

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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May 7, 2010

THIS JUST IN!

LASERFICHE EXCITED ABOUT SHAREPOINT RM OPPORTUNITIES

Laserfiche is viewing **Microsoft's** failure to gain DoD 5015.02 certification for *SharePoint 2010* as a significant opportunity. The Long Beach, CA-based ISV has been scheduled for a June testing session with the **Joint Interoperability Test Command** (JIOTC), at which its software will be combined with *SharePoint*. The goal is to have a 5015.02-certified solution ready for the federal government and other entities that comply with the well known records management (RM) standard.

As we wrote in our coverage of the *SharePoint* 2009 conference, the latest version of Microsoft's ECM platform certainly has improved RM functionality [see *DIR* 11/6/09]. However, it apparently wasn't enough to gain approval by the JIOTC. Microsoft, of course, has downplayed the importance of 5015.02 certification.

"The DoD 5015 standard has some really core RM features that truly help with information governance—and we've made great strides to include them out of the box in *SharePoint 2010*," said Adam Harnetz, the lead program manager for the *SharePoint* Document and RM engineering team at Microsoft, in a recent blog post on <http://sharepointrecordsmanagement.com/>. "On the other hand, there are features in the DoD 5015 standard that just will never be generically applicable.

"Does every RM system need to implement the specific XML schema required to submit records to the United States National Archives? What about the human workflow processes for declassifying secret U. S.

CONTINUED ON PAGE 5

Looking for the Missing Link

The AIIM 2010 show floor was abuzz with talk of mobile applications, however, this editor sees a vital point of failure...

PHILADELPHIA, PA—There was certainly a lot of activity on the AIIM show floor regarding mobile technology. Software vendors were showing technology for viewing images on cell phones, **ABBYY** was touting OCR as the gateway between smart phones and the Internet, and hardware vendors had an increasing number of portable document scanners on display. It seems document imaging technology for the on-the-go professional is currently an "in" thing.

However, there was one disconnect that I think presents quite an opportunity for enterprising imaging vendors. I'm not sure if it's a hardware or software vendor, but then again, another hot area of discussion at the show was the recently released **Apple** iPad, and how through its proprietary operating systems, Steve Jobs & Co. have managed to re-couple software with hardware devices. So, maybe the imaging solution I'm envisioning is some sort of coupled hardware/software thing.

Anyhow, here's what I saw: Clearly, there is an increasing number of mobile sheet-fed scanners on the market. It wasn't too long ago, maybe five years, that it was estimated **Visioneer** held 90% of the mobile sheet-fed scanner market in North America with its Strobe line. And while the Strobe continues to be a good product for the Pleasanton, CA-based vendor (Visioneer, in fact, just released the new Strobe 400), at AIIM, we saw vendors like **HP**, **Canon**, **Plustek**, and **Fujitsu** highlighting competitive models.

The premise of these scanners is that you use a USB connection to a laptop to drive, and in many cases, power, the scanner. This is really a great way to capture a handful or small stack of documents or business cards without being tied to stationary hardware. Also, the image quality and ease-of-use compared to using the camera on a mobile phone, especially for multiple documents, is far superior.

The drawback, however, is that when you consider the size (typically about a foot wide, so you can handle 11-inch documents, and at least a couple inches high and deep) and weight (at least a couple pounds) of the scanner combined with the size and weight of a laptop, it's really not all that portable of a solution. It seems even less portable when you compare it with all the applications users are currently able to tote around inside their smart phones.

I mean, if I'm already checking e-mail on my smart phone, for example, how much do I really need to carry that laptop? And, if I'm not going to be carrying my laptop for e-mail, is it really worth carrying it just for document scanning? Probably not. It's probably more efficient to take my chances with the camera on my phone.

But, what if I could just carry the smart phone and the mobile scanner? That's not an unattractive option, as it gives me a high-quality portable scanning option that can potentially fit in a purse or another type of small carrying case. There's only one problem with this solution—from what I can tell, it doesn't exist.

And that's the disconnect. Why can't we connect mobile phones with mobile scanners?

A look back at LivingScan

The closest thing I've seen to this vision of a truly portable, high-quality document imaging system is Chris Riley's LivingScan application. If you remember, we featured it last summer in *DIR*. It involves provisionally patented technology for utilizing a PDA to drive a portable scanner [see *DIR* 6/19/09]. The drawback is that LivingScan, in its initial incarnation at least, worked only with a proprietary PDA, which created an extra piece of hardware for a user to worry about.

What I'm looking for is an application with a TWAIN, or maybe even a proprietary, scanner driver that can run on a mass-produced mobile phone platform. We queried a few people who we thought might know if something like this was available, but they didn't have any concrete answers. Riley suggested that possibly a SANE driver would be the best fit for creating such a solution – apparently that's what he's used in the LivingScan PDA, the production of which is currently on hold.

"SANE is the most popular driver for cell phones," Riley told *DIR*, via e-mail. "It has a small foot print, and is good for Linux [environments], which most mobile devices [have]." Of course, the latest version of TWAIN also supports Linux [see *DIR* 12/31/08], but it's unclear whether TWAIN software has a small enough footprint to efficiently fit inside a smart phone.

For more info: <http://www.livingscan.com/>;
<http://tinyurl.com/Srobe400>; <http://tinyurl.com/FjS300>;
<http://tinyurl.com/CUSAP150>; <http://tinyurl.com/ScanJet1000>;
http://www.plustek.com/product/series.asp?s_id=3

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

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SCANNX appears on right track

Probably the company at AIIM that I talked with whose vision is most closely aligned with what I'm proposing was **SCANNX**, the start-up launched recently by former Visioneer executives Murray Dennis and John Dexter. Now, at no point did Dexter and Dennis actually mention scanning with mobile phones, but their message was around creating easy to use hardware devices that are coupled with software.



“OCR is being touted as the gateway to information on the Web....Think of all the business processes you can invoke with the snapshot of a document, especially if you can understand the text.”

—Dean Tang, ABBYY USA

“Our focus is on software,” stressed Dennis, who is also the president and CEO of distributed scanning hardware vendor **iVina** [see *DIR* 11/6/09]. “We are focusing on capture and vertical application software. We want to make scanning easier to use for smaller companies that don't have the IT infrastructure to support traditional scanning applications.

“Our vision is to leverage a cloud computing infrastructure to do this. Our plan is also to work with various hardware devices, although we have a natural hardware partner in iVina to go to market with to prove the concept.”

Dexter will oversee a team of Chinese developers. Dennis, whose has been a VP of sales and marketing, as well as president and CEO, indicated that the timing is right for a start-up to turn the document imaging market upside down. “The industry is stagnant,” he said. “Big companies don't want to innovate too much and obsolete their current product lines. And, because of the recent economic troubles, smaller companies are having trouble getting investment dollars. We feel there is a real opportunity for an entrepreneurial start-up like SCANNX.”

For more info: <http://www.scannx.com/>

ABBYY unleashes cloud-based OCR

Of the established software players at AIIM, **ABBYY** probably had the most interesting mobile imaging story to tell. At the event, ABBYY announced a beta version of its ABBYY Mobile Web Services SaaS application. According to the press release, it “provides developers with a fast, secure and simple solution for accessing ABBYY's *Mobile Software Development Kit* via remote Web Services. The product is designed for mobile application developers who need to combine their own

resources, application and data, with other external web services for robust OCR, barcode recognition, business card recognition, and text conversion integration.”

ABBYY was not at liberty to discuss any of its *Mobile Services* beta customers, but did indicate that several big names are currently testing it out. At least one current mobile capture application, **Intuit's SnapTax** from *TurboTax*, is advertised as being “powered by ABBYY.” *SnapTax*

enables users to file their taxes from their smart phones. One of the features is automated capture of data from images of W-2 forms captured through the iPhone camera.

“We're really just at the tip of the iceberg, as far as leveraging OCR in mobile applications,” said Dean Tang, CEO of ABBYY USA. “At this year's Mobile World Congress [held in Barcelona, in Feb.] **Google**

EMC TOUTS FLEXIBILITY OF SOA CAPTURE

Web Services are a big part of **EMC Captiva's** capture message moving forward. If you remember, in late 2008, when EMC introduced version 6.0 of its *InputAccel* capture platform, it touted SOA (service oriented architecture) integration capabilities [see *DIR* 12/12/08].

At AIIM, Chris Preston, a senior director of worldwide product marketing for EMC, suggested that these SOA capabilities were not getting enough due. “It really enables users to optimize their image and data capture processes,” he said. “Historically, we're used to performing document capture and then throwing data and images over a wall into a business process. With SOA integration, you can insert capture at any point in the process where it's needed.

“Think about an ERP application, where you're going through a process like signing up a customer and you find you need some paper documentation to move forward. With SOA enabled capture, at that point, the ERP app could make a call to the capture application, which could then launch a capture process—and the ERP process would be put on hold until the required paper documentation is submitted and captured.”

For more information:

<http://www.emc.com/products/detail/software/inputaccel.htm>

CEO Eric Schmidt talked about mobile OCR and image search, while an engineer gave a demo. [A video of the demo can be found here: <http://tinyurl.com/OCRmenu>. It basically shows a picture being taken of a German menu and a selection being translated into English.]

“OCR is being touted as the gateway to information on the Web. If you look at what people are doing now with cell phones, there are a lot of apps for capturing bar codes. The bar code information is compared against an online database, which enables users to get more information about the product the bar code is on.

“Well, think about how much more flexibility you’d have if you could capture words through OCR, in addition to bar codes. Think of all the business processes you can invoke with the snapshot of a document, especially if you can understand the text. Tax processes are just one example.”

In addition to *Mobile Web Services*, ABBYY announced a SaaS application designed to make its entire suite of recognition and conversion technologies available in the cloud. ABBYY’s AMI (Amazon Machine Image) “gives business process

Snowbound reports strong first quarter

In a sign that the economy is indeed bouncing back, **Snowbound Software** recently reported an 18% increase in sales for the first quarter of 2010 over 2009 and a 14% increase over its previous record high for the first quarter, set in 2008. March was particularly strong for Snowbound, with 63% growth over last year. [**Kodak** General Manager of Document Imaging Tony Barbeau also cited a strong March for scanner sales.]

At AIIM, Simon Wieczner, CEO of Snowbound Software, cited particular strength in the medical, banking, and insurance markets. He said that while Snowbound’s client/server-based viewer remains its best selling configuration, demand continues to increase for AJAX-based zero-footprint viewing. “One of our big advantages is our ability to run in either .NET or Java-based server environments,” he said.

Snowbound also showed an iPad integration at AIIM, with its zero-footprint viewer being accessed through Apple’s Safari browser. A Snowbound engineer pointed out that a recently introduced competitive viewer from Adeptol would not work on the iPad because it relies on Flash technology, which Apple doesn’t support.

For more information:

http://www.snowbound.com/Virtual_Viewers/viewer_overview.html

outsourcers, enterprise IT teams, and ISVs currently hosting SaaS applications on **Amazon’s EC2** environment a tool for using ABBYY’s world class technology to manage large volume document capture and conversion projects.”

“Going forward, we see businesses spending less money on boxes and more on services,” said Scott Thompson, senior product marketing manager for ABBYY USA. “As a result, it makes sense for them to access capture technologies through Web services. SaaS applications offer benefits like the vendor maintaining the software and users being able to license additional services to handle spikes in volume.”

Tang indicated that ABBYY will take a new approach to pricing its SaaS technology. “Our pricing will be determined by how the technology is being consumed,” he said.

For more info:

<http://tinyurl.com/ABBYYsaaS>

<https://mobilecloud.abbyyusa.com/Cloud>

Toolkit vendors showing mobile viewers

Imaging toolkit specialists **AccuSoft Pegasus** and **Snowbound** both showed zero-footprint, browser-based document viewers that can be accessed through mobile phones. “Basically, to optimize the viewer for mobile phones, you have to connect to the touchscreen controls, which can be used for processes like zooming in and out,” said Angela Alexander, a sales engineer for AccuSoft Pegasus. “Most of our toolkit customers have asked that we include mobile capabilities so they can offer them as an option to their customers.”

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

Open Text developing mobile ECM

ECM vendor **Open Text** announced a new mobile strategy a couple weeks before AIIM. Its *Open Text Everywhere* strategy is designed to “make the entire Open Text ECM Suite available via mobile devices.” For document and image viewing, Open Text will leverage the Spicer technology it acquired a couple years ago.

“In addition to just viewing content, we are focused on enabling workflow over mobile devices,” said Lubor Ptacek, VP, product marketing for the Waterloo, ON-based ISV. “Today, if you are trying to execute workflow on a smart phone, you typically receive some sort of cryptic e-mail, and, if you need more information, you have to defer until you get back to the office. We hope to design an application so you can view an image, or whatever supporting information you need, and make an intelligent

workflow decision.”

Ptacek said that Open Text customers are clamoring for this sort of functionality as an extension of their existing ECM environments. “Demand is especially strong from Blackberry users, as Blackberry has a commanding lead in the enterprise space for smart phones,” said Ptacek.

Of course, it’s helpful to Open Text’s development that **Research In Motion**, which manufactures Blackberries, apparently has its headquarters next door to Open Text’s in Waterloo. “RIM also has an enterprise server for Blackberry, so if an organization is already running our ECM software, there’s not a lot of software to install to extend it to their Blackberries,” said Ptacek. “We expect to have a Blackberry application available in May. After Blackberry, we had a big debate about which platform to address next, and it will likely be the iPhone, followed by Google’s Android.”

Ptacek noted that optimizing bandwidth usage will be a key to successful mobile ECM applications. “The idea is to leverage the memory on the device to perform functions like caching, while also doing as much rendering as you can on the server and transmitting as small of a file as possible,” he said. “This is done more for cost than performance purposes, as mobile service providers typically charge by bandwidth usage these days. Downloading a 10 MB PowerPoint file can get pretty expensive.”

Initial targeted areas for *Open Text Everywhere* include Open Text’s “*Vendor Invoice Management* and other transactional content management solutions, integrated with **SAP**.” These are typically imaging-heavy applications and involve workflow processes. We’re not sure if the initial versions will include mobile capture options, but an Open Text press release did state, “Longer term, Open Text plans to develop a mobile media management application that lets users import mashed up content images, video and text straight from a smart phone into secure, searchable repositories or online corporate social networks.”

For more information:

<http://www.documentimagingreport.com/index.php?id=1842>

<http://www.opentext.com/everywhere>

LASERFICHE RM, FROM PAGE 1

Government data? Must cutoff [developed when there were only boxes of paper records] be the only way for processing batches of records in bulk?

“I don’t think those are requirements that are going to truly determine whether an RM program is going to be successful. A focus on usability, integration into existing workflows and applications users are familiar with, ability for the application to be used in languages throughout the world, a scalable database/distributed architecture, one IT infrastructure that hosts a variety of ECM workloads and reduces cost, a support pipeline that will be around for as long as you have records in the system—these are all requirements that are so critical to a successful RM implementation and yet the DoD 5015 standard and testing procedures don’t stress them.

“For U.S. Government customers who are required to run in a certified state, we are working with a range of partners right now to bring a variety of different *SharePoint*/partner solutions to market....The *SharePoint* RM engineering team didn’t pursue DoD 5015 compliance ourselves this release, but we really spent a ton of engineering time to make sure our partners will be successful at achieving certification.”

Okay, there you have it. The grapes were sour for Microsoft, but they certainly could prove sweet for partners like Laserfiche. Laserfiche, which cut its teeth in the state and local government market, and still generates a significant amount of sales in that area, has had DoD 5015 certification for its own software since 2003. That was around the time a number of ECM vendors were pursuing RM functionality through acquisitions.

Laserfiche chose to build its own RM and has had a measure of success. State and local government customers are probably more inclined than those in other markets to follow the lead of federal organizations like the DoD, when it comes to adhering to standards like 5015.02.

And, while not all government agencies are required to follow the DoD RM standard, a good number of them do—as do some private organizations looking for a baseline for their RM implementations. So, while not being DoD 5015.02-certified will certainly not knock standalone *SharePoint* out of every RM deal, there will be large opportunities that Laserfiche and other Microsoft partners could be brought into as a result of their technology being certified by the JIOTC to run with *SharePoint* to form a combined a 5015.02-compliant solution.

For more information: <http://tinyurl.com/MSSPRM>;
<http://jitc.fhu.disa.mil/recmgt/>;
<http://tinyurl.com/LaserficheRM>

Open Text Offers “Compliance” for *SharePoint*

Open Text is another vendor that should be excited that *SharePoint* will not be DoD 5015.02 certified. After all, Open Text has something like five versions of its software certified by the JIOTC. And it markets its ECM application as a means of bringing *SharePoint* environments under regulatory compliance.

“We provide infrastructure underneath *SharePoint*,” said Lubor Ptacek, VP, product marketing for Open Text. “We’ve seen that *SharePoint* can mushroom very quickly within an organization,” said Ptacek. “Before you know it, you can have several hundred sites. But, while *SharePoint* is extremely well-integrated with desktop applications and allows users to easily share *Office* documents, it’s not designed to be part of a compliant infrastructure within an enterprise.

“Our software offers functionality like de-duping, creating consistent taxonomies, security, and compliance, that you can’t get with *SharePoint*. Without these features, your enterprise records management strategy will fail. We continue to have a lot of success in markets like energy, financial services, life sciences, and government where compliance is paramount.”

Ptacek said that Open Text’s focus on ECM helps it play nicely with Microsoft, while some of its competitors find themselves in a more competitive situation with the Redmond giant. “We don’t have a technology stack that competes with Microsoft,” he stressed. “We promote an ecosystem strategy, in which we integrate with applications from vendors like **SAP** and Microsoft. It’s a big part of our strategy to be flexible and integrate with everyone. If you look at vendors like IBM and EMC, they have a stack of technologies that includes hardware, software, operating systems, and other technology that can cross over into multiple spaces.”

For more information:

<http://jitic.fhu.disa.mil/recmgt/register.html>;

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

Nuance Pumps Up *ShareScan* OCR

Nuance is putting on a push to increase adoption of *ShareScan Connectors*. *Connectors* provide the link between the MFP scanning software that Nuance acquired with eCopy last year and back-end

applications like ECM systems, fax servers, and financial applications. eCopy has always touted *Connectors* as key to the future of *ShareScan*, as its scan-to-distribution capabilities are increasingly impinged upon by MFP vendors’ own technology.

Nuance currently advertises more than 100 commercially available *Connectors* developed by a combination of eCopy and eCAP partners (ISVs that have worked with eCopy’s SDK). To encourage even more and better *Connectors*, Nuance announced that it will be bundling its *OmniPage SDK* with the *eCopy SDK*. This will enable ISVs to introduce features like OCR, forms processing, redaction, auto-highlight, output to e-book formats, and text-to-speech technology into their *Connectors*.

“We’re really not sure where our partners are going to go with this,” said Bill Brikiatis, manager, corporate communications, at Nuance. “There are a lot of possibilities.”

The *OmniPage SDK* will be bundled free for eCAP partners. For non-eCAP partners, it currently lists for \$4,895 for a single developer license. To make the eCAP program even more attractive, Nuance has also dropped the \$2,400 annual maintenance fee.

There will be a run-time fee for deploying the *OmniPage* technology at end user sites. “Nuance will negotiate the run-time license agreements with each partner,” said Brikiatis. “The fee will depend on how the *OmniPage* technology is being used. In some cases, it will be free. In other cases there will be a charge.”

OCR-based *ShareScan* snap-ins

Nuance has also improved *ShareScan* by introducing a pair of OCR-based “snap-ins.” The snap-ins enables users to apply document processing before releasing a file to a *Connector* or back-end destination. A new *Document Conversion Extender* leverages *OmniPage* technology to create formatted *Word*, *Excel*, and *RTF* files from scanned images. Nuance has also introduced an *eCopy Forms Processing Extender* that can automatically extract data from images and perform automated database lookups.

The *Conversion Extender* will be included with eCopy *ShareScan* versions 4.3.5 and higher. The *Forms Processing Extender* lists for \$995 per MFP and will be available by the middle of next month.

ISIS on the desktop

Finally, while the improvements to *ShareScan* both involve moving Nuance technology onto the eCopy platform, Nuance has also gone the other way. At AIIM, Nuance announced it will now support ISIS

scanning with Nuance desktop applications. These include *PaperPort*, *OmniPage Professional*, and *PDF Converter Professional*. It also plans to add ISIS driver support to the *OmniPage Capture SDK*.

ISIS is a de facto standard for connecting document scanners with capture applications. It is maintained and supported by Pixel Translations, a division of **EMC Captiva**. Nuance will continue to support TWAIN and WIA drivers, as well. ISIS has historically been the preferred driver in higher volume production environments.

“Both EMC and Nuance see scanning being pushed away from centralized environments and closer to the edge of the enterprise, like the desktop,” said Brikiatis. “The sooner you scan a document, the sooner you can reap the benefits of an electronic workflow. By introducing ISIS drivers into our desktop products, we’re offering customers a scanning interface that is more consistent than that of TWAIN drivers, which can vary greatly, depending on the hardware vendor.”

eCopy has a relationship with Pixel going back a couple years, when it first introduced ISIS as a means of connecting *ShareScan* with dedicated scanners. This created an option for a consistent capture interface in environments where MFPs and dedicated document scanners are both being used.

For more information:

http://www.ecopy.com/products_connectors_services.asp;

<http://www.ecopy.com/products-software-development-kit—sdk-.asp>;

<http://www.nuance.com/imaging/omnipage/omnipage-csdk.asp>;

<http://www.emc.com/products/detail/software/isis.htm>

OPEX Upgrades Drop Scanner

Improved image quality and ADF increase document capture capabilities

The AIIM show has historically been a showcase for new document scanning products. However, with attendance dwindling in recent years, less and less vendors are aligning their product launches with our industry’s spring gala. There were, however, a handful of intriguing hardware announcements made at this year’s event, held last month in Philadelphia.

One of those was by **OPEX**, a Moorestown, NJ-based manufacturer that specializes in mail opening equipment. At AIIM, OPEX introduced the new AS7200, its next-generation, drop-feeder scanner. Like its predecessor, the 3690, the 7200 can be attached to OPEX’s Model 51 extraction desk to create an integrated environment for opening and

capturing incoming mail. The 7200 features improved image quality, an auto-document feeder, a quad-core processor, and improved software and reliability.

“From afar, the 7200 looks a lot like the 3690,” said Mark Smith, director of product planning for OPEX. “But we started with a blank sheet and designed it from the ground up. We are still targeting the same one-step mail capture process, in which operators take documents out of envelopes or folders, touch them once, and drop them on the rollers. The 7200 incorporates the same system for handling all the messy work and different sized documents our users encounter.

“However, we’ve added a robust auto-feeder to accommodate those situations when our customers have clean batches of documents they want to capture. Now, they only have to buy one device and they can use it to capture everything.”

According to Smith, the 7200’s ADF is spec’d at 30 pages but can fit up to 60. OPEX has also upgraded the contact image sensors in the 7200, and the device can now output 300 dpi color images at its rated speed of 120 ppm/240 ipm in a landscape mode. There is a VRS option.

“The 3690 was a great device for remittance processing,” said Smith. “However, users in that market do not have as high of standards for image quality as do image capture vendors. With the 3690, if you wanted to scan at 300 dpi, you had to slow down the scanner; if you wanted to do color, you had to slow it down even more. With the quad-core processor in the 7200, we can run most basic VRS features at rated speeds as well.”

Smith hopes the new features will help OPEX expand its scanner business beyond its current niche in remittance processing shops. “We have been somewhat typecast as a remittance vendor,” he said. “More than ever, we are seeing remittance and document processing coming together, and users want to capture everything on a single platform. The 7200 is very much a forms and document processing platform.

“We are targeting areas like wholesale lockbox, healthcare payments, insurance claims, and businesses that are merging A/P and A/R operations. One particular niche that we’re looking at is mail order pharmacies, where payments come in with prescriptions that can be all variety of shapes and folded in different ways.”

Other new features on the 7200 include the ability to handle ledger-sized, or A3, documents and

improved multi-feed detection. "We've maintained the scanner's intelligence in areas like being able to recognize an envelope by the pattern of its folds," said Smith.

OPEX has also leveraged feedback it collected from servicing the 3600 for the past seven years. "We took all the stats from the 3600 and saw the points where the highest failure rates were," said Smith. "We've used that information to create a more robust and reliable device."

"We've also made improvements to our *Certain Scan* software and have made a commitment to continue to refine it. Users can expect to see new releases regularly."

The 7200 contains that same number of output pockets for sorting as the 3600, but Smith said OPEX is packaging the device in a more modular way. "We've created more options, and this has enabled us to come up with a starting list price of \$49,995, which includes *Certain Scan*," he said. "The VRS option, which was done through a custom integration, lists for \$3,750. Fully configured with the M51, you're looking at a ballpark figure of \$75,000."

Smith concluded that OPEX's primary market is anywhere there are inefficiencies around the handling of paper. "We show our customers ways to eliminate, or reduce, steps that don't add value to their businesses," he said. "More and more, we find ourselves working with customers who are already using imaging, but have big tables with people dedicated to document prep. We help them re-examine their workflows and minimize the number of times a person has to touch a document."

The 7200 is scheduled to begin shipping at the end of June.

For more information:
<http://www.opex.com/news.php?nid=61>;
<http://www.opex.com/news.php?nid=63>

Panasonic's innovative departmental model

Panasonic's new KV-S5055C has several innovative features for a departmental model. The 5055 is rated at 90 ppm/180 ipm in a landscape mode at 200 dpi in bi-tonal and color and carries a list price of \$5,495. The recommended daily duty cycle is 15,000 pages per day.

To ensure higher quality images, Panasonic has introduced two paper dust reduction features. One is a brush that automatically cleans the scanning glass. This other is an ion-rich air stream, pumped into the scanner to neutralize the electrical charge on documents.

The 5055 features a double-feed skip button that enables users to quickly resume a scanning process if a piece of paper with a sticky-note, for example, is flagged as a double feed. Panasonic has introduced a new version of its batch capture software, *Image Capture Pro*. "We've changed the look and feel," said Bob Curci, product manager for Panasonic. "It used to look a lot like a generic TWAIN interface, but now it has a much more direct connection to the scanner. We've also introduced **ABBYY** OCR, which will be available for the rest of our line in the next 4-6 months."

For more information:
<http://www.panasonic.com/business/office/home.asp>

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