

# Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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March 5, 2004

## THIS JUST IN!

### AIIM SET FOR NEXT WEEK

As you probably know, **AIIM 2004** is scheduled for next week at the **Javits Convention Center** in New York City. The conference and exhibition runs March 8-10. I'm looking forward to seeing a lot of you there. I apologize if I haven't been able to set up an appointment, and if I don't see you at AIIM, I hope to catch up with you in the weeks following.

**Documentum** will be there showcasing its new AX5 document imaging application suite. AX5 is the latest evolution of *ApplicationXtender*, originally developed by OTG. It has come to Documentum through **EMC**, which over the past two years has acquired both Documentum and Legato—which had earlier acquired OTG. Documentum officials have said the company is looking forward to working with the former OTG resellers to help Documentum reach the mid-market.

AX5 has been re-architected to run on **Microsoft's** .NET framework. It also features brand new image-enablement capabilities, which allow users to connect to their AX5 repository via a drop-down interface from any Windows-based application. Future generations of AX5 will be developed under the direction of Documentum, which owns technology in areas like records management and EDM that would fit nicely with the AX5 suite.

Finally, we learned late last week that **Scan-Optics** COO and CFO Michael Villano had passed away after a battle with cancer. Villano had worked at the company for 18 years. He was instrumental in the development of the new SO Series scanner, which is being launched next week at AIIM. Villano will be greatly missed. **DM**

## Scan-Optics Hopes To Shake Up Market

As a 35-year veteran of the industry, **Scan-Optics'** place in document imaging history is secure. Now it is making an effort to secure a future. At **AIIM 2004**, Scan-Optics will introduce a new platform designed to take the company's scanner business into the 21st century. Scan-Optics' new SO Series will offer the groundbreaking speed/price ratio of 240 ppm duplex color scanning at a starting list price of \$64,000.

"We've completely re-engineered our machine," said Dick Goyette, VP of sales and marketing for Scan-Optics. "We feel we have been able to leapfrog the competition. If you compare the SO Series to the **Kodak** i840, we are offering 50% better speed at 25% less cost."



*Scan-Optics is staking the future of its company on the new SO Series, which is rated at 240 ppm in color, and carries a basic list price of \$64,000.*

Yes, the SO Series certainly represents a new positioning for Scan-Optics, which up until now, rarely would have been considered a direct competitor to Kodak. Historically, Scan-Optics has been known primarily for very expensive machines installed in high-volume environments where post-scan sorting is a requirement. Scan-Optics' sorting capabilities are based on strong in-line OCR technology and multiple pocket scanners.

While the SO Series is upgradable to handle these types of environments, its basic model features just one output pocket—like the Kodak i800 series. "We are offering our customers a lot of flexibility to fit their scanners to their applications," said Goyette. "As their applications grow, they can add functionality. The SO Series can be expanded to include up to 36 sorting pockets."

The \$64,000 price tag does include an imprinter and an autofeeder, although for cost-conscious customers, even those can be removed, as can the scanner's duplex capabilities, and the price reduced accordingly.

The scanner also comes standard with dual stream output at rated speeds up to 960 images per minute. It can produce color, black-and-white, or grayscale images up to 300 dpi at rated speeds.

According to John Scaletta, director of business planning for Scan-Optics, the SO Series feeding mechanism is based on some of the best qualities of the company's legacy 9000 Series, as well as the Vision 8000 Series, which the company acquired from Photomatrix several years back. "The feeder's ability to handle intermixed documents has always been one of our strengths," he added.

The cameras for the SO Series are manufactured in Germany to Scan-Optics' specs. **Bell & Howell** has a similar arrangement for its Spectrum camera.

The SO Series is also designed to better leverage constantly improving PC processing power and is less dependent on proprietary hardware boards than past Scan-Optics models. "Along the same lines, we will be offering TWAIN and ISIS drivers for the SO Series, as well as our traditional proprietary drivers," said Scaletta.

Although Scan-Optics will continue to support its Vision 8000 and 9000 Series scanners and ship new ones on order, Goyette stressed that the SO Series represents the future of the company. That future will include a diversified distribution channel. "In the U.S., we have traditionally sold direct," said Goyette. "We are currently talking with the larger distributors and plan to realign our sales and marketing organization to support a reseller channel."

One of the interesting competitive advantages Scan-Optics brings to the table is its Access Services field service group. At \$10 million per year, Access Services is considerably smaller than Kodak's competitive service group. However, Access Services is certified on most **Canon** and **Fujitsu** scanners. Goyette indicated he was hopeful about possibly striking partnerships with those two vendors, neither of whom currently has a high-volume production offering.

Speaking of the high-volume production space, long-time Scan-Optics competitor **IBML** also recently introduced a new, lower-priced model [see *DIR* 1/9/04]. The ImageTrac III includes more standard features than the SO Series; however, it is rated at about two-thirds the speed and lists for almost twice as much. It also does not feature the expansion capabilities of the SO Series. IBML has also indicated it has an ImageTrac IV in the works that will be introduced at AIIM.

Scan-Optics already has some beta sites for the SO Series and is hoping to have end users perform demos at AIIM. The SO Series will begin shipping in June. According to Goyette,

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### Vol. 14, No. 5

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*DIR* is published 24x per year, on the 1st & 3rd Fridays of the month, by:

#### RMG Enterprises, Inc.

5905 Beacon Hill Lane  
Erie, PA 16509  
PH (412) 480-5116

**Web:** [www.documentimagingreport.com](http://www.documentimagingreport.com)

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**Subscriptions:** \$597 (electronic) or \$670 (paper) per year.

Scan-Optics is quoting a 30-day turnaround time for an SO Series order.

As we said in our last issue, despite flat forecasts for the upper echelons of the document scanning segment, development in this area continues to be impressive. This is the third new high-volume scanner we have previewed that will make its debut at AIIM, and we've heard rumors of at least one more. Last year was the year of distributed scanning—and sales on the lower end of the market soared. This year, it appears big iron is trying to make a comeback. It will be interesting to see if the impressive features and functions of this new breed of high-speed scanners, along with their attractive price points, can resuscitate the growth of the segment.

In recent years, Kodak and IBML have dominated high-volume scanner sales at the expense of the likes of Scan-Optics and **BancTec**. With its balance sheet having reached a precarious level, Scan-Optics needs to stop this market erosion now. The revolutionary price/speed ratio of the SO Series will definitely attract some much needed attention. If Scan-Optics can turn that attention to sales, the SO Series could indeed represent the future of the company.

For more information: **Scan-Optics**, Manchester, CT, PH (860) 645-7878. 

## Kofax Enters Desktop Capture Space

Desktop capture represents the next frontier for **Kofax**. At **AIIM 2004** next week, the production document capture specialist will introduce *Capio*, an application targeted at PC workstations. *Capio* is an image capture and viewing platform that incorporates Kofax' VRS image processing technology and uses PDF as its default format.

According to Anthony Macciola, VP of marketing for Kofax, *Capio* was created at the request of Kofax VARs. "As we all know, there is an increasing

Vendor/Scanner	Landscape Bi-tonal 200 dpi ppm/ipm	Landscape Color 200 dpi ppm/ipm	Portrait Bi-tonal 200 dpi ppm/ipm	Portrait Color 200 dpi ppm/ipm	List Price
B+H Spectrum 8125 DB	125/250	NA	100/200	NA	\$40,495
B+H 8000 Plus 8125	125/250	NA	100/200	NA	\$42,490
B+H Spectrum 8125 DC	125/250	107/214	100/200	86/172	\$44,995
Kodak i660	120/240	120/240	96/192	96/192	\$52,000
Kodak i810	120/240	NA	97/194	NA	\$55,000
BancTec S-Series Bi-Tonal	180/360	NA	139/278	NA	\$59,700
<b>Scan-Optics SO Series</b>	<b>240/480</b>	<b>240/480</b>	<b>200/400</b>	<b>200/400</b>	<b>\$64,000</b>
Kodak i820	120/240	120/240	97/194	97/194	\$65,000
Kodak i830	160/320	NA	129/258	NA	\$75,000
BancTec S-Series Color	180/320	180/320	135/246	135/246	\$77,890
Kodak i840	160/320	160/320	129/258	129/258	\$85,000

### WHERE THE SO SERIES STACKS UP

Scan-Optics' new SO Series scanner is clearly the fastest scanner in its class. The Manchester, CT-based vendor now faces the challenge of battling the established distribution channels of the market leaders.

number of lower-volume workgroup scanners being sold," he told *DIR*. "A lot of buyers of these scanners don't have production document imaging applications. They are just scanning to their desktops and our resellers are seeing this. They see an opportunity to sell a desktop imaging system that incorporates our VRS functionality."

*Capio* will begin shipping this month and carries a list price just under \$350. It will be available exclusively through Kofax resellers and be usable with all VRS-supported scanners. Macciola insists *Capio* is not directly competitive with existing desktop imaging products like **ScanSoft's PaperPort**.



Anthony Macciola, VP of Marketing, Kofax.

"*PaperPort* has been available for years, and yet our resellers still requested something else," said Macciola. "You're not going to find *Capio* shrink-wrapped on a shelf at **CompUSA**. *Capio* is being priced so there will be margins for resellers. For end users, this means they will receive Kofax reseller support."

Macciola acknowledged that, as far as features go, on initial versions of *Capio*, VRS is the main differentiator. "VRS will be applied without the end user even knowing it," he said. "If they retrieve an image and are not satisfied with it, they can adjust it manually. They can also tinker with the VRS settings if they want. However, 90% of *Capio's* functionality is hidden and automated. This is important because

most desktop users are not document scanning specialists."

In addition to applying VRS' thresholding technology, *Capio* includes functionality such as auto-cropping and straightening. Initially, at least, it will not feature full-text indexing. Rather, *Capio* will create PDF images that can be manually indexed by keywords. To help users better preview their images, Kofax has designed text-readable thumbnails.


"Keep in mind, this is a version-one product," said Macciola. "I don't have a crystal ball, so I can't predict what type of functionality we will add in the future, but full-text OCR seems like an obvious addition. We are also receiving requests to connect *Capio* to *Ascent Capture*, which is something else we are considering. It's important to point out, however, that we view *Capio* as a separate product line from *Ascent*. We think it has legs to stand on its own."

In addition to *PaperPort*, we asked Macciola if he views *Capio* as competitive with **Adobe's Acrobat** line. After all, last fall, long-time Kofax partner **Fujitsu** committed to bundling *Acrobat* across its scanner line [see *DIR* 11/7/03]. "We are not gunning for *Acrobat*," said Macciola. "*Capio*'s document capture is different than *Acrobat*'s and addresses requirements that came from our channel. I'm certain that if Adobe felt these requirements were important, they could do a quality job on them—maybe even a better job than we are doing. But, I don't think desktop document capture is an area of focus for them."

Currently, *Capio*'s most direct competitor is probably **Pixel Translations'** *QuickScan Pro* ([www.pixtran.com/products/quickscanpro.asp](http://www.pixtran.com/products/quickscanpro.asp)), which is currently on its third version. Pixel has set up a couple of bundling deals for demo versions of *QuickScan Pro* with vendors like Fujitsu, **Visioneer**, and **HP**. However, Pixel parent and Kofax arch-rival **Captiva** specializes in higher-volume direct sales and only recently announced plans to increase its focus on channel-orchestrated smaller deals where *QuickScan* may be a better fit.

Once again, we'd like to conclude by saying that leaders like Kofax and Captiva continue to drive the consolidation of the capture space. Desktop capture is apparently Kofax' next target. We're not sure if there is \$350 worth of value packed into this initial version of *Capio*, but Macciola stressed the company has some big long-term plans. Based on the company's history and its current product portfolio, we don't doubt him. There are probably a lot worse things an end user could do than jump on board the *Capio* train now and prepare to ride the upgrades. As the demand for desktop capture grows, it

wouldn't be surprising to see Kofax and its reseller channel emerge as market leaders. After all—these guys have been doing document imaging for years. Who better to handle the support requirements of a host of new users?

For more information: **Kofax**, Irvine, CA, PH (949) 727-1733. 

## NSi Announces Host of New Partners

*Networked capture specialist spreading its wings.*

**Notable Solutions, Inc. (NSi)** has been very busy since last October. That's when the document capture software developer's five-year exclusive contract with **HP** expired. Since then, NSi has been diversifying its business and at **AIIM** will announce several new partnerships, including a joint product development agreement with digital copier vendor **KyoceraMita**.



*Ali Tehranchi,  
president and  
founder, NSi.*

NSi is the developer of *AutoStore*, a document capture application designed specially for networked devices like digital copiers and MFPs. Up until now, *AutoStore* has been sold almost exclusively with HP devices. "When our original contract with HP expired, we both decided it would be best if we worked non-exclusively in the future," said Ali Tehranchi, president and founder of NSi. "We didn't want to limit ourselves. Working with one vendor can lead to a static product. I think the fact that we currently have a dozen different modules in development attests that we have avoided that trap."

In addition to KyoceraMita, at AIIM NSi will announce partnerships with **Xerox**, **Ricoh**, and **ScanSoft**. A partnership with **Sharp** will be officially announced shortly after the show. According to Tehranchi, most of the partnerships have come about because of customer demand. "The integration with Ricoh, for example, was driven by a large bank," he told *DIR*. "The bank would not commit to an order of Ricoh digital copiers until it was assured the copiers could be integrated with our capture software. We wrote an integration to Ricoh's internally developed *GlobalScan* platform."

According to Tehranchi, end users favor an open capture platform like *AutoStore* to vendor-specific ones, because they are often working in mixed hardware environments. "Digital copier vendors don't necessarily like to admit it, but that's the way it is," he told *DIR*.

It's Tehranchi's vision that someday *AutoStore* will be the de facto standard for document capture from all networked devices, regardless of vendor. "I expect we can achieve that goal in 12 to 18 months," he said. "Most of our current competition comes from hardware vendors who develop their own platforms. That sort of development is really an unnecessary burden for them. The revenue generated from capture software is very small compared to the revenue they generate from the sale of hardware and its maintenance. Utilizing our capture software will enable digital copier vendors to focus on hardware."

AIIM 2004 will mark the first time NSi has had its own booth at the trade show. "We will have a 20 x 40-foot booth and will be demoing our integration with HP, KyoceraMita, Xerox, and Ricoh in the four respective corners," said Tehranchi. "The majority of our business still comes from HP but in six to 12 months, as more vendors come on board, that will drop off to 50%. Eventually, we expect it to be fairly balanced among several vendors."

In addition to the hardware vendors, NSi has also signed a partnership with ScanSoft for integration with *PaperPort*. This will enable *AutoStore* users to capture images directly to their *PaperPort* imaging applications. It also enables *PaperPort* users to submit documents to *AutoStore* for capture. "For example, a user could potentially scan her receipts at a digital copier, use *PaperPort* to combine them with an Excel file, and then submit the whole document back to *AutoStore* for capture into a back-end document management system."

Speaking of document management systems, at AIIM, NSi will be announcing new output modules to both **Legato** and **Open Text** applications. In addition, NSi will announce a virtual image processing (VIP) module designed to work similarly to Kofax' VRS technology.

*AutoStore* carries a list price of \$3,700 per server, plus \$259 per connected device. Each module sells for approximately \$1,500 per server. "Our price is significantly lower than our competitors because we have low operating costs," said Tehranchi. "We have 25 employees, mostly in development. We leverage the sales and marketing arms of our partners."

Tehranchi concluded by saying that both NSi and

the networked document capture space are just beginning to take off. "Look at all the end-user demand our partners are getting for *AutoStore*," he said. "That tells me they want to do more with their digital copiers than scan and print. Will scanning from digital copiers ever replace traditional PC-based scanning? Probably not. But will it become popular enough to eat away at the current distributed capture market? I think so—especially when you look at the functionality that vendors like **Canon**, HP, and others are embedding in their hardware. Today's digital copiers can do a lot of things."

For more information: **Notable Solutions, Inc.**, Gaithersburg, MD, PH (240) 683-8400, [www.nsius.com](http://www.nsius.com). ■■

## PDF Compression Specialist Releases Color Application

Document image compression specialist **CVision Technologies** recently announced v3.0 of its *PdfCompressor* application. v3.0 adds support for color documents to a product already used by close to 200 businesses for creating smaller bi-tonal PDF files. "We think our technology has the potential to help revolutionize the document imaging industry," said Ari Gross, CTO and founder of CVision. "When users working with bi-tonal images find out they can keep color files that will be the same size, we think it will be very attractive to them."

CVision's success to date has been driven by the company's ability to create extremely small bi-tonal PDF files. The company boasts it can reduce standard PDF sizes by about 5 to 10 times. It can also create full-text searchable PDF documents that are about one-fifth the size of TIFF Group 4 files of the same documents. "Our sweet spot so far has been any type of corporate document, including mortgage, pharmaceutical, and insurance documents—really anything that a corporation needs to archive for records management purposes."

According to Gross, one of the strengths of CVision's technology is the company's work with JBIG2 text compression. JBIG2 was an integral part of CVision's proprietary *CifCompressor* application that was launched in 2000. CVision's business, however, didn't really pick up until the launch of *PdfCompressor* in 2002. "Most end users do not want to use proprietary image formats," said Gross. "Even though PDF is not technically a standard, most corporations feel it is universal enough that they do not consider it proprietary."

The creation of *PdfCompressor* was enabled by

**Adobe's** decision to include a JBIG2 decompressor in *Acrobat Reader 5*. Of course, Adobe followed by introducing its own JBIG2 compression technology in *Acrobat 6.0* last year, as part of its own effort to create more highly compressed PDFs.

"*PdfCompressor* has gone head to head against *Acrobat* several times and never lost," said Gross. "We can create both smaller and higher quality images because of our experience with JBIG2. To create quality JBIG2 compression, you need a really good font matcher, and I've never felt that Adobe had one."

According to Gross, CVision's font-matching strength is based in its roots in the study of computer vision—the science the company was named for. "When determining the accuracy of a compressed image, most compression methods look at non-perceptual error measures, such as the signal-to-noise ratio of the original vs. the compressed," he said. "We take into account more of how the human brain determines image similarity."

Like most other advanced color compression tools, *PdfCompressor* uses segmenting or layering to separate the graphical elements of a page from the textual ones and then compresses each with different technologies. In addition to JBIG2, *PdfCompressor* can use either JPEG or JPEG 2000 compression, which are the same technologies laid out in the JPEG 2000, Part 6 standard for document imaging. "Yes, we could develop technology that compressed to JPEG 2000, Part 6 instead of PDF, but because it's such a new standard, we're just not seeing demand for it now," said Gross.

According to Gross, *PdfCompressor* can create color images that are typically 20 times smaller than comparable JPEG images. He said that operating a 3GHz machine, it typically takes 2.5 seconds to compress a 300 dpi color image with *PdfCompressor*. The black-and-white rate is about 2.5 documents per second.

CVision typically licenses its technology to end users through "batteries," which can be used for a certain number of scans per month and then "recharged." They also have a backfile conversion rate. CVision is open to licensing its technology through OEM partnerships.

"In the long-term, I think our technology will be embedded on boards that go inside scanners," said Gross. "That probably won't happen for another 5-10 years. But, when it does, it should eliminate any reason for end users to scan in bi-tonal. Right now, we still see a huge market for technology to create highly compressed bi-tonal images, and we will keep going after that as the market for color develops."

For more information: **CVision Technology**, Queens, NY, PH (718) 793-5572, [www.cvisiontech.com](http://www.cvisiontech.com). **DIR**

## IMR Hones Mid-Market Focus

**IMR** continues its focus on compliance for the mid-market with its flagship *Alchemy* document imaging suite. At **AIIM 2004**, IMR will announce *Alchemy 8.0*, which includes improved functionality in the areas of records management, Web-viewing, and electronic document management. IMR is also introducing a small-business-oriented e-mail compliance system that it will sell through value-added distribution (VAD).

IMR introduced records management into its product line with *Alchemy 7.4* last year [see **DIR** 7/25/03]. *Alchemy* is currently part of the ever-growing list of products waiting for testing by the **Joint Interoperability Test Command** for DoD 5015.2 certification. IMR is now developing a new records management interface to better serve its target market. "We've found that in the mid-market, records management is often a part-time job," said Dan Lucarini, VP of marketing for IMR. "The new interface will be part of a product we will offer as a separate records management application designed so it can be administered by non-records management professionals."

Also, on the compliance front, at AIIM IMR will be announcing a complete e-mail archiving application for up to 100 mailboxes with a list price of less than \$15,000. The application will be based on IMR's *MailStore* e-mail management application that was launched last year. It will be packaged with a standalone UDO drive from **Plasmon**. UDO is the new high-density (30 GB per disk, first generation) optical disk format that was released late last year [see **DIR** 11/21/03].

"The system is designed for smaller, broker-dealer organizations that need to be compliant with **SEC** regulations, but can't afford to spend a quarter-million dollars on an **EMC** Centera system," said Lucarini. "There are really only a handful of larger broker dealers and a whole lot of smaller ones. We are going to make our product available through VADs who have tried to sell more expensive e-mail management applications in the past but have not had much success. VARs are VADs' bread-and-butter, and VARs typically sell to smaller- to medium-sized businesses."

Improvements in document tracking and security were two highlights of last year's release. *Alchemy 8.0's* Web interface is tied in with that functionality. "Because our Web-viewer is tightly coupled with our

repository, no temporary copies of images are made," said Lucarini. "These temporary copies, which, in other applications reside on a user's PC, can be a big security hole."

In its latest Web viewer, IMR has introduced the ability to view TIFFs and PDFs with the same interface, tools, and commands. In addition, with *Alchemy 8.0* the company has introduced more robust electronic document management functionality in areas like version control and check-in, check-out. "Previously, customers that wanted robust library services had to integrate *Alchemy* with products from vendors like **Hummingbird**, **iManage**, or **Documentum**," said Lucarini. "But our customers, like everyone else, are trying to consolidate the number of vendors they deal with. This functionality will make us more competitive."

Lucarini concluded by saying that IMR, is prepared to defend its position in the mid-market, especially against upper-end vendors who have recently announced plans to move downstream. "Some bigger companies have the notion they can dumb-down their complex products for the mid-market," he told *DIR*. "However, many of these products require the use of relational databases. That's their Achilles' heel. Mid-market customers don't have the resources to manage those types of applications."

For more information: **IMR**, Englewood, CO, PH (303) 689-0022, [www.imrgold.com](http://www.imrgold.com).

## ABBYY Introduces Semi-Structured Forms Module

**ABBYY USA** will be introducing its *FlexiCapture Studio* semi-structured forms processing technology at **AIIM 2004**. *FlexiCapture* will be introduced as a module for ABBYY's *FormReader* forms processing application. Eventually, it will be available as part of ABBYY's *FineReader SDK*, a popular recognition tool in the document capture industry.

"We see several shortcomings in current semi-structured forms processing applications," said Dean Tang, president and CEO of ABBYY USA. "One of those is that most are good at a single type of form, like invoices or EOBs. However, we don't see many general purpose solutions in this area. As a developer of technology, we look to develop broader, more mass market types of products that our partners can then apply to specific markets."

The majority of ABBYY's revenue is generated through OEM agreements with vendors in the document and data capture space. *FlexiCapture* fits with this model as ABBYY is hoping to market it to

the likes of **Kofax** and **Cardiff**—capture vendors who are still working their way into the emerging unstructured and semi-structured forms space.

"We basically use our *FormReader* forms processing application as a testing ground for our structured forms and character recognition technology," said Joe Budelli, ABBYY USA's VP of business development. "We have a few select integrators and resellers in very specialized verticals. But in general, we don't want to compete with our forms processing partners. We are taking the same approach with *FlexiCapture*, which will be available as part of our *FineReader SDK* this summer."

Although *FlexiCapture Studio* represents a new product, the technology behind it is well tested. ABBYY, whose development is based in Moscow, actually has unstructured forms processing technology installed in more than 90% of the banks in Russia. "In Eastern Europe, 90% of all bank deposits are made using paper forms," explained Artur Vassilyev, senior product manager for ABBYY USA. "There is no standard format for the deposit slips. They all contain the same information, but some are created in Word, some in Excel, some in accounting software, some on typewriters, etc. We created a program to automate data entry from these forms."

Over the years, ABBYY has also applied its unstructured forms processing technology to tax forms and forms for pension funds. "These were all custom applications that involved scripting," explained Tang. "With *FlexiCapture Studio*, we've created a drag-and-drop-type user interface that enables users to set up templates without any scripting. That should cover 90% of what anyone wants to do. However, for more advanced applications, simple Visual Basic-type scripting commands can be added."

Vassilyev demoed *FlexiCapture* for us using recipe cards. He estimated that it would take approximately a day to set up a template for this type of application. "Recipe cards, because of their varying lengths, tables, and content, are a very complex application," said Tang. "This is the type of niche, however, that we feel *FlexiCapture* can fill. How many good resumé or business card capture applications are out there? We think *FlexiCapture* can help our partners create some interesting new forms processing solutions."

ABBYY will be offering demonstrations of *FlexiCapture* in booth 2263 at AIIM.

For more information: **ABBYY USA**, Fremont, CA, PH (510) 226-6717. 

# Captiva Introduces New Invoice Product

**Captiva** will be taking its second shot at the emerging automated invoice processing market with the release of *InputAccel for Invoices*, which will be announced next week at **AIIM**. *InputAccel for Invoices* will replace Captiva's failed *InvoicePak* application. Like **Kofax's Ascent for Payables**, *InputAccel for Invoices* leverages **Océ ODT's DOKuStar** engine to find and capture the variably placed data on invoices.

"*InvoicePak* was based on Captiva's *FormWare* technology, and we had some initial sales; however, it did not perform as well as we would have liked," acknowledged Darren Gardner, product manager for *InputAccel for Invoices*. "In retrospect, we could have positioned the product and managed expectations better. Customers were disappointed when it didn't work as well as our legacy applications."

The initial version of *InputAccel for Invoices* is being marketed only for automating capture of the header data from invoices—and not line item detail. "Initially, we will leverage some of *FormWare's* rubberband-type OCR capabilities to enable faster key-from-image entry of line item fields," said Gardner. "We are still working on automated line item capture and hope to introduce it by this summer. Currently, we are honing its accuracy."

"We made a conscious decision that this product should be strong out of the box," added Gardner.

"Maybe with *InvoicePak*, we were swinging for the fences right away. With *InputAccel for Invoices*, we are taking more of a singles approach."

According to Gardner, *InputAccel for Invoices* incorporates elements from both of Captiva's flagship product lines—*FormWare* and *InputAccel*. "It's really the first new product we've introduced since Captiva merged with ActionPoint. When putting it together, one of the first things I did was dig into the tool box and take some of the best of both lines. I think the result was a fairly even split. We went right down to the wire deciding which line to name it after."

Gardner cited *InputAccel's* ability to create dual-image streams as one of the differentiators of the new product. He described *InputAccel for Invoices* as Captiva's second-generation invoice product. "It is designed to overcome some of the shortcomings of *InvoicePak*," he told *DIR*. "That said, we haven't ruled out creating an *InvoicePak 2.0*. We are still planning the third generation."

According to Gardner, the market for *InputAccel for Invoices* represents new territory for Captiva. "We haven't necessarily sold that often to accounts payable departments," he said. "However, we view this product as very complementary to our *Digital Mailroom* application. There is a tremendous amount of potential for capturing invoices in the *Digital Mailroom* and then passing them on to *InputAccel for Invoices* for processing."

For more information: **Captiva Software**, San Diego, CA, PH (858) 320-1000.

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