has done a strong job guiding Kofax through a challenging period in its existence. "Our chairman of the board [Greg Lock] says I have moved mountains," said Bish. "When I was hired, Kofax's revenue level was about the same as it is now, but the big difference was that \$100 million was coming from a hardware distribution business. The company was in a state of decline in terms of gross margins and earnings, and it was not optimized to run as a software business.

"If you look at what we've accomplished in five years, it's significant. We've grown the software business from \$165 million to \$265 million, and we've increased our profitability to 18.5%. We've also disposed of the hardware business—which was a very strategic move. We've affected changes that have put us on a firm foundation for growth.

"During the same time, we've made significant acquisitions that have expanded our addressable market and taken us into segments that are growing significantly faster than document capture. And we've done this all during a time when several financial events, including the economic meltdown in 2008, have created quite a bit of volatility in western Europe and elsewhere.

"You can see why our chairman says we have moved mountains—we've accomplished a tremendous amount of strategic change in a tremendously tough environment. We've now entered phase two, which is trying to really extract that value potential that resides in the company. Our whole positioning and messaging that we are discussing at Transform is our initial step in that direction."

Nasdaq listing on horizon

In addition to driving the company's valuation by improving its business model, Bish believes a listing on the Nasdaq could have positive effects. "It has taken us quite a bit of work to prepare the information required by the SEC to list on the Nasdaq," Bish said. "Now that that has all been completed, we want to move ahead with our listing. Previously, I said I'd like to get it done by June 30, but that will likely be delayed due to a poor second quarter (ended Dec. 31). I'm thinking we will still file in the current calendar year, but not until we've demonstrated that we've turned around our business and built some momentum."

Bish's plan is to list Kofax on the Nasdaq through the provisions of the JOBS (Jumpstart Our Business Startups) Act, which was passed last year. According to Bish, listing through JOBS is an easier process than following the traditional listing route, which requires compliance with Sarbanes-Oxley. "Our plan is to make available on the Nasdaq the minimum number of shares we are allowed," said Bish. "The Nasdaq listing will enable all our shares to be traded on both exchanges [Kofax is currently traded on the London Stock Exchange (LSE)], and eventually, we expect the majority of our trading will move over to the Nasdaq. This will be a positive because historically companies like ours are valued at a 30% premium on the Nasdaq compared to the LSE."

Kofax outlook bright

So, there you have it. Once again, coming out of its annual Transform event, Kofax appears very optimistic about the year ahead. The company has a technology stack, put together through internal development and acquisition, that it says it needs to compete in the emerging new market of SPAs. It has a new marketing message about addressing "The First Mile" of customer communications that should resonate with end users. It is still recognized as the leader in the document capture space. With the hiring of Dratler, Bish now has the leadership team in place that he wanted from the beginning, and a

NOTED AUTHOR, INVENTOR TO KEYNOTE KODAK EVENT

Ray Kurzweil will be the featured speaker at this year's **Kodak** Global Directions event, scheduled for Sept. 22-25 at the Gaylord Resort & Convention Center in Washington, D.C. Kurzweil, who currently holds the title of Director of Engineering at **Google**, is a noted author, futurist, and inventor. Kurzweil was an early pioneer in the area of OCR and document scanning—at first trying to utilize the technology to create a reading machine for blind people.

Kurzweil's 1999 book *The Age of Spiritual Machines* focuses on continuing developments that will enable computers to act like humans. It is particularly relevant to our market as we currently introduce more natural language processing and semantic understanding into our applications. At last year's initial Global Directions event, Kodak, in fact, previewed Info Insight, a hosted software application that utilizes some of those techniques to automate classification of, and extraction from, documents.

Last year, Global Directions drew about 200 attendees to a Las Vegas site. Kodak Document Imaging promotes the event as a vendor-neutral educational opportunity focused on Intelligent Information Management.

For more information: <http://www.globaldirections2013.com/>

Nasdaq listing finally appears imminent.

When you add this to the closing of a \$4.8 million deal this quarter, the future would seem to be bright. However, there are still risks involved, as Kofax is investing heavily in both the SPA and mobile capture spaces—market segments that have projected potential but which are still largely undeveloped. Meanwhile, judging by Kofax's Q2 numbers, despite the fact it is still a market leader in document capture, Kofax has recently been losing ground to some competitors, instead of gaining, as the management staff has predicted will occur in the future.

As always, we will continue to follow Kofax closely in *DIR* as they remain probably the most powerful ISV in our market.

For more information:

<http://www.kofax.com/transform/>

Nuance Discusses Advanced Capture at HIMSS

Nuance is utilizing a combination of its capture, OCR, and natural language processing (NLP), along with its experience and expertise in the healthcare market to help hospitals and physicians take their paper processing to the next level. In conjunction with the recent **HIMSS13** Conference and Exhibition held in New Orleans, the Burlington, MA-based ISV was discussing its advanced technology to help providers better meet the Stage 2 Meaningful Use requirements as laid out by the U.S. federal government, as well as more efficiently meet ICD-10 billing requirements when communicating with insurance companies. Both these capabilities can potentially provide solid financial returns, as better meeting Meaningful Use means increased reimbursements under the Hitech Act, while ICD-10 coding is directly related to payments received from insurance companies.

"Last year at HIMSS, as well as this year, we demonstrated our ability to utilize our data capture technology to create Level 1 CDAs from paper healthcare records," said Dave McKanna, product marketing manager for healthcare industry solutions at Nuance. "This basically involves extracting header information like the patient ID, the physician's name, and the visit date, and packaging that with a PDF image of a medical form for inclusion in an EHR system."

A Level 2 CDA includes header data, as well as an

XML narrative in which each section of a medical record is described with a code. “We are using OCR technology to convert the information on scanned images to a text-based file,” said McKanna. “We are then applying our clinical language understanding (CLU), NLP, and artificial intelligence—and leveraging our medical knowledge base, to generate structured Level 2 CDA documents.

“First, we have to identify the document type. From there, we know what sections we are looking for and what information we need to extract. If it’s a progress note, for example, we know we have look for information like the history of the current illness, the medication being used to treat it, and the action plan being taken by a physician.

“The whole idea of a CDA is to put all the information in a medical document in a structured format so that a system ingesting the document knows exactly what to do with it. This is important to providers because some of the requirements for meeting the second stage of meaningful use [as outlined by **CMS** (Centers for Medicare and Medicaid Services)] call for providers to be able to share information in a certain way. They can use Level 2 CDAs to meet those sharing requirements.”

According to McKanna, Nuance has already tested the ability to create Level 2 CDAs from scanned documents. “We are in the early stages of developing a product that can be integrated with our eCopy ShareScan [capture software],” he said. “But, we have validated that the technology works.”

The deadline for meeting Stage 2 Meaningful Use requirements start in 2014 and extend through 2016, depending when a practice or hospital implemented a Stage 1 electronic healthcare record system. Of course, in 2014 providers will also have to deal with a new coding standard, ICD-10, for submitting claims to insurance companies.

According to an article on the Nuance Web site, “ICD-10 is a much more expressive and flexible classification system for sharing patient information among physicians, payers, reporting agencies, and patients. ICD-10 has five times more codes than ICD-9-CM and two additional digits, allowing for more detailed classification of patient diagnosis and clinical procedures. For example, ICD-9 has one code for the suture of an artery. ICD-10 has 180 different codes to describe more details for the same procedure... Most of the world has been using ICD-10 for decades – but not the U.S. However, on Oct. 1, 2014, the U.S. gets on board, replacing its version of ICD-9 (ICD-9-CM) with ICD-10-CM (the U.S. clinical modification of ICD-10).”

“Figuring out how to deal with the increased complexities of ICD-10 is keeping the CIOs of hospitals up at night,” said McKanna. “They are not going to be able to get by with their current billing processes—it will be impossible. Our technology can help by automating the extraction of all the relevant information from scanned patient records and forms and then using that information to automatically create the appropriate ICD-10 codes.”

In our industry, we are mostly familiar with Nuance because of its \$200 million document imaging business. But the \$1.6 billion ISV also has a \$650 million-plus business unit focused on the healthcare industry, primarily around speech recognition and transcription software. “More than half the hospitals in North America utilize our technology,” said McKanna. “Our CLU technology is being used to process oral transcriptions, which also can be coded as CDAs. We are now incorporating some of that knowledge base in our paper processing.”

For more information:

http://www.nuance.com/company/news-room/press-releases/NC_027655;
<http://www.nuance.com/for-healthcare/resources/icd-10/index.htm>

A2iA Mobile SDK Runs Recognition on Device

Recognition tools specialist **A2iA** has released an SDK for extracting data from images captured with mobile devices. The differentiator, when compared to other mobile capture SDKs on the market, is that all the capture is done on the mobile device. Most other mobile capture applications and SDKs may do some image clean-up on the device, but data capture is typically done on a server.

“The fact that everything is done on the local device is definitely the ‘wow’ factor,” said Wendi Klein, director, marketing and communications, for A2iA North America. “This includes the data extraction, with which we provide confidence level feedback. This makes our software an ideal tool in an app for workers or merchants in the field, who might not have access to an Internet connection.”

In North America, A2iA Mobility has initially been made available for capturing checks, a market in which A2iA is very strong with its traditional SDK. “We’ve already had several beta testers and one customer in North America,” said Klein. “The customer is an ISV that develops software for credit unions, and has deployed our SDK in a remote deposit capture application.”

In other markets worldwide, A2iA Mobility is also

being used for identification card capture. "We plan on expanding the types of documents we address in North America as well," said Klein.

According to A2iA President and Chairman Jean-Louis Fages, capturing data on a device will help reduce bandwidth use. "It reduces the number of times an image has to be transferred between parties," he said. "A2iA Mobility also delivers real time data capture, which is unique in the mobile market."

A2iA is marketing its mobile capture technology exclusively as an SDK to be leveraged by partners. Currently an Android version is available with an iOS version on the way shortly.

For more information:
http://www.a2ia.com/Web_Bao/A2iAMobility.aspx

AIIM AND CONVERGENCE COVERAGE ON WAY NEXT ISSUE

It was good seeing a lot of you out at various conferences over the past few weeks. This issue, I focused on what I saw and learned at the Kofax Transform conference, March 11-13. The following week, March 18-22, I was in New Orleans where I spoke at the **Canon** ICS National Reseller Meeting, and then followed up with stops at **Microsoft** Dynamics Convergence and the AIIM conference. Had a lot of good conversations and learned a lot at every stop! I will have coverage from those events and more in my next issue in two weeks.

DOCUWARE 6, FROM PAGE 1

automated extraction from the other users' AT&T invoices should be automated."

Horner stressed that Intelligent Indexing will not compromise the security of users data. "We're just saving information regarding the location of particular pieces of data, not the data itself," he said.

Intelligent Indexing is licensed as an add-on service for a monthly fee.

On the workflow front, DocuWare 6 introduces a new GUI interface for designing complex processes. "We also offer more complex capabilities, in areas like splitting costs in an invoice approval process," said Horner.

There is also improved Web-based scanning as part of a new HTML 5 Web client. "The Web client with our in-house system is now the same as the one we run with our SaaS offering," said Horner.

There are also improved Outlook and Explorer integrations. Said DocuWare's President, Jürgen Biffar, "We've built in many improvements—large and small—in our products. We are especially proud of the Intelligent Indexing Service, for which DocuWare has registered for a patent. It's finally possible to store documents much more quickly, and now it is easier than using a paper filing system, even for smaller amounts of documents."

For more information:
http://www.docuware.com/main.asp?sig=news_rel&lan=en&loc=us&sub=635

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 _____ AmEx _____ Visa _____ MC _____ Discover _____
 _____ card number _____ expire date

Bill My Organization (Purchase order # optional.) _____