

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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July 6, 2007

THIS JUST IN!

CANON DSF FEATURES SCANNING TECHNOLOGY

Canon U.S.A. recently announced its first multi-functional device with a Single-Pass Duplexing Automatic Document Feeder (DADF). The color imageRUNNER C5185 Series is rated at 51 ppm. The device starts at a list price of \$23,000.

The C5185 was introduced at Canon's recent Digital Solutions Forum, which took place last month at McCormick Place in Chicago. The event featured more than 50 partners who showcased their products. This included document imaging technology providers like **Captovation, Datacap, Digitech, DocuWare, EMC, FileBound, Kofax, Laserfiche, Nuance, ReadSoft, and VisionShape. Captaris, eCopy, and Ribstone** each showcased MEAP (embedded) offerings for imageRUNNERS.

Canon also introduced a new data capture and conversion services business as part of an upgrade to its professional services.

For more information:

http://www.documentimagingreport.com/Canon_SPDSS.1599.0.html

http://www.documentimagingreport.com/Canon_DSF_Partners.1600.0.html

http://www.documentimagingreport.com/Canon_Pro_Services.1601.0.html

Murphy retires from Kofax

Former **Kofax** CEO Rick Murphy has retired from **Dicom's** board of directors. Murphy, 60, joined Kofax as a VP of sales in 1989. Before being named president and CEO in 2002, he was the general manager of Kofax's image processing business unit, which grew impressively under Murphy's management, despite increasing CPU power, which theoretically should have marginalized Kofax's flagship Adrenaline image processing boards.

CONTINUED ON PAGE 8

Brainware Succeeding With High-Volume, Line Item Capture

When **Brainware** spun off from **SER Solutions** last summer, we covered it as a footnote in the pages of the *Document Imaging Report*. After all, up until that time, we had dismissed Brainware primarily as a developer of great technology, but one of those companies that just couldn't figure out how to effectively bring its product to market. We'd been covering the core Brainware technology since 2001 [see *DIR* 6/1/01], but despite great promises, had seen little traction in the real world.

Fortunately, a team of executives at SER Solutions saw the potential of the Brainware technology, and unlike yours truly, had the power to do something about it. Last February, with the help of **Vista Equity** partners, Carl Mergele, who was the CEO of SER Solutions, led a buyout of the Brainware business. "When I was managing SER Solutions, Brainware accounted for only a fraction of our revenue. As a result, I could only spend a fraction of my time focused on it," said Mergele.

"I recognized, that with a little more focus, we could do something special with the Brainware technology. And the results, so far, have proven that out. Since we executed the spin-off last February, we have more than doubled our bookings of software and exceeded our estimates by 40%."

Global 2000 customers

A lot of Brainware's success is coming in the very high-volume invoice processing market with the company's flagship *distiller* product line. *DIR* was alerted to Brainware's success through a recent press release that announced that **Southern Company**, a leading producer of electricity in the southeastern U.S., had purchased *distiller* to process millions of invoice pages per year. We followed up with a call asking if this represented one of Brainware's largest installations.

"It's large, but not nearly our largest," replied James

Zubok, Brainware's CFO and a member of the buyout team. "**U.S. FoodService** is doing more than 3.6 million invoices per year, and **Shell Oil** and **Halliburton** each are doing over 2 million. We have several Global 2000 companies that are doing in excess of one million invoices annually."

Brainware advertises more than 300 total *distiller* customers, about 50% of which are using the software to process invoices. "The majority of our large invoicing sales have come since 2005, with 20-25 large wins coming since the spin-off last year."

What's the big deal?

distiller has a few technology differentiators, as well as a flexible pricing structure. The first significant differentiator is the fact that *distiller* requires no templates to begin capturing invoices. "[Engineering and construction giant] **Halliburton** receives invoices from 500,000 different vendors worldwide, including 60,000 in North America," said Mergele. "When a customer has that many vendors, it can't be expected to build templates for each invoice type. With an earlier version of our software, Halliburton needed just 430 example documents to get its system up and running. With the newer version, it took just 31 examples. Halliburton uses *distiller* to capture not only invoice header information, such as vendor name, date, and total amount. It also captures every single line item with *distiller*."

Extracting line items

Brainware's ability to automatically capture line items successfully is its second major differentiator. "We base our line item capture on pattern recognition," explained Tim Phillips, a senior systems analyst for Brainware. "This method is much more accurate than using keyword recognition and much faster than using templates."

"We have a patented neural network-based engine that we use for this pattern recognition," explained Zubok. "We set ourselves apart by being able to show line item capture right out of the box, without any customization or template design. Most of our larger customers use our line item functionality; many use it on tables that span multiple pages. Capturing line items enables our customers to do item-level, three-way matches against purchase orders and receiving documents."

During the matching process, Brainware takes advantage of its neural networking technology in another way—by enabling approximate matches. "Say, an invoice bills a business for 400 "writing instruments," but the purchase order lists them as "black ink pens." Our software is smart enough to realize those two items are the same things. As a result, it will be able to move forward processing the invoice without human intervention," said Mergele. "In most of our installations, over 90% of the invoices that have related purchase orders are able to be processed without human intervention. Halliburton's system is set up so that even for invoices without POs, more than 30% are passing through untouched."

Document Imaging Report

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

Areas we cover include:

1. Document Capture
2. Image Processing
3. Forms Processing/OCR/ICR
4. Enterprise Content Management
5. Records Management
6. Document Output
7. Storage

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

Vol. 17, No. 13

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DIR is published 24x per year, on the 1st & 3rd Fridays of the month, by:

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Erie, PA 16509

PH (412) 480-5116

<http://www.documentimagingreport.com>

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Proof in the pudding

It's Mergele's view that Brainware's list of Global 2000 accounts speaks for the quality of the company's technology. "Customers like **Kimberly Clark**, **Halliburton**, and **Shell Oil** can afford to bring in any technology provider in the market," he said. "Certainly, they weren't led to Brainware by our reputation as a technology giant or an existing relationship in another part of their company."

"We recently had a win at **Her Majesty's Prison Service** in the U.K. where we went head-to-head against [a well-known capture market leader]. **EDS**, which had an established relationship with the Prison Service, brought in the competitive product. Out-of-the-box, without any customization, *distiller* was able to automatically extract more than twice the data our competitor could. EDS convinced the Prison Service to take a second look, after they'd had a chance to do some customization to our competitor's product, and we still beat them substantially."

"We didn't win because our product was cheaper. In this case, we were offering our software for two-and-a-half times the price of our competitor's. However, we were able to do an ROI study that showed, when you add in professional services and the work involved with customizing our competitor's software and setting up templates, *distiller* was clearly the better buy."

"We are not in the professional services business. If someone purchases \$250,000 worth of *distiller*, they can expect to pay only around \$50,000 in professional services. However, we do ask our customers to sign a seven-year maintenance agreement with us. For anything shorter, we charge a premium. We want our customers to commit to a long-term relationship with *Brainware*. Financially, this puts us in the position of generating a significant amount of recurring revenue. It also locks out our competition."

Because it is privately held and financially stable, Brainware is able to be fairly flexible in its pricing. "Typically, we sell users a license based on the number of documents they plan to process on a daily, monthly, or even quarterly basis," said Zubok. "However, for business process outsourcing [BPO] providers, where volumes can vary depending on

the number or projects, we can charge per page."

"Currently BPOs make up only about 10% of our business, but because our template-less technology enables *distiller* to be quickly set up to handle new projects, BPOs are a market we plan to go after more aggressively in the future," added Mergele.

Customer satisfaction

DIR caught up with accounts payable BPO specialist **SourceNet Solutions**, a subsidiary of **The Bank of New York Mellon**, which has been using *distiller* since 2004. "With the *distiller* technology, we are able to see benefits as soon as a new stream of invoices comes in," said Leon Busch, president and CEO of the College Station, TX-based BPO. "Right off the bat, with a new set,

we might not be getting as high an extraction rate as our median, but, if our goal is 80%, at least we are getting 40%, or maybe 60%, without any customization or template set up."

"We continue to invest in the refinement of the system, but we have definitely seen a return on our investment. *distiller* has helped us increase our volume of invoices per full-time employee. Every customer we take on is evaluated to determine if they are a candidate for the *distiller* technology."

Bigger than invoices

To facilitate its business in the accounts payable market, Brainware has established integration with financial management applications from vendors like **SAP**, **Oracle**, and **J.D. Edwards**. "We can also integrate with any homegrown ERP system, as well as software from leading ECM players like **FileNET**, **Open Text**, and **EMC Documentum**," said Mergele. "We are exploring OEM relationships with e-invoicing companies that want to add paper processing to their electronic offerings."

Mergele does not view invoices as the be-all and end-all for Brainware's technology. "I view invoices as low-hanging fruit," he said. "The challenge, of course, is developing the subject matter expertise to go after new markets. That's why we are looking at some partner relationships to help us break into new areas. This includes systems integrators and potential OEMs."

According to Mergele, about half the company's



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Carl Mergele, CEO, Brainware

current business comes through resellers. Some of Brainware's larger resellers include **BearingPoint**, **CSC**, and **Atos**. Brainware currently has 60 employees. Its sales and administration is based in Ashburn, VA, and its development efforts are based in Germany, where SER originated.

For more information:

<http://www.documentimagingreport.com/Brainware-ABBY.1598.0.html>

http://www.documentimagingreport.com/Brainware_Distiller_4_0.1593.0.html

<http://www.brainware.com>

<http://www.mellon.com/cashmanagement/sourcenet/index.html>

Autonomy Cardiff Marriage Going Well

Back in 2001, when other automated data capture vendors were just introducing intelligent document recognition (IDR), **Cardiff** threw the market a curveball and came out with its innovative *LiquidOffice* e-forms technology [see *DIR* 4/6/01]. At the time, most end users were running their electronic and paper transactions through different systems, and we questioned whether the two would ever come together in the way that Cardiff had envisioned. Well, six years, and a couple ownership changes later, it seems that Cardiff's vision has come to fulfillment.

"I'd say about 30-50% of our new customers are installing both our paper capture and e-forms technology," estimated Mark Seamans, the general manager of Cardiff, who was in town recently visiting the offices of *DIR*. "There are really two use cases for customers who install both *TeleForm* [Cardiff's flagship data and document capture platform] and *LiquidOffice*. The first is users who want to use scanning to process exceptions to their electronic workflows. The second is users who want to process paper as they make the transition to e-forms.

"Internally, we now talk less about *TeleForm* and *LiquidOffice* and more about intelligent documents. The two product lines have a single roadmap that involves increasing the intelligence of both electronic and paper documents. The IDOL [intelligent document operating layer] technology that **Autonomy** brings to the equation will help us do even bigger things in the future." [Autonomy, which began life as an intelligent search vendor, acquired Cardiff when it bought competitor Verity in 2005, see *DIR* 3/3/06].

Cardiff introduced IDOL into *TeleForm* with the Intelligent Document Classification module it announced this spring [see *DIR* 3/2/07]. In addition

to technology, Seamans said Autonomy gives Cardiff reach it never could achieve on its own into enterprise accounts. "Autonomy has an install base of some 16,000 customers, many of those at the Global 2000 level," said Seamans.

When we began covering Cardiff in the late 1990s, the company was known for its small-to-mid-market focused product line, which was sold mainly through VARs. Since then, in addition to e-forms, Cardiff has introduced Web capture, workflow, and IDR technology, all designed to help it move up the food chain. "In North America, we still have 130-150 resellers who handle about half our sales opportunities," said Seamans. "In other parts of the world, we sell 80% through resellers. Autonomy's role, within its customer base, is to identify leads for our technology and then bring in a Cardiff specialist."

Retail an attractive market

When we asked Seamans to identify some customers where the company's full portfolio of products could be brought to bear, he told us retail chains are an attractive target. "**Ruby Tuesday**, for example, has more than 850 locations in North America that were previously using FedEx to transfer invoices and other documentation to corporate headquarters daily," said Seamans. "They have reduced costs and invoice processing time by leveraging *TeleForm* Web capture.

"We have another customer, a large pet store chain, which has implemented *LiquidOffice* at more than 800 locations to facilitate employee onboarding. The cross-selling opportunities in environments like those are obvious."

LiquidOffice upgrades

The latest big news out of Cardiff is the release of *Liquid Office 5.0*. With *LiquidOffice 5.0*, Cardiff has introduced the ability to dynamically generate 2-D bar codes on printable HTML forms. The bar codes contain the data being entered on-line into the form. Then, after the form is printed to be signed or mailed, the bar code can be scanned to capture the data, eliminating the need for OCR. A couple years ago, **Adobe** and the Spanish software developer **Dataintro** introduced similar technology for PDF forms [see *DIR* 2/6/04 and 4/9/04].

Perhaps, the most interesting new feature in *LiquidOffice* is the option to enable users to interact



Mark Seamans,
general manager,
Cardiff.

with e-forms via a BlackBerry Handheld device. Seamans demoed for us an invoice approval process in which the relevant invoice information was e-mailed to a BlackBerry user, who could then make a yeah or nay call and even add notes to explain his decision—all with his handheld device. Apparently, the **City of Newark** has already purchased the *LiquidOffice Mobile for BlackBerry* module and plans to roll it out this summer. This module lists for \$22,500 for an unlimited number of users.

In addition to approval through BlackBerries, Cardiff is working on technology that leverages some of Autonomy's voice recognition to create an audio module for interacting with e-forms. "We don't have a release date for that one yet, but it is just another example of some of the strengths and opportunities that Autonomy brings to Cardiff," said Seamans. "Autonomy continues to invest a greater percentage of its revenue into R&D than many other technology companies—some \$60 million annually, and, as a result, continues to come up with great technology. In addition to a great customer base, Autonomy has some 360 OEM partnerships that we hope to leverage. Companies like **Xerox**, **Oracle**, **PeopleSoft**, and **IBM/Lotus** all embed Autonomy's technology in their solutions.

"At Cardiff, our goal is to continue to inject business and process knowledge into documents. The ultimate goal is that our customers' documents will be able to process themselves once they are created in *LiquidOffice*, or captured through technology like *TeleForm*."

For more information: <http://www.cardiff.com>
<http://www.autonomy.com/content/Products/IDOL/index.en.html>

Adobe Adds Some Flash To E-Forms

It wasn't so long ago that we were speculating that **Adobe** was going to buy **Cardiff** in order to acquire its PDF forms technology. Well, in 2002, Adobe decided to enter the e-forms market in a bigger way when it acquired market leader Accelio. That kicked off a slew of activity by IT heavies like **Microsoft**, **IBM**, and FileNet in the formerly quiet space. At the time, some were even speculating that e-forms could be the death of forms processing [see *DIR* 11/1/02].

Of course, these dire predictions never came to pass, and according to recent numbers issued by **Harvey Spencer Associates**, the paper document capture space is healthier than ever (http://www.documentimagingreport.com/Harvey_market_growth.1611.0.html). That doesn't mean the e-forms market is languishing

by any means. In fact, it's our opinion that e-forms are just beginning to tap into their potential, and Adobe's recent announcement of its *LiveCycle Enterprise Suite (ES)* should contribute toward e-forms realizing this enormous potential.

LiveCycle ES combines several components of Adobe's e-forms technology into a single product with an SOA compatible architecture. Maybe even more importantly, it introduces the *Flex* Flash creation tools, which Adobe acquired with Macromedia, into an e-forms environment. "There is really no question anymore about whether or not people want to put forms online," said Brian Wick, a group product marketing manager for Adobe. "The advantages of eliminating paper and improving processing times are obvious.

"The problem with e-forms, however, is that often they are not appealing to the people who have to fill them in. As a result, people are printing the forms or calling someone on the phone to complete their transactions. It's Adobe's goal to bridge the gap in the engagement between end users and e-forms."

To do this, Adobe is leveraging technologies built around the PDF and Flash formats, both of which have ubiquitous desktop readers. "One thing that Flash can do, for example, is enable an insurance company to show an interactive picture of a car," said Wick. "This means that instead of having to use text to describe the nature of an accident (which is

FINANCIAL SERVICES, GOVERNMENT LEAD E-FORMS ADOPTION

Adobe has approximately 1,000 *LiveCycle* customers, with half of those being "larger implementations," according to Brian Wick, a group product manager. "Government and financial services are our two leading markets," Wick told *DIR*. "eGovernment initiatives designed to improve interaction with citizens are a big driver. So is cross-agency collaboration. In financial services, we are seeing traction in areas like mortgage applications and loan origination. In the insurance industry, we're seeing an uptake in claims processing.

"Manufacturing is probably our third largest vertical, and it involves a lot of rights management. Pharmaceutical and life sciences companies are using e-forms to manage processes like collecting results from clinical trials. We are also seeing uptake from hospitals interested in automating their admittance processes."

A recent **Forrester** report listed Adobe and **IBM** as the market leaders in e-forms, with **Microsoft**, **Cardiff**, and FileNet rating as strong performers.

probably more easily done through a phone call than a traditional e-form), users can just click on the appropriate part of the car. By embedding Flash elements in a PDF form, users can even take these forms offline and complete them.”

In addition to e-forms, the *LiveCycle* platform, which was formally introduced in 2004, has offered features like rights management, digital signatures, document certification, workflow, and even automated output. “*LiveCycle* was created through an aggregation of a dozen different server products,” noted Wick. “Historically, although we offered some uniform tools across the environment, our customers would have to run each product separately and orchestrate their processes through workflow. *LiveCycle ES* has been re-architected so now it is just one server product to install and configure. You can flip on the various services as you need to develop applications with them.”

It does not take a Flash programmer to design forms for *LiveCycle ES*. Rather, a combination of *Acrobat* tools and a form guide based on Adobe’s *Flex* technology can be used. “One thing we will focus on is building forms that can be used almost out-of-the-box to address industry-specific applications,” said Wick. “We are going to be doing some more vertical marketing and creating a developers’ community around *LiveCycle ES* to encourage third-parties to come up with their own vertical applications.”

LiveCycle ES is available from Adobe now.

For more information:

www.adobe.com/products/livecycle

http://www.documentimagingreport.com/fileadmin/PDF_Content/060407LiveCycleES.pdf

New Financing Eliminates BancTec’s Debt

Remember last month when we stressed how important it was for **BancTec** to increase and maintain profitability to pay down more than \$200 million in debt? Well, BancTec found a faster way to get rid of its debt. In a complex financial transaction, the company has been sold to a group of institutional investors, with proceeds from the sale being used to pay off the debt. The net sale price, which includes expenses related to the transaction, was \$345 million. This represents approximately a 30% decrease in the value of the company since it was purchased by the investment firm **Welsh, Carson, Anderson, and Stowe** (WCAS) for \$525 million in 1999 [see *DIR* 4/16/99].

It’s our opinion WCAS was probably glad to cut

bait and move on, as it never intended to keep BancTec for anything close to the eight years it did. BancTec was publicly traded when WCAS purchased the company, and it was our understanding that WCAS’ goal was to re-launch BancTec as a public entity sometime within the next couple years. We recently heard a rumor that the new investment group would also like to get BancTec back on a publicly traded exchange before 2007 is out.

BancTec executives are very excited about the company’s new financing. “You said yourself in your newsletter that it was important for us to pay attention to our debt,” said Chuck Corbin, VP, worldwide marketing for BancTec. “Now that our debt is behind us, we are in a financial position to take the company to the next level. The transaction has both cleaned up our balance sheet and given us some working capital.”

The original plan, filed with the SEC on June 14, called for BancTec to gross \$375 million from the transaction. Under this plan, approximately \$15 million would have been left over for working capital. It was not reported what the final gross proceeds from the actual sale were.

What’s the future hold?

In the past year, BancTec has worked diligently to expand its service bureau offerings, including assuming control of several **EDS** service centers specializing in remittance processing [see *DIR* 8/18/06]. We understand it’s BancTec’s goal to increase the volume at those service centers, which it doesn’t view as running close to capacity. Corbin indicated that BancTec would also consider more acquisitions in this area as part of its overall growth strategy.

The transaction comes at an interesting time, as BancTec’s high-volume scanner hardware competitors have also recently gone through significant ownership changes. **Scan-Optics**, which like BancTec, is expanding its service offerings and has a third-party hardware services business, was taken over by its major creditor, **Patriarch Partners**, which took the company private in the fall of 2005. **IBML**, which has a pending lawsuit against BancTec, was recently sold to the capital investment firm **American Capital**. IBML, which was founded by former BancTec employee Gary Murphy, was previously owned primarily by Murphy’s family. In addition, **SourceCorp**, which like BancTec is based in Dallas, and is a \$400 million service bureau roll-up, was taken private by an investment firm in 2006.

We’re not saying we’ve heard rumors about M&A activity involving these four entities, but we will say there are some pretty interesting pieces floating

around that could make an intriguing roll-up prior to a public offering.

For more information:

<http://www.documentimagingreport.com/?id=1617>;

http://www.documentimagingreport.com/IBML-American_Capitol.1610.0.html

<http://www.banctec.com>

HP, Vignette Have Common Enemies

There's an old saying about the enemy of your enemy being your friend. This certainly seems to be the case in the recent announcement reaffirming the relationship between ECM software developer **Vignette**, and storage and imaging technology specialist **HP**. As HP moves deeper into the storage game, it needs to offset the recent ECM acquisitions of the top two players in that market. With Documentum and FileNet having already gone to the competition, **EMC** and **IBM**, respectively (and **Open Text** presumably having its hands full, based on a new level of partnership with **SAP** [see *DIR* 6/1/07]), an upgraded relationship with Vignette makes perfect sense for HP. As for Vignette, \$90 billion HP represents a great ally for a company attempting to double its partner revenue rate this year.

"We re-launched our partnership program this May, and the HP announcement reflects our upgraded efforts around that," said Catherine Frazzini, VP of global channels and alliances for Vignette. "We've been working with HP for the better part of the past five years, and we are aligned to go to market with them around specific products and solutions that we can share in."

"We have a number of connect points with Vignette," said Frank Orlando, manager, HP ILM Global Alliances. "Imaging and workflow are Vignette's sweet spots. HP delivers complementary technology in areas like ILM, storage, records management, e-mail archiving, medical archiving, and content addressable storage. There is very little overlap. Part of our alliance involves making sure all these pieces can be integrated smoothly into a solution."

"Our combined offering represents an end-to-end solution with regards to the management of information," said Kevin Peterson, alliance manager for Vignette.

"When we go to trade shows, it's this integrated solution that really draws the customers. We are able to show them something that solves their problems."

"We've seen a lot of traction particularly in the health care market with Vignette," said Orlando. "And after viewing a presentation from the **Fallon Clinic**, I understand why. It really brings it home when you hear how our combined technologies have impacted the processes within their organization."

To date, the HP/Vignette relationship has been based on referrals, and that setup will continue. "Over the past two years, we have seen a surge of activity in deals involving both companies," noted Frazzini. "If HP sees an opportunity in imaging, workflow, and/or content management, it can bring us in, and we sell the product directly. Partnerships like the one with HP are taking on increased significance, as competitors like FileNet and Documentum have been acquired. These acquisitions have given our competitors extra layers to use against us, and coming in with HP helps even the playing field."

VIGNETTE COUNTING ON WCM COMEBACK

If you remember, **Vignette** began life as a Web content management (WCM) specialist before acquiring high-volume imaging and workflow software developer Tower Technology in 2004. At that time, we viewed the Tower acquisition, which cost Vignette \$125 million in cash and stock, as somewhat of a life saver—as WCM companies were scrambling to expand their ECM presence with their core market in somewhat of a downturn [see *DIR* 2/6/04].

If Vignette's relationship with HP is any indication, it sounds like the Tower acquisition is paying off. In addition, according to Catherine Frazzini, VP of global channels and alliances for Vignette, the WCM market is due for a comeback. "There was a lot of buzz around WCM a few years back and a lot of customers that bought WCM then are now ready for second-generation systems," she said. "We recently released the latest generation of our WCM technology and are counting on partners like HP to help drive huge growth in that area for us."

According to a press release, Vignette's "Next-Generation Web solution provides the backbone of Vignette's Customer Experience Management platform which integrates social networking, personalization, analytics, e-commerce, device recognition and other enterprise-class Web applications to enable organizations to make stronger, more profitable customer connections." Customers quoted in the press release include **Marriott International Inc.**, **Herman Miller, Inc.**, **Methodist Le Bonheur Healthcare** and **WesCorp**.

For more information:

<http://www.vignette.com/us/About+Us/Press+Center>

"Historically, sales involving partners have accounted for less than 15% of our revenue. Our goal is to raise that to 30% by the end of the year. Through the first quarter, we were tracking at 21%, so we're headed in the right direction. HP is our largest technology partner, and we hope our momentum with them will only increase, as the market dynamics have now created a common set of enemies for us to deliver against."

Orlando noted that Vignette is not HP's sole top-tier ECM partner. "We have about 10 Platinum ECM partners, but Vignette is up near the top. It has connection points with both our MFP and ILM technology," he said. "As far as ECM, we are not necessarily hearing customers say they need ECM specifically. However, they know they need archiving for different types of data, whether that is for portal management or some sort of workflow. They may not call it ECM or ILM, but they recognize they need solutions, which those technologies are a part of."

<http://www.vignette.com/us/Alliances/Alliance+List>
<http://www.hp.com/go/ilm>

XEROX UPGRADES DOCUSHARE CAPTURE

With *DocuShare 6.0*, Xerox has significantly increased the document scanning capabilities in its Web-based document management application. This includes improved ad hoc and batch capture capabilities. *DocuShare 6.0* was announced at AIIM 2007 this spring and is available now.

On the ad hoc side, Xerox has introduced its DataGlyph technology into *DocuShare* for creating cover sheets with information about the person capturing a document, as well as its destination. A DataGlyph resembles a bar code but is proprietary to Xerox. The cover sheets are created in *DocuShare*, printed, and then scanned along with the documents being captured.

On the batch side, Xerox has introduced watched folder technology that is able to import both data and XML meta data into *DocuShare*. Specific *DocuShare* workflows can be designed to process the content of specific watched folders. This *Content Intake Module* is available only on the *DocuShare CPX* version of the product. It can be used to facilitate distributed, as well as high-volume capture.

DocuShare currently has more than 5,000 installations—a combination of departmental and higher-end use cases. It was introduced primarily for managing electronic documents, but, in recent years, workflow and records management capabilities have been added. "With the latest version, we are increasing our focus on transactional content management," said John Gonzalez, a senior product manager for Xerox.

<http://docushare.xerox.com/products/docushare.html>

MURPHY, FROM PAGE 1

In the summer of 2005, the CEO position at Kofax was eliminated and Murphy announced that it was his charter, as an executive director, to "pull together a worldwide sales strategy" for Dicom, which had expanded through a series of recent acquisitions [see *DIR* 8/5/05]. Today, Dicom continues to restructure under the direction of CEO Rob Klatell [see *DIR* 5/4/07], who was appointed to his position from outside the company at the end of 2005 [see *DIR* 12/16/05]. Klatell replaced Arnold von Büren as Dicom CEO. Murphy followed von Büren as Kofax CEO, when von Büren was promoted [see *DIR* 3/22/02].

For more information:

http://www.documentimagingreport.com/Murphy_Retires.1609.0.html

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