

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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July 23, 2004

THIS JUST IN!

NEW CAPTOVATION APP IMAGES ELECTRONIC DOCUMENTS

Innovative document capture software specialist **Captovation** recently announced a module for batch conversion of electronic documents to images for archiving purposes. Captovation's *eImport Server* leverages a virtual print driver to convert electronically generated documents like *Word* and *Excel* files into image formats like TIFF and JPEG. After the conversion, the images can be indexed and exported to ECM systems using the functionality in Captovation's *eCapture* platform.

"We have been hearing demand for this functionality in the insurance sector," said Ken Peterka, Captovation's president and CEO. "Insurance companies have long-term archiving concerns involving their records. One insurance customer we work with does not allow the submission of any electronically generated

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CHECK OUT OUR NEW BLOG

Come visit our new blog at www.documentimagingreport.com. I'll have to admit I was at least partially inspired by former **Kofax** VP of marketing Kevin Drum's work on the political www.washingtonmonthly.com. While our blog will try and stay clear of the political fray, we hope to tackle important issues surrounding the document imaging industry. A link to "Document Imaging talk" can be found on the right hand side of the home page under the "Have you seen this?" header.

Please feel obligated to contribute as we are hoping to create an on-line forum for document imaging professionals. You can register or even comment anonymously if you like. I hope to keep the postings current to give you plenty of fodder. Also, if you are interested in becoming a regularly posting author, let me know-RG.

New Strategy & Financing have Lason Poised for Turnaround

We've heard a lot of excuses from **Lason** over the years. Hopefully, we've heard the last. Over the past two years, Lason has restructured, re-focused, and re-financed. The nationwide service bureau now appears ready to move forward in the resurgent document-imaging BPO market.

With the ink still drying on the paperwork regarding the proposed acquisition of Lason by the investment firm **Charterhouse Group, Inc.** [see *DIR* 6/4/04], we received literally a box full of marketing materials detailing the company's new direction. Document imaging veteran and long-time Lason executive Trevor Brown, who is now the company's Chief Marketing Officer, discussed the renewed focus. "Just over a year ago, after we restructured our operations, we engaged a consultant to help us do a brand equity analysis," Brown told *DIR*. "Based on positive feedback, we decided to keep our name because of the loyalty we've built.

"However, we made a decision to reposition ourselves as more of a BPO provider. This will enable us to go deeper into certain business processes. Previously, we were marketed as a discreet services provider in the area of document and data capture.

"We still think there are some great opportunities in that discreet services market," Brown added, "especially with all the attention regulatory compliance is receiving. We now want to complement those services with higher value offerings in areas like healthcare claims processing and mortgage loan servicing."

According to Brown, Lason maintains some 3,000 active customers. This is down from the more than 5,000 customers that former Chairman and CEO Gary Monroe boasted of a few years back [see *DIR* 2/5/99]. Of course, based on the events that occurred at Lason under Monroe, which involved bogus financial reporting and alleged fraud [see *DIR* 8/8/03], who's to say how accurate Monroe's customer figures were.

The bottom line is that Lason is a much leaner and more focused company than it was six years ago. Today, the company lists 35 North American sites along with international operations in Mexico, India, and China. It has some 3,000 employees worldwide. According to Brown, Lason's two largest lines of business are healthcare claims and accounts payable processing. Not surprisingly, it is in these two areas that Lason is focusing its initial BPO efforts.

"We are processing 200,000 claims per day for our largest customer," said Brown. "We are piloting a program that could expand our services beyond sorting, scanning and entering data from those claims. We are looking at adjudication. Also, we are rolling out workflow as part of our AP services, so we can offer options like dispute resolution."



"There is no formal plan for us to become more strategically aligned with TiS. We will look at their technology, just like we look at every other OCR-based application."

— Trevor Brown, Lason

Lason is also moving more deeply into the patient records space, an area where we've seen a recent increase in demand for document imaging due to HIPAA regulations. "We have partnered with the leading vendor in the electronic medical records market, but are not at liberty to announce the name," said Brown. "Also, we are trying to leverage our experience with healthcare insurers to assist providers with their billing practices. The sooner providers process records, the sooner they should get paid."

The document output business that was part of Lason's original roll-up plan is also being marketed as an integrated service, as is Lason's Document DNA on-line repository. "All our lines of business involve some sort of output," said Brown. "If you look at claims, the last thing a payer does is print an explanation of benefits. In AP processes, customers are printing a check. In medical records, providers are issuing bills.

"Document DNA, which is built on technology from **Mobius**, currently is storing more than 3 billion images and is accessed by 50,000 users. We are seeing tremendous demand in AP and accounts receivable applications."

It's Brown's contention that Lason's ability to bring these multiple services together in a single solution is what makes BPO more attractive than in-house implementation. "Anybody can buy a **Kodak** scanner and software from **Kofax** or **Cardiff** [now owned by **Verity**] for document and data capture," he said. "However, this doesn't mean they'll have a best-in-class solution. We have expertise in specific

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

Areas we cover include:

1. Scanning
2. Forms Processing/OCR/ICR
3. Integrated Document Management
4. Content Management/XML
5. Document Output
6. Storage
7. E-Commerce

DIR brings you the inside story behind the deals and decisions that affect your business.

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business practices, which gives our customers a competitive advantage.”

In addition to technical expertise, Lason can leverage worldwide facilities to offer customers faster turnaround times. “We are now offering 24-48 hour turnarounds on most documents,” said Brown. “In some cases we deliver even faster.”

Investment Group Provides Stability

Lason’s new focus should be backed by some much needed financial stability. As we reported last month, the company has accepted a \$30 million acquisition bid by Charterhouse. The deal is expected to close in August.

“When we emerged from Chapter 11, we were owned by our primary creditors, which consisted of a group of 12 banks,” said Brown. “The Charterhouse acquisition will provide the funds we need to pursue future growth. Charterhouse is focused on mid-market companies and has other IT-related BPO investments. Charterhouse has worked out a deal with our creditors and will take Lason private. There will not be any other changes to the company.”

Ironically, Brown indicated that the Charterhouse acquisition could get Lason itself back on the acquisition trail. Lason began life as a roll-up but was rudely bumped from that course after running up over \$300 million in debt acquiring some 76 companies in the mid-to-late 1990s. “We will be looking at companies that can introduce new technology and/or provide additional value-add within our target markets,” Brown said.

Brown gave no indications that **Top Image Systems** (TiS), a forms processing software vendor in which Charterhouse already has a \$15 million equity investment [see *DIR* 11/5/99], fits with Lason’s M&A vision. “There is no formal plan for us to become more strategically aligned with TiS,” said Brown. “We will look at their technology, just like we look at every other OCR-based application. Currently, we still believe we receive the best value leveraging our offshore labor to key-enter data from images. This includes invoices [TiS’ specialty]. Actually, we are considering upgrading our infrastructure to incorporate OCR-based technology for healthcare claims.”

Kofax is currently Lason’s preferred image capture vendor. “We have a very good relationship with Kofax and recently extended our agreement with them,” said Brown.

A Charterhouse representative declined to

comment on a possible TiS and Lason partnership. Because the Lason acquisition has not yet closed, he indicated he was not in a position to discuss it.

While no technological advantages may appear imminent due to the Charterhouse agreement, according to Brown, the financial advantages have already started to show up. “Since the agreement was announced, Lason has netted more than 20 new deals,” he said. “The proposed investment provided our customers with some peace of mind.”

Lason Still Striving to Reverse Falling Revenue

Those new contracts should be a boost to Lason’s top line, which had continued to decline through the first quarter of this year. For the quarter, Lason reported \$35.2 million in sales, down from \$38.2 million in the fourth quarter of 2003 and \$44 million the first quarter of 2003. Brown attributed the decline to three factors:

■ **reduced transaction volume because of macro-economic conditions** – “This especially applies to our mortgage loan business, which at this time last year was growing rapidly due to refinancing demands. Since then, as interest rates have risen, refinancing has declined.”

■ **lengthening sales cycles as Lason transitions to higher value BPO services**

■ **Lason’s continuing exit from less-attractive businesses such as microfilming** – “To help replace this segment, we have introduced new services like media-to-media conversion, which helps customers transition to more modern forms of storage.”

Brown concluded that he believes Lason is competing in an attractive market and focused on areas where it knows it can succeed. “We are focused on \$500,000 to \$5 million deals,” he told *DIR*. “In that area, we have the size to gain some economies of scale over smaller competitors. We also have more flexibility than larger BPO players.”

And by the time three former Lason executives, including Monroe, go on trial this fall for fraud, Brown is confident the newly privatized Lason will be well on its way to rebounding. “There are no ties between those individuals and the current company,” he stressed. “Their individual cases will have no impact on Lason. The whole executive management team has changed.”

And Lason hopes its fortunes have finally changed as well.

For more information: **Lason**, Troy, MI, PH (248) 837-7100, www.lason.com. ■■

Japanese Acquisition Fits with TiS Growth Strategy

Top Image Systems' (TiS) recent acquisition of the EDMS business of long-time partner **Toyo Ink** in Japan represents a step towards the company's stated goal of reaching \$30 million in annual sales by 2008. *DIR* recently spoke with TiS CEO Ido Schechter who outlined some of his plans for achieving this figure, which would represent a significant acceleration in growth for a company whose 2003 revenue was just \$8.3 million—only 6% above its 2002 revenue of \$7.8 million.

TiS specializes in high-volume forms processing software. To achieve growth, Schechter told *DIR* he plans to increase the company's direct sales efforts, increase focus on the Japanese market, and consider strategic mergers and acquisitions. The Toyo announcement seems to work toward all those goals.

"Because of our expertise with Kanji [Japanese characters], we have a huge advantage in the Japanese market," Schechter told *DIR*. He added that TiS has more than 50 Japanese installations, almost all through Toyo. In another publication, Schechter is quoted as saying, "The Japanese market is just as big as the U.S. market, and TiS is number one in Japan, with a 50% market share."

In addition to Japan, TiS plans to increase its direct presence in its two major European markets—Germany and England—as well as France. "Because our software is geared toward such high volumes, we typically end up working extensively on the installations our partners sell," said Schechter. "More and more, end users are asking why they have to deal directly with partners. We plan to still use partners for smaller and mid-sized sales, and for larger sales, we will bring in partners as sub-contractors."

TiS recently announced its software was being installed for invoice processing by a large Italian retailer. Previously, TiS announced an implementation for invoice processing at a large German coal mining company. Other recent wins have included an Indian airline service and a British payables service bureau. Despite this impressive list of international successes, TiS has been unable to fully crack the lucrative North American market.

"We have some large installations in the United States at places like the **Social Security Administration** and **FedEx**," said Schechter. "We also have good partners like **KPMG**, **IBM**, and **Capgemini**. Part of the problem has to do with

support. The time difference between our European customers and our development staff in Israel is not nearly as great as the difference with the United States. Also, especially after the dot-com meltdown, it's hard to sell in North America unless you have some size."

TiS recently announced it had secured an equity investment of \$8.1 million through the private placement of 2.6 million ordinary shares of stock. According to Schechter, at least a portion of this will be used in an attempt to forge a merger or acquisition that could help TiS better penetrate North America. "We already have enough money for R&D," he said. "This investment will go towards our strategic growth plan."

Schechter believes that when it comes to high-volume processing of invoices, no North American vendor can compete with TiS. "The quandary is there are really not that many high-volume invoice deals," he added. "5,000 invoices per day or a million per year is a huge deal for invoices."

To flush out its invoice services, over the past year TiS has been integrating its capture software with back-end ERP and ECM systems. "Currently about 70% of our pipeline is related to semi-structured forms like invoices," said Schechter. "Another 5% is related to totally unstructured documents like correspondence. We are also looking at moving into check scanning."

For more information: **Top Image Systems**, Tel Aviv, Israel, +972 3 767 9100, www.topimagesystems.com 

ScanSoft Emerging as PDF Power

Adobe may have invented PDF, but **ScanSoft** believes it is the best vendor at incorporating the file format into office applications. ScanSoft's recently released *PDF Converter Professional* is targeted at office workers who use PDF on their desktops, but don't necessarily require all the functionality of the more expensive *Adobe Acrobat Standard*. "We believe there are many users that want a focused and affordable PDF solution to deploy on their desktops," said Robert Weideman, senior VP and general manager of productivity applications for ScanSoft. "We are offering an alternative to PDF products that carry the historic legacy of being designed for the publishing community. Because of this legacy, some users are paying for functionality they really don't need."

PDF Converter Professional 2.0 was released in late

May and combines the functionality of ScanSoft's popular *PDF Converter* with the PDF creation tools originally developed for ScanSoft's *PaperPort* desktop document imaging and management application. ScanSoft has made the combined product available for \$99.99, with separate *Converter* and *Create!* products listing for \$49.99 each. In comparison, Adobe's *Acrobat Standard* carries a list of \$300.

Adobe does offer an *Acrobat Elements* application targeted at the same market as *PDF Create!* However, while *Elements* carries a list price of something like \$22.50 per seat, it is only available in volumes of 1,000 seats or higher, so the minimum end user investment is \$22,500. ScanSoft also offers volume discounts for its products.

Weideman likes to point out that ScanSoft has been servicing office workers' desktops for 10 years. Because of this, he says the company understands user needs like the ability to combine several document types in a single PDF file—a capability which appears in *PDF Create!* but not in *Acrobat Elements*. "We've also included encryption, watermarking, and the ability to do advanced compression," said Weideman. "We've left out some of the color separation and publishing-related workflow tools that appear in *Acrobat*."

Where's ScanSoft Headed with this?

PDF Converter Professional represents the latest step in the Better PDF for Business initiative that ScanSoft launched two years ago. The initiative is basically an attempt to integrate **Microsoft Office** with *Acrobat* (now called *Adobe Reader*). "Microsoft has reported there are 400 million users of *Word*, and Adobe reports that more than 500 million copies of its free reader have been downloaded," said Weideman. "The overlap is obvious. Nearly every PC used for business has both applications.

"*Office* is a great tool for authoring documents. PDF is a great way to publish and distribute those documents."

The first step in ScanSoft's PDF initiative was adding PDF export and import capabilities to its popular *OmniPage* OCR application [see *DIR* 10/4/02]. Last year, ScanSoft made PDF the standard file format for *PaperPort* [see *DIR* 3/7/03], and last fall, in conjunction with the release of *Office 2003*,

ScanSoft launched *PDF Converter* [see *DIR* 10/24/03].

In less than a year, ScanSoft has sold more than 60,000 copies of *PDF Converter*. Weideman reports that 200,000 free trials of the application have been downloaded from **CNET** alone. These types of numbers make ScanSoft a serious player in the PDF sweepstakes, which has historically been dominated

by Adobe. Based on its size and established distribution channels, ScanSoft could pose the most serious threat to Adobe's PDF supremacy—especially through its relationship with Microsoft.



**"The overlap is obvious....
Office is a great tool for
authoring documents. PDF is
a great way to publish and
distribute those documents."**

Robert Weideman, ScanSoft

In 1998, ScanSoft signed an OCR

partnership with Microsoft and has also licensed to Microsoft some document imaging technology [see *DIR* 12/17/98 and 11/3/00]. When we asked Weideman about the possibility of Microsoft packaging ScanSoft's PDF capabilities into *Office*, he refused to even offer a "no comment." He basically went silent until we changed the subject.

Based on Microsoft's legacy of desire to control the desktop (just ask **Corel**, **Lotus**, **Netscape**, and **Real** about that legacy), we're sure the folks in Redmond can't be happy that PDF has come as far as it has without Microsoft's having any real stake in it. (Curiously, Adobe has also achieved a good deal of success with its *Photoshop* desktop photo editing application and Microsoft hasn't been able to come up with an answer to that either.) We don't expect Microsoft to allow Adobe go on unchecked much longer.

As Microsoft pursues e-forms with its *InfoPath* initiative [see *DIR* 11/1/02], don't be surprised to see ScanSoft's PDF technology start showing up in Microsoft products. Adobe is enjoying success as a result of the integration of its PDF technology with the e-forms platform it acquired with *Accelio* [see *DIR* 2/15/02]. We suspect that if Microsoft wants to compete on that front, it will be forced to recognize and assimilate PDF into its *Office* suite.

Yes, Adobe has done a great job growing the market demand for PDF, and ScanSoft is doing a good job optimizing PDF to work well with *Office*. Put one and one together and tell me what you get.

For more information: **ScanSoft**, Peabody, MA, PH (978) 977-2000, www.scansoft.com. **DIR**

Canon Updates Scan-to-CD Appliance

Canon has updated its self-contained scan-to-CD document imaging device by incorporating newer scanning technology as well as a browser-based document retrieval interface. The recently released CD-4070NW is based on Canon's DR-3080C, which advertises interpolated scanning speeds up to 43 ppm and 87 ipm. The device also features enough hard drive storage for approximately 1 million documents, which can be searched for and retrieved through any browser-enabled PC on the same network.

"Our CD-4000 series, which we first introduced in 1997 and brought to market in 1998, is the best kept secret in imaging," said George Morris, product marketing manager for integrated business systems at Canon U.S.A. "Its success forced the analysts who track scanner sales to redefine their market segments. This product is really in a category by itself. It offers a very simple way to capture records as document images."

According to Morris the product line is especially popular in environments that do not have a lot of IT support available for imaging. "The first question we get is 'why would I buy this instead of a PC-based document scanner?'" said Morris. "The answer is that the 4070 is so simple to install and operate that a user can figure it out in less than five minutes. It includes a capture system, indexing options, a document management system, and a CD burner. We like to call it a document appliance. We've found the sales cycles to be very short."

Some of the CD-4000 series' historical success has been in credit unions through the help of Canon's strategic alliance with the **Credit Union National Association** (www.cuna.org). "The device is perfect for organizations like legal and medical offices and the branch offices of banks," said Morris. "It can be used by a group of 10-30 people who want to use imaging. It gives them the option of storing records locally, while also creating images that can be sent to central offices."

The CD-4070NW carries a list price of \$8,395. Because it's based on the 3080, it also includes color functionality, which the previous models (based on

the DR-3020), did not.


We'd like to conclude by saying we agree with Morris' thoughts on this product filling an interesting niche. At one point Morris compared it to **HP's** Digital Sender, another scanning utility that really has little direct competition. Both products may be ridiculed by document imaging purists—and HP has even said it is somewhat disappointed in Digital Sender sales—but the fact is, both products seem to

be selling (maybe not to HP's expectations, which are probably based on the flatbed and not document scanning market, but that's another story altogether).

Canon, through its nurturing of **eCopy**, its work with its ImageRunner digital copiers, as well as its continued success with dedicated document scanners, has shown a great understanding of the document imaging market. This probably goes back to its days as a microfilm vendor. Canon seems to get the fact

that as imaging moves into more diverse areas of business, user demands are also going to diversify. A self-contained imaging system that can output PDF is definitely going to meet some of these new demands—especially in the rapidly growing front-office segment of the market.

For more details on the CD-4070NW, check out the press release section of our Web site.

For more information: **Canon USA**, Lake Success, NY, PH (516) 328-5000, www.usa.canon.com. 

TMS Identifying Emerging Opportunities

It's no secret that market trends like regulatory compliance, disaster recovery, and distributed capture are driving the adoption of document imaging to places it has never been before. As new users discover imaging, they will no doubt put new demands on it. According to **TMS Sequoia's** Don Jones, some of these demands include better viewing tools.

TMS recently reported revenue of \$168,000 related to "custom software development," for its 2004 fiscal third quarter (ended May 31). According to Jones, this customization work involved TMS' popular *Prizm* document imaging viewer. "We have



Canon's CD-4070NW features a touchscreen control panel, a CD-burner, and document capture and management software in one device.

approximately 2,000 commercial installations of *Prizm*,” said Jones, TMS’ VP of sales, component products technology. “With an install-base that large, it’s hard to develop a product that suits everyone’s every need. We often get requests for extra features. Some we can incorporate into the next generation. However, for more complex features, we are now offering custom development services.”

Jones said one large opportunity accounted for the majority of last quarter’s custom development revenue. “We have a customer with thousands of users viewing engineering drawings with *Prizm*,” he said. “They wanted to add annotations, which did not overlap the drawings, to the images. We wrote a program to automatically find white spaces and insert the annotations there. It can handle multiple annotations on any size drawing from A to J.”

The \$168,000 enabled TMS to realize more than 20% revenue growth over the third quarter of 2003 and also turn a slight profit, after a \$228,000 loss in 2003. “We’ve really just begun to explore the opportunity for custom development with our existing customers,” said Jones. “We see this type of revenue as recurring as we initiate discussions with other key accounts.”

In addition to its custom development work, TMS recently introduced a new version of *Prizm*, which includes improved support for PDF in several areas [see *press releases* section of www.documentimagingreport.com for details]. *Prizm*’s history has been primarily as a TIFF viewer. “PDF has won the battle of file formats, especially as imaging gains adoption in the front office,” said Jones. “Because of our legacy of success in the engineering market, we are especially looking forward to the PDF-E standard currently in development.” [More on PDF-E can be found at www.aiim.org/standards]

TMS Awarded DMR Patent

In addition to its viewer, TMS develops image processing tools and recently was awarded a patent for its digital mark recognition (DMR) technology. According to Elspeth Bloodgood, product manager for TMS, DMR is designed to make image-based mark recognition applications as accurate as analog-based OMR applications. [A link to the full-text of the TMS patent can be found on our Web site.]

“Traditionally, imaging-based applications have not been accurate enough to use in high stakes applications like educational assessment tests,” Bloodgood told *DIR*.

“We’ve leveraged our grayscale thresholding technology to enable functionality such as measuring the depth of a mark instead of just counting adjacent pixels. This is especially helpful in determining if a student has attempted to erase a mark and replace it with one in another area.”

In 2002, TMS launched a joint venture with **Measurement Incorporated**, a leading provider of test scoring services. The venture, known as **VSC Technologies**, is dedicated to developing image-based test scoring. VSC currently has one major installation with a state organization.

Bloodgood cited three advantages of image-based test scoring services over traditional analog-based mark sense:

■ **less expensive test forms:** “Analog machines require forms that are rigidly designed and printed very precisely to achieve a high degree of accuracy,” she said. “In imaged-based applications, you can rely on software to do the alignment.”

■ **less expensive hardware:** “Analog applications require specific OMR scanners. DMR applications can leverage any document scanner, which can then be used for additional imaging needs.”

■ **ability to leverage image-based workflows for QA:** “In OMR applications, end users have to retrieve the paper to check questionable marks. DMR adds the flexibility of being able to forward the image anywhere in the world for QA.”

CENSUS BUREAU DOING MARKET RESEARCH FOR 2010 SYSTEM

TMS’ Elspeth Bloodgood contacted us from the Washington, D.C. area where she was attending a vendor conference for businesses interested in participating in the **U.S. Census Bureau’s** 2010 Decennial Response Integration System (DRIS). TMS provided forms registration and image cleanup technology to help process the 2000 census forms.

According to the Census Bureau Web site, the organization would like to have a complete dress rehearsal for the 2010 DRIS completed by 2008. To meet this deadline, it hopes to award the first DRIS contract before the end of next year. The Census Bureau has already contracted **ADI, LLC**, (a research organization of the *Rochester Institute of Technology*) to perform market research on data capture from paper questionnaires. Areas that DIS is focusing on include improving input tolerances over the 2000 system and working with color scanning and advanced image processing technology.


More information on the market research for the 2010 DRIS can be found at www.census.gov/procur/www/2010dris/research-update01.html. Vendors interested in participating should contact ADI’s Dr. Brad Paxton at (585) 239-6057.

In addition to the education market, TMS will market its DMR technology for commercial applications in areas like surveys. OMR specialist **Scantron** already has a thriving commercial business [see *DIR* 2/7/03].

TMS Pursuing Check Market

In addition to DMR, TMS is looking to deploy its thresholding technology in the check imaging market. "There has not yet been a lot of focus on image quality related to the Check 21 legislation that goes into effect this fall," Don Jones told *DIR*. "It's our opinion that simply scanning checks in a bi-tonal mode is going to create some liability issues due to poor image quality. We are promoting tools for grayscale and color thresholding to create better bi-tonal check images."

Jones said these tools could be especially important as businesses move check imaging forward in their processes, so they can fully leverage it. "Right now, the liability might lie at a bank," said Jones. "As imaging moves downstream, however, that liability could eventually end up with a retail store scanning at its cash registers." And as the adoption of VRS and other thresholding technologies in distributed document capture applications has shown, working with grayscale images is one of the best ways to ensure hassle-free, high-quality image capture by employees who are not dedicated imaging professionals.

For more information: **TMSSequoia**, Stillwater, OK, PH (405) 377-0880, e-mail: djones@tmsinc.com. 


Captovation, from page 1

documents into its ECM system. They're not confident the formats will be accessible in 50 years."

Beta customer **Federated Insurance** (Owatonna, MN) is already using the *ecImport Server* to archive some 65,000 files per month. "The *ecImport Server* can capture files directly from a network folder or users can e-mail files to it," said Peterka. "The only requirements for working with a particular format are that the application used to create the file must be installed on the same server as *ecImport Server*, and that you can print from that application."

According to Peterka working through a virtual print driver ensures the integrity of the captured image. "Users can do image capture using technology such as **Stellent's Outside In Viewer**," said Peterka. "However, the image will not always look the same as the file."

The *ecImport Server* will be released for general availability later this quarter. It carries a list price of \$2,995 per server.

For more information: **Captovation**, Minneapolis, MN, PH (952) 835-1500, www.captovation.com. 

CLARIFICATION

Captiva President and CEO Reynolds Bish pointed out that the service revenue number we quoted for his company in our last issue may have been misleading. "The 84% figure commingles maintenance services with professional, or deployment, services. Professional services represent only 12% of our total revenue, while software sales represent 47%. This yields a much more appropriate comparison [or a ratio of professional services equal to 26% of software sales]."

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