

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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June 19, 2009

THIS JUST IN!

SOME AIIM SHOW NOTES

Questex has released some final attendance numbers from the co-located AIIM On Demand event held in late March/early April. It listed official attendance for both events as 24,729, which is similar to last year's official total. This count includes exhibitor personnel, so the attendee count is probably closer to 20,000. Depending on how accurate these numbers are, the fact that the show at least managed to tread water in spite of the rough economic conditions is a good sign.

The combined event featured 298 exhibitors, clearly down from previous years, as several high profile vendors on both sides of the floor pulled out—citing cutbacks due to the economy as one of the reasons [see *DIR* 2/20/09]. On a positive note, Questex reported 1,651 conference attendees, which would be a slight increase from 2008 and continue the trend of more attendees spending time in educational sessions. We always take this as a good sign. People that make the time and financial investment in attending the conference have more skin in the game than your average attendee.

Questex certainly faces some challenges for the 2010 AIIM On Demand events, which are scheduled to run April 20 through April 22, once again at the Pennsylvania Convention Center. One is certainly reversing the trend of exhibitors pulling out. Although over the years, there have always been some big names that have chosen not to exhibit, last year was the first time we remember the number of new vendors not being greater than the number of pullouts. It will be interesting to see what Questex does to bring vendors back to the show floor.

One thing Questex apparently does not have

CONTINUED ON PAGE 8

Scanner Sales Begin To Stabilize

After two rough quarters, vendors cautiously optimistic

We're starting to hear talk that the worst of the worldwide economic recession may be over. If document scanner sales are any reflection, there may be substance behind this talk. After bottoming out in the fourth quarter of '08, and not showing any apparent improvement through the first quarter of this year, we are starting to see signs that sales of scanners have at least stabilized in the second quarter. However, for the first time ever, market analyst Susan Moyses of **Moyses Technology Consulting** is projecting a slight decline in annual unit sales.

"The fourth quarter of 2008 was a complete nightmare," said Moyses, who recently published her 2009 *Document Scanning Forecast & Market Analysis*. "Usually Q4 is quite strong and represents the largest quarterly shipments for the whole year. But, last year, everything came to a standstill in the fourth quarter. I heard stories that some distributors didn't order a single production unit during the quarter. They were focused on selling what they already had in stock."

Kodak, one of the leading vendors of production document scanners, certainly felt the pain of the slowdown. "I think everybody was impacted by what happened in the latter part of '08," acknowledged Don McMahan, VP, sales, U.S. and Canada, for Kodak Document Imaging. "A lot of the big banks that were in the news—those are Kodak customers. All the consolidation and turmoil definitely impacted us. Most of that rolled into Q1 '09."

"Come the first week of November [last year], it was like somebody shut off the faucet," said Bill Kouzi, senior VP of sales for the Americas, for scanner vendor **Visioneer**. "The worst, I think, was January. Beginning in February, our sales started to stabilize—at least they stopped sliding, and hopefully they have found their new level."

McMahan agreed that things are finally starting to bounce back a bit. "I feel this quarter is starting to trend

more normally," he said. "The high-volume production segment, for example, came back very solidly in April and May. And, a number of non-revenue generating factors are also tracking positively. This includes activity-based metrics like the number of requests for quotes we are getting.

"We also expect a lot of stimulus-related spending will reach our market late this year and into next year. This includes spending in the healthcare industry related to the federal EMR (electronic medical records) initiative."

A look at the numbers

So, exactly, how bad were things in the six months of Sept. through March? "If you look at the numbers from **Tech Data** and **Ingram Micro**, they talk about their peripherals sales to the enterprise being down 23-28%," said Kouzi. "I think it's safe to say we experienced similar difficulties."

McMahan also quoted the aforementioned distributor numbers, so we're assuming Kodak saw a similar drop.

"Scanner vendors had tremendous growth year-over-year for the past five years. For them, 2008's 7% growth must have felt like a kick in the stomach."

— Susan Moyses, industry analyst

According to Moyses, for the entire year, there was actually a 7% growth in the number of document scanner units sold in North America. "My original projections were for 15% growth," Moyses told *DIR*. "But things got so bad, I actually scaled that back to zero. So, the final tally of 7% wasn't as bad as I had expected."

An exceptionally strong first half fueled the annual growth number. Kodak, in fact, was boasting record sales through its first three quarters of 2008 [see *DIR* 12/12/08]. As for Visioneer, "Through the end of October, we were on fire. Our business was very strong," said Kouzi.

Moyses credits an unusually large number of new products for the strong start to 2008. "In the past 12-18 months, the number of new products introduced has been tremendous," she said. "And the price/performance improvements have been stellar. Usually, when vendors are actively marketing new products, it forces a lot of business. Unfortunately, toward the end of the year, the economy shut that down a little bit."

Moyses said the sales drop was felt across the board from the workgroup (sub-\$2,000) to the high-volume production (\$30,000 and above) segments. When comparing percentages, the high-volume production segment, which has the lowest volume of units shipped (approximately 1,000 per year), was hit the hardest. According to Moyses's numbers, in

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3. Forms Processing/OCR/ICR
4. Enterprise Content Management
5. Records Management
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2008, sales of HVP units dropped 25%.

“There are a few problems at the higher end of the market,” said Moyses. “First, HVP scanners are bigger ticket items, so they naturally have longer sales cycles. In a down economy, these cycles are getting pushed out even further. On top of that, many HVP scanners have been in place for several years. When users go to replace them, they are presented with a much greater set of options than they had 10 years ago.

“These users might start looking at some of the distributed capture possibilities that weren’t available in the past. Or they might consider some of the mid-volume production (MVP) products that have a feature set light years ahead of what was available 10 years ago. In fact, we saw growth in the mid-volume segment in 2008.”



**Don McMahan, VP,
sales, U.S. and
Canada, Kodak
Document Imaging**

McMahan said that he has, indeed, observed users trying to do more with less. “We are seeing people try to squeeze more out of lower-end models,” he said. “This is part of the trend toward putting off big-ticket acquisitions. We often see users trying to go one class [market segment] below what they typically would. They might buy a low-volume production model for what is traditionally a MVP environment and then run the wheels off the scanner, so to speak.

“But, I think we’re also starting to see some reverberation from that type of mentality, especially in production workflow environments. I think, in some cases, people are finding out they can’t get the job done with smaller scanners, and that’s why we have been seeing some resurgence in the big iron.”

On the lower-end, McMahan and Moyses agree that they are seeing less opportunity for large, multi-unit distributed deals. “Because those are larger deals with higher price tags, I think you’re seeing them being delayed,” said Moyses.

“People are running into more levels of approval for all projects,” added McMahan. “They are hitting more speed bumps trying to get capital for acquisitions. One positive is that we’re finally starting to see some of the deals that were delayed when the economy first went bad, now getting approved.”

Some pockets of strength

Moyse said the departmental (\$2,000-\$6,000) segment had a strong 2008. “Unit sales in the

departmental segment doubled,” she said. “There were a lot of great new products introduced at great price points. And it wasn’t the network scanners, which mostly fall into the departmental category, that drove the increase. As second generation network scanners hit the streets this year, they should also start to gain some traction.”

Moyse said personal workgroup (\$750-\$1,500) sales were most certainly impacted by the economy. “When you get into the SOHO market, especially when it comes to upgrades, in this economy users are going to say, if they don’t absolutely need it, then why buy a newer model?”

Visioneer’s Kouzi, however, indicated that the retail market for document scanners remained strong. “When the entire industry was experiencing a downturn, the retail market maintained its level, and that really helped us,” he said. “Bob Scaglia, our senior VP of retail and e-tail sales, did a great job leveraging our relationships with **CDW** and **Dell** and helped cement our position with our Xerox-branded products in those accounts—even as some of our competitors were trying to get in.”

Similar to the way that Visioneer leveraged its legacy in retail to protect its market share there, Moyses indicated that vendors that have traditionally dominated the two-tier distribution channels made gains in the workgroup, departmental, and

CHANNEL SALES DRIVE KODAK SERVICE GROWTH

Last issue, in an article about **Panasonic’s** improved service offerings, we speculated that as users are delaying product refreshes and keeping their scanners longer, there might be opportunity for increased service revenue.

Kodak Document Imaging’s VP of sales for the U.S. & Canada, Don McMahan, said this is not necessarily the case, as users are also being very careful with their service spending. “Even the service business is being affected by the economy,” he told *DIR*. “We’re definitely seeing people take longer to renew their contracts.

“In spite of that, we have seen very solid double-digit growth in our service revenue year-over-year. This has mainly been driven by a new channel model we implemented at the beginning of 2009. We reorganized the service sales team under Pat Welch and now have a team focused on sales through the channel. We now have dedicated service account managers for VARs and a better program.”

For more information:

http://graphics.kodak.com/docimaging/US/en/Business_Services/index.htm

production segments. “FCPA [Fujitsu Computer Products of America] was the big winner in 2008; they outperformed everybody,” Moyses said. “FCPA led the way in new products with low price points and high performance. Historically, some competitors might have been able to beat FCPA on price, but FCPA really made things difficult in 2008. Kodak also made some gains in terms of units shipped at the expense of others.”

2009 outlook: challenging

So, what can we expect this year? “I feel like 2009 will be a challenging year,” said Moyses. “Even though we have some optimistic signs that the economy is finally turning around, business confidence is still low, and I haven’t heard a statement that the recession is over. As a result, I’m projecting a 4% decline in unit shipments.

“Scanner vendors had tremendous growth year-over-year for the past five years. For them, 2008’s 7% growth must have felt like a kick in the stomach. But, overall, I still think they’re in a compelling

KODAK: BBH DEAL AWAITS FED APPROVAL

Kodak’s acquisition of the scanner business of **Böwe Bell + Howell** continues to await federal regulatory approval. The deal, which was announced in mid-January [see *DIR* 1/23/09], was supposed to have closed by the end of March. “It’s a deal everyone wants to see happen,” said Don McMahan, Kodak Document Imaging’s VP of sales for the U.S. & Canada. “However, we’re dealing with government bureaucracy and the federal government certainly has a lot of other stuff going on.

“All I can say is that the acquisition is undergoing regulatory review, and it’s really no surprise that this is taking longer than expected.”

Of course, if you remember, eight years ago, Kodak canceled its first attempt to acquire Bell & Howell’s scanner business after a Justice Department inquiry for more information [see *DIR* 2/16/01]. That inquiry was reportedly brought about by complaints filed by a couple Kodak and BBH competitors, who argued that the acquisition would create a monopoly in production scanners. We thought the market landscape had changed enough in the ensuing years that this would not be an issue this time around, but we’ll see.

In the meantime BBH Scanners has announced that its new Ngenuity line is now shipping and has beefed up its sales team to accommodate interest.

For more information:

http://www.documentimagingreport.com/BBH_Ingenuity_Shipping.1711.0.html
http://www.documentimagingreport.com/BBH_Sales_appointments.1717.0.html

market. Now that they’re selling over a half million units per year in North America, there’s no way growth rates can continue at 50% per year. They had to level off, and that happened in 2008. This year, if sales remain flat, that will be an excellent outcome.”

Kodak’s McMahan is looking forward to 2010 as a potential banner year. “I think if we set the table for enterprises and get ourselves in good position, when the stimulus money gets into the economy and things start to pick up, everything could come together to make 2010 one of the best growth years ever in the industry,” he said.

For more information: <http://www.moyssetech.com/>;
www.kodak.com/global/mul/business/docimaging/;
<http://www.visioneer.com/>

Xerox Relationship Proves Boon For Visioneer

According to market analyst Susan Moyses, scanner vendors looking for growth need to increase their efforts at selling through the office products channel—particularly through MFP dealers. “There’s definitely been a huge growth in the use of digital copiers/MFPs for scanning,” said Moyses. “As we move forward, there is going to be increasing competition between those devices and dedicated scanners. I really don’t think the scanner vendors have even hit the tip of the iceberg in terms of what they need to do to compete against MFPs.

“The scanner vendors are very comfortable selling through the VAD and VAR [value-added distributor and reseller] channels. But, they haven’t done a very good job developing office product dealer channels. They’ve let the MFP guys own that channel, and the dealers have quite a bit of influence in their customer bases.

“No, it’s not going to make VARs happy if scanner vendors go more aggressively after office products dealers. But, then again, VARs weren’t happy when the scanner vendors first went after the DMR [direct market reseller] channels, like the CDWs of the world, either. It’s just something they have to do to grow.”

Seeing the office products light

We are starting to see signs that scanner vendors are indeed recognizing the importance of the office products channel. Last issue, we did a story on **Kodak’s** partnership with **Pitney Bowes**, designed to leverage PBI’s office products (postage meters and other mailing equipment) sales force of some 1,400 people. And, over the past year, **Visioneer**,

has, in fact, implemented a sales strategy centered on its burgeoning relationship with **Xerox**.

"Last year, when Murray [Dennis] retired as CEO [see *DIR* 5/16/08], we took some time and restructured our sales strategy," said Bill Kouzi, Visioneer's senior VP of sales for the Americas. "Previously, our strategy had been to do everything we could to appeal to traditional imaging VARs. But, that really wasn't working for us. We are now focused primarily on building our relationships with the Xerox community.

"This includes focusing on Xerox enterprise accounts. We are also focused on cultivating the Xerox channel, which includes Xerox Global Imaging, Xerox Global Services, Xerox Peak Resellers, and Xerox's direct sales force. We have someone focusing on Xerox Canada and our business with Xerox in Latin America has grown tremendously in the past 12 months.

"The majority of our sales now come through Xerox. We have an installation with **Publix Super Markets**, for example, in which I don't even think Publix knows we are their scanner vendor. To them, we're Xerox. Working with Xerox has helped us secure major deals that we could only dream about six to nine months ago."

The Xerox partnership has helped Visioneer weather the current recession. "Fortunately, the new business through Xerox has helped balance out the drop in our traditional business due to the economy," said Kouzi. "We're hoping that by Q4 our traditional business will have recovered to its former levels, which will put us in a very strong position."

Visioneer also recently completed its OneTouch, button-scanning integration into Xerox's new Virtual File System (VFS). Based on *DocuShare* 6.5, VFS is a mid-market-targeted imaging application designed to make it easy for Xerox customers to digitize their paper processes [see *DIR* 5/1/09].

Stimulus money starting to trickle down

Visioneer has also increased its government focus, and has, in fact, started to see some benefits from the federal stimulus package. "Formerly, we only had a federal focus," said Kouzi. "We've now increased that to include state and local governments. This has involved doing things like increasing our presence in state government contracts.



Bill Kouzi, senior VP of sales for the Americas, Visioneer

"In the past month we won three major state bids on contracts funded by the federal stimulus. They all involved digital records management."

For more information:

<http://www.xeroxscanners.com/en/us/>

Making Scanning Simpler

A pair of new applications targeting distributed and desktop users are designed to reduce the complexities of capturing documents.

Maybe it has something to do with a slowdown in traditional document capture sales due to the weakened economy...or maybe it was just a coincidence. Whatever the case, last week, we did a pair of briefings on products designed to spread document capture to the masses. One is **Kofax's** new *Desktop* application, a \$29 download designed to scan-enable **Microsoft Office**. The second is a netbook-style appliance being introduced by start-up **Living Analytics**.

"Our whole mission at Living Analytics is to improve the ease-of-use of document scanning and make it available to average people," said Chris Riley, a capture industry veteran and founder of Living Analytics. "Historically, the **AIIM** community has been too busy educating itself—you have resellers teaching resellers and vendors teaching vendors. But not a lot of people are addressing the average person."

"There's definitely been feedback floating around for years that scanning is too hard," said Anthony Macciola, CTO of Kofax. "We've already taken a couple swipes at making it more accessible. We're not targeting the consumer market with *Desktop*. We are looking at individual users within a commercial environment that need to capture documents for their own personal use.

"*Desktop* is really about rounding out our product portfolio. We have *Kofax Capture* to address the SMB and the enterprise. *Kofax Express* is targeted at the workgroup. But, we've had a hole in the individual or desktop market."

The final rung of distributed capture

It's Macciola's view that *Desktop* can take the Kofax suite to the edge of the enterprise. "When Kofax was founded, it focused on batch capture in a centralized environment," Macciola told *DIR*. "In the mid-1990s, we started to move toward distributed capture, mainly by taking capture out one rung—from a centralized location to regional offices. The

next phase is moving capture into field offices. We've started this through the introduction of products like our *Digital Exchange Server* (DES) [see *DIR* 5/4/07]. We expect to see a lot of growth and to drive a lot of innovation in that area over the next two to three years.

"But, we're not stopping there. With *Desktop*, we are looking at industries where business processes extend all the way out to field agents. A great example is the insurance claims process, where an adjuster might have to capture pictures of a damaged car, as well as documentation like an accident report and a driver's license. The Holy Grail of distributed capture is enabling end users to truncate paper at whatever level they choose to."



Anthony Macciola,
Chief Technology
Officer, Kofax

Living Analytics is also targeting distributed users. "We expect our devices to be deployed pre-configured to distributed personnel," said Riley. "Basically, the user should be able to plug in a scanner to our PDA-sized device, press scan, see an image, and then press send or save. We are focusing on usability to the point that the user doesn't have to know anything about scanner settings like DPI, resolutions, or file formats."

As easy as printing

Indeed, both Living Analytics and Kofax have put a huge premium on ease-of-use. "With *Desktop*, one of our goals is to make scanning as easy as printing," said Macciola. "We want capture to be a single-click. We've done that through scan-enabling the **Microsoft** Office suite, including *SharePoint*."

Basically, when a user installs *Kofax Desktop* it creates a "scan" option in their *Office* and *Explorer* drop-downs. "We've introduced a pull scanning model, vs. the push model that most desktop capture alternatives utilize," said Macciola. "When a novice scanner user or knowledge worker goes to capture a document, they want to do it with as little disruption as possible. Most are working in *Outlook* or *Office* and find they need to capture a hard copy document for collaboration or to insert into a *Word* or *Excel* file.

"They want to capture from the application they are working in. They don't want to tab out to a separate application, capture the paper, and then bring the images back into *Office*. They don't tab out to a separate application for printing. Why should they have to scan? One of our goals with *Desktop* was to put scanning in *Office* the way Microsoft

would have done it. We've even created an *Office 2007* look and feel."

Details on Desktop

Desktop is downloadable from the Kofax Web site. As we mentioned, a full version can be licensed for \$29. "We are not going to certify any scanners with *Desktop*, but it's designed to work with any device with a TWAIN driver," said Macciola. "Once a user installs *Desktop*, it will detect their default scanner. It's very unobtrusive. If a user doesn't like the way *Desktop* works, there is a 14-day or 50-save trial period to make a decision."

According to Stephen Kilby, VP of product marketing, Kofax, the default "fast-scan" settings that come pre-configured in *Desktop* should enable 90% of users to capture documents without any adjustments. "There is a 'definitions' button that provides access to scan settings, but we've used our knowledge and experience with batch capture to create quality images right out of the box.

"For example, *Desktop* has all the basic capabilities

DESKTOP MORE FOCUSED THAN CAPIO

Kofax's new *Desktop* represents its second effort in recent years targeting the desktop capture space. Back in 2004, Kofax launched *Capio*, a desktop imaging application that highlighted VRS [see *DIR* 3/5/04]. In 2005, Kofax integrated *Capio* with its *Ascent* capture platform. This enabled users to move images captured at their desktops into production workflows [see *DIR* 5/6/05].

However, perhaps due to its \$350 list price, *Capio* never really caught on, and its development has been discontinued. "With *Capio*, we tried to do too much with one product," said Anthony Macciola, Kofax's CTO. "We've now split its functionality into two products—*Desktop* and *Express*."

Kofax has no plans to bundle *Desktop* with document scanners, as it did with *Capio*. Instead, it will rely primarily on an online marketing campaign. "We will be working with some e-commerce sites, download sites, and **Google** Ad Words to propagate the market," said Andrew Pery, Kofax's chief marketing officer. "We're going to complement this strategy by working with **Microsoft** and promoting *Desktop* to its channel."

Pery stressed that selling seats of *Desktop* is not Kofax's end game surrounding the new product. "*Desktop* is a linchpin in our overall strategy," he said. "It is designed to help us create mindshare and potentially drive more advanced opportunities. I don't think it will be that uncommon to walk into an enterprise and see our whole technology stack deployed."

of VRS, but all the usual VRS buttons and controls are suppressed. From a user standpoint, they hit a single button and get an image that is cropped correctly, has the right side up, and has been captured in color or black-and-white depending on the content. For novice users, it works the way they think scanning should work.”

Desktop has a preview option that enables users to reorganize pages before they are submitted to their final destination. When capturing directly to a *SharePoint* or Explorer folder, *Desktop* can save files as TIFFs or PDFs. In the initial version, images captured for inclusion in *Office* files are saved as individual pages within the file. Each page includes a .PNG image of the scanned document. “Later this year, we’ll introduce a more advanced version of *Desktop* that includes OCR for converting images to native *Word* or *Excel* formats,” said Macciola.

Desktop’s integration with *SharePoint* is done through a utility where users enter their server and authentication information. “A big part of our strategy with *Desktop* involves rounding out our Microsoft strategy,” said Macciola. “Historically, we have not been as aggressive as we could have been at propagating our relationship with Microsoft. Our goal is for Microsoft to think of us when they think of capture. Whether capture is being deployed on an individual, departmental or enterprise level, we can address the entire Microsoft product stack.

“One of our unique differentiators as a Microsoft partner involves capture into *SharePoint*. *SharePoint* integration is a common theme we have across our product stack. Other Microsoft-centric agendas for us in the future include support for XPS and WIA.”

We asked Macciola if Kofax has any plans to offer document image viewing and mark-up capabilities to *SharePoint* users. “There are already a lot of third-party products for that,” he replied. “We see that type of solution typically getting customized on a user-by-user basis and that’s not a business we’re in.”

Close Windows, keep out errors

While Kofax is embracing the Microsoft stack, Living Analytics is moving in the opposite direction. Its initial product, LivingSCAN, is designed to take Microsoft technology out of the capture equation. LivingSCAN features a proprietary operating system for capturing and delivering images with a minimal chance of error.

To ensure everything works smoothly, Living Analytics is pre-configuring its technology to work with specific scanners. “We are currently working with several leading vendors,” said Riley. “When

LivingSCAN formally launches in August, we expect to have support for four scanners.

“We’re setting up the LivingSCAN hardware utility so that when a user plugs in a scanner, the device will automatically know which model is being utilized and invoke the correct set of commands.



**Chris Riley, founder,
Living Analytics**

“To configure a destination for images, there will be an administration mode, which will not be easy for the average user to get to. It will provide options for scanning to URLs, e-mail addresses, or FTP log-ins. We expect most of our customers to distribute everything pre-configured to their user base.”

Riley described the LivingSCAN hardware as a PDA-sized device with a USB input for a scanner. The guts lie in a mini SanDisk that contains both the LivingSCAN operating system and the application information. “The mini-SD will be configured to be usable right out of the box,” said Riley. “We will configure the scanner settings to produce the best image quality based on our expertise in imaging and OCR. One of the reasons we’re only working with certain scanners is that we know which ones can consistently produce the best images.

“One of our goals is to lock down the scanner settings. We will provide our customers with any custom development they need, like integration into a specific ECM system, but we think being able to set a URL as a destination should be sufficient in a lot of cases.

“Once the image reaches the URL, users will be able to apply more advanced image processing and data capture. We are embracing the cloud computing and Web-services-based infrastructure that we see being deployed to handle capture workflows in the future.”

Riley cited the mini-SD-centric configuration of LivingSCAN as a key to minimizing support. “As a small company, too much demand for support could kill us,” he said. “The LivingSCAN’s mini-SDs can be easily duplicated, which means that if something goes wrong, a user just needs to pop the mini-SD out of the hardware utility and pop in a new one. It will be fairly straightforward for our customers to support their own users.”

Riley said that eliminating Windows from the scanning equation also eliminates a lot of support issues. “Using a dedicated scanning utility vs.

connecting a scanner to a regular laptop eliminates a lot of potential problems associated with operating systems and non-scanning applications," he said. "We've greatly reduced the risk of viruses, for example, picked up through e-mails or the Internet. And, if a user needs support, we don't have to worry about it being related to the laptop. Through LivingSCAN, we basically remove the complexities of dealing with a Windows device.

"Plus, our PDA-sized utility is more portable than a laptop. It can fit in your pocket."

LivingSCAN will list for \$549. It will be sold through value-added distribution and bundled in SKUs with scanners. The device was shown at the recent JavaOne developers' conference in San Francisco. "We've already had talks with some fairly large potential customers and expect to have some beta customers before we launch," said Riley.

Riley concluded that Living Analytics' initial goal is to bring the portability of a PDA together with the features of a document scanner. "Eventually, cell phones may replace document scanners in mobile capture applications," he said. "But, that is down the road. There are still image quality challenges with digital cameras compared to scanners. And image quality is important, especially as you introduce downstream processes like OCR.

"We have a patent pending on capturing documents with a scanner through a PDA. Our goal as a company is to bring advanced technology around document scanning to the average user. Our hardware roadmap has two to three devices, and

we have several software applications planned as well."

For more information:

<http://www.kofax.com/desktop/>;

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

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

QUESTEX, AIIM SHOW FROM PAGE 1

to worry about immediately is changing the show name. There were rumors floating around that its licensing agreement with the trade organization **AIIM** was coming to an end and the show would be re-branded as info360. While Questex is using the info360 branding, it is also clearly using the brand "2010 AIIM International Exposition and Conference."

For the complete Questex press release on AIIM 2009, go to

http://www.documentimagingreport.com/AIIM_2009_attendance.1719.0.html

CHECK OUT OUR BLOG

There is certainly a lot of news going on in the industry as we head into the typically "slower" summer months. We apologize if we didn't get to it all this issue, as we simply ran out of space. We promise we have more good stuff on deck for our next couple issues and will keep on top of any new, exciting industry developments as well. For an occasional quick hit of news, please visit our blog at <http://documentimagingreport.blogspot.com/>

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