

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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May 6, 2005

THIS JUST IN!

SHOW ATTENDANCE ON TARGET

With more than four weeks to go before the **AIIM/On Demand Conference and Expo, Advanstar** had approximately 10,000 pre-registered attendees, according to Kerry Gumas, VP and GM of Advanstar's Technology Group. "We've had quite an amazing response to the show so far," Gumas told *DIR*. "In fact, things have reached the point where the city is working to accommodate us with additional hotel rooms to those originally set aside."

The show will run May 17-19 at the **Pennsylvania Convention Center** in Philadelphia. Last year's event drew a reported 27,723 attendees (not counting exhibitors and press) to the Javits Center in New York City. "There were some concerns, especially from the On Demand side, that because of the location, attendance might be down," acknowledged Gumas. "However, on a week-to-week basis, we are tracking ahead of where we were last year for both conference and expo attendance."

Gumas cautioned vendors that have expressed concerns about the small numbers of attendee leads they've received in advance of the show not to get too excited. "A lot depends on the program the vendor has signed up for," he said. "In addition, the opt-in rules we follow have kept down the number of names we can release."

Gumas himself has more of a vested interest in the show now that he and the investment firm **Audax Group** have agreed to purchase a number of assets from **Advanstar**, including its Information Technology Group, which runs AIIM/On Demand. Last month, Gumas and Audax, under the flag of the newly created **Questex Media Group**, agreed to pay \$185 million in cash for assets that accounted for approximately \$100 million in revenue in 2004. When we spoke with Gumas, the deal was in the process of closing.

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

Imaging Offers Efficient Path To EMR

Electronic medical records (EMR) have become a hot topic over the past few years. First, we saw HIPAA privacy regulations force medical practices to consider digitizing documents for auditing purposes. However, the "P" actually stands for "portability," and recently we've seen a lot more attention given to that aspect of EMR. Even President Bush, in his annual state of the union address, encouraged the adoption of EMR to improve efficiencies.

But do all EMR applications accomplish this goal? **SRS Software** CEO Evan Steele doesn't think so. As evidence, he points to National Health Information Technology Coordinator David J. Brailer's estimation that 30-50% of EMR installations fail. "Most failures are caused by medical practices trying to transition to electronic records from paper-based ones," Steele told *DIR*. "When you start asking medical personnel to do point-and-click-based data entry, it becomes cumbersome, especially for physicians seeing a higher volume of patients."

According to Steele, these "database"-driven EMR applications are targeting a problem that doesn't really exist. "There never was a problem with how medical records are written," he said. "The problem has to do with access. A document imaging-based system [such as the one offered by SRS] addresses the access problem without disrupting traditional note taking processes."

From Humble Beginnings...

Steele co-founded SRS in 1997, along with his brother. At the time, the former investment banker with an MBA was managing his brother's pediatric ophthalmology practice in the New York City area. "I helped grow his practice from one to multiple offices throughout the area," said Steele. "While I had great management experience, I didn't have any experience managing medical charts and the paperwork associated with them.

"We had an intractable problem with patients

showing up at one office and having to have their charts brought over from another office. My brother likes to tell the story about receiving a diagnosis from his doctor that one of his shoulders had become physically lower than the other. This was caused by literally having to carry a bag around with 50-60 charts in it."

"There never was a problem with how medical records are written....A document imaging-based system addresses the access problem without disrupting traditional note taking processes."

– Evan Steele, SRS Software

For those of you not familiar with the health care vernacular, a chart is basically a folder containing all of a patient's historical paperwork. This includes insurance forms, doctor's notes, lab results, referrals, prescription information, etc. "Managing the workflow associated with a paper chart can be laughable," said Steele. "Folders are being pulled, documents are taken out and passed around, people then can't find documents they need, nobody knows who has them, patients are waiting, physicians are waiting...."

"We began using document imaging in 1996 as a way to better manage referral forms, which are very important in my brother's area of practice. Primary care physicians would fax referrals to our office, but when the patients showed up, often nobody could find the form. We started using a **Visioneer** Strobe scanner with *PaperPort* software to scan and index each referral by patient name. That planted the document imaging seed."

Bar Codes, Medical Workflows Play Key Roles

The seed was watered in 1997, when the Steele brothers hired a developer and began work on the product now known as *Easy EMR*. *Easy EMR* uses bar codes to automatically index images of forms associated with patient charts. "When a customer purchases *Easy EMR*, they fax or send us copies of the forms used in their practice," said Steele. "We have a proprietary method of recreating those forms within our system. After we install *Easy EMR*, whenever the user prints a form, it includes a bar code with indexing information related to the patient and type of form."

Easy EMR is integrated with most major practice management systems, which enables it to automatically capture patient identification information. In addition to storing scanned images, *Easy EMR* can be used to manage electronically generated documents and graphs. SRS has also designed medical-specific workflows for procedures such as prescription refills and signing off on lab results. "Our understanding of the medical office gives us an advantage over generic document imaging applications," said Steele. "We are aware of some imaging-centric competitors that

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have had success in hospital environments, but that is not an area where we currently compete.”

SRS sold its first system in 1998 and began exhibiting at medical practice-focused trade shows in 1999. In 2004, the company enjoyed 102% revenue growth, after reporting 81% growth in 2003. Currently, SRS boasts that its software is being used by more than 2,000 physicians in more than 200 installations.

“Our sweet spot is medium-sized practices, which we classify as having 8-50 practitioners,” said Steele. “Of course, we’ve also had some sales to smaller practices with one or two physicians, who we can get started with a \$10,000-\$15,000 software investment. One of our largest installations is a Memphis-based orthopedic office with 68 practitioners.”

Because of SRS’ legacy, ophthalmology is one of its strongest specialties. “The paper work and complex processes associated with cardiology, orthopedic, and internal practices make them very good fits as well,” said Steele.

Cheaper And Better

SRS currently relies on a direct sales force of five people along with a VAR channel. When we spoke, Steele said 19 VARs were scheduled to attend an SRS conference this month. The company remains privately funded and is profitable. Steele did not sound overly anxious to bring in additional capital. “We have not done a tremendous amount of marketing to date,” he told *DIR*. “I’d love to raise a million or two and really try some things nationally; but, I don’t want to get too tied up with venture capitalists.”

In the meantime, SRS is enjoying what Steele considers a unique position in the market. “Our only direct competitor is **AIC (Advanced Imaging Concepts)**, which was acquired by [traditional EMR giant] **Allscripts** [see *DIR* 9/5/03],” said Steele. “The problem with that type of arrangement is that database-driven EMR vendors don’t really want to sell document imaging-based solutions. The CEO of one once told me he didn’t want to mess around with \$50,000 scanning packages when he could sell higher-ticket, quarter-million dollar [data-driven] applications.”

In addition to being cheaper, Steele likes to point out that imaging systems are better. “For the past five years, we advertise a 100% success rate,” he said. “This means our application has never been pulled out in favor of another EMR system.”

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

VRS Improves Color Capabilities

Kofax has released version 4.0 of its popular VRS image processing application. The latest version includes new color management capabilities as well as content-based auto-rotation. It began shipping this week and a large number of scanners have already been tested and certified on it. For a complete list got to

http://www.kofax.com/products/virtualrescan/VRS40_certified_scanner.pdf

The auto-rotation feature determines the orientation of a document based on the layout of its text. (It is currently limited to Latin-language documents). It is designed to reduce time spent sorting documents before scanning them. A new auto-color detect feature is also designed to reduce sorting time. This feature was originally introduced on the **Böwe Bell & Howell** Spectrum series last year and is now available to all VRS customers.

To assist with auto-color detect, Kofax has introduced a “small color-object detection” capability. This feature enables VRS to identify, as color, documents with only a small marking such as highlight, which might be vital to the workflow or lifecycle of a document. This feature’s sensitivity can be adjusted.

Also, on the color front, Kofax has introduced color saturation or normalization. The feature normalizes the color of a document to a single shade. “Because of the nuances of scanners, cameras, documents, and even printers, document images will often contain several shades of a particular color that is really supposed to represent a solid color,” said Marni Carmichael, senior product manager at Kofax. “VRS 4.0 can be set to determine one true version of that color. Having to manage and compress only one color instead of several shades can reduce file sizes 20-30%.”

Carmichael said the saturation technology can be applied to any color image file format, including JPEGs and BMPs. “We’ve found that the scanners that benefit the most are the more popular, lower-end models,” she added. “Also, this feature helps correct some color variances that may occur as a scanner ages, so it can help users get more life from their scanners.”

Can VRS Survive In A Color World?

To date, Kofax advertises that VRS has been installed on more than 54,000 scanners since being first introduced in 1999 [see *DIR* 2/19/99]. Sales have really picked up over the past couple years and are reported to be growing more than 40% annually.

Fujitsu, Bøwe Bell & Howell, **Visioneer**, and even **HP** now offer bundled versions of VRS on some of their more popular models. VRS, however, has made its mark through automatically creating quality bi-tonal images from grayscale scans. We asked Carmichael if the adoption of color scanning poses a threat to the product's future.

"Every manufacturer is pushing their color features, and every consumer expects color in their scanners," she said. "We think end users, however, have to ask how color can add value to their business processes. Our job is to provide color tools that make sense in a business document imaging environment.

"An example of this is auto-color detect. There are plenty of applications in markets such as insurance and financial services that involve pictures related to appraisals, damages, and identification. End users have to figure out how to implement the capture of these pictures in color in a way that doesn't affect the rest of their batch processing environment. Without VRS 4.0, this could involve scanning pictures in a separate batch or sorting everything in a post-capture process, which can be more expensive than VRS.

"As far as color capabilities in VRS, we are going to respond to what users want. Our goal is to add value to make color scanning features more meaningful."

For more information:
<http://www.kofax.com/products/virtualrescan/index.asp>

VRS On Digital Copiers?

Despite the fact that it is certified on more than 70 document scanners, we are not aware of a single digital copier certified to work with VRS. We're not exactly sure of the reasons for this. It might have something to do with the fact that Kofax products are traditionally sold through imaging VAR channels, while copiers go through dedicated dealer channels. It also may have something to do with Kofax's failed *Ricochet* digital copier-targeted product line of a few years ago [see *DIR* 12/7/01].

Kofax executives have also told us that the images output from digital copiers typically have different attributes than those output from dedicated scanners. At Kofax's recent Transform reseller conference in Las Vegas, Kofax VP of Development and Marketing Anthony Macciola reiterated this point. "[Because of their legacy of printing and copying], digital copiers create images that are aesthetically pleasing, but not necessarily OCR friendly," said Macciola.

Macciola added that Kofax does see potential for VRS in the digital copier space and will increase its efforts to penetrate it. He wouldn't tip his hand on the avenue Kofax plans to take. We're guessing a partnership with a scanning savvy ISV in that market, like **eCopy** or **NSi**, would be a good start. Playing in Kofax's favor is the fact that eCopy recently began actively recruiting document imaging VARs, while NSi has started to work with forms and invoice processing applications that could benefit from VRS technology. Of course, as Kofax moves into a new space, it has to be careful not to alienate or create too much competition for the current channel which has made it so successful.

EDITORIAL

E-Mail Management: A Killer App For Imaging Vendors

E-mail archiving is rapidly becoming one of the hottest topics in the document management world. In the time leading up to this month's **AIIM** show in Philadelphia, we've seen quite a few announcements touting new applications in this area. There seems to be no argument that both the volume and value of business information exchanged by e-mail continues to increase. However, despite the fact that this trend wasn't discovered yesterday, most applications don't effectively address what we view as the heart of the problem. That is the *selective* storage and retention of e-mail messages.

ZyLab, a Netherlands-based document imaging software developer, is one vendor that has recently announced a new e-mail archiving application. Dr. Johannes Scholtes, president of ZyLab North America, likes to call systems that indiscriminately archive all messages "liability vaults." "In Europe, this type of 'save everything' approach is considered a violation of privacy," Scholtes told *DIR*. "In the U.S., however, a lot of companies are doing full-blown archiving to meet regulatory requirements. Companies that have international businesses are really confused."

In defense of most current applications, they were developed initially for saving storage space. They offer features like the elimination of duplicate messages and attachments and the ability to off-load older messages to less expensive types of media. While this may offer a tremendous cost justification, trying to leverage these applications to meet legal requirements is not very efficient.

To this point, **Enron** and **Arthur Andersen**

actually got in trouble for e-mail that was not properly deleted when it should have been. Randy Kahn, in his industry-wide best seller *Information Nation*, tells the tale of a company named **Fluror Daniel** that faced \$6 million in discovery fees because it had not properly recycled back-up tapes containing e-mail files. Even technology maestro himself Bill Gates got into trouble during the **Microsoft** vs. Netscape trial because of incriminating e-mails that could/should have been deleted.

Different Flavors Of E-Mail

In our opinion, there is one factor that makes effective e-mail management so difficult. That is that e-mail is often used as a replacement for phone conversation, probably more often than it is used as a replacement for fax or paper communication. As a result, there needs to be a separation between casual and formal e-mail. After all, almost nobody (excepting Dick Nixon, Howard Hughes, a few others) archives their phone conversations—for good reason. If everything you said on the phone were kept in a searchable database, wouldn't you be in a lot of trouble?

Recently, document management vendors have been advertising their systems' abilities to manage e-mail files as records. Both ZyLab and Open Text recently made announcements in relation to this. Under these scenarios, end users are typically required to manually classify each e-mail message they want to archive. After that, records management retention policies can be automatically applied.

The problem with this approach is that it puts the onus on end users to make decisions about their e-mails. When it comes to compliance with regulations like Sarbanes-Oxley, which are designed to put responsibility in the hands of CEOs, this approach might not wash. Also, it would presumably require quite a bit of education and supervision to be executed successfully.

Scholtes has a proposal which he considers the next best thing—having a compliance officer sort through messages on the e-mail server and decide what needs to be saved and what doesn't. He dismissed the potential of being able to achieve classification automatically with some sort of intelligent document recognition technology.

“We do a lot of text mining and classification for

our customers in the intelligence community,” he told *DIR*. (ZyLab lists the FBI, the Department of Homeland Security, the Department of Defense, and all branches of the U.S. military on its customer list.) “Working with our partners and using the most advanced techniques available, we're only able to achieve 80% precision in recall on files that have been classified automatically. In a compliance application, you need 100% precision.”

We can't argue with that assessment. We will, however, say that being able to automatically classify 80% of e-mails, beats 0% auto-classification. Isn't there some cost savings that can be gained by only having to manually classify 20%? This is the type of compromise that

forms processing vendors have learned to work with over the years. It could also prove effective in implementing e-mail archiving.

Imaging Vendors Should Take The Lead

From what we understand, experienced document imaging players like **IBM** and **Kofax** are already working on auto-classification techniques for e-mail archiving. Captiva's vision for its *Digital Mailroom* also includes e-mail. Yes, because of their experience in dealing with large amounts of unstructured data, document imaging vendors are the perfect businesses to solve e-mail archiving problems. And, as we mentioned, many already offer the records management functionality so important for managing files after they've been archived.

“Last year, everybody was asking about e-mail management; however, they were coming up with excuses not to buy,” Scholtes told *DIR*. “Now we have increased our options and people are starting to buy. However, we do not sell e-mail management as a standalone application. We treat e-mail as a record, just like any other document.”

Yes, as we've said before in this publication, it's our opinion that there is tremendous opportunity in e-mail archiving—in both small and large businesses alike. And we are still waiting for a killer app. We believe this application will be designed to preserve the informality and ease-of-use of e-mail applications, while effectively applying regulatory controls where needed. It may seem like a Holy Grail right now, but so did invoice processing a few years back.

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

Fujitsu, Kofax Improve Desktop Offerings

As document imaging makes its way from the backroom to the front office, there has been a renewed interest in desktop applications. From an end-user perspective, this interest has been driven by trends such as the falling price of document scanners, acceptance of PDF as a de facto standard, increasing use of e-mail as an inexpensive alternative to fax, and a heightened interest in document archiving for regulatory purposes. From a vendor perspective, end user interest has many enterprise and departmental-focused vendors taking another look at the desktop space—which they mostly left behind years ago for more lucrative, production-oriented pastures.

Capture software specialist **Kofax** and document scanner vendor **Fujitsu Computer Products of America (FCPA)** represent two imaging vendors who have seen the desktop light. Both recently announced upgraded versions of their desktop offerings. Kofax's latest version of *Capio* is designed to integrate desktop and enterprise capture processes, while Fujitsu has introduced improved image management software into its ScanSnap package. Following is a look at each of the upgrades:

Integration With Ascent No Surprise

The key improvement in *Capio 1.5* is its ability to be integrated with Kofax's *Ascent Capture* production application. This move was much anticipated, because as a standalone desktop application with a list price of more than \$300, *Capio's* value proposition was questionable. The integration improves the ability for Kofax's VAR channel (which drives almost all the company's sales) to package *Capio* as part of larger, more lucrative deals.

Capio's integration with *Ascent* gives desktop imaging users the option of submitting their images to enterprise ECM systems without much additional labor. This option can be particularly valuable in distributed capture models, where users at remote sites might want to store images locally, while submitting copies of certain images to corporate headquarters. "Insurance agencies, which have remote offices filing claims, are an example of a market where we see this integration having value," said Anthony Macciola, Kofax VP of development and marketing. "Now, *Capio* users can easily and quickly submit their documents to records management and BPM systems."

The integration is achieved through the *Ascent*

Collection Server (ACS) module, which can be accessed through a URL. The ACS enables *Capio* users to choose a particular class of document and then displays the appropriate indexing fields. The meta data and image are submitted directly to *Ascent* from *Capio*. *Ascent*, of course, provides connection to a variety of document management and BPM systems.

This tight integration with *Ascent* helps differentiate *Capio* and should increase adoption. Previously, its only real differentiating feature was VRS, which is designed to make it very easy for front-office workers to capture quality images. However, *Capio* still lacks OCR, annotation, and even basic electronic document management capabilities—options which can be found in alternative offerings, such as **ScanSoft's** market-leading *PaperPort* application.

Kofax has not ruled out adding these capabilities in the future. We've often suggested that some sort of integration between **Adobe Acrobat** and *Capio* might be in order, and may eventually spring out of a recently announced alliance [see *DIR* 2/4/05]. "Ascent is the first application *Capio* has been connected to, it will not be the last," said Marni Carmichael, a senior product manager for Kofax. "Capio has to be strong enough to stand on its own as a product."

For more information:
<http://www.kofax.com/products/capio/>

FCPA Introduces Image Management

While *Capio* may have gotten off to a fairly slow start, Fujitsu's ScanSnap has been a different story. Priced at a list of \$495, which includes a bundled copy of *Adobe Acrobat Standard* (list price \$299), at last report the ScanSnap was the third-best selling workgroup (sub-\$2,000) document scanner on the market. According to Scott Francis, director of product marketing for FCPA's Imaging Products Group, the majority of ScanSnaps are sold in small quantities. (The company has, however, reported some larger success stories, such as **Mexico's National Institute of Migration**, which uses more than 70 ScanSnaps at 13 locations.)

"While our top selling workgroup model, the fi-4120C2 is most often paired with a dedicated document imaging software solution, we've found that users who buy the ScanSnap typically just use what's in the box and manage their scanned images in their Windows file systems," Francis told *DIR*. "In some cases, they might use ScanSoft's *PaperPort* or *Omni Page* OCR application, but that's about it."

To help these users better manage files created by

the ScanSnap, Fujitsu has introduced the ScanSnap *Organizer* into its software bundle. *Organizer* is a rudimentary document image management application that enables users to view thumbnails of PDF images and efficiently move them between folders. The ScanSnap fi-511EOX2, which hit the streets in April, also includes Adobe *Acrobat 7.0*. This latest version of *Acrobat* includes upgraded document management capabilities as well [see [DIR 11/19/04](#)].

“*Acrobat* has a lot more bells and whistles than *Organizer*,” said Francis. “Like the ScanSnap in general, *Organizer* is about ease of use. It does a good job replicating the file cabinet on the desktop and enabling users to view thumbnails.”

A third new feature now shipping with the ScanSnap is a plastic A3 carrier sheet that enables users to capture images of oversized documents. When oversized documents are folded and scanned in the carrier sheet, ScanSnap *Manager* automatically “stitches” the images of both sides together. Also, new on the ScanSnap is the ability to create nine user profiles which set parameters like the application to be automatically launched when scanning, file destination, compression, and document type.

For more information:

<http://www.fcpa.com/products/scanners/scansnap-511EOx2/>

Landscape Getting Crowded

For several years, ScanSoft was the default leader in the desktop document imaging space. Now, they are suddenly getting a lot of company. Some sort of Fujitsu, Kofax, Adobe, **ABBYY** alliance could be very dangerous. Of course, ScanSoft, which has a long-standing relationship with **Microsoft**, and recently formed an alliance with **Google** [see [DIR 3/18/05](#)], is no slouch.

And don't forget the digital copier vendors who are moving into this space. **eCopy** has made a fortune on scan-to-email applications and also packages a desktop application with every install. Some copier vendors, especially **Xerox** (which actually spun-off ScanSoft some years back), offer integration to *PaperPort*—so, they could represent either friends or foes to ISVs.

One thing is for sure, as distributed and smaller document imaging applications continue to increase in adoption, there is potential in the desktop market. However, with giants like Microsoft, Google, Adobe, **Canon**, and Xerox trampling around, it's

going to be very easy for smaller players to get stepped on. The likes of ScanSoft, FCPA, and Kofax need to keep increasing their features and functionality and avoid getting into price wars they cannot win.

Verity Introduces New Web Capture App

Verity is the latest capture vendor to introduce upgraded distributed capabilities. This week, with the announcement of *TeleForm Version 9.1*, Verity unveiled a brand new *Web Capture Option*. *Web Capture* essentially replaces *LiquidCapture*, which was launched in 2003.

Unlike *LiquidCapture*, which was based on technology licensed from another vendor [see [DIR 5/9/03](#)], *Web Capture* is built directly on top of the *TeleForm* platform that Verity acquired when it bought Cardiff last year [see [DIR 2/20/04](#)]. “Our integrators gave us feedback that they wanted a Web capture interface tied in more closely with *TeleForm*,” said Mark Seamans, a Cardiff alum and currently Verity's senior VP of R&D. “They wanted an application that knows about *TeleForm* job types and their parameters. When an end user introduces a new type of document or form into *TeleForm*, *Web Capture* is automatically ready to deal with it.”

According to Seamans, Verity has 350 *TeleForm* resellers and some 6,500 installations. He estimated that 25% of those are enterprise-class customers who have mission critical applications potentially spanning multiple business units. Enterprise-class customers running *TeleForm 9.0* will automatically receive five seats of *Web Capture*. “This will enable them to test distributed capture and see if it's something that fits with their business patterns,” said Alexia Wardani, Verity product manager for

SEAMANS QUESTIONS DEMAND FOR DESKTOP APPS

Now that **Verity** has beefed up its distributed capture capabilities, we asked Senior VP of R&D Mark Seamans if he sees the need to integrate *Web Capture* with a desktop document management application such as **ScanSoft's** *PaperPort*. This type of integration enables remote users to store copies of images locally, while also passing them on to centralized ECM systems. Verity competitor **Kofax** recently announced integration between its *Capio* and *Ascent* products to create this type of environment.

Seamans, however, sees no demand for desktop imaging systems from Verity's enterprise customers. “Storing images locally creates a compliance nightmare,” he observed. “Our corporate customers would prefer to store everything in their centralized ECM systems and make it accessible from there to remote users.”

TeleForm. "Additional seats are available through a server- and concurrent user-based pricing model."

Capture functionality in *Web Capture* includes the ability to preview images and perform quality control. Users are also able to enter indexing information directly into *Web Capture* for images being scanned into ECM systems integrated with *TeleForm*. Further, images can be sent directly to *TeleForm*, which can perform auto-classification and data extraction in a batch mode. Finally, the system can be integrated with Verity's *LiquidOffice* e-forms and BPM application.

"Integration with *LiquidOffice* enables users to leverage *Web Capture* as an on-ramp for paper associated with electronic processes," said Seamans. "If they have an HR system based on electronic forms, *Web Capture* could be used to attach an imaged W-4 form. Also, when introducing electronic processes, many companies do not have the infrastructures to immediately roll out e-forms applications throughout their entire enterprises. Maybe 40% of their offices would still be better off using paper. Utilizing *Web Capture* can help them to evolve their e-forms applications over time."

Another new feature of *Web Capture* is its ability to integrate with other Web-based environments. "We've introduced a whole bunch of APIs and interfaces that will enable integrators to deploy *Web Capture* while maintaining the same look and feel of Web interfaces their customers are used to working with," said Seamans. "This includes borders, icons, and colors. *Web Capture* even has the ability to automatically capture indexing information from those applications."

Seamans said long-time Verity partner and electronic medical records (EMR) specialist **IDX Systems** is currently piloting *Web Capture*. "They are able to automatically capture patient name and encounter time and date information from their EMR system when scanning documents like notes and test results in relation to a visit," he told *DIR*.

Web Capture is designed to work with any scanner as well as networked devices such as digital copiers. Seamans stressed that *TeleForm 9.1* extends many of the enterprise-class availability and security features first introduced in *TeleForm 9.0* [see *DIR* 8/6/04]. "We've expanded our support for a cluster-based environment," said Wardani. "We are very confident *TeleForm 9.1* will be available to users on a 24/7 basis. This fits in with Verity's history of providing enterprise-class capabilities."

TeleForm 9.1 will be available this month. Verity will maintain support for *LiquidCapture*, but will encourage customers to make the transition to *Web Capture*. "Our investments going forward will be focused on expanding the capabilities of *Web Capture*," said Seamans.

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

One More Issue Before Show

This week, and next we will be working on our final issue before the **AIIM/On Demand** show. Our May 20 issue is due to go out electronically on Monday, May 16--in hopes of providing subscribers with some interesting reading for their trip. Let us know if you have any news you'd like included in this issue or if you'd like to get together at the show.

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