

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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August 19, 2005

THIS JUST IN!

FORGENT HIRES ENFORCER

It appears **Forgent** has a new hatchet man for pursuing claims on U.S. Patent number 4,698,672—the notorious JPEG patent, commonly known as ‘672. **Inavis International, Inc.** has been hired by the attorneys for Compression Labs to pursue infringers of ‘672. Compression Labs, of course, is the “assignee” listed on ‘672, which was granted in 1987. The company was acquired by Forgent in 1997. Forgent conveniently discovered ‘672 in 2000 and in 2002 started going after businesses selling products utilizing JPEG.

Inavis is a Virgin Islands-based concern that advertises its mission as helping “our clients implement the best practices for Intellectual Asset Management as a core business objective.” Apparently, the more than \$100 million in settlements that Forgent extracted prior to filing suit last year against 40 additional potential violators was not best practices enough. According to a press release issued this May, Inavis will be “approaching over 2,000 companies that have implemented the JPEG standard in their products and services to negotiate licenses for CLI’s [Compression Labs] ‘672 patent JPEG technology.”

Inavis is reportedly seeking 1.5% of gross revenue from JPEG-based products. It is offering discounts for victims that settle quickly. Document imaging-related vendors that have already settled with Forgent include **Adobe, Konica, Kyocera Mita, Pegasus Imaging, Sharp, and VisionShape**. The likes of **Kodak, Fujitsu, Ricoh, Canon, Panasonic, HP, Xerox, and Toshiba** were all named in a lawsuit filed by Forgent last spring [see *DIR* 5/21/04].

Pegasus Customers Indemnified

According to Pegasus President Jack Berlin (despite what Inavis has reportedly told some

Continued on page 8...

Pre-Printed ICR Test Decks Now Available

Rochester-based consulting company leverages technology originally developed for U.S. Census Bureau.

History is rife with examples of products originally developed for the federal government that evolved into commercial successes. The Jeep, improved jet planes, cordless power tools, Gatorade, and the Internet are just a few examples. In fact, a good bit of early document imaging technology was funded through government contracts.

Rochester, NY-based **ADI, LLC**, thinks it may have one more government-spawned innovation that is ready for prime time. ADI’s Digital Test Deck (DTD), which was first introduced as part of the 2000 U.S. Census processing project, is now commercially available. DTDs offer an alternative to the cumbersome process of manually creating test forms for scanning applications requiring handprint recognition. [Editor’s note: *Handprint recognition is often referred to ICR, or intelligent character recognition, in contrast to machine print recognition, which is commonly referred to as OCR, or optical character recognition. We realize this is an oversimplification of the differences between OCR and ICR, but use the terms in this manner to make reading easier.*]

ADI creates DTDs through patent-pending technology that fills-in forms with simulated handprint. [An example form can be viewed on page 3]. “The forms look so realistic that the **Census Bureau** insisted we not use names that could be mistaken for real people,” said Dr. Brad Paxton, president and CEO of ADI. (Paxton is a former **Kodak** executive and consultant for the RIT Research Corporation which later spawned ADI.) “We made up names based on geographical locations, for example, so the Census Bureau did not give the impression it was providing access to confidential forms.”

ADI issued its first DTD in 1996 when the RFP for the 2000 census processing system was released. "Our first DTD included about 30 completed copies of a single form. During their oral presentations, we had bidders demo their systems using the DTD," said Paxton. "The bidders provided the Census Bureau with a floppy disk containing the data they captured, and we compared it to the 'truth' data used to create the DTD forms.

"In addition, after the 2000 census system was installed, a test deck was used each morning at the four processing centers to ensure everything was running up to snuff. Occasionally, something wrong was discovered, such as a scanner out of calibration, or some dirt or a scratch that would be repaired before the day's processing began. It's good to know your system is up and running on all cylinders before you begin scanning 10,000 forms per day."

DTD Market Goes Across Industry

According to Paxton, the original DTDs were constrained because of the limited digital printing technology available in the mid-1990s. "Everything had to be printed lithographically because digital printing applications could not handle the amount of variable data we were using," he said. "That is no longer an issue."

ADI, whose principals have worked as consultants to the U.S. Census Bureau for 12 years, has created a 100-form DTD for the 2010 census systems, known as the Decennial Response Integration System (DRIS). Bids for the 2010 DRIS were submitted this spring, and the award is expected to be made this fall. The Census Bureau is planning further ahead this time around to avoid some of the complications it ran into in 2000 [see *DIR* 8/20/04].

At the recent **TAWPI Forum & Expo** held in Baltimore, ADI debuted its commercial DTDs. "We are offering two levels of DTDs," said Paxton. "The first is a generic test desk [The image on page 3 is taken from that deck], available for \$450 [through the Web site of ADI partner **ExactData**

DON'T TRY THIS AT HOME

While digital printing technology has advanced far enough to enable **ADI** to create rich and variable test decks, it has not reached the point where the company can market its product as a pre-packaged software application. "We work very closely with a local printing partner to produce the DTDs," said ADI President and CEO Brad Paxton. "Under no circumstances do we want anyone else printing these. It's quite an art going from our vast databases to printed forms. We do quite a bit of QA."

ADI's "vast database" of handprint variations is based on its experience with the **Census Bureau**. "We have a huge collection of handwriting samples that we have studied over the years," Paxton said. "I'd estimate more than \$1 million in R&D has been spent on DTDs—through a combination of government funding and our own nickels."

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Vol. 15, No. 16

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

RMG Enterprises, Inc.

5905 Beacon Hill Lane
Erie, PA 16509
PH (412) 480-5116

http://www.documentimagingreport.com

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(<http://www.exactdata.net>)],” said Paxton. “We also have a consulting service around DTDs, through which we can work with a user’s forms. For those customers, we can also leverage our experience with the Census Bureau to improve their systems. Our target starting price for consulting is \$25,000. We are hoping the generic deck generates interest in more advanced services.”

Former Kodak marketing executive Stephen Welk is the channel manager for ExactData and is working closely with ADI. “We had great response at TAWPI,” he said. “Almost everybody saw the value of the DTDs.”

DTDs are being marketed across the industry to vendors, integrators, and end users. “Scanner vendors see DTDs as a great way to demo their technology,” Welk said. “For end users, they represent a tool for testing different products in an RFP process and for testing their systems once they’re installed.

“We had one end user tell us the DTDs seemed like a great way to show how forms processing could be expanded to other areas of their business. They also thought it represented a great way to benchmark capture at distributed or remote sites to ensure that a similar stream of data is being sent back to the central system from all locations.”

“We also talked with a representative from a tax processing authority who viewed DTDs as a great way to test changes in his organization’s capture workflow. He said that every time a rule or logic changes, it is hard to determine if the right data is going to the right place. He saw DTDs as a way to test that.”

Integrators and resellers could presumably use the DTDs for a combination of testing and demo procedures. “We are also considering using the DTDs to do some benchmarking of the various forms processing products on the market,” said Paxton. “We already have a lot of these products in our lab; we feel our work with the Census Bureau has established our vendor neutrality.”

ICR Adoption On The Rise

According to Paxton, this type of information is

becoming especially valuable as the adoption of ICR, or handprint recognition, increases. “The world is full of hand-printed forms,” he said. “Government agencies, financial services firms, medical offices, transportation companies—all have potential applications. The results from the 2000 census, which showed that 80% of the fields were able to be captured automatically with a 99.5% accuracy rate, prove that the technology has arrived.

Last Name Theriot		First Name Blair	
House/Apartment Number 6220		Street Name Rebano Drive	
City Topeka	State KS	ZIP Code 66607	
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Area Code 785	Telephone Number 555-0490		

This image represents a snippet from one of the forms in ADI's generic Digital Test Deck.

“Vendors are making continuous improvements, and I think ICR has finally reached the acceptance level that machine print recognition reached 10 years ago. Machine print recognition has now become so reliable that there is less funding available to test it.”

Of course ICR has not reached that maturity level yet, but Paxton stressed that DTDs represent a much more efficient and effective way of testing than most current methods. “People have been living without DTDs for years,” he told *DIR*. “They’ve had to create test decks themselves by having people fill-in forms by hand and having data entry operators double blind-key all the data. Using this method, it is impossible to reproduce a test deck for use in multiple systems. In addition, you run the danger of producing errors in your ‘truth’ data.”

For more information: <http://www.adillc.net>.

Check Scanning A Natural For Kodak

Kodak Document Imaging has broadened its portfolio to incorporate check scanning. At the recent **TAWPI Forum and Expo** in Baltimore, Kodak debuted a hardware and software solution aimed at distributed check scanning. The Kodak i6030 desktop check scanner and the t6000 client/server software package are aimed at branch banks and business organizations that want to take advantage of Check 21 legislation encouraging digital exchange of images.

“Technically Kodak has been in the check imaging market for 75 years—ever since 1928, when George Eastman helped create a device for a banker that

took pictures of checks,” said Andy Lawrence, solutions business manager for Kodak Graphics Communications. “As a leader in the imaging market, we felt it was important to get more involved in check imaging.

“We have some innovative technology, as well as an established channel and service organization that differentiate us from the competition. For product, we have chosen to go with best-of-breed, proven solutions developed by long-time Kodak partners.”

The i6030 is being resold through an OEM agreement with Chicago-based **Digital Check Corporation**. The t6000 software has been licensed from Wisconsin-based **Wausau Financial Systems**. The products will be sold primarily through members of the Kodak Authorized Imaging Reseller (KAIR) Program.

“The check products will not be made available through our entire KAIR community,” stressed Lawrence. “We are being very selective and looking for resellers that have sold some kind of payment processing system before—in areas like A/P and A/R. We are also looking for the ability to do software customization and integration. For example, if a reseller has a bank customer, we want them to be able to configure the check capture software to incorporate the bank’s branding. This might be important to a bank that is marketing a point-of-service solution to its clients.”

Lawrence added that the KAIR channel gives Kodak an advantage because of its legacy of addressing a broad range of customers. “Most

vendors in this market are focusing on enabling distributed capture at branch banks,” he said. “Our KAIRs have historically sold into both banks and non-banks. This provides a tremendous advantage when selling to retailers and other types of businesses and organizations that receive checks at the point of service. Many of these businesses already trust the Kodak name when it comes to imaging.”

When we noted that some banks are marketing check scanning systems to corporate clients themselves, Lawrence pointed to Kodak’s worldwide service organization. “No one can match the geographical coverage of our service,” he said. “We can even provide this service through banks that market our check solutions to their clients.”

As noted, Kodak is not new to the check imaging space. For years, its film has been the preferred medium for storing archived images. Kodak has also marketed a computer-aided retrieval system to help banks retrieve their check images faster. “With the emergence of Check 21, the transition to digital storage should accelerate,” said Lawrence. “Moving off microfilm and into digital archiving represents another way to cost-justify the installation of a system for digital exchange.”

Kodak also briefly marketed the Ivory mid-range check scanner it acquired from **Bell & Howell** in 2001. “We discontinued that for scalability and support reasons,” said Lawrence.

The i6030 is advertised with a rated speed of up to 40 checks/items per minute and a duty cycle of 1,000-3,000 per day. “Realistically, it’s designed to be used at the point of presentment,” said Lawrence. “For customers looking for back-office check scanning, we will be announcing something later. Eventually, we plan to have a full range of distributed check scanning hardware to compete with the likes of **Panini** and **Canon**. We will also be upgrading our software to include some of our proprietary technology in areas like image quality and authentication.”

Lawrence said the company is considering the addition of check scanning capabilities like a MICR reader and sorting pockets to its dedicated document scanners. “For now, it’s possible to scan full-page documents and checks with separate scanners and tie them together with our t6000 client software,” he said. “However, one of the reasons we got into this market is because we see it colliding with the document

SOME THOUGHTS ON CHECK IMAGING

Analyst Harvey Spencer (<http://www.harveyspencer.com>) sees **Kodak's** entrée into the check scanning market as a positive thing for the document imaging industry. “Historically, when you spoke with people in document imaging about check scanning, they didn’t want to hear about it,” he said. “Kodak’s entry might force the hands of some of their competitors and also get imaging resellers to start seriously looking at check scanning opportunities.”

Brian DeWyer of **Silas Technologies** indicated that increasing interest in distributed check capture may open opportunities for his company’s monitoring application [see story on page 7]. “In traditional back-office check scanning, users are basically repeating the same procedures over and over. Once they get it down, there is not a lot of variation,” he said. “However, we are taking a new look at check scanning now that Check 21 is driving distributed environments. In any capture environment involving high-value documents like checks, it is important to ensure they are processed in a timely manner. Monitoring branch capture operations helps achieve that.”

scanning market. We want to help drive that halo effect around imaging. As people start scanning more things, it is driving new requirements in hardware and software.”

For more information:
<http://www.kodak.com/go/docimaging>

Parascript Recognizes Avenues For Diversification

Recognition specialist **Parascript** continues to drive deeper into the forms processing market with the recent release of *FormXtra Enterprise 3.0*. The latest version offers improved monitoring capabilities and more flexible workflow options. It also includes Parascript’s renowned cursive and address recognition technology.

“Our forms business has grown significantly over the past three years,” said Mike Fenton, VP of sales for Parascript. “We currently have about 20 customers using *FormXtra*. This includes a combination of service bureaus and in-house processing centers. A half dozen have already committed to upgrading to the latest version.”

With version 3.0, users can set different levels of confidence for individual data entry personnel. “Our customers often use keying to double and triple verify their recognition results,” said Yuri Prizemin, director, product marketing for Parascript. “Most applications enable users to set standardized confidence levels for keyers. But, not all keyers are equal in ability.

“Our new version lets users monitor error rates of individual keyers and adjust their confidence levels accordingly. This increases throughput by not wasting time with unnecessary verification steps. It also reduces errors by enabling users to set confidence levels lower for less qualified keyers.”

On the workflow front, Parascript has improved its batch processing. “We’ve added the capability to process four batches simultaneously,” said Prizemin. “We’ve also introduced the option of saving partially keyed tasks.”

Evolving Model Addresses Market Demands

Parascript has de-emphasized the service bureau capabilities that were introduced when the company first began offering forms processing primarily through an ASP, or pay per form, model [see *DIR 2/2/01*]. “Our primary focus is delivering software applications,” said Prizemin. “The ASP model is no longer a strategic direction, although we still offer

keying services when it makes sense.”

In addition to direct sales, Parascript will continue to market its recognition tools to other vendors, such as current partners **Captiva** and **Recognition Research**. “Coopetition is the name of the game in the recognition market,” Prizemin told *DIR*. “End users are trying to consolidate the number of vendors they deal with, so it’s advantageous for us to offer a complete solution. However, we have very strong cursive and address recognition tools that can help our partners differentiate their applications.”

Cursive, Address Recognition Provide Differentiation

Not surprisingly, much of Parascript’s early success in the forms market has involved its two specialty areas. “We have had success in financial institutions with a unique application involving high-ticket items on expense reports,” said Prizemin. “Our software is capturing payee information on large checks [typically written in cursive] and validating it against information captured from expense reports.”

Government organizations and service bureaus have also been strong markets for *FormXtra*. Last year, *DIR* did a story on **Data Dimensions**, a service bureau using *FormXtra* to automate capture from complex government forms [see *DIR 10/22/04*].

Growing The Cash Cow

Historically, the majority of Parascript’s revenue has come from a government contract with the **USPS**—through longtime partner **Lockheed Martin**. That contract involves applying recognition technology for sorting mail. “Our government postal business still represents 70% of our overall revenue,” Fenton told *DIR*. “In addition to the Lockheed contract, we have recently expanded into other areas of the USPS; we’ve begun working with integrators that have contracts in areas like flats and parcel processing. We also have signed contracts with postal services outside the U.S., including ones in the U.K. and Germany; we are talking to others as well.”

Parascript also has a *FormXtra* application with the USPS for change-of-address forms. “Currently, our forms processing business makes up about 10% of the 30% of our revenue that does not come from government postal applications,” said Fenton.

Check 21 Leads To New Markets

The majority of Parascript’s non-postal business comes from its CAR/LAR (courtesy/legal amount recognition) technology. “About 48 million checks are written annually in the United States, and about half of those are processed with CAR/LAR technology,” estimated Fenton. “I’d guesstimate that

we have a 70-80% share in that market.”

Of course, as Check 21 legislation makes check imaging more pervasive, use of recognition technology on check images should increase. “Check 21 will create more distributed capture opportunities for CAR/LAR,” said Fenton. “We have partnered with several hardware and software vendors that offer both point of service and branch capture solutions designed to capitalize on Check 21.”

Parascript has been heavily involved in developing image quality standards for images cleared through Check 21. “We are working with a number of partners through an organization called the **Financial Services Technology Consortium (FSTC)**,” said Fenton. “Quality control involves looking at important fields on checks to ensure they are acceptable as part of a negotiable instrument. It can be as simple as doing a pixel count. It can also involve application of recognition technology.”

Based on Parascript’s work with checks and forms, we asked Fenton if there had been any crossover of the company into the lockbox market—particularly the wholesale arena. “Not yet; most of the lockbox vendors we work with have legacy technology in place for forms capture,” he told *DIR*. “To date, they have viewed our technology as complementary on the check side.”

Cashing In On Pre-Sort

Parascript is applying its technology in one other market we haven’t mentioned yet; it includes corporations and service bureaus who pre-sort their mail to receive discounts from the USPS. “We have partnerships with major hardware vendors in this space, including **Böwe Bell Howell**, **OPEX**, and **Pitney Bowes** (through MailCode),” said Fenton. “This is a good market, but limited, as there are not that many pre-sort houses or corporations that have enough mail to justify investment in the hardware.”

Parascript is in the midst of discussions with the USPS regarding an interesting twist to expand this line of business. “When businesses receive reply mail, the USPS captures an image of the envelope so it can apply our recognition technology for geographical sorting,” said Fenton. “What if our technology was also used to read a bar code or recognize a mark or word that could identify the type of document? Wouldn’t businesses be willing to pay the USPS to do some pre-sorting for them?”

Interestingly, at Captiva’s recent conference, *DIR* ran into a system developer for direct marketing specialist **Equifax** who was interested in exactly that type of solution. The gentleman was inquiring about the possibility of embedding RFID chips in

envelopes or return documents that would enable his company to identify its mail before scanning it. Perhaps the USPS and Parascript could save Equifax some trouble.

Always Innovating

Parascript’s ongoing conversations with the USPS are just one example of how the company, whose roots go back to the **University of Moscow** and the U.S.S.R. [see *DIR* 1/22/99] continues to diversify. Parascript also recently launched a subsidiary, **Applied Intelligence Solutions**, which advertises software that “learns the proven decision-making practices of a company’s top performers and makes recommendations similar to what those experts would do in like situations.” Its first application is named *AllocationXpert* and aimed at the retail industry. [We remember when Parascript President and CEO Jeff Gilb first talked to us about the company’s work in this area. He explained how it could potentially be used for predicting the success of NBA draft prospects. It’s probably just coincidence that the nearby **Denver Nuggets** (Parascript is headquartered outside of Boulder) are one of the NBA’s most improved teams since that time.]

Last year, Parascript spun off another subsidiary, **Pen & Internet**, which focuses on online handwriting recognition [see *DIR* 10/8/04].

Yes, the recognition technology market has historically been a tough way to make a living. The field of players has dwindled over the years, mainly through consolidation. However, the companies that remain, such as **ABBYY**, **ScanSoft**, **Parascript**, **Océ ODT**, and a few others, typically have some strong specialties. The other thing they have in common is the ambition to expand into the new markets. From ScanSoft’s work with voice recognition, to ABBYY’s and ODT’s work with unstructured forms, and finally, to Parascript’s automated decision making, it’s this pushing the envelope that keeps recognition technology fresh and interesting.

Yes, OCR is old hat, but there still remains a lot of information on paper and other places that cannot be efficiently assimilated into information systems. We applaud the scientists and researchers that keep coming up with new ways to capture this data and introduce it into business processes and workflows.

For more information: <http://www.parascript.com>;
<http://www.aisllc.com>

DIR editor Ralph Gammon will be out of the office this week (Aug. 15-19), returning the week of Aug. 22. We look forward to hearing from you then.

Silas Pursuing OEM Strategy

Captiva has signed an OEM agreement with long-time partner **Silas Technologies**. Silas is a **Wachovia** spin-off that develops agentless application monitoring systems. Of the company's 60 installations to date, about a third involve Captiva applications.

"We started working with Captiva on an ad hoc basis in 2001," said Brian DeWyer, CTO of Silas. "Based on our experience with Wachovia, we saw a niche opportunity for application monitoring in the capture space. We knew it wasn't being addressed out-of-the-box. In a capture process, we are very good at identifying exceptions, such as batches not being processed within certain service levels."

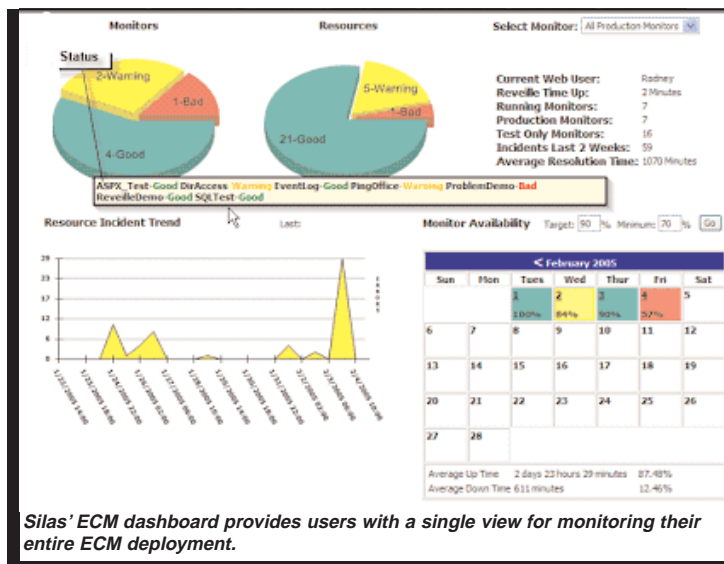
Captiva's and Silas' joint customer base includes Wachovia, **USAA**, **CUNA Mutual**, **Grange Insurance**, and **National City**. "Over the years, our relationship has advanced from ad hoc, to referrals, to Captiva acting as a reseller, now to a private label agreement," said DeWyer. (Could an acquisition be next? Captiva CMO Jim Vickers didn't completely dismiss the idea when we brought it up at Captiva's recent conference.)

Captiva will begin the new relationship by marketing Silas' flagship product, *Reveille*, under the *Input Management Console* name. "Historically, we have focused on *InputAccel*," said DeWyer. "Under the new relationship, we will be developing capabilities specifically for other Captiva applications, like *InputAccel for Invoices*, the *Digital Mailroom*, and the *eScan* browser-based platform for distributed scanning. We are in discussions to determine how we can best participate in Captiva's enterprise input management strategy."

ECM Calls For Consolidated Monitoring

To complement its capture offering, Silas is offering monitoring for entire ECM deployments. It has installed *Reveille* with applications from **IBM**, **Documentum**, and **Stellent**. "Businesses are consolidating their approach to capture, workflow, and archiving," DeWyer said. "If you're going to consolidate to reduce costs, it's important to have a proactive tool to consolidate monitoring."

"We have created a dashboard that gives users a single point of reference for ECM monitoring [see screenshot]. It lets them know trends that occur regularly, such as documents not being released to



Silas' ECM dashboard provides users with a single view for monitoring their entire ECM deployment.

the ECM repository on time, or consistently slow retrieval rates. This helps users isolate their problems and fix them."

According to DeWyer, the functionality in ECM systems is rapidly becoming commoditized. "There is not a lot of difference in how most ECM systems work and what they can do," he said. "The key to a successful ECM installation is not the software components, but how well they are working together."

Seeking More Dance Partners

Silas is also continuing to work with other capture vendors, including **Kodak**. "The latest version of *Kodak Capture Software* includes a single seat of *Reveille*," said DeWyer. "We hope it will help give users an idea of the potential of system monitoring, and what it can provide if rolled out across an entire department or enterprise and managed through a server-based application."

DeWyer added that Silas is planning a new release this fall that will increase *Reveille's* capabilities in distributed environments. "A number of customers have asked us for a system to centrally monitor their distributed capture," said DeWyer. "The importance of our application increases as the value of the documents being captured increases. Sometimes remote sites can be responsible for very valuable documents—even if the volume is not that great."

DeWyer added that *Reveille's* ROI typically comes from the ability to redeploy FTEs responsible for systems monitoring. "We have one service bureau customer, for example, that had two people during each of its two shifts responsible for monitoring," said DeWyer.

In addition to ECM, Silas continues to pursue

business in other markets. "We are working with a 1,300-bed hospital that uses *Reveille* to monitor its financial systems and is now looking at using it for its clinical systems," said DeWyer. "We have wizards that enable us to build templates for each unique environment."

This ease-of-integration will be key as Silas attempts to form additional ECM relationships. "We believe in the long-term that the majority of our revenue will come from indirect sales," said DeWyer. "Captiva is our first OEM customer, but we are in discussions with other vendors. We have added a new VP of sales with a background in OEM sales and will be aggressively pursuing more relationships in the ECM space."

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

JPEG, from page 1

people), all Pegasus licensees are indemnified and held harmless against patent lawsuits. "That means if you built an imaging application using Pegasus' tools and are licensing it, you should not have to pay anything to Forgent or anyone—whether we had settled on '672 or not," said Berlin. "We've had 15-20 customers contact us in regards to '672. I estimate we've saved them millions of dollars."

"When Forgent first announced what it was doing with '672, one of our scientists dug into the patent and concluded it may have validity," said Berlin. "Because we've always indemnified our customers against patent claims, we decided we better settle quickly. At the time, we hated writing the check to

Forgent, but it turned out to be a great business decision. We had no idea things were going to blow up the way they did."



Jack Berlin, President, Pegasus Imaging.

This blow up has been compounded by companies settling with Forgent. Settlements give Forgent momentum and increase support in their favor. We have seen at least one convincing technological argument against the validity '672 and its relation to JPEG, but it is doubtful a jury could comprehend the argument. A jury would most likely look at the big names that have settled, such as **Sony** for a reported \$16 million, and rule in favor of Forgent.

Berlin is now waiting for somebody to pop out of the weeds claiming patents for JPEG 2000 technology, which Pegasus has also indemnified its customers against. "The patent holders will probably wait until the technology is more widely adopted and then act on it," he said.

Our only question is, does anyone in the U.S. Government see what is going on with technology patents? Do they agree that these submarine tactics fall within the spirit of U.S. patent law? And, if the majority of people we talk with want to change the current system, shouldn't that hold some sway? After all, we still live in a democracy; don't we?

For more information: <http://www.pegasusimaging.com>;
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