Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

August 31, 2012

SCANNERS SHIPPING WITH EMC CLOUD CAPTURE COMPONENT

Several document scanners are now shipping with the driver piece of **EMC's** Captiva Cloud toolkit in the box. The Cloud toolkit is a zero-footprint scanning system that EMC introduced late last year [*see DIR 12/16/11*]. It basically enables a Web-based application to connect to a scanner without any ActiveX component or JavaScript being downloaded onto a computer.

"The toolkit is designed to make it easy to add scanning to Web-based capture applications, as well as ECM and line of business apps," said Sean Baird, director, product marketing, for EMC's Information Intelligence Group. "The first step to gaining adoption among ISVs is being able to bundle the piece that runs with the scanner in the box with multiple manufacturers. That should help us build some more momentum."

Avision, **Brother**, **Canon**, **Epson**, **Fujitsu**, **HP**, **Kodak**, **Panasonic**, **Plustek**, and **Visioneer** are all now shipping scanners that include a Windows Service that runs on a PC attached to a scanner. "It's installed with the regular drivers when a user installs a scanner," said Baird. "The service then reacts to any scanning requests from browser-based applications running our Cloud SDK."

According to Baird, **Ricoh's** hosted DocumentMall application, which is built on EMC's Documentum ECM platform, is currently running the Captiva Cloud SDK. Image Access Corp., a New Jersey-based ECM reseller, has integrated the SDK with EMC's eInput Web-based capture application—which normally employs an ActiveX scanning component. "Our Cloud SDK is designed for basic scanning and doesn't have all the image processing

Kodak DI for Sale; Who's Buying?

Corporate puts $400 million hardware, software, and services entity on the market

It's official, **Kodak Document Imaging** is for sale. After months of speculation following Kodak's filing for Chapter 11 bankruptcy [*see DIR 1/20/12*], Kodak Corporate has put the company's document imaging business unit on the market. Kodak is a leading manufacturer of production scanners and also features workgroup and desktop models. Kodak DI also has an industry-leading document imaging and storage product service group and in recent years has been developing a document capture software business.

DI is being advertised as approximately a $400 million a year business with 1,000 employees. Kodak reported a "record year" for DI sales in 2011 and by all accounts DI was profitable. In fact, earlier this year, when Kodak published a restructuring chart, DI was listed as one of the organization's "core businesses," which was helping fund the company's money-losing "growth businesses," as Kodak attempted to come up with a plan to get it out of bankruptcy.

"Kodak corporate's primary driver has not changed," said Dolores Kruchten, VP, Eastman Kodak Company, and President, Enterprise Services and Solutions. "That driver is still to emerge successfully from bankruptcy. Kodak is trying to maintain its enterprise services and print businesses going forward and—printing in particular is where Kodak has made heavy investments in the past five years. Focus is really important to success, and selling DI will help Kodak narrow its focus."

In addition to DI, last week Kodak announced it would be selling its "Personalized Imaging" business, which includes most of its consumer products and retail printing kiosks. Kodak reportedly needs to raise $700 million to pay creditors and exit bankruptcy, and it was hoping to generate at least that much from the sale of a portfolio of digital imaging patents, which is being conducted this month. However, early reports had the patent bids coming in at less than half that figure, so

Kodak is likely being forced to put more on the table to raise money.

But, is selling off one of three "core businesses" that helped contribute more than $214 million in profits in 2011, while keeping "growth" business that lost more than $400 million, the best way to go about escaping bankruptcy? Presuming a sale goes through, that won't be a concern of Kodak DI much longer.

"Kodak DI has a very proud past, and more importantly, a bright future," said Kruchten. "DI has had a very long and successful run with Kodak, but Kodak's plan is to now focus on what is critical for its future. That future is predominantly around the print market. As a result, Kodak is looking to sell DI and will pursue an attractive buyer.

"DI's plan is to continue to expand our business and build on the success we've had. We are going to continue to invest—we are making nice investments this year in the product portfolio, both hardware and software, and our service team. We've been operating without interruption since the bankruptcy filing and just completed a strong Q2.

"We've been talking with our channel partners, who have been key to our success. We rely on them and will continue to work closely with them. We are very excited about our upcoming Global Directions conference (being held Sept. 24-26 in Las Vegas), as well as some new product launches.

"From Kodak DI's view, it's business as usual, with the caveat that we are very excited about working with a potential buyer and really being in a position where DI is a core focus of whatever business it ends up being part of going forward."

Potential landing spots

According to Tony Barbeau, GM for Kodak DI, despite the aforementioned rumors, Kodak was not shopping DI prior to last week's announcement. "This was a recent decision and there aren't any particular buyers in mind," he said. "One reason we are making it public that DI is for sale is because of the bankruptcy regulations. There's a procedure we need to follow."

Kruchten speculated that there are two kinds of potential buyers for DI: financially motivated investors and synergistic businesses. On the financial side, names like **American Capital Strategies**, which acquired **IBML** in 2007, and **Patriarch Partners**, which took over **Scan-Optics** several years ago, have been thrown around. From a synergistic standpoint, long-time Kodak partner **Konica-Minolta** has been mentioned, as well as **Fujitsu**, Kodak's primary competitor for document imaging scanner sales. With Fujitsu, however, there are potential anti-trust concerns.

Eastman Park Micrographics, which bought Kodak's microfilm business in 2010 [see _DIR_ 2/5/10], and is owned by serial imaging business acquirer Sonny Oates, has also been

mentioned as a possible buyer. **Xerox**, another Rochester imaging entity, is another possibility.

What someone will pay for a profitable $400 million hardware business is anyone's guess. **BancTec**, which has a run rate of approximately $250 million, is in the process of being sold to **TransCentra** (made up of the former J&B Software and Regulus businesses, *see DIR 5/20/11*) for $150 million, with TransCentra (owned by **Cerebus Capital**) just waiting to secure debt financing. However, in recent years, BancTec has moved about a third of its business to BPO, an area where Kodak DI doesn't play. On top of that, BancTec has not historically been profitable, so it's probably not an apples to apples comparison.

> **"We are very excited about working with a potential buyer and really being in a position where DI is a core focus of whatever business it ends up being part of."**
>
> **—Dolores Kruchten, Kodak**

Lazard, which managed Captiva's sale to **EMC** in 2005, is advising Kodak on the DI sale. Kodak has listed the first half of 2013 as its target date for completing the sale of DI and Personal Imaging. Barbeau said that Kodak will go into a quiet period regarding the sale over the next several months.

Carving out services

Whoever acquires Kodak DI will be getting a market-leading document scanner business, especially in the production segment. Kodak, of course, has a full line of desktop through production models, as well as a capture software portfolio that it continues to build out. Kodak Service and Support, which services Kodak, as well as third-party, products worldwide, is also included.

Staying with Kodak corporate will be the company's Enterprise Services business, which has historically focused on print solutions, but recently had been attempting to introduce more DI and ECM components. This includes a recently announced partnership with open source ECM ISV **Alfresco.** Also**,** during Kodak's most recent re-org., Kruchten was named president of Enterprise Solutions and Services.

"Enterprise Services primarily focuses on Kodak's ability to manage customers' print workflows and help them successfully leverage their printing equipment," said Kruchten. "That said, enterprise services has document and content management services that it will maintain. Some of that crosses over into DI, and in the future, I expect Kodak will go from being the owner of DI to a partner with DI.

"As for me, I have a long history with DI, and it has been very much a part of my career for 20 years. I'd certainly say it's my expertise. But, after the sale, we'll see how everything falls out and who ends up where."

Barbeau stressed that DI will continue to build out its own services practice as well. "As we move deeper into software, we understand that any software business has to have services associated with it if it is going to succeed," he said. "We've been discussing that as part of Enterprise Services and Solutions, so we're going to have to draw the line somewhere. Basically, Kodak corporate will maintain its ECM practice, while DI's services focus is primarily around capture—not just documents and paper, but all of information capture."

Show goes on

The pending sale of DI was announced a few weeks in advance of DI's upcoming Global Directions 2012 event. #KGD2012 is being advertised as an "educational conference….about technologies and best practices that are fundamental to the development, design and implementation of solutions for document management, collaboration, governance, and business process automation."

Said Barbeau in a press release, "Kodak Global Directions is an educational forum for business leaders who want to transform document management into a core driver of growth and innovation. The conference will provide both IT and business professionals with the tools and resources to properly identify, evaluate and specify right 'fit' solutions that enable organizations to achieve improved results through stronger collaboration."

"While Kodak DI is sponsoring the event, we view it as an industry educational event," Barbeau told *DIR*. "We have some great speakers, including a keynote from **Microsoft** [Steve Fox, a director of cloud services]. The conference is designed to be less about hardware, software, and services, and more about creating solutions for customers, as well as opportunities for resellers, by helping them look at things in a different way.

"We have a good group of attendees lined up. We are looking at Global Directions as a way to demonstrate our commitment to thought leadership in document management around collaboration and

the enterprise. And, we have some new products, in areas like distributed capture for SharePoint, that we'll be showing."

Business as usual

So, basically, it sounds like it is business as usual for Kodak DI, at least until an acquiring company is found—and perhaps even after that. I realize a business in which the bulk of the revenue comes from hardware is not the most attractive entity on the market right now—especially as MFP vendors flock to a "services-led approach." That said, document scanners have historically been less commoditized than MFPs, and, based on my understanding of the growth and profitability of Kodak DI, I expect multiple buyers to toss in their bids, with an investment group happy to receive annual profitable returns on their dollars the most likely candidate to come out on top.

Stay tuned to *DIR*, and follow us on Twitter @DIREditor and blogger: http://documentimagingreport.blogspot.com for updates.

For more information:
http://www.kodak.com/ek/US/en/Kodak_Takes_Next_Steps_toward_Successful_Emergence.htm
http://www.globaldirections2012.com/;
http://www.documentimagingreport.com/index.php?id=2331

Forrester Wave Ranks "Multi-Channel" Capture ISVs

Forrester's recently published Wave report on Multi-Channel Capture (Q3 2012) has certainly stirred up some discussion in the industry. The report on the capture market ranks a total of eight ISVs on their products' functionality, their strategy, and their market presence. Not surprisingly, **Kofax**, which ranks as **Harvey Spencer Associates**' market share leader in document capture software sales [*see DIR 8/10/12*], also tops Forrester's Wave. What was surprising were some of the vendors that were not included in the Forrester rankings.

Forrester is a Cambridge, MA-based research firm that publishes Wave reports on multiple technology sectors. The recent Multi-Channel Capture Wave report was put together by analysts Alan Weintraub and Craig LeClair, who have extensive backgrounds in ECM and BPM. Forrester's Capture Wave features an x-axis labeled "market presence" and a y-axis labeled "current offering." The eight ranked vendors fall into three categories. **Kofax**, **EMC**, **IBM**, **Open Text**, and **Top Image Systems** are all listed as "leaders," with **Brainware** and **Itesoft** (a French capture ISV) falling into the "strong performers," category. **Notable Solutions, Inc**. (NSi) made the

list as a "contender."

This list begs the question of where **Nuance** and **ReadSoft** are, as, along with Kofax, EMC, and **Open Text**, they round out Spencer's top five when it comes to capture market share.

Forrester listed several criteria for making the list, including a product's core functionality, multiple ECM integrations, its ability to be sold as a standalone product, and demonstrable success in the market. You would think that ReadSoft, Nuance, and several others would have qualified based on those relatively objective requirements. The fifth Forrester criterion of "interest from Forrester clients" may be more subjective—but, do you mean to tell me a client asking about NSi's AutoStore is also not at least inquiring about Nuance's eCopy?

It's really unclear as to why Forrester listed only the vendors they did (and I haven't had a chance to ask them). There has been speculation that it may have to do with Forrester's ECM background. This makes sense if you consider that EMC Captiva and Kofax are long-time leaders in batch capture software, which is most often associated with ECM, and they are listed as Forrester's Capture Wave leaders. But the ECM-centric theory doesn't explain the inclusion of ISVs with more data-centric legacies like TIS, Brainware, IBM (through its acquisition of Datacap, see *DIR* 8/20/10), and Open Text, and the exclusion of their direct competitors like ReadSoft and **AnyDoc**.

Introducing a multi-channel concept

That all said, I think it's important to consider that this was Forrester's first crack at defining capture as a standalone market. Like any 1.0 effort, I expect there will be significant improvements in future versions—some of it based on user feedback, which I'm sure Forrester has been receiving plenty of.

There were some positives to the report. First off, I really like the concept of multi-channel capture. According to Forrester, "Capture extends beyond paper to e-mail with PDFs, allowing for new inputs through mobile devices to handle increased volume from office and point-of service." In addition, "Capture has extended beyond the single dimension of paper scanning in one or two primary locations to become the multi-channel, distributed on-ramp for acquiring information."

Basically, the way I see it is that the capture market is expanding beyond paper, which is something we've talked about within the industry for years. As a younger generation of users influence an increasing number of business transactions, paper is being replaced by e-mails, Web forms, and input

from social media, mobile devices, and who knows what else down the road. Capture ISVs have to evolve to embrace this new set of multi-channel inputs.

"It's important for capture vendors like us to sell our software as an infrastructure component that can help our customers interact with what AIIM has defined as 'systems of engagement,'" said Martyn Christian, chief marketing officer for Kofax, who discussed the Forrester report with us. "There is a new generation of software, being built around mobile phones and tablets, emerging related to customer facing processes.

"Our customers want to be able to manage these new channels, as well as their legacy channels [like paper transactions], through the same applications. So, there are multi-channel capture opportunities in a variety of markets like mortgage processing, insurance claims, healthcare benefit administration, invoice processing, etc."

DIR first explored the concept of multi-channel capture, related to payments, when we talked to Regulus last year [*see DIR 12/2/11*]. Basically, Regulus, a payment processing outsourcer which has since changed its name to **TransCentra**, offers to manage and support multiple payment channels for its customers. This includes processing Web-based, e-mail, paper, phone, and third-party executed payments and dumping the appropriate data into their customers' accounts receivables system.

There are obvious parallels in a multi-channel document capture system, which can be used to extract the appropriate transaction information from multiple input sources and dump it into a transaction management system like an ERP application. The key, of course, to executing this process successfully is being able to extract the right information. And according to Forrester, this is where document analytics will play an increasingly important role going forward.

Document analytics on the rise
According to Forrester, "Analytics will be the new battleground for capture….Vendors will use multiple techniques to identify relevant text for extraction and incorporation into production applications. These techniques include entity extraction, auto-classification, document learning, and multiple OCR engine voting."

In my opinion, analytics is going to be the engine that drives the IDR market to the next level. Forrester's background in BPM and ECM enables it to understand how data from captured documents

needs to be manipulated and managed to be optimally integrated with line of business applications. Better analytics are the key to smoothing out this integration.

"I am a strong proponent of analytics playing an important role in multi-channel capture," said Christian. "We are doing development in-house around analytics, and are also considering analytics as part of our ongoing M&A considerations.

"If you look at an application like invoice processing, the benefits of analytics are fairly obvious. The better analysis you can do of the type of invoices you have coming in, the more automation you can apply. Let's say you extend that analytic process to a broader set of customer engagements, like you have in the healthcare market. The insights into what you can do with that additional information don't really exist yet, but they are certainly being worked on.

Martyn Christian, Chief Marketing Officer, Kofax

"There is an overall trend to try and get better insights into data. A lot of that data is created by the capture of customer information, which can be channeled through our software. Eventually, we'll get to the point where customers will be snapping a picture of a product that doesn't work and sending it to the manufacturer. Software will be used to figure out what the problem is, so an automated response can be sent. That's a different kettle of fish than what we are doing now, but it's not that far off."

The next level for invoices
Brainware VP of marketing Charlie Kaplan, who also discussed the Forrester report with us, told *DIR* about a customer that is beginning to capture additional information from invoices to help it optimize its money management. "Historically, an A/P department might only be looking to capture enough information to pay its invoices efficiently," he said. "But, with all the discussion going on around cash flow management and optimization, this customer wanted more data they could use to make intelligent decisions.

"For example, they started capturing discount terms that appeared on invoices and comparing those to terms they had stored in their ERP system. Now they can take the better terms. They're also able to check which vendors are consistently presenting different sets of discount terms.

"They are able to compare data from invoices

across departments or geographies. They can determine, for example, if an operation in one country is spending five times as much for a particular supply per capita as an operation in another country.

"For years, we've been able to sell capture ROI based on reduced keystrokes for data entry. However, in the future, as we introduce more analytics, I think terms like 'OCR' will become obsolete. We're opening up new applications that traditionally capture hasn't had the capacity to go after. We're having different conversations with the HR department, for example, than we have with A/P.

"A lot of those conversations end with the potential customers saying, 'I never knew this was possible.' The increasing amount of data you can capture from documents [utilizing advanced analytics] is closing the gap between what you can do with unstructured information and structured data."

On the analytics front, we encourage *DIR* readers to track companies like **Pingar** [featured in our 6/22/12] issue and **ITyX** (a German ISV) who have both discussed contextual understanding and next-generation artificial intelligence technology that can be used to categorize and understand unstructured documents.

Defining a new market

Christian concluded that he was pleased that the Forrester report at least defined a new capture market space—one separate from ECM, where capture has historically been pocketed by most analysts. "I think we can finally put to rest the view of capture being dominated by standalone batch capture applications," he said. "Some of the options that are now available, with users combining batch, MFP, and mobile capture in a single application, are signs of a maturing market.

"Really, I think the opportunity for this type of diverse capture platform has been there for a long time. That said, some of the components have been changing over the past 12 to 24 months. Buyers, like a large bank we just met with, are just figuring out what their options are. They are trying to decide which pieces of multi-channel capture fit best their processes."

For more information:
http://tinyurl.com/ForresterCap;
http://www.kofax.com/news/article.asp?id=1340;
http://www.emc.com/collateral/analyst-reports/forrester-wave-multichannel-capture.pdf;
http://www.brainware.com/

For current news, follow us on Twitter @DIREditor. Recent Tweets on new software from **Parascript** & **ABBYY**.

IDC Study Examines Broken Document Processes

Broken document processes have caused significant risk or problems for 75% of businesses, but for the most part, these processes are ignored by C-level executives. In fact, businesses are more likely to invest in protecting against a natural disaster than they are in protecting against a much likelier incident caused by document mismanagement. These are some of the findings recently uncovered by **IDC** in a study commissioned by **Ricoh**. Based on this study, IDC has published a white paper entitled, *It's Worse than You Think: Poor Document Processes Lead to Significant Business Risk*.

"We began working with IDC because we really wanted to see the tipping point at which businesses would finally decide that they needed help with their document-driven business processes," said Joyce Ouellette, director, global managed document services marketing for Ricoh Americas Corporation. "We started with a small focus group of less than 50 people and based on input we received from them, we developed a survey that was completed by 1,500 respondents worldwide.

"We found that during the recent recession, everybody was focused on taking out costs. It's now reached the point where businesses have found they can't take out any more, or they are hitting bone. We've found that saving money is now less of a priority than driving business and protecting against risk."

When it comes to risk, IDC found that "businesses around the world devote a tremendous amount of time, money, and attention to mitigating risks associated with low-probability/high-impact events." "This includes protecting against floods and cyber-terrorism," said Ouellette. "However, many businesses don't think about the risk inherent in their every day document processes, which are often not only high-impact, but high probability.

"One large bank told us that due to a deficiency in its document processes, it inadvertently applied a U.S. tax code to a major client's Asian operations. In response, the client dumped them. Or it could be something as simple as leaving a patient record on a copier, which could lead to a violation of HIPAA laws."

Overall, IDC found that 75.9% of the companies it surveyed experienced "significant business risks and/or compliance incidents and suffered severe consequences due to broken document processes. "This included failing to meet compliance

requirements, losing key employees and major customers, being pulled into major audits, and suffering PR crises," said Ouellette.

Despite these potential consequences, it seems that C-level executives do not take responsibility. According to the white paper, "IDC believes the degree of risk introduced by inefficiencies in document processes remains a significant blind spot for many C-level executives…. most C-level executives have delegated this responsibility despite the fact that delegated owners do not have the span of control to fully address the scope of the business process problem."

"The least effective processes are also the least paper-based. This exposes the myth that simply driving paper out of processes necessarily makes them more efficient."

—*It's Worse than You Think*, IDC

Ammunition for a new conversation

"The material coming out of the IDC study is important marketing collateral for Ricoh's salesforce and its partners—especially as we transition to a services-led model," said Ouellette. "It enables them to have a different conversation with their customers than the ones they've had in the past. They can tell them that if three-quarters of the businesses in this IDC survey are having these types of problems, chances are they are having them too. It really gives our salespeople and partners an opportunity to come in and present themselves as document process experts, with support from Ricoh."

Ouellette cautioned that just throwing document management technology at a problem is no way to fix it. Specifically, in the white paper, IDC states that transitioning from paper to electronic can actually make a process worse. "The least effective processes are also the least paper-based. This exposes the myth that simply driving paper out of processes necessarily makes them more efficient. Rather, the health of the process also depends on deeper-level assessment of workflows and attributes of the process itself. Simply automating a broken process does not automatically fix it, and getting rid of paper alone is not enough to ensure a robust process."

"We found that a lot of organizations are pouring out money to buy new technology and then relying on their own abilities to apply it," said Ouellette. "I'd like to stress how important it can be to bring in some outside expertise."

To provide this expertise, Ricoh has established a Global Competency Center network. "It's a virtual organization that ensures we make consistent expertise available across the globe," said Ouellette. "Support personnel is managed on the regional level.

"We've also made a lot of our marketing collateral around improving document processes available on-line, which includes the literature associated with the IDC study. Interest in these materials has certainly increased our Web traffic."

For more information: http://www.mds.ricoh.com/thoughtleadership

Panasonic Upgrades Workgroup Models

Panasonic has introduced a new workgroup document scanner platform that features two models. The new KV-S1065C is rated at 60 ppm/120 ipm at 200 dpi in color and binary, while the new KV-S1046C is rated at 45/90 with the same specs. The models are an upgrade to the Panasonic KV-S1045C, which was introduced in 2010 [*see DIR 2/19/10*].

Like the 1045, the new models feature capabilities for feeding hard cards in a batch, ultrasonic double-feed detection, and Panasonic's active double-feed prevention roller. New is a double-feed skip key that enables users to turn-off the double-feed detection for documents with sticky-notes on them or envelopes. Users can also manually release the double-feed roller mechanism to enable scanning of multi-part forms like carbon-less documents.

There is also a new dog-eared detection feature that can be used to stop scanning so a questionable document can be examined. New output controls enable users to slow the speed to prevent batches of mixed sized documents from being stacked improperly. As part of Panasonic's image processing package, an auto-brightness feature has been introduced. "It analyzes the entire document and decides the optimal output," said Joseph Odore, product manager, Imaging Systems, for Panasonic Communications Company of North America. "We've also moved from a fluorescent to an LED light source, which is more energy efficient."

The 1046 lists for $1,295 and $1,425 with **Kofax** VRS. The 1065 lists for $1,595 and $1,750 with VRS bundled.

Odore added that Panasonic is utilizing CIS cameras in the new models. "A few years ago, many people thought CCD cameras produced better images and that may have been true, but CIS has improved so much, you can't tell the difference anymore."

Panasonic has also introduced a three-year advanced exchange warranty with its desktop and workgroup models. "Basically, a customer calls an 800 number and we'll send out, overnight, a working unit at our cost," said Odore.

Increasing focus on end users

Panasonic continues to market a full-line of workgroup and production scanners. "In the past year, we've merged our Imaging Systems with the rest of our B2B business, which includes laptops and some other hardware," said Odore. "So, now while continuing to working with our reseller channel, we have aligned with Panasonic's vertical sales teams and are trying to close end-user business in conjunction with our resellers. We have a healthcare team, for instance, that sells a much wider set of Panasonic products. It can go in and stimulate document imaging opportunities that we can bring our resellers into."

Panasonic has also redone its trade in/trade up program to now target end users. "Historically, we've been offering resellers a rebate if they upgraded a customer from one of our older scanners or from a competitor's model," said Odore. "We dispose of the old scanner for them free of charge. Now, we are going directly to end users with that offer. The end user will receive the rebate

check, and reseller will still get credit for the sale and get their margins. So, it should be good for everyone."

For more information:

CAPTIVA CLOUD SDK, FROM PAGE 1

capabilities of a full capture app.," said Baird. "It can be integrated with any type of Web-based development language including HTML, Flash, Silverlight, JavaScript, Adobe AIR."

For more information:
http://www.emc.com/enterprise-content-management/captiva/cloud-toolkit.htm

Spencer Conference next week

Increasing adoption of zero-footprint scanning is one of the predictions *DIR* Editor Ralph Gammon will be making during his annual presentation at **Harvey Spencer Associates** Capture Conference, being held next Wed. and Thurs. at the Glen Cove Mansion in Long Island, NY. Per usual, Spencer is expecting around 100 attendees at the event, which is a great place for networking as well as education. Featured topics this year include how capture fits into **SAP's** finance solutions, using mobile and improved pattern understanding to improve business processes, and "knowledge liquidity and intellectual property." Look forward to seeing a lot of you there.

For more information:
http://www.harveyspencer.com/documentcapture/index.html

Subscription Order Form for RMG Enterprises, Inc.

4003 Wood Street ● Erie, PA 16509 ● Phone (814) 218-6017 ● e-mail: ralphg@documentimagingreport.com

Document Imaging Report
Business Trends on Converting Paper Processes to Electronic Format

1 year (24 issues)
❑ **electronic copy @$597**
❑ **paper copy @$670**

SCAN: The DATA CAPTURE Report
Premier Management & Marketing Newsletter of Automatic Data Capture

❑ **electronic copy @$597**
❑ **paper copy @$670**

OUR GUARANTEE TO YOU
If you are not completely satisfied, we will refund your subscription cost for all remaining unserved issues.

Name _____Title_____

Company _____

Street _____

City _____ State _____ Zip _____

Phone (_____) _____ Fax (_____) _____

E-Mail_____

Please ❑ **enter** / ❑ **renew** the following subscription.
(Add $33 on all orders outside of Canada and the United States.)

❑ **Payment Enclosed** (Remit to: RMG Enterprises, Inc., 4003 Wood Street, Erie, PA 16509)

❑ **Charge My Credit Card** (Charge will appear as RMG Enterprises.)
___AmEx ___Visa ___MC ___Discover _____
card number   expire date

❑ **Bill My Organization** (Purchase order # optional.) _____