

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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May 20, 2011

THIS JUST IN!

TIS, NUANCE STRONG QUARTERS

Top Image Systems (TIS) recently completed a very strong first quarter. The Tel Aviv-based document capture ISV reported revenue of \$7.2 million—a 36% increase over the 2010 first quarter, and a 24% increase over the 2010 fourth quarter. The results prompted TIS to raise its guidance to 20-25% organic growth for 2011. TIS also continued its trend toward increased profitability and grew its cash reserves by some \$2.3 million.

This news resonated positively with the trading community, as TIS' share price approached \$3 per share on the Nasdaq this week for the first time in more than three and a half years. Shares have also changed hands at unprecedented volumes this month. TIS Founder and Chairman Izhak Nakar was reportedly in the U.S. recently meeting with members of the investment community and his efforts apparently proved fruitful.

Nuance also saw its share volume and price spike slightly over the past couple weeks, when rumors of an acquisition by **Apple** resurfaced. They have apparently fizzled since; instead, a partnership between the two companies has emerged involving Nuance's voice recognition technology. On its imaging and OCR side, Nuance is a long-time **Microsoft** partner.

Nuance Imaging had a strong second quarter, reporting revenue of \$43.2 million, up 27% from the 2010 second quarter. On the same day those results came out, Nuance announced it was acquiring long-time Nuance eCopy partner **Equitrac** for \$157 million in cash. Equitrac is expected to add \$60 million annually to Nuance's imaging revenue, which would seemingly push it close to a \$200 million per entity and give it enough size where it could

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MPS Leader Embraces Scanning Platform

Printing and IT distributor **Supplies Network** has integrated **DocSolid's** Airmail2 into its managed print services (MPS) offering. Based in St. Louis, Supplies Network services some 6,000 resellers, primarily in North America. It provides them with products like toner, paper, IT supplies, and data storage media. It also has a cloud-based MPS offering, which Airmail2 is now part of. Airmail2 is developed by DocSolid, a Phoenix-based ISV and document imaging specialist. Airmail2 is designed to enable MFPs to capture documents to cloud computing environments [see *DIR* 1/21/11].

"The first stage of MPS has been focused on device management and optimizing printing environments," said Doug Johnson, senior VP of managed print services for Supplies Network. "Some resellers who have had success are now ready to step up into managing the lifecycle of documents. This can include capture, as well as processes like archiving and automated workflow, which are enabled by capture."

According to Steve Irons, president of DocSolid, it is vital for MPS providers to expand into areas like document imaging to create real growth opportunities. "Starting three or four years ago, everybody began using less paper, and nothing is going to reverse that trend," he said. "When I hire a new developer, he might not even know what a printer is. The MFP vendors realize this, and because of that they have moved more heavily into services.

"That's where MPS comes in. An MPS contract says that instead of selling you a new machine and supplying toner, we will sell you a service that manages your whole MFP environment. This includes diagnostics to better control costs and optimize hardware environments. It also includes toner, paper, and break/fix on hardware, but all of that is declining. So, how can MPS be a growing market like everyone says it is?

"The only place true MPS growth is going to come from is new services that can be added into an MPS

portfolio. Document scanning, which can lead to document imaging applications, is an example of one of these services.”

Johnson agrees. “Just aggregating printing and supplies transactions into a different way of purchasing does not do much to increase wallet share,” he said. “The real growth opportunity lies in adding services on top of those—in areas like document workflow and lifecycle management. These increase the number of value-added services an MPS provider can offer to a customer.”

Johnson views Airmail2 as a great gateway app for introducing users to document imaging applications. “It’s a very elegant but simple solution for enabling users to scan documents to their desktops or for e-mailing, which is typically the bulk of what they use imaging for initially,” he said. “Once they get used to scanning, you can start layering on more technology in areas like OCR, automated workflow, and storage and retrieval—which can also be cloud-based. This is where MPS providers can really start to create some new revenue for themselves.”

A natural fit

One trait that Johnson particularly likes about Airmail2 is that it is designed to work with any make or model of hardware. “That’s important because our whole program is hardware agnostic,” he said. “Our resellers have the ability to service fleets of mixed brands, which we feel gives them an advantage.”

Airmail2 also fits with Supplies Network’s cloud-based MPS approach. Supplies Network offers two flavors of cloud-based MPS: “We launched our CARBONSIX offering in early 2007,” said Johnson. “It’s basically a turnkey system, which our partners sell, and for which we do most of the work.

“However, we also found that many of our partners were building out their own print services initiatives, or at least had their own break/fix services they wanted to incorporate in an MPS offering. So, we came up with MPS Select. This is basically an ala carte platter through which our partners can pick and choose which elements of our MPS portfolio they want to take advantage of.”

Johnson explained that what is unique about Supplies Network’s MPS program is its database, which aggregates and interprets information from multiple applications. “With most MPS software, organizations basically receive a pile of data they have to sort through and make sense of,” he said. “One of our differentiators is our ability to take information from multiple cloud-based applications, clean it, merge it, put in into a structured database, run analytics against it, and provide resellers with useful information. For example, using our software, resellers don’t have to figure out when they should be shipping toner to a customer, we tell them.”

Supplies Network can currently aggregate data from applications from vendors like **PrintFleet** and **FMAudit**, which track MFP usage. It also has a partnership with **Preo**,

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whose software tracks desktop printing. “What we offer with Preo is fairly unique, because it helps resellers track desktop printing, which typically has the highest cost per page within an organization,” said Johnson. “Through our MPS package, resellers can proactively reduce their customers’ desktop printing costs by automatically re-routing jobs to more cost effective devices.”

“We will also be able to aggregate scanning information from Airmail2. Preo and Airmail2 are examples of software that help us reach beyond the standard supplies replenishment, health management, and print optimization features available in most MPS packages. We will continue to add other solutions as well.”

DocSolid’s list price for Airmail2 is \$3,995 for an unlimited number of users, plus an additional \$395 per hardware scanning device. Johnson expects the Supplies Network reseller channel to make Airmail2 available to customers in a few ways. “I expect many of them to just bury the cost in their price per printed pages,” he said. “This will make it seem like a ‘free’ add-on. However, some, I’m sure, will want to charge for it up front as an additional solution. Then, there are others investigating adding cost-per-scan charges into their MPS agreements.

“I think we’ll see different channels price it differently, depending on their business models. I think BTA dealers, for example, will be more apt to bury the cost in their cost-per-print contracts. However, managed services organizations, with more sophisticated consulting practices, may look to charge per scan.”

Johnson said that approximately 200-300 resellers are currently active in Supplies Network’s MPS program. “A lot of people advertise MPS, but really they’re just offering a more sophisticated version of break/fix and consumables supply services,” he said. “We have about 15-20 resellers enrolled in an Airmail2 pilot, and are training another group. We plan a full launch in early June.”

MPS attracts broad range of resellers

Johnson concluded that part of what is making the MPS market so intriguing is the number of reseller partners coming at it from different angles. “Initially, it was the IT supplies and BTA channel guys who were talking to us about MPS,” he said. “In the last year, however, we’ve seen more IT VARs and managed service providers—companies that provide a range of outsourced services like network and PC infrastructures—coming into the MPS space.

“Each organization’s legacy will influence how it goes to market with MPS. To address this, we’ve

created a very flexible program. We offer everything from a turnkey MPS offering, for which we charge a price per page and our resellers just mark it up, to an ala carte arrangement through which the reseller picks which services they want to represent, and we work with them on developing a successful pricing strategy.”

In addition to offering MPS to their own channel, Supplies Network is providing its MPS backbone to OEM partners. “There are plenty of organizations selling printers and copiers that have reseller channels who can take advantage of what we’ve already built in regards to MPS,” said Johnson.

DocSolid partners with Worldox ISV

DocSolid is also building multiple channels. In addition to the Supplies Network agreement, it recently announced a partnership with **World Software Corporation**, the ISV that develops the Worldox document management software application, which is primarily utilized in the legal market. “World Software has approximately 5,000 document management system customers,” said Irons. “And it has a highly skilled set of VARs it will now be offering our software to.”

Worldox can be integrated with a number of document capture products, but World Software has chosen Airmail2 as an OEM partner. According to Ray Zwiefelhofer, president of World Software (as quoted in a press release), “Airmail2 is one of the most streamlined scanning solutions I’ve seen to date. About half our potential customers ask for recommendations and best practices on scanning. Now we have a solution that ties seamlessly into their Worldox system.”

A special version called Worldox Airmail2 is being developed and is scheduled for release in June. “Basically, it includes the Airmail2 Me functionality, and users will be able to drag and drop files from their inboxes into the proper matter folders,” said Irons. “In addition, there will be an option for queuing up multiple images to be scanned with the same profiles directly into Worldox.”

Irons said a special Airmail2 pricing model will be set up for Worldox. “The price needs to fit with the market and the simplified need set we’ll be addressing,” he said.

Irons said that working with the Worldox channel, will nicely complement DocSolid’s legacy practice of selling KwikTag into the legal market. KwikTag is a document capture and management system developed by another company founded by Irons—**ImageTag** [see *DIR* 5/1/09]. “We sell KwikTag to the top segment of law firms, of which there are maybe

a couple thousand in the United States,” he said. “However, below that are another 15,000 to 20,000 that could be a better fit for Airmail2.”

For more information: <http://www.docsolid.com/>;
<http://tinyurl.com/DocSolidSuppliesNetwork>;
<http://tinyurl.com/DocSolidWorldox>;
<http://www.suppliesnetwork.com/CompanyInfo/C6.asp>

Kodak Launches SharePoint Scanning and Viewing Apps

We’ve written quite a bit about the opportunity around bolting document imaging technology onto **Microsoft** SharePoint. With more than 200 million seats of SharePoint reportedly installed worldwide on an estimated 100,000 servers, the potential user base dwarfs that of any other content management system. And, as we all know, when it comes to managing document images, even the latest and greatest version of SharePoint [2010] comes up well short out of the box.

For starters, there’s no capture, dedicated meta data search, or inherent viewing capabilities. Supplying this type of functionality has helped **KnowledgeLake** grow from a start-up to a \$20 million company in the past 10 years. Over the past five years, KnowledgeLake has also taken on some significant equity investment from **PFU, Ltd.**, a wholly owned subsidiary of **Fujitsu**. In an indirect way, this puts KnowledgeLake in competition with Kodak—and potentially gives Fujitsu a leg up in the scanner market when dealing with SharePoint implementations.

Well, Kodak is fighting back and recently introduced some fairly interesting technology for capturing and retrieving document images in SharePoint. Kodak actually began its serious assault on the SharePoint space with the release of Capture Pro 3.0 earlier this year. That version of Kodak’s document capture software introduces a feature for importing meta data fields from SharePoint libraries as indexing fields that can be populated when scanning to SharePoint [see *DIR* 10/8/10]. Kodak has followed up with a pair of new products that can be run as Web parts and offer image viewing and retrieval capabilities within SharePoint.

Kodak’s new Document Viewer Software and Scan and View Software are both server-based applications that can be run within a SharePoint library. The Document Viewer enables users to look at more than 300 different file types without leaving SharePoint. It can be launched either as a pop-up or a frame within the SharePoint screen and has a

zoom feature. It also includes a thumbnail preview option.

“The Document Viewer provides users with a fast way to see a wide variety of document formats being stored within SharePoint,” said Bruce Rodgers, worldwide integration manager for software products at Kodak Document Imaging. “There is no download, and it’s much less cumbersome than launching a third-party application just to take a look at a file.”

The Kodak Document Viewer lists for \$1,250 per server for an unlimited number of users. It is also required if the user wants to run the more advanced Scan and View Software. Scan and View offers ad hoc scanning from SharePoint, as well as image clean-up, annotation, and meta data search capabilities.

The scanning component is a TWAIN app that talks to the drivers included with most document scanners. A user downloads an ActiveX component once and can then activate scanners directly from their SharePoint screens. As she is scanning, the user has access to a TWAIN interface to adjust settings like resolution, color, and how many sides she wants to scan.

The image is captured to the SharePoint library from where the scanning process was launched. It is automatically assigned the meta data fields associated with that library. The user can then open up the View component and enhance images with functionality like deskew, despeckle, and hole punch removal. Pages can also be rotated, re-arranged, split into separate files, or combined with other files. “We think the scan and image clean-up capabilities give us an edge on the competition in the SharePoint space,” noted Rodgers.

The View component also features annotation options like highlighting, stamping, adding electronic sticky notes, and redacting portions of a page. There are currently no OCR capabilities. Annotations can be saved and viewed by others through the Kodak View component, or they can be burned into documents so they can be viewed in other applications as well.

While the Document Viewer enables opening only one document at a time, with Scan and View, users can open up multiple documents and navigate them through tabs. Users can also pan documents, and there are options for viewing two documents side by side on a single screen. The meta data search is designed as an alternative to the full-text search capabilities inherent in SharePoint. This helps SharePoint behave more like a traditional document

image management application.

Pricing for Scan and View starts at \$1,750 for 10 client-access licenses (plus a Document Viewer license) and goes up from there. "We are targeting our new software applications at any organization looking to get more out of its SharePoint installation," said Michael Proulx, current product manager, software products, for Kodak Document Imaging. "It offers image management functionality that they likely don't have."

Both new Kodak SharePoint products are due out by the end of this month. Kodak plans to market them through its current distribution model, which is also the way Capture Pro Software is sold. "We plan to continue to grow our business in the SharePoint space," concluded Proulx. "As we do that, we think it will open up more opportunities for us to work with SharePoint-focused resellers."

For more information:

<http://www.kodak.com/go/sharepoint;>

<http://www.sharepointscanner.com/>

Canon USA Launches Services-Focused Subsidiary

As we pointed out in the page 1 article on MPS, it's no secret that printing and MFP hardware vendors are feeling pressured to increase their revenue related to professional services. Over the past couple years, we've seen this evidenced in moves like **HP's** acquisition of EDS, **Xerox** buying ACS, and even **Ricoh's** acquisition of IKON. On a smaller scale, we've also seen **Sharp** and **Toshiba** build up their services through dealer acquisitions and broadening software strategies.

By contrast, **Canon**, whose MEAP (multi-functional embedded applications platform) technology was one of the first initiatives aimed at tighter integration of MFPs with software (opening the door for more professional services) has moved forward a bit more conservatively. Sure, there was the acquisition of **Océ** in late 2009, which includes Océ Business Services (OBS), but, according to Canon execs, the integration of OBS into Canon is still in its early stages [see *DIR* 4/22/11].

However, the recent launch of **Canon Information and Imaging Solutions** (CIIS) signals that Canon's deliberate approach to growing its professional services revenue is about to change. CIIS has been formed as a wholly owned subsidiary of Canon USA with Canon's professional services organization being spun off as a starting point.

Canon's plan is to grow CIIS to more than \$500 million by 2014.

"The formation of a new company represents Canon's commitment to, and focus on, accelerating the growth of our solutions and services business," said Greg Ryan senior director, marketing and sales for the marketing division of CIIS. Ryan is a former Canon USA executive, as is Tom Minamide, who is the VP, corporate planning, marketing and sales, for CIIS.

"There are two major strategic directions CIIS is headed in," added Ryan. "The first is document solutions, which is an area that we've been focused on for quite some time. The second is expanding into adjacent IT services, including working with some of Canon's emerging technology, a lot of which was shown at last fall's Canon Expo.

"At that event, which was attended by more than 10,000 people, we showcased technology in areas like cloud-computing, advanced displays, medical imaging, and what we call 'mixed reality' technology. We think these technologies represent a lot in the way of opportunities, but they don't fit neatly into a particular business unit that Canon USA has today. The formation of a new company puts us in a good position to create some new go-to-market models and put in place the necessary skill sets and infrastructure to be successful with these new technologies."

Ryan views CIIS as a fairly unique entity. "We're not looking to become another Accenture or EDS," he stressed. "We certainly want to stay true to our imaging heritage. We think we have some pretty unique technology on both the input and output side of document management that we can leverage. We also expect our imaging technology to continue to evolve way beyond where it is today. That said, CIIS will evolve beyond document solutions, because the technology Canon is developing will take us there."

Areas of focus

The foundation of CIIS is Canon USA's Professional Services organization. "This organization has been in existence at least five years and has focused on software customization and implementations," Ryan said. "A lot of the work has been based around Canon's portfolio of document capture, print management, and document management software, as well as our embedded hardware platforms.

"A lot of our business has been transacted through Canon's partners, as well as Canon's national accounts team. We will continue to make our services available through those channels. For

example, if one of our partners is selling capture software, but needs help understanding all the requirements associated with improving a process related to capture, we can provide that sort of consulting.

“We will also be targeting specific areas of business process optimization. This includes creating capture solutions to streamline A/P processes and addressing print and output management. We have the knowledge set and the technology portfolio to address these areas. In addition to Canon technology, we will continue to work with partners like **Nuance** eCopy, whose latest release of ShareScan, version 5 [see *DIR* 9/24/10], lends itself nicely to forms processing applications.”

Developing solutions around ERP and imaging and records management are also areas of focus for CIIS. “We have some emerging technology that is going to fit very well with ERP optimization initiatives,” said Ryan. “At Canon Expo, we showed an application that acted as a middleware between an **Oracle** ERP system and multiple back-end systems. It included workflow as well as capture from MFPs. We anticipate being able to engage customers of all sizes with solutions for optimizing their ERP systems—leveraging this technology and our associated services.

“As far as imaging and records management, we will offer services, including backfile scanning and indexing. We will offer some scanning services ourselves and may engage partners to help us.”

Paths for growth

Ryan explained the route CIIS plans to take to reach its stated 2014 revenue goal. “We mentioned the \$500 million figure to provide a perspective of what we plan to accomplish,” he said. “As I mentioned, our existing professional services business has been growing for the past five years. By putting it into a new company, we expect to further accelerate that. In addition, we expect new technology from Canon to help fuel growth. Finally, we anticipate some inorganic growth, so mergers and acquisitions are certainly in play.”

Ryan said CIIS is initially focused on the United States and related markets within the Americas. “However, if you look at the longer-term vision for Canon’s emerging technologies, CIIS is likely to expand and potentially become a worldwide initiative,” he said. “The launch of CIIS is a significant event, but it’s only the first step for us. You’ll see a lot of things coming behind it, and we are excited to reveal them in due time.”

For more information: <http://www.ciis.canon.com/>

Regulus, J&B Bought by Equity Investor

Less than a year after re-organizing the former **J&B Software** and **Regulus Group** into its Global Billing and Payments unit, **3i Infotech** has sold the organization to **Cerberus Capital Management**, a well-known New York-City-based private investment firm. 3i Infotech, which is based in India and offers a range of software and IT services worldwide, acquired the companies in 2007-2008 for a combined \$115 million. It has signed a deal (which is expected to close by mid-July) to sell them to Cerberus for \$137 million.

According to Josh Wendroff, whose current title is director of marketing for 3i Infotech, North America, the deal should change little about the way Regulus and J&B are currently doing business. “The integration between the two organizations has been ongoing for the past two years,” he told *DIR*. “3i Infotech provided some technology resources, and we will continue to contract with them for Asian data entry services, but Regulus and J&B were really the complementary pieces. Cerberus’ plan is to operate the entity as a standalone company focused on billing and payment solutions.”

J&B is a software developer that focuses on payment processing and document imaging. Its headquarters are in Blue Bell, PA, near Philadelphia. Regulus is a payment processing and billing outsourcing specialist, headquartered in Naperville, IL, outside Chicago. When we did a story on the integration of the organizations [see *DIR* 11/19/10], Wendroff was quoted, “With both organizations working together under the BPO umbrella, we will now be better able to go in, look at our customers’ end-to-end processes, and determine how to optimize them. We can offer a combination of software, outsourcing, and/or hosted services.”

More recently Wendroff added, “One benefit of the integration has been the ability to make available J&B’s software as a hosted service through Regulus’ infrastructure. For example, we’ve been able to convert J&B’s mobile deposit application to a SaaS platform, which is very attractive to our customer base because of the up front cost savings. In addition, we’ve benefited by being able to run J&B’s technology within the Regulus payment processing operations.”

A changing landscape

Regulus reported revenue of \$148 million in 2007, the year before it was acquired, while J&B was reportedly a \$25 million annual business. According to a report, the businesses brought in a combined

\$170-\$175 million in 3i Infotech's fiscal 2011, which ended March 31. This represented an approximately 11% decline in revenue from the previous year.

So, Cerberus paid about 80% of one-time revenue for the combined entity. "There is no question that paper payments are declining," said Wendroff. "To account for this, at Regulus, we continue to expand into electronic transaction processing, while with J&B, we are getting deeper into areas like mobile capture and document imaging.

"Basically, a few years ago, paper was the center of the transaction processing world and everything else was bolted on. The shift we are seeing is that paper is no longer at the center, it's just another channel that exists. Some companies have neglected the fact that despite its decline, paper is not going away, but they are starting to see that paper needs to be managed alongside everything else.

"We try to take an agnostic view. We don't care how a customer sends or receives transactions. We'll take their billing information and send it in whatever format they like, and no matter how their payments come in, we can process them and feed them into an A/R system as a single data stream.

"Our goal is to make transaction processing as simple as possible for the customer. We think the emergence of all these different methods of payments and billing has created opportunity for a company like ours. We offer to support any payment and billing method that comes up, so our customers can focus on their core businesses."

Wendroff indicated that management of the new organization will remain the same—even if the company's name and the location of the corporate headquarters haven't been determined yet. Kathy Hamburger, the former president and CEO of Regulus, will continue to run the organization with Jim McShea retaining his title as Chief Revenue Officer.

"We don't anticipate any significant personnel changes," said Wendroff. "There has been a lot of work done integrating the sales staff to handle cross-selling of services and software. That said, there are still some people that focus more on the BPO side of the house and others on the software side. However, with the way the economy is now, it seems to be harder to get money for capital investments like software, so we've seen a bit of a shift in our sales efforts towards services."

According to a published report, 3i Infotech plans to use the proceeds from the sale to pay down its debt, which is considerable—somewhere around a

half-billion dollars. By our calculations, the sale leaves 3i Infotech with about a \$100 million run rate in North America - which is where almost all Regulus' and J&B's revenue comes from.

For more information: <http://tinyurl.com/Cerberus3i>

PBMS, EMC Sign Reciprocal Agreement

Pitney Bowes Management Services (PBMS) and **EMC** have signed a reciprocal deal, whereby PBMS has standardized on EMC's Captiva software, and EMC has made PBMS its preferred document capture outsourcing partner. PBMS is the \$1 billion outsourcing arm of \$5.4 billion mailroom giant Pitney Bowes. PBMS offers both on- and off-site document services and has standardized on EMC's Captiva as its platform for both delivery models. In turn, EMC will recommend PBMS scanning centers for its customers that have backfile and other off-site conversion requirements.

"PBMS has offered production document capture services for four years now," said Johanna Boller, VP, Global Solutions Management for PBMS, who was speaking to us from the recent EMC World conference in Las Vegas. "We started small and have been growing. Our strategy up to this point has been to utilize whatever capture technology our client has or to provide technology from one of many vendor partners, including EMC. The new strategy is to standardize on EMC Captiva for our national processing center, as well as recommend it to our clients looking for on-site capture software to complement our services."

PBMS targets Global 2000 organizations and, because of its parent's history in the mailroom, has a strong presence there. "We are working hard to move beyond the mailroom and address documents as they flow throughout an organization," said Boller. "This includes both incoming and outgoing documents. The EMC partnership is indicative of our strategy to move deeper into our customers' workflows and work with documents in transaction processes."

According to Boller, PBMS' target markets include financial services, insurance, technology, manufacturing, and state and local governments. "Those are also the core markets of our parent company," she said. "Potential document capture applications exist in areas like new account opening, claims, customer correspondence, etc. You name a high-volume transaction document, and we should be able to handle it.

“We also see a lot of opportunity for large projects when our clients are merging, divesting, moving, or undertaking another type of activity which forces them to look at their paper records. These could be HR files, contracts, or legal documents.”

In addition to working on-site, Pitney Bowes has a national document processing center in Grand Rapids, MI. “We have a network of smaller sites, as well as some on-site operations, that feed into that center,” said Boller. “We also have a number of large processing centers in western Europe that have standardized on Captiva’s technology.

“Previously, we had a mix of technologies, and were doing a lot of manual indexing. With Captiva’s software, we expect automated document recognition and data extraction to eliminate much of the manual processing. This should improve the quality of our operations, as well as make us more price competitive.

“In addition to paper, Captiva can be used to intake electronic documents like e-mails, Web forms, or other types of input. We are also going after applications in those areas.”

Boller noted that outsourced document capture is definitely an area of focus for PBMS. “Analysts view it as a high-single digit growth opportunity,” she said. “Certainly, the limited funds available for IT resources are driving this. Businesses continue to look at getting leaner and focusing more on their core competencies. Handling documents is not a core competency at most organizations. You are starting to see a lot of organizations, which haven’t considered outsourcing in the past, giving it a look.

This includes EMC Captiva customers who are asking about outsourced capture options.”

Boller said that PBMS’ flexible delivery options give it an advantage over its competition. “We can provide on-site, off-site, and even mixed document processing,” she said. “For example, we can scan on-site and electronically transmit images to our internal Captiva implementation for the heavy lifting. Our partner **Omtool’s** software [see *DIR* 7/2/10], could be one avenue for on-site scanning from MFPs.”

Boller noted that currently PBMS does not offer a SaaS repository for image storage and retrieval. “We can deliver from Captiva to one or multiple repositories,” she said. “Most of our clients already have multiple repositories.”

Pricing for PBMS document services is also flexible. “We have some clients who, especially if they have a consistent flow of documents, prefer a fixed fee,” said Boller. “However, increasingly, we are being asked for transaction-based models based on a price per page.”

For more information:
<http://www.documentimagingreport.com/index.php?id=2144>

NUANCE, FROM PAGE 1

possibly be spun off from the parent company—say if a deal were struck with Apple, which only wanted Nuance’s speech recognition. **Canon**, with its new services-focused subsidiary [see *story on page 5*], might be one landing spot for Nuance Imaging.

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Charge My Credit Card (Charge will appear as RMG Enterprises.)

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

Bill My Organization (Purchase order # optional.) _____