

# Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

4003 Wood Street ● Erie, PA 16509 ● PH (814) 866-2247 ● FX (800) 507-8981 ● <http://www.documentimagingreport.com>

April 7, 2006

## THIS JUST IN!

### PAPER CONNECTION '06 BIGGER & BETTER

**eCopy's** second annual Paper Connection is being held this week at the Harbor Beach Resort & Spa in Fort Lauderdale, FL. Last year's inaugural event drew some 200 people to the Fontainebleau in Miami [see *DIR* 4/22/05]. This year, eCopy is promising things will be even bigger and better.

"At Paper Connection '05, our focus was to pull together MFP manufacturers and our ISV partners to talk about solutions and demonstrate progress toward our vision of an open platform," said Vickie Malis, VP of marketing for eCopy. "For Paper Connection '06, we've added more focus on dealer education. Last year, we had about five dealer representatives attend; this year we are expecting around 250."

To service those dealers, eCopy has added a special educational track. "Our business track will focus on teaching dealers how to add higher-margin and higher-growth business to their portfolios through selling solutions and professional services associated with them," said Malis. "Having Toby Bell from **Gartner** as one of our keynote speakers is also an important addition because of the accessibility he has to some very large end users."

eCopy has doubled the number of ISV partners who will be exhibiting—Malis expects somewhere in the neighborhood of 35. "We will be announcing some new connectors—one for **FileNet** and one for **Hyland OnBase**," she said. "In addition, we will introduce an SDK that will enable software developers to write a single connector for linking *ShareScan* with multiple vendors' embedded platforms."

On the hardware side, **Ricoh**, **Toshiba**, and **Sharp** are all scheduled to return after first announcing partnerships with eCopy at Paper

## scanR Launches Capture Service For Mobile Pros

Over the past year, we've spilled a lot of ink in *DIR* discussing the movement of document imaging into the mainstream market. Well, how's this for mainstream? Palo Alto-based start-up **scanR** has launched a document imaging service targeting cell phone and digital camera users. "Our estimates show there are approximately 80 million office workers in the United States, and 49 million work outside their office 20% of the time or more," said Chris Dury, VP of marketing for scanR. "That is our target market."

scanR, which was founded in 2004, went live with its service offering in the middle of last month. To utilize the service, customers need merely register and then e-mail their photos of document images or whiteboards to scanR. Within a minute, scanR promises to e-mail back text-searchable PDF image files. "Currently, the service is available for free," Dury told *DIR*. "We plan to launch premium services in the future, for which we will charge a monthly subscription price. We are looking at consumer pricing, so the fees will probably be in the single digits."

Dury was not at liberty to discuss too many specifics of the premium services. "We are looking at applications that involve data processing and extraction of information," he said.

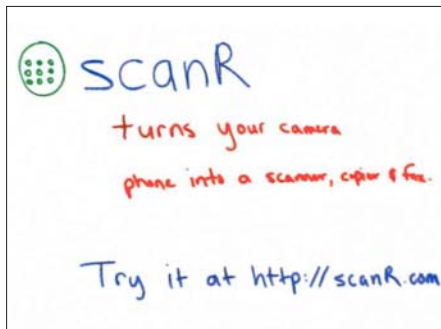
According to Dury, one of the company's strengths is its ability to produce strong OCR results from low-resolution images. "Typically, it is recommended that you use 300 dpi documents to achieve prime OCR results," he told *DIR*. "Using a 2 megapixel camera, on a 10-inch document will produce about a 160 dpi image. We can work with any camera with 1.3 MP or more, but we recommend 2 MP or higher. We can do pretty efficient OCR at that level, and the image you receive back, after we apply our proprietary image processing, will look like a good fax.

"Once you start working with 4 and 5 MP cameras, the images start looking like something you would

**CONTINUED ON PAGE 8**

get from a digital copier. A 4 MP camera can produce a document image at about 240 dpi."

According to Dury, approximately 40% of camera phones shipped last year offered 2 MP resolution or higher and 80% had 1 MP or better. Dury added that there are other issues associated with working with images from cameras, aside from their resolution. "We clean up the documents, increase the contrast, and correct the skew," he said. "One of the main tips we offer is to avoid getting too close to an item with a camera phone, because they typically don't have auto-focus."



scanR's proprietary image processing technology can be used to clean up images of both documents and whiteboards (as seen here).

scanR recently signed a deal to license **ABBYY's** OCR technology. "Currently, we aren't doing any handprint recognition," he said. "However, for hand-printed documents and whiteboard images, we enable users to enter keywords in the text section of their e-mails. We convert those keywords to meta data."

Capture industry analyst Harvey Spencer thinks an application leveraging camera phones is overdue. "I've been pushing this concept for a long time," he told *DIR*. "At the recent **CeBIT** show, **Samsung** was showing a 10 MP phone—so the hardware to pull it off is definitely there. I also think there is going to be some opportunity for a Check 21 application leveraging camera phones, although banking people tend to get nervous when I talk about stuff like that."

Dury stressed that scanR is targeting users who need to capture one or two documents at a time. "We are not going after the records archiving market," he said. "Some of our early use cases include real estate agents capturing utility bills and other documents for their clients, people using our service to capture documents with signatures, or people using it for items like W-2 forms or airline itineraries."

Currently, **Visioneer's** portable Strobe document scanner is the market leader in the mobile capture segment, where scanR is competing. In 2003, Visioneer CEO Murray Dennis estimated that Visioneer had more than a 90% market share and that his company would ship somewhere around 100,000 Strobes. Strobe list prices range from \$199 to \$399, depending on the model and features.

In 2004, *DIR* covered the launch of **Planon Systems'** DocuPen portable rolling page scanner [see *DIR* 8/6/04]. As Planon recently released the third version of the DocuPen, a

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

Areas we cover include:

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3. Forms Processing/OCR/ICR
4. Enterprise Content Management
5. Records Management
6. Document Output
7. Storage

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#### Editor: Ralph Gammon

4003 Wood Street  
Erie, PA 16509

PH (814) 866-2247

FX (800) 507-8981

ralphg@documentimagingreport.com



#### Managing Editor:

Rick Morgan

PH (814) 866-1146

rickm@scandcr.com

#### Publisher and Circulation Manager

Larry Roberts

RMG Enterprises, Inc.

5905 Beacon Hill Lane

Erie, PA 16509

PH (412) 480-5116

FX (412) 291-1352

larry@rmgenterprises.com

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color model with rechargeable batteries, we'll assume they are at least making some headway. The new DocuPen lists for \$299, with the legacy model \$100 less.

### **scanR is first to market**

In the past, most of *DIR*'s coverage involving mobile phones discussed using them to access and potentially view documents from ECM repositories. However, in 2004, the **Xerox Research Centre Europe** (XRCE) introduced image capture and OCR technology designed to run on camera-equipped mobile phones [see *DIR* 12/3/04]. Xerox previewed an early version of the technology at its "Tech Day" event in 2002 [see *DIR* 11/1/05]. "We talked with Xerox about a licensing agreement, but decided their technology did not meet our needs," said Dury.

XRCE's announced goal was to partner with digital camera manufacturers who would embed their technology. "The small footprint of a phone makes it difficult to embed this type of technology," said Dury. "We are leveraging the power of the Internet to provide access to a server running our technology.

"We have executives on our team that did work with the bamboo.com technology now owned by **IPIX**. That technology used a similar delivery model. It involved creating virtual real estate tours by taking pictures at a site and uploading them to a server where the tour was created."

scanR is also turning to phone manufacturers and cell phone service providers to assist with marketing. In January, the company announced the launch of *scanR for the Palm Treo 700w*, which lists for \$19.95 annually. "That integration basically makes it easier to use our services," said Dury. "We will be making more of those types of announcements over time."

scanR currently has 15 employees with offices in Palo Alto and Toronto. Dury said the company is looking for senior engineering help. Its management team lists companies like **Kodak**, **HP**, **Intel** and **IPIX** on their résumés. scanR recently announced it has received \$4.65 million in series A funding from a group led by **Trinity Ventures** and **Thomvest International**.

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

## **Captovation Promotes Network TWAIN**

There has been a lot of talk recently in the digital copier industry about the value of embedded

platforms. Over the past couple years, the likes of **Canon**, **Ricoh**, **Sharp**, and **HP** have all introduced developers' toolkits for creating applications interfaced directly through the touch screens on their hardware devices. These platforms have attracted interest from document capture ISVs like **Kofax**, **eCopy**, **NSi**, **Omtool**, and others.

Ken Peterka, president and CEO of Minneapolis-based **Captovation**, has discovered a simpler way for creating a direct connection from MFPs to his company's *Web Capture* application. That is by leveraging the "network TWAIN" driver packaged with some MFPs, including the Ricoh Aficio 1232C that was recently installed at Captovation's offices. "After downloading and installing the TWAIN driver into *Web Capture*, it automatically located the scanner attached to the network," said Peterka. "Then, by selecting the 'start-from-scanner' option, we were able to initiate the scan by walking up to the MFP and pressing the 'Start' button."



**Ken Peterka, president and CEO Captovation.**

After images are scanned at the MFP, they show up in the *Web Capture* desktop application, where they can be previewed and indexed. "It represents a simple way of initiating a scan to the desktop [which is a very popular destination for MFP capture]," said Peterka. "It eliminates the extra steps associated with scanning to an e-mail address or a network folder and downloading the image from there."

The network TWAIN implementation also provides preview functionality that users often don't get when capturing from MFPs, and if they do, it is often restricted to a small touch screen. Also, as compared to some embedded applications, the network TWAIN implementation enables users to do indexing at their desktops, instead of the MFP. This means they are tying up a shared device for a shorter period of time.

Peterka suggested workgroups leveraging network TWAIN could potentially get away with sharing one concurrent seat of *Web Capture* among 10 users. This would price a 10-user network capture application at around \$2,000. "I'm really just trying to make people aware of this functionality," Peterka told *DIR*. "We bought our MFP from the largest MFP dealer in the Minneapolis metro area. They have more than 40,000 units installed, and said they weren't aware of anyone using a network TWAIN feature."

Web searches indicate that in addition to Ricoh,

network TWAIN drivers are available on devices from **Konica Minolta**, **Oki Data**, **IBM**, and **Canon**. Peterka added that the only drawback to Ricoh's network TWAIN implementation is that it locks down the scanner once it is activated—preventing other users from completing their jobs. “I imagine that is something that could be fixed on future versions,” he said. “After all, if you can put print jobs, in a queue, why couldn't you set it up to put scan jobs in the queue as well?”

### **Network TWAIN A Misnomer**

*DIR* caught up with **Visioneer** Senior VP of Engineering Jon Harju, the founder of **JFL Peripherals** and one of the industry's foremost TWAIN driver developers. We asked him what he thought about networked TWAIN. “There is no network add-on for the TWAIN protocol, although it's pretty easy to configure a TWAIN driver to run over the network,” said Harju. “Basically, it involves fooling the device into thinking it's directly connected to the PC running the capture application. It's not a true network implementation. This is why the PC hijacks the device when you initiate the scan.”

### **Captovation Eyes Check 21 Market**

In addition to working with network TWAIN, Captovation has been making improvements to the *Check Capture* application it introduced in late 2002. Captovation recently signed a licensing agreement with recognition specialist **Parascript** that will add CAR/LAR functionality to *Check Capture*. *Check Capture 5.1*, which is scheduled to be shown at the **AIIM Expo** next month in Philadelphia, will also include X9.37 output.

“The new version opens up a whole new market for us,” Peterka told *DIR*. “Previously, we had been concentrating on archiving and offering *Check Capture* mainly as a microfilm replacement. Parascript's CAR/LAR software adds check clearing functionality. That, along with the required X9.37 output, will enable our application to be part of Check 21 solutions.”

According to Peterka, Captovation's background in batch capture of full-sized documents should give it advantages over traditional check capture software vendors. “We are focusing on back office capture at the branch or community banking level,” he told *DIR*. “We've focused on creating a simple user interface for procedures like correcting low-confidence characters. A lot of vendors coming from the archiving check capture world have never really dealt with data entry issues and exceptions before.”

For more information: <http://www.captovation.com>;  
<http://www.jflinc.com/index.html>

## **BBH Scanners Expands Line, Extends Service Agreement**

Coopetition is the word often used to describe some of the strange relationships in our industry. (There's another one too, but we're trying to stay G-rated.) The fact is, there is only so much document imaging expertise to go around. As a result, the desire to provide top notch products and services often creates strange bedfellows. **Kodak** and **Böwe Bell & Howell (BBH)** represent two such partners. While they remain fiercely competitive in the scanner market, they are partners when it comes to service. Last month, BBH Scanners both announced a new scanner that will compete with Kodak, as well as extended its relationship with Kodak Service & Support.

### **New sheet-fed LVP model**

We'll start with the new scanner, the Truper 3600. The 3600 represents the sheet-fed only version of the Truper 3200 that BBH introduced at **AIIM 2005** [see *DIR* 6/17/05]. Both Trupers are rated at 61 ppm in a portrait mode in simplex and 106 ipm in duplex at 200 dpi in color and black-and-white. The Truper 3600 is similar in design and specifications to the **Panasonic** KV-S3065CW, which was introduced in late 2004 [see *DIR* 12/3/04]. And Panasonic actually manufactures the 3600 for BBH [it also manufactures the Truper 3200], but BBH Scanner GM



*The Truper 3600 represents Böwe Bell & Howell's first sheet-fed only LVP model since the Copiscan II.*

Russell Hunt stressed that the 3600 is made to BBH's own specifications.

“It has similar specs to the Panasonic 3065, but is a different product,” Hunt said. “Without manufacturing all your own components, there are only so many places to get supplies and parts in this industry. We have different levels of relationships with our suppliers for our different scanner models. On one end are the Sidekick [workgroup and departmental] models, for which we have almost no input into the design. On the other end is the Spectrum XFs, which we assemble ourselves. The Trupers fall in the middle.”

The most obvious difference between the Trupers and their Panasonic counterparts is that the Trupers

include **Kofax's** VRS technology. The 3600 includes *VRS Standard* for a list price of \$6,295 and *VRS Plus* for \$6,995. "We recommend *VRS Plus* because it has so many productivity advantages," said Jackie Horn, BBH Scanners' director of worldwide marketing. "We are offering *Standard* because some customers think that's all they need, but *VRS Plus* can be a great time saver when doing batch preparation."

*VRS Plus* adds features like auto color detect, auto rotation, blank-page deletion, and advanced color dropout to VRS' traditional grayscale thresholding functionality [see *DIR* 6/17/05]. Even with *VRS Plus*, the 3600 carries the same list price as the Panasonic KV-S3065CW, which features Panasonic's own image processing technology. Panasonic also offers a legal-sized maximum paper width model, the 3065CL, for \$5,995.

**FCPA** is the leading vendor in the low-volume production space (LVP) where the Truper 3600 fits. FCPA's flagship model, the fi-5650C, was introduced at the end of 2004 and lists for \$5,995. The price increases by \$1,000 when *VRS Plus* is added. Kodak's i200 series models are also competitive with the Truper 3600, although the i280, which is closest in speed, lists for almost \$3,000 more.

The 3600 represents BBH's first sheet-fed only LVP model since the Copiscan II was introduced in the mid-1990s. Hunt estimated that approximately half the LVP models sold today do not have a flatbed. "You'd be surprised how many of those Copiscans are still out there," he told *DIR*. "We view the 3600 as a potential upgrade for those customers. In addition, **FedEx** [BBH's largest customers with more than 2,000 scanners installed] has a number of legacy BBH 500 FB flatbed models that they might consider upgrading to the 3600 because it could help them save space. However, I can't really comment on what FedEx's plans are."

The 3600 was launched last month at the German technology extravaganza **CeBIT** and will be on display next month at **AIIM 2006**.

<http://www.bbhscanners.com/products/truper/index.html>

### **New agreement gives and takes**

Kodak and BBH Scanners' new service agreement includes a bit of give and take between the two companies. On the plus side for Kodak, the agreement extends Kodak's tenure as the exclusive

April 7, 2006



**Russell Hunt, general manager, Böwe Bell & Howell Scanners.**

warranty service provider for BBH Scanners in North America and Canada for another five years. The original agreement dates back to 2001, when Kodak actually purchased Bell & Howell's service business, leaving Bell & Howell with its scanner business only after the SEC stepped in and threatened anti-trust proceedings [see *DIR* 2/16/01]. The new agreement also makes Kodak Service & Support BBH Scanner's only Authorized Service Provider (ASP) in North America. However, internationally, BBH ended Kodak's tenure as its exclusive warranty service provider.

"Surveys with our customers and VARs indicate Kodak is doing a great job, so it was very important for us to maintain that relationship," said Hunt. "However, depending on the geography, although Kodak will remain an ASP worldwide, we wanted to have some other service options."

A certain amount of this desire to expand options may have to do with BBH's recent ramped up efforts in mainland China, where Kodak is a major competitor. Hunt added that BBH will continue to certify its resellers to perform service. "ASP is a specific term that only Kodak will be able to use in North America," he said. "However, we will continue to offer a training program for others interested in providing service."

### **FCPA PREVIEWING HIGH-END HARDWARE**

Both **Böwe Bell & Howell** and **Kodak** will be getting some more competition from **Fujitsu Computer Products of America (FCPA)**. FCPA is currently previewing its fi-5900C mid-to-high-volume production unit on its Web site. The 5900 is rated at 120 ppm in a landscape mode, and we've seen a street price advertised at between \$13,000 and \$16,999. FCPA hasn't released any official pricing information to the media yet, but we believe the scanner will list for around \$21,000, which will put it well below competing 100 ppm models from BBH and Kodak.

Like the BBH Spectrum XF and Kodak i600 models, the 5900 features an elevator feeder on the bottom of the machine that sends documents through a U-shaped path and returns them at the top. Like the i600, the 5900 features triple-sensor, ultra-sonic, double-feed detection. FCPA is also advertising a daily duty cycle of 100,000 pages per day, easily making the 5900 the most robust product in FCPA's line.

The scanner also includes Kofax VRS technology. However, its maximum rated speed with VRS is 100 ppm. More details will be available when FCPA formally announces the product, which is expected to be later this month. We expect to see the unit this week at the **Kofax Transform Conference** in Dana Point, CA.

<http://www.fcpa.com/products/scanners/fi-5900c/>

# Stellent Not Sitting On Profits

**Stellent** recently became the first ECM company we are aware of to pay out a dividend. Last month, the Eden Prairie, MN-based software developer announced it would pay common shareholders a cash dividend of \$.03 per quarter starting on March 28, 2006. "We always try to stay ahead of the curve," commented Dan Ryan, who was recently appointed COO of the \$125 million vendor. "We have been generating cash well in excess of the small amount that the dividend represents."

In its fiscal 2006 third quarter (ended Dec. 31, 2005), Stellant reported net income of \$2.2 million, or \$.07 per diluted common share. The dividend payout of \$.03 per share totals approximately \$870,000. As of Dec. 31, Stellant listed \$76 million in cash and marketable securities on its balance sheet.

"We still have plenty of money to execute our growth plans and do any acquisitions we need to," said Ryan. "We just think that investors like to see some cash return on their money. Twelve cents per year represents about 1% of our current share price. That isn't huge, but it's better than some of our competitors who are sitting on hundreds of millions of dollars and not doing anything with it. We think we are going to see more ECM companies paying dividends in the future."



Dan Ryan, COO,  
Stellent.

## Stellent broadens RM application

In addition to setting a trend on the investment front, Stellant also views itself on the cutting edge in records management technology. Last week, the company announced its new *Universal Records Management (URM)* application. URM has some unique features, including the ability to manage records residing outside the Stellant repository.

In addition to being a DoD 5015.2 compliant records management application, URM is designed to perform "retention management." "URM offers all the required RM functionality in areas like retention disposition schedules and litigation freezes," said Alan Baer, product marketing manager for Stellant. "However, we've also included tools for managing the retention of those 95% of a business' files that aren't records."

"We can track activity surrounding these 'non-records,' which helps businesses get rid of them

when they are no longer being used. We can set up complex rules such as 'any document by this author that hasn't been viewed by more than two people in six months and was created before this date, needs to be reviewed for retention by a systems administrator.' This helps keep file systems free of excess records, which improves search efficiencies, eliminates potentially dangerous files in the case of litigation, and also reduces storage costs."

Stellent has introduced agent-based technology into URM, which enables it to perform records and retention management across multiple repositories. "Most RM applications require that you move files to a specific location, which often isn't going to happen—especially in the case of non-records," said Ryan. "We've introduced agents that can go into non-Stellent repositories and map meta data like the author, the dates of creation and latest viewing, and department of origination of a file, back to URM. This gives users a centralized view of all their files and retention management capabilities over them without the burden of a centralized repository."

Initial agents for URM connect to **Microsoft SharePoint**, the **Symantec Enterprise Vault**, and Windows, Unix, and Linux file servers. "These agents could open up new markets for us, including customers who never will use our core repository," said Ryan. "Symantec, for example [which advertises Enterprise Vault as the market-leading e-mail archiving application], has a huge install base that could leverage URM to improve their readiness for litigation. We plan on having a separate DoD certification specifically for our integration with Symantec and will also develop a go-to-market strategy with them."

Stellent URM starts at \$100,000 and is available now. A module for integrating management of physical records starts at \$25,000. Agents for other repositories range from \$10,000 to \$50,000. "This is a new market, and we are trying to be flexible with the pricing," Ryan added. "For example, Symantec prices by mailbox, so we probably need to offer URM in that manner as well."

For more information:

[http://www.stellent.com/en/news/event\\_calendar/seminars/p88010371?ssSourceNodeId=144](http://www.stellent.com/en/news/event_calendar/seminars/p88010371?ssSourceNodeId=144)

## Federal Reseller Introduces Auto-Redaction Solution

It's probably safe to say that invoice processing has proven to be the killer app that transported intelligent document recognition (IDR) safely across Geoffrey Moore's proverbial chasm. Proof that this

passage is now complete lies not only in the fact that each successful invoice implementation is no longer a big story, but in the additional types of IDR applications starting to hit the market. Automated EOB processing and digital mailrooms are part of the second wave of IDR that emerged over the past couple years. Now, a third-wave of more niche-type solutions is showing up.

Our story last year on Canadian service provider **Applied Docs** using IDR to process customs documents represented one new use of the technology [see *DIR* 11/18/05]. More recently, we've seen a couple IDR implementations addressing redaction in the government space. Redaction involves the removal of sensitive information from documents being made accessible to the public to meet regulations. In Feb., we ran a story on Orlando, FL-based VAR **Computing Systems Innovation** (CSI), which has come up with a very successful automated redaction application primarily targeting county courts [see *DIR* 2/17/06].

More recently, another imaging VAR, **EDAC Systems** of Fredricksburg, VA, was honored by *Government Computer News* with a "Best of FOSE" award for its *VeriDact* product. *VeriDact* is being targeted at federal agencies that need to comply with the Freedom of Information Act (FOIA). While CSI's *IntelliDact* solution has been used to look for specific pieces of information stipulated by state laws, FOIA stipulations are not as cut and dried. Information that needs to be redacted in federal documents can vary on a case-by-case and document-by-document basis.

This creates some interesting challenges that EDAC has addressed with Kofax's *Indicius* IDR application. "*VeriDact* is designed around *Indicius*' ability to find words, phrases, and concepts," said Randy Blevins, EDAC's COO and EVP of sales. "*Indicius*' auto classification capabilities can also be used to automatically determine what category a document falls into and how it needs to be redacted."

According to Blevins, *VeriDact* has the capability not only to find phrases, such as "weapons of mass destruction" but also approximations, synonyms and misspellings of the phrase. "For example, we recently ran a test search for the word 'united,' and in one instance, only three of the correct letters were picked up in the OCR results, but *Indicius* still recognized the word," he said. "One of the things *Indicius* is famous for is its ability to learn by example, so the more an agency works with a system, the better results it should get."

Blevins added that *VeriDact* is only going to be as accurate as its OCR results. "Most recent documents

have been generated by computers and use recognizable fonts," he said. "However, when you get back to Vietnam and World War II documents, there is a lot more handprint. That is harder to recognize, but there are ways to plug in various engines that specialize in recognizing handprint or handwriting."

*VeriDact* automatically highlights suggested redactions and a copy of the marked-up document can be workflowed to an analyst who either accepts or rejects the suggestions. "We haven't done any sophisticated ROI studies yet, but the product is designed to reduce the amount of time that highly paid analysts have to spend with each document," said Blevins. "Our technology is designed to save them from reading every line on every document."

Over the past couple years, EDAC has been honored by both **Böwe Bell & Howell** and **Fujitsu Computer Products of America** as its federal reseller of the year. Blevins estimates that 85-95% of the company's business is generated through federal sales, with 60% going to defense and intelligence agencies. "With the war going on, there has been a call to manage a lot more intelligence related documentation," said Blevins. "We hadn't done much with redaction in the past, but we had an agency that asked if we could do this, this, and this.... Based on some of the classification and data extraction capabilities we knew were in *Indicius*, we went to work and came up with *VeriDact*."

Blevins said *VeriDact* generated tremendous interest at FOSE and that it should be commercially available before the end of April.

For more information: <http://www.edacsystems.com/>; <http://www.kofax.com/products/indicius/index.asp>

## New ScanSnap Addresses Desktop Demands

**Fujitsu Computer Products of America** (FCPA) has released a new version of its successful ScanSnap desktop capture device. The new S500 is 20% faster than its predecessor, features a new design, has an improved OCR package, and introduces some new image processing functionality. It is shipping now and the list price remains \$495. This includes **Adobe Acrobat Standard**, which lists for \$299 by itself.

"With the ScanSnap, we are really trying to push forward ease-of-use," said Scott Francis, director of product marketing for FCPA's Imaging Products Group. "Our main competition for desktop scanning

is awareness and accessibility of the technology. To address this, we are very focused on incorporating customer feedback into our new models. One of the biggest requests has been for technology to create searchable PDFs. To address that, we've bundled **ABBYY FineReader for ScanSnap**."

*FineReader for ScanSnap* could previously be acquired through a mail-in rebate offer. "The new version has been integrated directly into the ScanSnap's profile manager," said Francis. "It gives users the option of creating *Excel*, *PowerPoint*, or *Word* documents from their scans as well."

FCPA has also introduced auto-size detection and advanced compression technology, both of which reduce file sizes. *DIR* has received feedback that smaller file sizes are especially important in desktop environments where scanned images are often sent as e-mail attachments. The S500 is rated at 18 ppm at 150 dpi and 12 ppm at 200 dpi. It is a single-pass duplex device. FCPA has made it easier to transport the ScanSnap by attaching the formerly removable ADF exit tray directly to the unit.

Francis indicated that the ScanSnap's success has come across several vertical markets, as evidenced by the wide variety of case studies available on the FCPA Web site:

<http://www.fcpa.fujitsu.com/news/white-papers-case-studies/case-studies.html>.

Francis indicated that ScanSnap installations have not necessarily led to a great number of upgrades to production document scanning solutions. "Most often, what we see is the purchase of additional ScanSnaps in those environments," he told *DIR*.

It's our opinion that this lack of a clear upgrade

path from the ScanSnap to production imaging is evidence that the "ad-hoc" and production markets continue to grow separately. It is going to take some work if the two are going to be tied together.

However, vendors like **eCopy**, **NSi**, **ScanSoft**, and to some extent **Kofax**, are attempting to do this. Activity in this area continues to increase every day. The network TWAIN story in this issue [see page 3] is yet another example.

The potential merger of the ad hoc and production capture spaces is an intriguing story we will continue to follow in *DIR*. If a vendor can pull it off and actually create the glue to tie these two growing spaces together, they stand to establish some serious girth in an industry still lacking anyone over \$100 million in software revenue.

<http://www.fcpa.com/products/scanners/>

## ECOPY, FROM PAGE 1

Connection '05. **Konica Minolta** also appears on this year's list of sponsors. Long-time eCopy partner **Canon**, which was lukewarm about participating in Paper Connection '05, appears to be reversing ground and has signed up as a Platinum sponsor for this year's event. "Over the past three months, our business with Canon has increased 100% from that same three-month period a year earlier," Malis told us in March. "This reinforces our contention that our decision to open up our platform will benefit all eCopy's key partners."

For more information:

<http://www.ecopy.com/ePCF2006/index.asp>

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