

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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June 5, 2009

THIS JUST IN!

NO IMAGING PLANS FOR USPS

Despite projections that it will lose \$6.5 billion this year, the **USPS** (United States Postal Service) doesn't seem in any hurry to change its business plan to incorporate document imaging. We've already seen several foreign postal services, many of which are run as private companies, implement digital document delivery and service bureau-type data entry functionality. The latest is the **TNT Post**, the national postal operator for the Netherlands, which has partnered with **BancTec** for its new ScanPost initiative.

As a follow-up to the BancTec announcement, as well as the conversion we had with **Earth Class Mail** CEO Ron Wiener a few months back [see *DIR* 11/28/08], *DIR* contacted the USPS and asked if it wanted to discuss any digital initiatives that might be in the works. A spokesperson replied back, "I have spoken to our vice presidents and managers for retail, direct mail, new business development, and direct mail, and we have no such plans at this time."

Version One increases U.S. presence

U.K.-based ERP image-enablement specialist **Version One** is opening a U.S. office. Historically, the under-\$10 million ISV has done the vast majority of its business in the U.K., but one of its primary ERP partners, **Sage**, has a large North American business. Version One attended the Sage Summit conference in Denver last year to explore the U.S. market. Lynne Munns, who has been Version One's general manager since 2007 will head the expanded U.S. efforts.

Munns will relocate to Orlando, FL, this month with the goal of finding an ideal location for a permanent U.S. office. She is

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Kofax Weathering the Storm

While **Kofax's** recently issued statement on its fiscal 2009 third quarter (ended March 31) included the phrase "lower than expected" in regards to revenue and operating profits, CEO Reynolds Bish seems satisfied with the progress the company is making. It's Bish's opinion that adjustments Kofax has made since he was brought on board in late 2007 have helped the company weather the economic downturn better than many and have Kofax in position to rebound strongly when the economy bounces back. Even with the current poor worldwide economic conditions, Bish expects Kofax to finish its fiscal 2009 (ending June 30) with revenue of approximately \$300 million and earnings of around \$20 million. This represents gross revenue growth of about 7%.

"I think in general, everyone in the company, the board of directors, and the shareholder base has been very happy with our progress on our strategic fronts," Bish told *DIR* in an interview last month. We talked with Bish shortly after Kofax had completed a move to a new 90,000 square-foot corporate headquarters just down the road from its previous offices in Irvine, CA. "Our strategy has included renaming the company and restructuring it as a more functional organization. This allows for development of a corporate strategy that can be driven down through the organization. We've also restructured our sales force to better focus our resources on three areas—application software, OEM and POS technology (primarily VRS), and hardware distribution and maintenance in Europe."

The most dynamic and largest of these areas is application software, which includes Kofax's document and data capture products. Through the first half of Kofax's fiscal 2009, the company reported 17% growth in this area (1% growth when recalculated in terms of constant currency due to fluctuations, see *DIR* 2/20/09), but saw a slowdown during the first three months of calendar 2009.

"The worldwide economic conditions have been affecting us since last September," Bish told *DIR*. "But, it wasn't until Jan., Feb., and March that we really started

to see a bit of a slowdown in application software sales. High-end organizations will continue to spend on capture because of its compelling ROI. But, there is more scrutiny, and the sales cycles have slowed. We haven't seen any increase in project cancellations or freezes, but we are seeing longer decision times."

Of course, Kofax only really began focusing on this higher end of the market when Bish was hired and installed a new direct sales team. Historically, the company's software revenue has been driven primarily by a value-added reseller (VAR) channel. While Kofax's direct sales have shown a steady increase, channel sales are clearly slipping.



"It was fortunate for us that we made a strategic shift to more direct sales when we did. If we had not had the foresight to do that, I think we'd be suffering more pain than we are."

—Reynolds Bish, Kofax

"Over the first three quarters of our fiscal 2009, we've seen our percentage of direct sales of application software increase from 6%, to 18%, to 33%, respectively," said Bish. "This shows that we have effectively implemented our direct sales strategy. On the lower-end of the market, we don't have as much visibility, because the orders flow in from our large channel of VARs and integrators. However, I think these types of reseller organizations are suffering more than others in this economy.

"Many VARs sell primarily to the SMB market, which I think has been more affected by the economy than the large enterprise market. It was fortunate for us that we made a strategic shift to more direct sales when we did. If we had not had the foresight to do that, I think we'd be suffering more pain than we are."

Channel conflict?

We have received some feedback, however, that Kofax's direct sales efforts, as well as reductions in margins, have served to alienate some of its resellers who are considering, or are already transitioning to, other capture products. "We really have seen very little channel conflict," countered Bish. "And when we've seen it, we've resolved it quickly, efficiently, and fairly."

Even with the decline in sales through the channel and the delays in decision-making on the high end, Kofax's software sales would still seem to be tracking ahead of the market, according to capture software analyst Harvey Spencer. According to Spencer's recently tabulated first-quarter figures, the capture market saw a 13% decline in revenue compared to the first quarter of 2008—in terms of constant

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3. Forms Processing/OCR/ICR
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currency. If you take out the ad hoc/desktop segment, in which Kofax does not really participate, that decline was 9%.

Hardware sales down

Basically, it appears that Kofax's application software business continues to hold somewhat steady through the economic downturn—as well as through the company's internal sales transitions. In the meantime, Kofax hardware distribution and VRS business, which are both directly related to scanner sales, appear to be suffering a bit more. According to Bish, the primary cause of slowing scanner sales is a reduced number of upgrades to newer models.

"In the current economic environment, while sales of new scanners continue to be steady, we are not seeing as many hardware refreshes," said Bish. "Even though equipment depreciates and users get some productivity gains and ROI by upgrading, migrating to faster devices is just not as compelling as a new scanner sale. This has led to more moderate growth than expected in our OEM and hardware distribution businesses."

In support of Bish's point about new scanner sales remaining strong, Kofax recently announced a sale of more than 1,000 **Kodak** workgroup and departmental models through its distribution business to its partner **Siav, SpA**. The scanners will be rolled out as part of a new distributed capture solution at **Guardia di Finanza**, a part of the Italian police force. The scanners will be installed at some 700 remote sites throughout Italy. The value of the deal to Kofax is greater than \$1.5 million.

Bish remains optimistic that when the economy rebounds, Kofax's hardware-related businesses will bounce back strong. "I don't think the economy is getting worse, but I don't see it getting better yet either," he said. "However, when things do start to improve, I think we will see some pent-up demand for refreshes. This could lead to a nice increase in scanner sales."

The new digs

As we mentioned, when we spoke with Bish, Kofax had just completed a move to a new office space. "Because of weakness in the southern California real estate market, we were able to move into a new facility and pick up some more space," Bish said. "Even when you factor in the expenses associated with the move, we are paying less per square foot than we were previously. More importantly, the new design transitions us from individual offices to a shared office environment, including an open floor plan with cubicles, which is a better utilization of our space."

"We also picked up a number of slightly used cubicles that had been repossessed from a mortgage processing company that fit nicely with the environment we want to create. Also, we were able to implement the design we wanted to—one of the local papers referred to it as 'industrial chic.' It all comes together to create a beautiful facility and great place to work. This should make it easier to recruit and retain the talent we need to grow the company."

Employee number holds steady

Of course, with loads of reported personnel turnover having occurred at Kofax since Bish was hired a year and a half ago, we asked him what the bottom line was in terms of current employees. "When I joined, we had approximately 1,200 employees worldwide," Bish said. "Today, we have approximately 1,100. If you recall, back in Feb. 2008, when the company was renamed and we began our restructuring, I said that it would affect 50-60 redundancies. Then, in Feb. of this year, when we implemented our new global account order entry system, I said it would affect another 50-60 redundancies. Those are the reasons for the drop in employee numbers."

We surmised that some of the other turnover has involved the transition to a stronger direct sales model. "Certainly we continue to execute on our strategies and tactical plans and continue to bring in new talent," said Bish. "In general, we continue to be focused on executing as well as we can despite the economic environment. This focus, plus the cost savings we've implemented, has positioned us well for when the economy does turn. And because of the proactive changes we've made, we have not been forced to make any drastic layoffs."

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

Panasonic Upgrades Scanner Service

With sales of scanner upgrades down, due to the struggling worldwide economy, it means customers are keeping their document scanners longer than before. According to Bob Curci, product manager for **Panasonic Communications Company of North America (PCCNA)**, this has led to an increase in demand for service agreements. As a response, PCCNA has launched a brand-new service program that includes an increased number of options.

"Formerly, we basically offered extended warranties that included advance exchange and

depot repair," Curci told *DIR*. "We now have a much more extensive program that enables us to offer on-site repair, in addition to advance exchange and depot repair. We also have options that cover time and parts and have extended our coverage to our electronic white boards. We now have more than 70 SKUs for scanner service plans alone. We even have an on-site service offering for our workgroup models."

Curci said that, while Panasonic scanner sales suffered somewhat with the economic downturn toward the end of last year, recently things have begun to rebound. "The last couple months, especially in the lower-volume segments, sales have been picking up," he said. "We are definitely seeing an increasing number of deals for larger volumes of units, as distributed capture continues to gain momentum. However, we also recently had one customer that we were working with on a 300-unit deal, that instead of going with new scanners, decided to put it off for another year and extend its service contracts."

Curci added that it's important for Panasonic to offer its resellers strong service options to shop to end users to prevent hardware competitors from selling service on Panasonic units. "I've heard stories of at least one service rep from a competitor telling a customer, 'you know, if you had bought our scanners, you wouldn't be having this problem,'" he said. "Having someone from **Kodak** or **FCPA** going in and servicing a Panasonic machine is not exactly a good marketing plan for us."

For more information:

http://www.panasonic.com/business/office/pro_scn.asp;

http://www.documentimagingreport.com/Panasonic_service.1712.0.html

Pitney Bowes Launches Mid-Market Imaging Practice

With more than a million customers using its mailing products and services, **Pitney Bowes, Inc. (PBI)** knows a little about document management. The recent launch of a new Imaging and Workflow Solutions practice is designed to extend its expertise from the document output to the input side of its customers' businesses. Through partnerships with **Kodak Document Imaging** and Clearwater, FL-based ISV **iDatix**, PBI is now offering document imaging and workflow systems targeting the mid-market.

"We've always helped move documents through our customers' organizations," said Mark Hudson, PBI's director of Imaging and Workflow Solutions.

"Typically, through our mail creation, finishing, and shipping solutions, we've focused on physical documents. With Imaging and Workflow Solutions, we are focusing more on routing documents electronically.

"These might be documents that come in as paper and are converted through scanners or MFPs. Or they might be documents born electronically through e-mail, *Office*, or line-of-business systems."

Taking imaging downstream

This isn't Pitney Bowes' first entry into the electronic document management market, but it is probably its most broad-based. We recently did a story on another Pitney Bowes imaging initiative, a digital mailroom offering known as *dMail* [see *DIR* 11/28/08]. However, while *dMail* is targeted only at enterprise, or very large, customers, the new offering is being introduced to Pitney Bowes' base of more than 1 million U.S. business customers. "Document Imaging and Workflow Solutions will be sold by our U.S. Mailing sales force, which targets mid-sized organizations—really focusing on businesses with 100 employees or fewer," said Hudson. "That's not to say we can't scale out our solutions."



Mark Hudson, director of Imaging and Workflow Solutions, Pitney Bowes.

The elements of the solution

PBI will be reselling Kodak's line of distributed scanners, which include its workflow, departmental, and low-volume production models—basically, scanners that list for \$12,000 and under. "We were looking for a best-in-class partner when it came to imaging hardware," said Hudson. "We were impressed by Kodak's products and commitment to channel, and the support they offer. We really felt the two companies meshed well together."

PBI will also offer *Kodak Capture Pro* software, but its main document imaging software is the *iSynergy* line developed by iDatix. Founded in 2000, iDatix has more than 200 customers across several verticals. "iSynergy is a third-generation product that has recently won several awards," said Hudson. "We like the fact that it's a browser-based package and offers advanced functionality like dynamic linking between documents and integration with third-party applications."

According to Hudson, there is no standard entry-level price for document imaging and workflow

solutions from PBI. "Pretty much, everything is a custom application based on our customers' requirements," he told *DIR*. "Basically, we'll go into a customer site, do a thorough discovery and needs analysis, and work-up a requirements sheet or statement of work. There is no charge for any of this pre-sales work."

Solutions can be configured and priced in a variety of ways, including concurrent and named-user based models. "If a customer wants to leverage its install base of MFPs for scanning, we can manage that," said Hudson. "It's important that we can offer a turnkey package that includes hardware, software, as well as our service. We can even wrap our financing around it, which can include leasing terms."

Hudson is confident that the new initiative will be successful, as PBI recently completed a 12-month pilot limited to specific geographical areas. "We really wanted to make sure we had all our ducks in a row before we launched full force," he told us. "Both our sales force and our customers really took to it."

The Pitney Bowes U.S. mailing sales force has approximately 1,400 members. "We have not shared any projections, but we know this is a large industry with a lot of opportunity in the mid-market," said Hudson. "Most of the larger vendors are offering more expensive solutions with longer deployment cycles. As I said, the initial feedback from our sales force has been great."

For more information:

www.pb.com/imaging&workflowsolutions

ECM Strategy Drives Rapid Growth for Reveille

Silas Technologies first made a name for itself as a developer of software to monitor the performance of high-volume capture applications. Recently renamed **Reveille Software**, after its flagship product, the Atlanta-based ISV is now expanding rapidly into the wider world of more general ECM. At the recent **EMC** World event held in Orlando, Reveille announced a new *Management Console for Documentum*.

"We've been ramping up the company over the past couple years," said Bob Estes, a former **Interwoven** executive who took over as CEO of Reveille in 2006. "Eighteen months ago, our business was primarily in the document capture market. Now, even though our capture business hasn't slowed down, only 30% of our revenue is coming from that space. Thirty to forty percent is coming in the content management market, with

the rest from applying our technology to monitor systems in areas like CRM or call centers."

Silas was founded in 2000 as a spin-off of Wachovia. Initially, it leveraged an OEM agreement with Captiva to grow its business. That relationship has been maintained following EMC's acquisition of Captiva in 2005. "We have a nice relationship with EMC and are looking at further expanding it," said Estes. "In the meantime, we have identified ECM as a well-defined space that we can go after."

According to Estes, over the past two years Reveille has enjoyed a 34% CAGR and now has more than 330 customers. "This year, with some of our opportunities in the ECM space, I expect to blow those numbers out of the water," he said.

Monitoring user experience

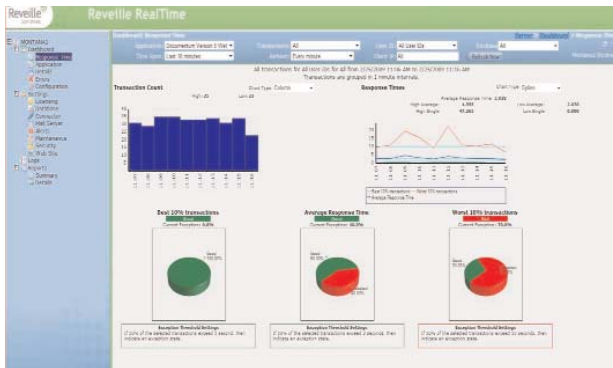
Estes said one key to Reveille's success in ECM is the introduction of the ability to provide real-time feedback on a user's experience. "Historically, our product has always had the ability to test a system by logging in as a hypothetical user and kicking off a transaction process," said Estes. "Now, we've completed the loop by providing administrators insight into what's going on in the real world.

"This is especially important in the ECM market as compared to the capture market, because of the higher number of users. According to a study by the **Aberdeen Group**, the biggest challenge users have with application performance management is being unable to identify performance issues before end users are impacted. In an ECM environment, our customers want to know if it's taking a user in Atlanta five seconds to check out a document, while it's taking 25 seconds to check out that same document in Detroit.

"One of the comments we get about other monitoring applications is that they do a great job telling users if their network is up or if there is disk space available, but they reveal nothing about what the user is experiencing. It's very painful to learn that a user is experiencing a slowdown, or the system is unavailable, when everything looks good in the monitoring system.

"We can provide information like how many users are logged in, what's the transaction count, how many users are in a document base, etc. *Reveille* can then offer remedies if standards are not being met. This might be as simple as alerting an administrator through an e-mail, or, in a capture environment, it might involve automatically restarting a service to clear up a hung batch."

Estes added that another advantage of *Reveille* is



As Reveille Software moves deeper into the ECM monitoring space, it has introduced feedback into an end user's real-world experience with an application. This functionality for Documentum environments was shown at the recent EMC World Event.

that it comes ready to use out-of-the-box. "There is no coding; it's a wizard-based installation that automatically detects the areas of the applications we are targeting," he said. "We can also guarantee that different services and third-party applications are connecting with an ECM application."

In fact, Reveille recently announced that it has integrated its *Management Console for Documentum* with **CYA's SmartRecovery** software, which "performs hot, synchronized backups to ensure the integrity and granular recovery of ECM system information." An optional *CYA Agent for Reveille* will enable *Documentum* users to monitor *SmartRecovery* processes, connections, and operations. Based in Shelton, CT, the president of CYA is former ScanSoft executive Wayne Crandall.

What's next for Reveille?

On the ECM front, Reveille is planning to release a *SharePoint*-centric monitoring application later this year. Reveille's technology is also included in the **Kofax Monitor** application that was announced last month [see *DIR* 5/15/09]. "We continue to look at taking our packaged technology and moving it outside the ECM space as well," said Estes. "To date, we've primarily done this on a custom or consultative basis. However, over time, if we can find the right software package to attach to, like something in the call center market for example, we may release a pre-packaged integration."

<http://www.reveillesoftware.com/>; <http://www.cya.com/>

ABBYY has introduced several new features in its *PDF Transformer 3.0* desktop application. *Transformer*, which lists for \$49.99, includes the ability both to create PDF files from *Office* documents, as well as convert PDF files, including PDF images, into *Office* documents. New features in 3.0 include improved OCR, the incorporation of ABBYY's Adaptive Document Recognition technology for re-producing more accurate layouts, more powerful MRC (mixed raster content) compression, and Bates Stamping.

Talking BizTalk, WebSphere and EAI

Essentially, from what we can tell, SOA (service oriented architecture) is the latest form of EAI (enterprise application integration) and maybe even a more standardized version of it. Regardless, both acronyms stand for platforms designed to link together multiple applications. In a market in which we are seeing true ECM implementations emerge across multiple departments [see *DIR* 5/15/09], as well as the introduction of enterprise document capture, linking with multiple applications is becoming more important than ever for document imaging vendors.

DIR recently caught up with a pair of imaging vendors that have announced beefed up SOA/EAI strategies. The first was **Global 360**, which bills itself as a BPM (business process management) specialist focused on the intersection of "people, paper, and processes." Global 360 recently announced its support for the enhanced features and functionality in **Microsoft BizTalk Server 2009**.

"When it comes to BPM, *BizTalk* is important for a couple reasons," said Scott Kirkland, a VP of product management for Dallas-based Global 360. "It's quite capable of handling data-centric workflows on its own. Through its process orchestration capabilities, *BizTalk* can be set up to transfer data from various data-centric applications like ERP, CRM, and/or line-of-business systems.

"However, its functionality is limited in document-centric processes. It's possible to use *BizTalk* protocols to automatically transfer meta data from a document into an application, but when human intervention is needed, such as approval for an invoice or a judgment on an insurance claim, that's where our software comes in. We can use *BizTalk* interfaces to enable our BPM software to interact in a standardized way with our customers' third-party applications."

Kirkland gave the example of a case management specialist gathering information as a potential integration point with *BizTalk*. "Let's say the customer has standardized on a *BizTalk* environment for EAI, but before they can enter data into their case management application which works with *BizTalk*, they have to collect that data from multiple diverse forms," he said. "Collecting this data could take days, weeks, or even months, with the case file needing to remain accessible the whole time.

"Our BPM software could be used to manage the collection of documents into that case file, and

when the document collection is complete, the relevant data could be transferred from our system to the agency's line-of-business system via *BizTalk* protocols. We could also manage processes like transferring partial information along with a notice that the case file is still open."

Kirkland indicated that not a lot of Global 360 customers have standardized on *BizTalk*, but he believes the number will grow. "It's important to help our customers that have made the investment in *BizTalk* extend that investment into our application," he said. "When they deploy *BizTalk*, it's because they want to create a unified integration layer, and we want to be part of that. We also continue to offer point-to-point application integration for those that haven't standardized on *BizTalk*."

"We do believe adoption of *BizTalk* will grow as more organizations settle on a Microsoft-centric stack of technologies that includes elements like *Office*, *SharePoint*, *Dynamics*, *SQL Server*, and the *Windows Workflow Foundation*."

Ricoh MFPs offer WebSphere support
Ricoh Americas Corporation recently demonstrated a significant document imaging integration with another EAI platform—**IBM's WebSphere**. At IBM's recent Impact 2009 conference held last month in Las Vegas, Ricoh showed how its MFPs can be integrated with business processes built on top of *WebSphere*. "This integration is for customers of IBM that have adopted *WebSphere* technology as their framework," said Mark Minshull, VP and chief technologist for Ricoh Americas Corporation. "The technology we've introduced will enable MFPs to participate in that framework."

Basically, what Ricoh is introducing is an MFP interface, based on its Java development platform, that enables *WebSphere*-based processes to communicate directly with MFPs. "Let's say a bank has created a loan processing application within a *WebSphere* framework," said Minshull. "The bank's customers might be able to complete the majority of their documentation on-line. However, the bank still might need a copy of a paycheck stub or birth certificate to complete the application."

"The customer could take these paper documents to a branch bank and, when the service rep pulls up their loan information, it could automatically kick-off a workflow through which a scanning interface is launched on an MFP. Basically, the MFP is able to raise its hand because it is aware of the process going on. The document is then captured through the MFP and the loan application can be moved to the approval stage."

Minshull described Ricoh's new *WebSphere* architecture as the next generation of document capture through MFPs. "We will continue to work with capture middleware products from vendors like **Kofax**, **NSi**, **eCopy**, and **Nuance**, and our own *GlobalScan* application," he said. "And it will always be possible to capture documents through one of those applications and pump them off into a workflow. But, for users that have invested in a *WebSphere* framework, this new technology offers a much more straightforward way to scan."

"It's a clearer architecture. If you make changes to the business logic in your *WebSphere* application, such as changing the index fields, those changes automatically are incorporated into the MFP scanning interface. Plus, it really enables users to scan one document at a time, as they are needed."

Ricoh has worked with IBM to write a generic integration between its Java-based MFP clients and the *WebSphere* designer. "The content of the interface can be pushed down from the *WebSphere* framework to the MFP units," said Minshull.

The implementation will be sold jointly by IBM and Ricoh. "Ricoh will sell and maintain all the MFP clients," said Minshull. "IBM sells the services and software associated with creating *WebSphere* frameworks. We have a global alliance with IBM, and we have a lot of common customers that might be using our technologies in different areas of their businesses. One of the values of integrating our MFPs with *WebSphere* is that it enables our joint customers to bring together two separate investments into a single architecture that can provide them with big benefits."

For more information: <http://tinyurl.com/360Biztalk>
<http://www.ricoh-usa.com/about/press/releases.asp?id=566>

U.K. Developer Specializes in ShareScan Connectors

U.K.-based **Hub Software** has been enjoying success as a developer of *Connectors* for eCopy's *ShareScan* capture application. Founded by a couple former copier dealers, Hub has developed *Connectors* to more than 15 applications. According to Peter Strange, development director for Hub, the company is typically called in to facilitate integration between MFP hardware and back-end applications.

"I started working with *ShareScan* back in 2004, when I was with a **Canon** dealer," Strange told *DIR*. "We did quite a few *Connectors*, but I soon realized that to become part of more interesting deals, we

had to be independent of hardware. End users don't want to be tied to a single hardware vendor. They want to be able to run their software in a mixed hardware environment. Plus, if policy dictates they have to switch hardware, they want to know their software is going to work regardless."

eCopy facilitated cross-platform implementation when it introduced its Open Platform (OP) in 2005 [see *DIR* 4/22/05]. Up until that point, *ShareScan* had run almost exclusively with Canon MFPs. It was at that time that Strange launched Hub.

"Connectors help facilitate some large deals, so all the hardware vendors want to be involved with them," said Strange. "We are typically brought in as a consultant and ISV, either by eCopy or one of the hardware vendors."

Hub has developed *Connectors* for several document and content management systems, as well as accounting, CRM, ERP, and automatic data capture software. "Most of our customers are looking to deliver their scanned documents into some sort of repository," he said. "However, when we deliver to something like a CRM system, they often want to set up actions around the delivery. This might include launching a customer inquiry for a sales lead document. So, we set up *ShareScan* to launch a workflow that includes creating to-do lists and setting up appointments. We can set this up through a few quick touches on the screen."

Hub's data capture *Connector* is to a product called *Fusion* developed by U.K.-based IDR specialist **Formic**. "*Fusion* offers templates for capturing data

from documents like invoices, applications, and delivery forms," said Strange. "We've set up the *ShareScan* interface so the user receives immediate feedback, based on a color code, as to the confidence level at which data has been extracted."

According to Strange, Hub has become so efficient in developing *Connectors* that with a good API, one can be completed in about two weeks by a pair of developers—one man-month worth of work. "A lot depends on the quality of the API of the product we are connecting to and the support we receive from the vendor," he acknowledged. "Our developers have become proficient through their experience and are able to create some fluid and stylish interface designs. Plus, eCopy offers a very robust SDK."

To date, Hub's business has come primarily in the U.K. with some expansion into France. Strange said the company typically sells its *Connectors* for 795 British pounds or approximately \$1,250.

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

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being replaced as the U.K. managing director by Julian Buck, who previously worked as customer services and support director for **COA Solutions**, an ERP vendor and Version One reseller which bought Version One in 2007.

For more information: <http://www.versionone.co.uk/>; <http://www.versionone.us/>

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