Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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June 13, 2014

THIS JUST IN!

CONFERENCE REFLECTS NOTABLE SUCCESS

My daughter recently did a science project to determine if there was any truth to the 5-second rule for eating food off the floor. Her results were mixed, but after attending **Notable Solutions'** recent eNgage conference at the Pier 5 hotel on Baltimore's Inner Harbor, I came away convinced that there is validity to the lesser known "10-second rule." That's the limit for the amount of time Notable wants users standing at an MFP using its software to execute a business process.

The overwhelming feedback at the conference was that Notable Solutions has succeeded on this front, as well as on several others. An overflow crowd of 130 attended the ISV's first ever North American event. They heard from a variety of speakers including keynotes Bob Larivee of **AIIM** and Feri Clayton of **IBM**.

The most interesting session was a panel with representatives of four Notable Solutions customers. They came from a variety of industries, including manufacturing, financial services, local government, and higher education. This is in addition to Notable's strong federal government business, which was highlighted during a session on security features.

Notable's success is not only coming in a variety of vertical markets, it also seems to be coming from all three of the ISV's product lines. Best know for its AutoStore capture software, in 2012, Notable launched a versatile mobile application [*see DIR 9/28/12*] and followed that up with the 2013 acquisition of print management ISV Barr Systems. I was surprised at the number of customers I heard from that were using at least two of Notable's three offerings. "We tried to bring on products that users will want to buy, vs. trying to force a technology suite on them," Ali Teranchi, co-founder, president, and COO, told DIR.

Automated EOB Capture Embraced in Healthcare Market

BALTIMORE—Remember when we thought EOB processing was going to be the next big thing in the IDR (intelligent document recognition) market? Well, in the document capture market that idea kind of came and went as ISVs struggled to gain a significant number of installs. However, automated EOB capture is very much alive and well in the payment processing space.

This was one of the lessons we learned at **IOFM's** second annual Payments Summit, held last week at the Hyatt Regency on the Inner Harbor. The event was attended by 230 people, approximately 70% more than attended fall's inaugural event in Las Vegas. Next year's third Payments Summit is scheduled for June at the Fairmont Chicago, Millennium Park hotel.

In addition to billing and payments tracks, IOFM 2014 featured a healthcare track that included quite a bit of discussion on EOBs. According to Bryan Bruton, technology business executive, healthcare solutions, **Orbograph**, 20% of all healthcare payments arrive with a paper EOB. "If you take out government payers (Medicare and Medicaid), it's closer to 40%," he said. "The bottom line is that there are billions of healthcare transactions each year coming through with paper EOBs. I think the volume is going to remain fairly stable, so there is a lot of opportunity for automating capture."

This is something document imaging ISVs have always known. But what many in our industry failed to recognize is that like capturing invoices, capturing EOBs is more than just an OCR/data entry operation. That is because, like invoices are part of an A/P process and invoice capture didn't take off until it was tightly integrated with ERP and accounting systems, EOB is part of a healthcare billing process and EOB capture must be addressed as part of that process.

Like with invoices, the ultimate goal in many healthcare billing operations is to eliminate paper entirely. But, there are multiple reasons that hospitals and doctors' offices continue to receive paper EOBs. The alternative is an electronic 835 file, but it seems that many, especially smaller providers, are simply not set up

to receive 835s. "Also, often the reason a payment is denied is written in a narrative on a paper EOB; many times there is no place to include that narrative in an 835 form," Bruton said.

Bruton has a background in capturing paper forms. He founded and served as CTO of financial services archiving specialist **eGistics**, before co-founding a company called Correct Claims in 2009. Correct Claims' primary focus became capturing paper EOBs and the company was acquired by Orbograph in 2011.

Historically Orbograph has focused on check and document capture. "Orbograph's data capture capabilities offered a big improvement over what my company was using previously," Bruton told *DIR*. "I don't just mean their OCR. I also mean being able to do things like reconcile fields through various techniques."

Correct Claims has become the centerpiece for Orbograph's Healthcare Payments Automation Center. HPAC offers a combination of services including converting paper EOBs to 835s, normalizing 835s (which can involve utilizing information from 837s [bills submitted electronically to payers]), and check imaging and lockbox services. HPAC also serves as a document repository that can be used for reference in matters like reconciling payment denials and negotiating contracts with payers.

Orbograph sells HPAC primarily through partners like **BB&T Bank**, **ZirMed**, **FIS**, and **ProfitStars** (a division of **Jack Henry**). Financial services organizations and ISVs that service banks are good partners for technology like HPAC because of the payments associated with the EOBs. For example, according to Bruton, if a bank is privy to how much a hospital has billed (and how much it should expect to be paid based on historical records), the bank can intelligently advance the hospital money to fund its operations.

Bruton estimated that HPAC is being used by a total of 3,000 healthcare providers. Its customer list includes some direct sales, one of which, **South Nassau Community Hospital**, presented at the Payments Summit. Reported improvements SNCH gained with HPAC include improved reconciliation rates, reduced receivables at the end of each month, faster billing for secondary insurance, improved workflows for reconciliation, and access to the HPAC ECM system for the billing staff.

Associated with this last benefit is an improvement in the handling of correspondence. All correspondence is imaged and given a zero dollar 835 value so that it can be associated with a specific claim. Notes and indexing data are captured and included with the images in HPAC. This has helped reduce correspondence response turnaround time from an average of a month to a couple days. It has also helped improve A/R recovery and reduced the amount of labor needed to process the approximately 4,000 correspondence documents that SNCH receives per month.

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Removing the guesswork

Orbograph wasn't the only vendor at IOFM offering EOB capture services as part of a healthcare payment processing lockbox service. There was also a presentation by Jessica Lemoine, corporate supervisor within the central billing office for **Catholic Health Partners/Mercy Health Partners**, the largest healthcare system in Ohio. Her department is responsible for billing, collections, coding, credit and refunds, and customer service.

To improve its billing and collections process, Lemoine's organization implemented **Fifth Third Bank's** RevLink electronic revenue management platform, which is based on technology from Oklahoma City-based ISV **Revenue Management Solutions**. "I wanted to get rid of all my paper," said Lemoine. "But RevLink at least gets paper out of the hands of employees as soon as possible."

"Those are people that clearly aren't buying into electronic filing. We think the baseline figure for paper returns will always be 10-15%."

— Michael Smith, SourceHOV

Like Orbograph, Firth Third Bank offers paper EOB to 835 conversion, as well as an image repository for all documents related to claims. As a result of adopting RevLink, Mercy Health Partners has been able to reduce its staff dedicated to posting EOB information, while increasing its cash posted per month from $20M to $30M. "We've reduced the percentage of our revenue that is used to collect cash from 6% to 5%," said Lemoine. (This is significant for a $400M per year organization.) "We also now have a much better ability to project our incoming revenue stream. At 8 AM, we used to only be able to guess at how much was going to be posted on a given day."

Lemoine noted that working with Firth Third Bank has its advantages. "They are able to slice and dice our financial and payments information and deliver it in any way we want it," she said.

Mike Olson, VP, Healthcare Solutions Group, for Fifth Third Bank, noted that healthcare providers are able to license different elements of RevLink to best meet their needs. "Paper EOB conversion doesn't make sense for everyone," he noted. "We find that about 3,500 claims per month is the sweet spot to start looking at conversion services."

Scott Thomas, CEO of Revenue Management Solutions, stressed the importance of being able to offer a solution that enables organizations to start with something like a simple lockbox service and transition to more advanced services as needed.

The bottom line is that payment processing in healthcare is currently a hot market. For years, providers apparently just expected that something like 6-8% of the payments they were entitled to were not going to be recovered. But, as there has been a nationwide trend in the U.S. toward reducing healthcare costs and waste, insurers have become stricter in what they pay, and providers have had to tighten up their billing practices. In fact, SNCH Financial IS Manager Christine Kassouf said her boss expects to get paid 100% of what the hospital bills.

The only way to achieve anything close to that is through increased automation in the billing process, including implementing document capture, workflow, and ECM technologies. But as we said, it's often not the traditional ECM players that are supplying these solutions. Rather it's the payment processing organizations, banks and lockbox providers (and ISVs that sell to them), that are stepping up because of their experience with receivables.

Non-profits adopting document capture

The fact that healthcare receivables involve full-page documents is really just a continuation of the convergence we observed at last year's IOFM Payments Summit [*see DIR 10/4/13*]. Another market where full-page imaging and payments processing is squarely coming together is in non-profits. At the event, there was a presentation by **PEP Response Systems**, which processes over 10 million transactions per year, primarily for non-profit organizations.

In addition to capturing payment and remittance information, according to Liz Gerardi, VP, PEP Response System, "recognition engines are at work moving handwritten comments, check boxes, requests, changes or notes to data entry operators in our unique Donor Services workflow."

"Our data entry operators interface with our donor package for the next step in our process," she continued. "Some response information like a change of address or a request to stop sending mail can be translated into a code that can be used to update our database. But other times, there may be a unique request like 'I want my donation to be used to build a house for a vet.' In this case, we send a link to an image of the correspondence, stored in our repository, so our customer can follow-up."

PEP prides itself on its ability to update its donor

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database efficiently with a variety of information. "We follow what is called the full-circle approach to servicing our customers," said Gerardi. "This includes helping them come up with a strategic plan, helping them with their mailing lists and designing their mail, print production, mailing materials, handling donor responses, getting the money to the bank, and handling extended data entry."

PEP clearly could not achieve all this without having expanded from payment to full-page document imaging and processing.

Where's the paper?

One other trend we observed at the Summit was payment processing organizations struggling with the increasing trend toward electronic payments—be it mobile or online. The general consensus is that it is the easier-to-process payments, like utility bills, that are moving online first. "But the easy stuff anybody can do," said Bo Minogue of document and payments capture software ISV **Mavro Imaging**, during a panel on *What's Next in Remittance and Lockbox Processing*. "People with the hard stuff, that's the opportunity."

"In 2005 New York State received 10.5 million paper income tax returns," said Michael Smith, senior director, public sector, for **SourceHOV**. "This year, only 1.8 million returns were paper. A lot of those were handwritten. Those are people that clearly aren't buying into electronic filing. We think the baseline figure for paper returns will always be 10-15%."

Michael Alfonsi of **BancTec** noted, "Now that a lot of the easy stuff has already gone electronic, the transition is slowing a little bit. The documents that are left are in areas like wholesale lockbox."

"There are not a lot of net new opportunities in high-volume retail remittance where we have historically played," noted Tom Oberholtzer, VP, business development at **WAUSAU Financial Systems**. "But if you look at the B2B space, there is still a lot of work being done manually."

Joe Proto, CEO of hosted electronic billing specialist **Transactis**, made an interesting observation regarding the state of B2B payments." "Everybody wants to send out a paper invoice and be paid electronically," he noted.

Alfonsi estimated that 40% of B2B payments are still handled in house. "That's where the opportunity is for lockbox providers," he said.

Outsourcing on the rise

Most people at the conference seemed to agree that declining overall paper volumes make outsourcing more attractive to end users. "For many organizations which used to handle remittance processing in house, the fact that 60% of their payments are now coming in electronically, makes it harder to justify an in-house operation," said SourceHOV's Smith. "As paper declines, infrastructure costs stay flat or increase. As a result, transactions that 10 years ago cost $.50 or $1 to process, now cost $2-3."

Minogue countered that there is a trend toward imaging a greater variety of documents that keeps in-house scanning a viable option. "People building automation into their mailroom operations are now looking to advance that automation to other parts of their organization," he said. "A digital mailroom, which can include both paper and e-mailed documents, is really about taking what comes in and distributing it downstream wherever it needs to go—whether that's a banking, document management, or forms processing system. Our customers are asking for integrations into all of those."

There was a general consensus at the event on the need for lockbox processors, including banks, to embrace multi-channel payment capture. "In the short term, it can appear very costly to expand from paper, but what is the cost in the long term of not expanding?" asked Wally Vogel, Founder and CEO of **Creditron**. "We firmly believe the direction to go is integrated receivables. And this involves more than just pulling in both paper and electronic files. You have to reconcile payments and handle exception workflows. This still represents a huge opportunity for banks."

Stuart Bain, director of product management at electronic billing and payment ISV **Alacriti**, noted that while some larger companies have been able to offer multi-channel billing on their own, smaller businesses need to rely on lockbox providers to stay competitive. "They also want to enable their customers to pay how they want to pay," he said. "SMBs want the ability to manage payments and settle disputes online. It's not only more convenient for their customers, it saves SMBs time and keeps them from getting distracted from their core operations. And SMBs want to do all this without having to spend $25,000 on IT improvements."

BancTec's Alfonsi remains skeptical about the potential of mobile payments. "It's just a matter of time before we see something happen related to a security breach," he said. "It's heading for the front page of the *Wall Street Journal*. Mobile deposit based on paper capture will have its day in court—and not until it recovers from that will it have a major adoption upswing."

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Robert Craig of **Fiserv**, noted that his organization is currently offering technology (licensed from **Top Image Systems**) that enables people to take a picture of a check and a bill with their phones and submit payments. "This is a step toward users receiving e-bills and automatically deducting payments," he said.

Electronic payments consultant, Richard Crone, noted that some people like to use the image capture capabilities on their smartphones for archiving. "This way, at the same time they are paying their bills, users can save a copy for their records," he said.

Capture markets continue to merge

Overall, there seems to be a dichotomy in the payments market as related to imaging. On one side, paper payments are decreasing. On the other side, more organizations than ever are recognizing the value in digitizing their transactional documents as soon as possible to transition from paper to electronic workflows. So, while imaging of traditional remittance payments may be on the decline, imaging in general is on the upswing. And those that can address a greater variety of imaging applications, including full page capture and workflow, appear to be emerging as the winners.

For more information:
http://www.iofm.com/payments-summit-2014-presentations

OPEX, ibml Continue Battle for Payments Market Share

At last week's **IOFM** Payments Summit, end user attendees overwhelmingly seemed to have scanners from one of two vendors —**ibml** or **OPEX**, who both exhibited at the event. With ibml's flagship ImageTrac series rated at top speeds of over 400 ppm and OPEX's newest model rated at just 110 ppm, you wouldn't necessarily think there would be much crossover. However, both vendors' devices are embraced in payments processing applications because of their abilities to effectively handle mixed batches of documents—including outsorting capabilities that can separate checks from remittance documents.

ibml, of course, pioneered the open track design, "which allows for full visibility and access to documents throughout a scanning process." In contrast, OPEX pioneered the concept of drop scanning, in which operators play a key role interfacing with the device as they place the contents of an envelope on a feeder.

Which scanner a user chooses often depends on their application. Some, such as **Boys Town**, have models from both vendors. We asked Tim Placek, lockbox manager, finance, why Boys Town utilizes both and he replied, "We do a pre-sort to determine which documents will go through which scanners. If we have large piles of documents that are similar in nature, we utilize the ibml. Everything else goes through the OPEX devices."

Although with its more recent models OPEX has made a concerted effort to improve its scanners' batch capabilities, its devices still can't match ibml's speeds. BPO **SourceHOV**, for example, probably couldn't do without its ImageTracs during tax processing season. "Tax processing is very cyclical," explained Michael Smith, senior director, public sector, for SourceHOV. "Between April 17 and 19, we get slammed with paper."

Likewise, while ibml has moved downstream with its release of tabletop ImageTracDS models in recent years, it still can't match OPEX's flexibility for ad hoc capture.

Both vendors were previewing new devices at the Payments Summit. During a pre-conference workshop, ibml discussed and showed a video of its new 6000 series, which will be the successor to its current flagship 5000 series. Meanwhile, OPEX demoed its recently announced Falcon model, which we featured last month [*see DIR 5/9/14*].

ibml previews new HV model

ibml's ImageTrac 6000 features the open track design we are all accustomed to. The initial models will be rated at a speed of 438 ppm, or 50 inches per second, in 200 or 300 dpi, which is similar to what the 5000 series runs at now. However, new imaging components are being used that will give the 6000 more flexibility.

The output mechanics have also been improved. "We've introduced a motorized tray to improve the stacking," explained Jay Savage, senior sales engineer at ibml. "This should guarantee more uniform output stacks. There is also some extra room in the new pockets."

The motorized tray moves downward as paper is loaded into it. "The output mechanism includes a new sensor that measures thickness of documents, while formerly we utilized a weight-based sensor," said Savage.

One of the coolest new features is an optional post-scan back-side imprinter. At rated speeds, the 6000 is able to push documents through an s-shaped curve that enables ink to be sprayed on their back

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sides. "In keeping with the open track design, the new imprinter is also very easy to access," said Savage.

The 6000 series also features an expanded 24-inch color monitor for running the device. Orders are being taken and it will begin shipping August 1.

OPEX continues tradition of innovation

On the way back from Baltimore, we swung by OPEX's offices in Moorestown, NJ, just across the river from Philadelphia. OPEX employs 800 people worldwide, approximately 200 of which are based in Moorestown. The facility includes a vertically integrated manufacturing operation, as well as OPEX's corporate offices.

One of the most striking features at the location is the thousands of solar panels that act as car canopies in the parking lot and also sit in a field out back. "Thanks to the solar panels we now have a zero footprint for electrical consumption," explained Jeff Geshay, business alliance manager for OPEX who served as our tour guide. "If we generate extra power on a sunny day, we give it to the electric company. On a cloudy day, they give us some back. It all balances out."

The investment in solar power cost $10M and took two years to build out. Construction was completed in April 2012.

The power fuels a facility where OPEX manufactures many of the parts it uses to assemble its mail sorting, mail opening, and scanning devices. OPEX also has a direct sales team (it works through resellers as well), and employs its own service technicians. In the demo area of the facility were more than a dozen different working OPEX products, and Geshay explained that OPEX never end-of-lifes service.

We also saw a demo of the Falcon, which features improved batch document feeding, can be purchased in a portable model, and has new options like the ability to auto-select up to nine different jobs by touching a page to an auto-input sensor, and the ability to capture documents from external sources. This source could be a camera (which might be used to take a picture of a shirt being used a payment instrument, as once happened in a tax processing app, according to SourceHOV's Smith) or something like an x-ray imaging system. The external source is attached to the Falcon through a USB port and enables users to insert images into their OPEX CertainScan workflows.

We also saw a demo of OPEX's Mail Matrix sorter, which uses a combination of recognition technology and iBOTs to deliver mail into up to more than 1,000 different bins. The iBOTs each run independently, so there is no single point of failure. "The Mail Matrix enables users to track their mail as soon as it enters a building," said Kurt Stoneking, a customer support specialist for OPEX. "This way a business knows if a FedEx package arrived in the morning, for example, but wasn't acted on until later in the day."

The Mail Matrix can be used to process a variety of incoming mail, including envelopes with letters, flats, and small parcels—up to 12" x 15" x 1" in size and weighing 2 lbs. It can take an image of the package, apply a unique tracking number, and sort the mail into bins. It is being marketed to mail centers in a variety of markets, including corporations, universities, hospitals, service bureaus, government agencies, and lockboxes.

Payment processing outsourcer **TransCentra** has worked with OPEX to integrate the Mail Matrix with its software. "The addition of this Mail Matrix component ensures diligent tracking and monitoring of all mail to create visibility and enable any question or concern regarding a specific piece of mail to be addressed quickly and easily," said Lynn Boggs, CEO of TransCentra, in a press release.

Leveraging the technology of the Mail Matrix, OPEX has expanded into the materials handling market with its Perfect Pick device. Utilizing iBOTs, Perfect Pick can transport bins with packages in them from shelves to shipping personnel. It's being targeted at businesses that fulfill mail and e-commerce orders.

"If you look at our core competencies, we are sticking with what we are good at," said Tim Osman, marketing manager at OPEX. "We are taking a technology set that started out with mailroom automation and using it to solve other problems."

OPEX first entered the scanner market 11 years ago with a similar approach [*see DIR 7/11/03*]. At the time, its mail sorting and letter opening technology was being widely used in the payment processing industry. The next step for its customers was often scanning the contents of their envelopes.

Instead of coming out with a conventional scanner or transport, based on feedback it was hearing from it customers and visits to more than 60 scanning sites, OPEX decided to invent the concept of drop scanning. Drop scanning enables an operator who is removing the contents of an envelope to place the pieces of mail on the scanner track and make a decision about how they should be processed. [Bo Minogue who was working for OPEX at the time,

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jokingly referred to this as "artificial intelligence."]

"Our goal with all our scanners has always been to reduce prep time," said Osman. "A faster scanner does not always guarantee a faster process. We try and eliminate as many labor components as we can address."

Mark Smith, director of strategic alliances at OPEX, shared with us the results from one customer that was able to quadruple its per device productivity by moving to drop scanning from traditional prep and batch scanning. Before switching to OPEX, they had already managed to double their productivity with the traditional scanners. "Many of our customers, service bureaus especially, have done everything they could to make their prep more efficient before coming to us," said Smith. "So, this customer's improvements are especially telling."

OPEX's motto has always been that the uglier the scanning job, the better their equipment looks. But, as we mentioned, with its more recent models, including the Falcon, OPEX has continued to expand into what it calls "universal scanning," meaning its devices are now designed to address both drop-scanning and batch jobs. In fact, OPEX even shared with us a case study which focused on a backfile conversion for **Chester County, PA** that utilized OPEX's DS2200 model, the predecessor to the Falcon. (http://bit.ly/OPEXChesterCounty)

Yes, OPEX has certainly come a long way since we were first introduced to the company when it launched the AS3600i. With a focus on high-level goals such as stewardship and sustainability, OPEX promises to stick with what it has proven to be good at and continue to build on that. "We look at our core competencies as engineering and design, manufacturing, and service," said Osman. "We bring all those things together to affect process improvements for our customers."

For more information:
http://www.ibml.com/index.php;
http://opex.com/document-scanning/

Kodak Alaris Focuses on Transactional Capture

Historically, **Kodak Alaris** Document Imaging has enjoyed the majority of its success in the production document scanning market. That's not to say the Rochester-based manufacturer hasn't made efforts to increase its market share in distributed scanning, and its latest product releases, the SCANMATE i1150 and i1180, may be its most innovative efforts yet to move downstream.

"We put two major areas of focus into the development of these products," said Roger Markham, product manager, DI, Kodak Alaris. "The first was transaction capture," he said. "Information being captured from paper is critical to downstream business transactions. The value of that information is going up, even though paper volumes may be decreasing. And time matters when capturing this info.

"The second area of focus was distributed capture. Where capture takes place continues to matter, as well as how. A lot of businesses are moving to Web-based or thin client applications, but not a lot of paper capture applications have moved totally in that direction. Our input from customers is that paper capture needs to at least keep up with how other information is being captured."

Markham said there are two major use cases that Kodak Alaris focused on:

- **customer facing applications:** "This is when a person is dealing with a customer standing in front of them as they are scanning," said Markham. "This could be in a medical office or a bank, or any business where a customer is opening an account."
- **operations:** "This is someone at a desktop managing a business process that involves paper capture," said Markham.

Markham views both use cases as being in the transactional capture space. "That is where the consumption of scanners is growing," he said. "The other major reason to scan is for archiving, and we are still in that space, but our focus is now on transactions."

Markham noted several improvements included on both new models:

- **smaller footprint:** "Users told us our next generation of scanners should be smaller," he said. "So, we've shrunk the overall mass compared to our i2000 series by 25%. Because our devices are now being used more often in the front office, we also have introduced a quieter transport."
- **intelligent document protection:** Originally introduced on higher-volume models, it's a feature that stops scanning if it senses damage is occurring to a page.
- **expanded Smart Touch functionality:** "We've received positive feedback on our scan to –cloud, -e-mail, and –copy capabilities," said Markham. "We have now introduced tighter integration with Microsoft Office. Users can also assign text to a scanning workflow to make it easier to locate, vs. looking up a number, within Smart Touch. They can also apply icons to represent a document type or activity."
- **bar code reading at the driver level:** "This

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enables bar codes to be incorporated within Smart Touch," said Markham. "Users can set up Smart Touch activities that utilize bar code information to break up documents and create file names."

■ **new page counter on the device display**

■ **built-in card ledge:** "We observed that a lot of our customers were gluing things onto their scanners into which they would place IDs and other types of cards while scanning related documents," said Markham. "So, we put in a little shelf on the front of the scanners in which to keep these cards."

Markham noted that neither of the new scanners includes any bundled third-party software. "We have provided a limited and a trial edition of Capture Pro," he said. "When you combine that with Smart Touch, we feel we have enough software in the box to fulfill any capture needs our customers will have."

Some innovative features

The i1150 is being positioned in the personal workgroup segment and will eventually replace the SCANMATE i1120. "We've added more features and functionality and maintained the same price (list $495) and rated speed of 25 ppm," said Markham.

One unique feature on the i1150 is a new "Transaction Mode." "This is specifically designed for customer-facing environments," said Markham. "It enables users to scan up to 10 pages at a speed of 40 ppm to help get documents back to a waiting customer quickly. Typically, we saw that in these types of applications, users are not scanning more than 10 pages at a time. On the 11th page, the scanner reverts back to 25 ppm."

The SCANMATE i1180 is rated at 40 ppm and lists for $1,100. It is being positioned as adjacent to Kodak Alaris' i2000 series, which starts at 50 ppm. "The i1180 is targeted at operations environments, where we are seeing users adopting more Web- and browser-based applications," said Markham. "To accommodate them, we have embedded PerfectPage in the scanner. This eliminates the need for image processing on the desktop. Users can get fully finished, compressed images onto their PCs without running any software there. As customers move away from the desktop, image processing is now one less thing they have to worry about."

The i1180 is also the first scanner being shipped as a fully licensed device for the **EMC Captiva** Cloud toolkit. "Because the i1180 includes the Cloud Toolkit, users can write their own customized Web capture applications," said Markham. (Admittedly, I'm not certain on all the details of how this arrangement differs from the standard bundling agreements EMC has for its Cloud Toolkit with other scanner vendors, but apparently it is different and the i1180 includes significantly more functionality. I'm hoping to follow up with Kai Wille of EMC Captiva next week.)

Both devices are scheduled to begin shipping through Kodak Alaris' standard distribution channels in mid- to late-June.

For more information:

http://graphics.kodak.com/DocImaging/US/en/about_us/news/2014/140604a.htm

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