Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

August 20, 2010

HYLAND MAKES VP-LEVEL CHANGES

Hyland Software has created a new VP of strategy position, to which it has appointed Brenda Kirk, who had been serving as the company's VP of sales. During Kirk's tenure as VP of sales, from 2005 to 2009, Hyland grew its annual revenue from $68.2 million to $133.5 million. Former **Microsoft** and **SAP America** employee Nancy Stickney has been hired to succeed Kirk as VP of sales.

"We are very serious about becoming a global leader in the ECM market," said A.J. Hyland in a press release announcing the moves. "This requires that our strategy continues to align with our customers' ever-changing needs. Now that we are in a number of very different industries and countries, and sell and service our products in many ways, this becomes more challenging. Keeping us on our strategic course is a full-time job and requires someone who intimately knows our business and the market. Brenda Kirk was our clear choice, and we're excited to have her leading this charge for us."

Stickney's most recent position with Microsoft was director of sales and marketing for the U.S. Central region. According to the press release, in that role, she "led a team of more than 500 sellers across 18 states to three consecutive years of double-digit revenue growth." "Nancy is the right fit for us, both for where we are now and where we still want to go," said Hyland. "She is dedicated to growing and improving our partner channel and finding new ways to drive profitable growth for all parties.

"Nancy's experience with, and knowledge

IBM Takes Control of Capture

Acquires ISV Datacap for undisclosed amount

Datacap has always been on the leading edge of the capture market. Whether it was spearheading the convergence of document and data capture back in the 1990s, introducing Web-based technology in the early 2000s, or more recently, promoting SOA integration, the Tarrytown, NY-based ISV has consistently been ahead of the curve. Despite this, Datacap has never been more than a mid-market company, with estimated revenue somewhere south of $20 million.

Well, things changed a little last week. That's when **IBM**, the $100 billion software and technology services giant announced it had acquired Datacap. For IBM, the move represents a much anticipated acceleration of its document capture strategy. For Datacap, well, here's how founder and CEO Scott Blau described it:

"For all these years, we've been working on developing what we believe is the best capture technology on the market. But, our ability to get out and market it has been limited in North America. Worldwide, it's been almost non-existent. This acquisition represents an opportunity for us to complete our mission."

According to John Greene, program director of image capture and report management for IBM, in recent years, there has been a significant increase in demand for document capture. "The significance of capture as a piece of ECM installations has been steadily increasing," Greene told *DIR*. "As a result, we made a decision to expand our footprint in this area. We came up with criteria for a company we wanted to acquire, and Datacap quickly rose to the top of the list.

"We weren't looking to expand our market reach or add any new channels. This wasn't about expanding on an OEM agreement. We were looking for the best technology available."

A versatile product

Datacap, which was founded in 1988, is best known for

its TaskMaster document and automated data capture software. TaskMaster utilizes configurable rules to enable flexible capture processes. TaskMaster is currently being used in approximately 200 installations, in industries like financial services, insurance, transportation, and government.

TaskMaster can be used to capture data from structured documents, like tax forms and health insurance claims, as well as variably structured forms like invoices and bills of lading. Datacap also offers auto-classification. Last year, Datacap introduced FastDoc Capture, an SMB-targeted application, that can be used for capture into SharePoint and line-of-business software [*see DIR 12/4/09*].

"Capture is becoming an integral part of everything we do in ECM," said Greene. "While traditional batch capture applications continue to grow, we're also seeing more penetration of capture in areas like records management and case management, where in addition to batch capture, you have to do extraction of data on an ad hoc, or as needed, basis. We're also seeing demand to capture e-mail attachments.

"Overall, the footprint of capture in the market is growing, and the acquisition of Datacap helps us better address multiple applications."

A history of integration

Datacap's history with IBM, and in particular FileNet (which was acquired by IBM in 2006) goes back a long way. "I think we did our first integration with Datacap in 1994-95," said Greene, who moved over to IBM with FileNet. "Personally, I've been working with Datacap for more than 10 years. There are in the neighborhood of 100 joint Datacap/IBM customers."

In 2002, *DIR* reported that Datacap had "integrated forms processing capabilities right into the FileNet Capture platform." FileNet Capture is a batch capture application typically installed on the front end of FileNet imaging systems. "FileNet Capture only works with FileNet ECM," said Greene. "Datacap can work with our entire ECM suite, as well as competitive products. Going forward, Datacap will be our strategic capture platform."

FileNet Capture is not typically used for advanced data capture. The Datacap integration has historically represented one way to address this. Also, in 2005, FileNet signed an OEM agreement with **Kofax** to license its "advanced document recognition" technology, which is marketed as an ADR module for FileNet Capture.

"Although we haven't announced any lifecycle plans related to ADR, the Datacap acquisition means we will not have to OEM capture software any more," said Greene. "Datacap is on par with, or above, anything else on the market."

Capture software industry analyst Harvey Spencer speculated that FileNet's original decision to OEM from Kofax

rather than Datacap likely had to do with the comparative size of the two companies. At the time Kofax was an $80-million plus software vendor (and has continued to grow).

"As the demand for capture increases, IBM had to make a decision," said Spencer. "They could have invested a pile of R&D and developed their own technology, but that wouldn't have made sense. They could have continued to increase the licensing fees they were paying to Kofax, or they could have bought someone. For IBM, buying a company the size of Datacap amounts to spending some pocket change."

Why not Kofax?

As IBM's OEM partner, Kofax was long-rumored as a possible acquisition target. But (from my perspective at least), the current timing was probably not right. After all, when Kofax hired Reynolds Bish as CEO in late 2007, he said his initial goal was to increase market capitalization. As of last week, Kofax's market capitalization was approximately $325 million. While this represents a 25% increase (not accounting for cash in the bank and currency fluctuations) over the value on June 30, 2007 (a few months before Bish was brought onboard), we're not certain it has quite reached the level Kofax investors are looking for before selling out.

Reynolds Bish, CEO, Kofax

Even if you add on a 22% premium (which is how much EMC paid on top of Captiva's share price back in 2005 [*see DIR 11/4/05*]), it only brings the prospective price of Kofax to approximately $400 million, which is less than two times revenue for a profitable business with $215 million in revenue for its fiscal 2010. (Captiva got well over three times revenue from EMC.)

Of course, $125 million of Kofax's revenue comes from a lower margin hardware distribution business, which complicates matters. Overall, the Datacap acquisition represents a cleaner and less expensive deal for IBM than buying Kofax would have. And, if it doesn't work out, IBM can still probably afford to go after Kofax in the future, when the Irvine, CA-based company is in a better position to sell.

Bish, whose team indicated that "Kofax's OEM revenue from IBM is relatively insignificant in relation to our overall revenues," did not seem particularly concerned with IBM's decision to buy Datacap. When asked to comment on the acquisition he replied: "I'm very happy for Scott

Blau, as this is a great exit for him after the many years of hard work he's put into Datacap.

"Unlike some others, I don't think this is a worrisome development for Kofax or other participants in the capture market. I believe IBM acquired the company simply to be able to better check the capture 'box' and bundle it with their larger enterprise license sales into their installed base.

"We all know that while Datacap's products are good, they've never provided the robust, comprehensive solution the market wants and needs—otherwise it would have been a much larger company. As result, I don't think IBM will be any more successful than EMC has been with this strategy."

Breaking down Bish's comment

Bish's quote is intriguing on several levels. First, he seems to be indicating that EMC has not had a great deal of success with the entity he sold them—Captiva. From my conversations with EMC, I'd have to say they would disagree. In fact, Spencer indicated that EMC gained market share on Kofax in the batch image software segment in 2009—although this was helped by Kofax moving more of its focus toward the more lucrative batch transaction space.

But, I guess Bish's point that capture vendors needn't be 'worrisome' of the acquisition is on target, because there is really no evidence that EMC's acquisition of Captiva has significantly hurt any other capture vendors—even while it's been a success from EMC's standpoint. Maybe even more to the point, ReadSoft insists it has not been hurt by **Open Text's** acquisition of Captaris. The Captaris acquisition enabled Open Text to OEM an application to **SAP** that competes directly with ReadSoft's invoice processing software.

The bottom line seems to be that even with giant organizations like EMC, SAP, IBM, and **Oracle** competing in the capture space, it doesn't necessarily mean that smaller, independent players will be hurting. In fact, the marketing muscle of these larger organizations can potentially expand the market for everyone.

Blau says he staying

On another level, Bish's comment on Blau's exit may be premature. After all, Blau has been named director of ECM for IBM—a fairly impressive title and one that makes it seem like he will be staying past the transition stage. "The role is still being defined," Blau told *DIR*. "In the short term, there is going to be a lot of continuity in my role. We are

going to maintain Datacap's personnel in areas like sales and support.

"Essentially, our personnel will be the leading edge—helping to expand our technology throughout the IBM organization. And technically, our company would certainly be a lot less valuable without the brains behind the software."

Blau's decision to stay on long-term with IBM would not be unprecedented. Although company founders like Chris Thompson and Pat Bixler of RRI and Bish left shortly after their companies were acquired by **SunGard** and EMC, respectively, Captovation founder Ken Peterka, whose company was acquired by Oracle, has settled into a role as Oracle's VP of capture development. Blau is not worried about making the transition to a much larger company. "While I've never worked for a big company, I've always worked with them," he told *DIR*.

Can Datacap scale?

Which brings us to the scalability question. Indeed, some of Datacap's marquee customers include **Goodyear**, **Dow Jones**, **BlueCross BlueShield of Arizona**, and three of the leading logistics companies in North America. That said, these are mainly departmental (albeit in some fairly large departments) applications that handle a narrow scope of document types. IBM sounds like it plans to utilize TaskMaster across multiple departments in the emerging area of enterprise capture. Spencer agreed with Bish that the scalability of Datacap's software will certainly be tested.

He noted, however, that even Kofax, which has recently been announcing multiple large deals, isn't really that experienced in enterprise capture environments. Actually, only EMC's InputAccel platform has the reputation of running in multiple environments with very high volumes, while everyone else is kind of lining up to address the emerging enterprise capture space. But, should Datacap's technology need an upgrade, there is probably no better organization to have behind it than IBM when it comes to development resources.

And Greene, who is clearly no rookie when it comes to document capture, seems confident in TaskMaster's scalability. "Datacap's Quattro technology enables its software to scale significantly,"

said Greene. [Datacap's Web site describes Quattro as "an option that uses virtualization to enable Taskmaster to take advantage of multiprocessor systems."]

IBM to drive SOA integration

Greene is also excited about Datacap's ability to connect its capture technology with other applications via Web service calls. "Datacap's Rulerunner service is a very strong, flexible piece of technology that we plan to use every place that it makes sense," he said. "It can be used to perform various types of document services outside a traditional capture application."

> **"There were a small number of users of our Rulerunner service outside of TaskMaster. It was hard to penetrate the SOA marketplace on our own. We are now expecting some increased opportunities."**
>
> **—Scott Blau, Datacap**

The example most often given that leverages this type of capability is that of a loan application in which a bank is waiting on a specific piece of information, like a W-2, before it can pass on a loan form for approval. The loan form could be generated in the bank's core system, which would receive a call from the Rulerunner service when the W-2 is captured. The Rulerunner service could receive the W-2 from any number of sources— including an MFP, a document scanner, an e-mail attachment, or even a mobile phone camera.

"I look at this capability as similar to the Web-based capture feature we started offering several years ago," said Blau. "Some applications, by their nature, are purely Web-based. But a lot of applications have centralized, as well as Web-based, components. In other words, the service calls can be utilized as an add-on to a traditional capture application."

Blau did say that, as a smaller software company, Datacap was having a hard time marketing its SOA (service oriented architecture) capabilities. With its WebSphere platform, IBM is one of the leaders in SOA integration. "We had a very small number of customers utilizing the Rulerunner service outside of TaskMaster," said Blau. "It was very hard to penetrate the SOA marketplace on our own. We are now expecting some increased opportunities."

IBM eyeing SharePoint capture

IBM also has big plans for the FastDoc Capture SMB application that Datacap introduced last year. FastDoc, which Datacap has listed for $3,000 per seat, comes with an out-of-the-box integration to Microsoft SharePoint. "SharePoint is a growing area of interest for IBM," said Greene. "We also have

auto-classification technology that works with SharePoint.

"We are finding that customers tend to deploy SharePoint on their own—in departmental applications. We offer them a variety of services around those applications, including storage and records management, advanced BPM, and now image capture. We see SharePoint as another operating environment. One thing we like about FastDoc is that, if customers decide they want to expand their capture capabilities, it can be upgraded to TaskMaster."

To date, Datacap has been marketing FastDoc to resellers and OEM partners, a strategy which Blau said will continue. "We are expecting all our customers and partners to stay with us," he said.

Some final thoughts

Spencer concluded that IBM's acquisition of Datacap is a good sign for the capture market. "It shows that IBM has a long-term interest in capture," he said. "It's not just a passing trend."

Scott Francis, of **Fujitsu Computer Products of America** (FCPA) views the acquisition as a sign that document scanning has finally emerged as a mainstream IT application. "It is another signal that we are moving away from our roots as a niche market," he said.

IBM's Greene concluded, "This acquisition will help us permeate capture technology everywhere it is needed across an ECM environment."

As for Blau, he said, "IBM has a very aggressive capture strategy, which is very pleasing to me."

To me, the acquisition is certainly representative of multiple current document imaging trends—including the adoption of our technology in more areas and the desire of large ECM vendors like IBM to control their own capture technology. These are definitely trends of a maturing market, but that is not to suggest capture will be marginalized as a mere component of large content management applications.

There is still a lot of paper out there that is untouched by automated capture technologies. This means there is plenty of room for innovation by both large and small vendors. And while our market is maturing, it's far from mature. As we've seen in the past in document imaging, innovation will continue to rule.

Basically, as long as IBM and Datacap continue move forward down the path they've outlined, the deal should work out. Similar to **Lexmark**, when it acquired Perceptive a few months ago [see *DIR 7/2/10*], the executives I spoke with definitely talked the talk. If they follow-up with the correct walk, it will certainly make it more difficult for other capture vendors to compete in certain IBM environments. But, just as Open Text has not been able to shut out ReadSoft in SAP environments, there will certainly be room for competition in IBM accounts. This is in addition to the emerging opportunities elsewhere—a vast segment that certainly continues to grow. [*See next story*.]

For more information:
http://www-03.ibm.com/press/us/en/pressrelease/32253.wss;
http://www.datacap.com/;
http://www.datacap.com/products/web_service/;

Despite Economy, Capture Market Continues To Grow

Even with a significant decline in the North American market, in 2009, the worldwide document capture software market grew by 2.1%, according to the latest figures from **Harvey Spencer Associates**. A 10% decline in sales in the U.S. and Canada was offset by "significant gains" in Latin America and Asia, while sales in the EMEA region remained flat. According to Spencer, the total market measured close to $2 billion in 2009, and with a worldwide economic recovery pending, he's projecting it to grow another 50%, to $3 billion, by 2013.

"Historically, banking and financial services have been the biggest markets in the U.S.," said Spencer. "In 2008, they accounted for 33% of capture software sales, but those segments got hammered last year. In contrast, Brazil grew substantially during the second half of 2009. This helped combined sales from Latin America and Asia rise to 16% of the worldwide market."

Spencer expects the upcoming growth to be driven by a combination of an economic recovery and the return on investment (ROI) linked to capture software. "When making budgeting decisions, companies are investing in technologies that give them the fastest ROIs," said Spencer. "There are definitely fast paybacks to be had with capture, especially when you integrate it with business processes. Invoice processing is a great example, but the potential stretches way beyond that.

"For example, I'm fascinated by the concept of leveraging capture to make sense of e-mails. I'm hearing that a lot of large organizations are looking to unify incoming messages. Whether it's paper, fax,

or e-mail, they want to use the same processes. Capture vendors have been discussing this concept for awhile, and it looks like it's finally beginning to gain some traction among users."

Spencer has published his latest figures, analysis, and predictions in a report entitled *2010-11 Worldwide Market for Document Capture Software*. The report is available to subscribers of HSA's annual service, which tracks the capture software market. Spencer will also present his findings at HSA's annual conference, Document Capture 2010, being held Sept. 15-16, at the Glen Cove Mansion on Long Island.

Annual conference upcoming

In addition to Spencer, the event features speakers whose résumés include organizations like **Time Warner Cable**, **Aberdeen**, **EMC**, and **Microsoft**. Topics covered will include electronic medical records, capture from MFPs, cloud computing, SharePoint, mobile capture, invoice processing & A/P, cash management, and emerging markets. *DIR* Editor Ralph Gammon will present his annual predictions.

According to Erin Dempsey, who organizes the conference for HSA, attendance will be limited to 100—with three quarters of the seats already filled before the annual last-month rush. "Our current registration for Document Capture 2010 has already exceeded the attendance numbers for 2009," she told *DIR*. "Again, we are looking at good international representation, with people coming from countries such as Brazil, Germany, France, Russia and Japan. We are certain attendees will find Harvey's research findings and the information on complementary technologies around the capture marketplace to be of great value."

And once again, the event will provide for ample, valuable networking opportunities.

Transaction segments pace growth

In his report, Spencer divides the capture software market into four segments, with the batch transaction segment making up the largest share of the overall pie. "Software in this segment, which is used to convert many thousands of pages a day into images and transactional data, continued its positive growth at 4.2%," Spencer said. "Sales continue to show paybacks in under one year, even as average systems increase in complexity and price."

For the first time, **Kofax** has emerged as the leader in the batch transaction segment, outpacing Swedish ISV **ReadSoft**. In 2009, Kofax was also once again the leader in the batch image segment—although it lost some of its market share, from 30% to 25%, as competitors like **EMC** and, for the first time, **Kodak**, gained share.

In 2009, the batch image segment grew by 1.1%, fueled by its strength in developing countries. "This segment was affected negatively by the slowdown in Enterprise Content Management (ECM) sales," said Spencer. "However, although many backfile conversions have been completed in developed countries, there are some large opportunities in less developed areas of the world, where there is still a lot of paper being used."

Spencer is especially bullish on the growth potential of the ad hoc transaction segment, which made up less than 5% of the overall market in 2009. "Users are just starting to understand the potential of this type of technology," said Spencer. "An example would be adding documents to a loan application process, as they are needed, with some intelligence to automatically extract the data. I also think that as SharePoint transitions from collaborative toward more business-process-oriented applications, there are going to be increasing ad hoc transaction capture opportunities associated with it.

"Right now, I have **Anoto** as the segment leader with its digital pen technology. However, I expect

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ANYDOC INTRODUCES E-MAIL CAPTURE OPTION

AnyDoc Software has introduced e-mail processing into its Infiniworx capture workflow. Infiniworx can now be used to monitor selected e-mail inboxes. Auto-classification can be applied to the bodies of e-mails, as well as to the attachments. Both messages and attachments can also be passed into OCR for AnyDoc for data capture. Infiniworx can work with most standard business document formats including PDF, TIFF, Word and Excel, and also unzip multiple compressed files for processing.

According to an AnyDoc press release, the new feature, "provides an additional automated method for businesses to process a common input stream of fax, scan, import, and FTP to capture their incoming documents. It also eliminates the all-too-common and impractical practice of printing e-mailed documents only to scan them for entry into ECM, ERP or other back-end systems."

"Infiniworx continues to evolve by adding new and innovative tools to address today's business pain," said Sam Schrage, president of AnyDoc. "By adding unattended e-mail processing capabilities, Infiniworx is now equipped to serve as a true in-house digital mailroom."

For more information: http://www.anydocsoftware.com/

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that to change, as, in the future, sales will be driven by MFP and cell phone capture. I expect the segment to reach $600 million by 2013 [approximately 30% of the total capture software market].

"There is some uncertainty, however, as adopting ad hoc transaction capture requires process changes by end users. Instead of basically taking images and data, shoving it into ECM systems, and managing the workflow from there, it forces users to manage the workflow up front. I also think vendors and users are going to have to leverage cloud environments to manage scalability issues associated with ad hoc transaction capture."

The fourth segment of the market as defined by Spencer is the ad hoc image space, which represents primarily desktop applications. "Sales in this segment declined by 4%, which was certainly affected by a 25-30% drop in MFP sales, as well as a decline in personal desktop scanner sales," said Spencer. "Many of these applications are bundled with that type of hardware. Also, when the economy is down, you're going to have fewer upgrades, another major driver of sales in that segment."

Automation drives growth

Spencer's revenue numbers are based on a combination of software and services, including maintenance. They represent prices paid by end users, so vendors that sell through value-added resellers are credited with revenue from their channel mark-ups. For 2009, Spencer listed **Nuance** (which sells through multiple channels) as the overall capture market leader with a 15.6% share—although this does include a full year of revenue from eCopy, even though Nuance only acquired eCopy in October 2009 [*see DIR* 10/16/09]. Kofax was second at 11%.

"Traditionally, capture has been a departmental solution, but in 2009 we started to see a take-up in enterprise capture solutions with higher value add—leveraging automatic classification to capture wide varieties of documents that affect multiple departments," said Spencer. "We continue to see more individual sales that are over $200,000, and a few of several million dollars."

Spencer credits the market's resilience to its role in white-collar automation. "As the economy went downhill, there was a trend of downsizing white-collar workforces," he said. "As things pick back up, organizations need to decide whether to hire more people or to automate. I'm not sure I like being in a market that encourages automation, but that's what capture software does. It increases efficiencies and pays for itself by enabling organizations to get by with fewer people."

For more information:
http://www.harveyspencer.com/;
http://www.harveyspencer.com/documentcapture/

Canon Upgrades Network Scanners

Security and ease-of-use are two of the biggest benefits of dedicated network scanners over traditional document scanners, and **Canon** has made improvements in both these areas in the latest generation of its ScanFront devices. The new imageFORMULA ScanFront 300 series, which was released by Canon USA this month, features server authentication options, as well as improved administration capabilities. It also features improvements in speed and image processing.

"The research we've done shows there has been a lot of adoption of dedicated network scanners in markets like healthcare and legal, where security is important," said Joy Barone, specialist, product marketing, for Canon USA. "We're also seeing traction in banking and financial services.

"With the ScanFront 300, you can set up authentication either on the device or through an Active Directory Server. And, you can create restrictions for users or groups of users, such as limiting them to scanning for specific processes and disabling the scan-to-USB function. Also, you can set up ScanFront log-ins to time out after a pre-determined period.

"To duplicate this type of functionality on a PC-connected scanner, you'd have to totally lock down the device."

CORRECTIONS

In our last issue, we mistakenly understated the number of health insurance claims that will be processed by the **Peladon** and **eGistics** hosted application for a state Medicaid organization. The actual number is 1.5 to 2 million claims per month.

On the topic of health insurance claims processing, earlier this summer we ran a story on **CaptureSage's** new platform for addressing this market [*see DIR* 6/18/10]. CaptureSage President Dana Showers pointed out to us that, while his company's platform sits on top of **EMC Captiva's** software, it does not run in conjunction with ClaimPak, EMC's claims processing application.

On the administration front, Canon has introduced a new tool that enables users to configure multiple network scanners at the same time. "With our previous series of network scanners [the 220], there was a browser-based tool, but administrators had to enter individual IP addresses to do things like configure and change profiles and add updates," said Charlie Prestigiacomo, engineer, systems support, for Canon USA. "Now, they can work with lists of devices."

Currently, the new administration tool only works with the 300 series, but by the end of the year, Canon hopes to make it compatible with the legacy 220 models. Barone noted that the 220s, which were introduced in 2007 [*see DIR 5/4/07*], are not being discontinued. "One reason is that we offer a pair of SDKs for the 220 series, and we do not yet have similar options available for the 300s," she said.

The SDKs were introduced last year and come in a couple flavors. One version enables partners to customize the look and feel of the touchscreen interface, while the more advanced SDK enables integration with applications like fax servers, capture platforms, and ECM systems. Current ISVs listed as having ScanFront integration include **GoScan**, **Omtool**, **Psigen**, **Informa**, **RVI**, Captaris (now part of **Open Text**), and **Biscom**. "We are working closely with our partners on transitioning these integrations to the 300 series," said Barone.

Canon will also continue to market its ScanFront 220e models, which run **Nuance's** eCopy ShareScan application. These devices enable users to maintain a consistent capture interface across their dedicated scanners and MFPs. According to Barone, there are no current plans for a 300e model.

Like the 220, the 300 series will come in two flavors. The basic version, the 300, lists for $1,995. The 300p, which includes ultrasonic double-feed detection, a fingerprint authentication option, and a slightly faster processor, lists for $2,295.

Other improvements in the 300 series include faster scanning speeds, especially in duplex and color modes. The 300 models are rated at 30 ppm/60 ipm in black-and-white at 200 dpi, with slight degradations in grayscale and color (slightly more pronounced in the 300 model because of the 300p's faster processor). The 300s also feature improved image processing in areas like auto-color detection and the ability to handle larger and longer documents. They include a slightly higher resolution touchscreen and feature scan-to-fax and scan-to-print as default settings.

For more information:

http://www.usa.canon.com/cusa/office/products/hardware/scanners/network_scanners

http://www.usa.canon.com/cusa/professional/standard_display/alliance_main/sf_scanner_list

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HYLAND VPs, FROM PAGE 1

of, Microsoft, one of our strategic partners, should help us further that relationship. Her unique combination of skills and experience are ideal for building upon the foundation we've created over the past 20 years."

For more information: http://www.hyland.com/

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