

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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September 20, 2013

THIS JUST IN!

PANASONIC UPGRADES WORKGROUP MODELS

New firmware highlights the release of **Panasonic's** new workgroup models, the KV-S1046C-H and KV-S1065C-H. If the names look familiar, that's because the scanners are upgrades of the workgroup models Panasonic announced just over a year ago [see *DIR* 8/31/12]. The new models carry the same list prices but are faster and feature more powerful image processing options.

"The scanners feature new firmware and a new processor that enable them to maintain their rated speeds at 200 and 300 dpi for binary scans," said Joseph Odore, product manager for Panasonic Systems Communications Company of North America. "They now only slow down a little when you increase to 300 dpi in full color."

The KV-S1046C-H is rated at 45 ppm/90 ipm and carries a list price of \$1,295, while the KV-S1065C-H is rated at 60/120 with a list of \$1,595. Both come with Panasonic's 3-year advance exchange warranty.

As part of its Image Capture Plus software, Panasonic has introduced auto-preview and re-scan functions. Auto-preview is designed to reduce the amount of time it takes to set up jobs. "It enables users to scan a batch of documents without adjusting the image settings," said Odore. "After they scan, they can look at nine different thumbnails of the first page, each with different settings applied, and pick the one they think looks best. They can continue to individually make selections for each image, or they can capture the whole batch with the settings they choose for the first image."

Once a batch is completed, the user can then go through a similar process to fix any scans that don't look good. "The PC will temporarily

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Capture: Not Just for Documents Anymore

GLEN COVE, NY—Capture is not just about documents anymore. This was the overriding theme at the recent annual **Harvey Spencer Associates** (HSA) Capture Conference held at the Glen Cove Mansion on Long Island. As usual, approximately 100 of the top executives in the capture software market attended, as well as representatives from a handful of top capture hardware players. Topics covered included Big Data, the Dodd-Frank Act, security related to mobile computers, natural language understanding, and what end users are looking for in their ECM solutions.

Spencer gave his annual state of the market address, but this year he also discussed HSA's work toward expanding its definition of the market. HSA has traditionally covered document capture—primarily applying imaging technology to scanned pages. Spencer is now expanding his coverage to embrace additional input sources such as e-mails, voice, photos, videos, and even collateral associated with social media sites. "The idea of capture is to make sense of multiple unstructured inputs," said Spencer during his presentation. "You can't differentiate between documents and other types of input any more."

Rather, Spencer explained the market he covers going forward will encompass any technology used to capture input used as part of a transactional processes. "We are just starting to build a model that incorporates voice, photo, and video capture," Spencer told *DIR*. "My guess, based on limited information and research, is that currently capture related to these three areas as applied to business transactions is worth maybe around \$500 million, max. So (including document capture), we have a total current market size of something under \$4 billion."

Spencer noted that the explosive adoption of mobile computing is changing the entire capture equation. "Look at the variety of input sources on a mobile phone that can be utilized for transactions," he said. "The camera can be used to capture documents and photos, as well as videos; you can also access social media, send

e-mails, use voice technology, and send texts."

Spencer said one key for capture software in the future is going to be its ability to understand the context of input. "Currently, we are utilizing document classification to drive automated routing," he said. "But, in the future, contextual understanding is going to increase in importance, because that's how people think."

"A lot of contextual information can be captured from mobile computers, as well from a variety of other sources. Let's say you're in a car accident. Information that could almost immediately be captured and made available to your insurance company includes the time of the accident, how fast you were going, where the accident occurred, and the VIN numbers and make and models of both cars involved. Depending on the value of the cars, a specific workflow might be initiated."

"HSA has adjusted its five-year CAGR [for the capture software market] through 2017 to 9.2%, down from original projections of 13.5%, which were previously adjusted to 11%."

As we discussed in our article previewing the conference [see *DIR* 8/23/13], Spencer noted that as HSA expands the input sources it is covering, its traditional market segmentation, based on four avenues for paper capture, becomes less relevant. "Going forward, it becomes more relevant to look at variables like what are the inputs and where are captured images and data being stored and utilized," Spencer said. "Also, we want to know what vertical applications and markets people are capturing information for."

Spencer said that increasing the breadth of the capture market potentially brings it under the umbrella of the emerging "Big Data" space. "Big Data is still in its very early days," he noted. "A recent survey by **IBM** shows that only 28% of businesses have either a Big Data pilot or an implementation in place. The rest are either still in their planning stages or have not begun Big Data activities."

"To implement Big Data, organizations are going to have to change their systems. I think there is an opportunity for capture vendors to have their technology included on the ground floor of Big Data."

A closer look at Big Data

Big Data has some unique characteristics, and former *Imaging and Transform Magazine* Editor Doug Henschen, who now writes for *InformationWeek*, was on hand to present on two databases that have emerged to handle the demands of Big Data applications. Those are the Hadoop and NoSQL platforms. "Today's Internet businesses need highly scalable

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

Areas we cover include:

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2. Image Processing
3. Forms Processing/OCR/ICR
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data platforms,” Henschen told the crowd at HSA. “You can’t jam the massive variety of data formats they are collecting into a relational database. That is why Big Data options are showing up.”

Henschen said a key function of Big Data platforms is their ability to handle multi-structured data. “Big Data platforms have to handle the scale and complexity of variable data coming from a variety of sources,” he said. “These include traditional enterprise data sources like transactional, CRM, financial, and supply chain management systems. They include Web-based systems producing information on things like Web logs, promotions, variable pricing, and site navigation. They also include Big Data-specific information producers like social networks and click streams, as well as information coming in like customer comments and sentiment.”

Another HSA Capture presenter, Brian Garr, CEO of **LinguaSys**, specifically touched on his company’s ability to understand sentiments from customer comments on social network sites. LinguaSys currently works with 15 different languages and attempts to understand the context of information prior to doing translation. “Sentiment analysis has to be contextual,” said Garr. “It has to support colloquialisms.”

Garr also said that natural language understanding is going to be key in the future, especially in voice recognition applications. “People are sick of speaking in utterances,” he said, “such as saying, ‘up, window’ (presumably when giving a voice command in an automobile).”

Big Data use cases

In addition to describing Big Data in the abstract, Henschen gave some examples of applications in the real world. Companies that utilize Hadoop include **RapLeaf**, which “crunches highly variable data to give businesses a better idea of what their customers are doing online;” **NextBio**, which enables pharmaceutical companies to more effectively do on-line research; and **Opower**, whose technology is white labeled by power companies and enables their customers to compare energy use to that of their peers.

Henschen also explained how **MetLife** has been able to utilize a NoSQL database to provide its customer service reps with a consolidated view of information from 70 different systems. “MetLife couldn’t put all this into a single schema with a relational database,” said Henschen. “There are federated data integration tools available, but that route would have been expensive. With NoSQL it took only 90 days to build out the system.”

Henschen concluded by saying that organizations looking to implement Big Data strategies should initially try and use the technology to solve existing problems. “That’s the way success stories like the one at MetLife came about,” he said. “They didn’t go looking for a new problem or hire a “Data Expert.” Rather, they were already working on a way to integrate data from 70 systems and used Big Data tools to help them.”

Some capture market details

In addition to Big Data, Spencer discussed more mundane topics, like the current value and growth potential of the document capture software market, which HSA estimated as being worth approximately \$2.7 billion in 2012. This represented growth of only 8%, which was down from the double-digit figure HSA had originally projected. Spencer reported that through the first half of 2013, market growth was still around 8%, but that he expects things to pick up in the second half of the year.

“Last year, the U.S. and Canada combined grew at 11%, while EMEA slowed to 3%,” Spencer said. “I think there are still many opportunities in the U.S., while Europe seems to be recovering. However, I expect, as organizations, especially government, migrate more toward cloud services, it’s going to have an effect on capital expenditures on software.”

Taking these factors into account, HSA has adjusted its five-year CAGR through 2017 to 9.2%, down from original projections of 13.5%, which were previously adjusted to 11%. Spencer did note that capture software is now being sold more often by major IT and ECM ISVs, as opposed to specialists—which *DIR* thinks may be helping to erode pricing as capture is bundled more often as part of larger implementations.

Spencer once again listed **Nuance** as the overall capture software market leader in 2012 with a 17% share in terms of end user prices—which is significant considering that almost all of Nuance’s software goes through some form of channel. **Kofax**, which still has a healthy channel business but also sells almost 50% direct, was second with a 13% market share. **EMC** came in at 8% with **Open Text** and **ReadSoft** rounding out the top five at 5% each. These top five vendors now make up 48% of the market, a figure which has been steadily growing over the past five years as the market consolidates.

As expected, sales of transaction-related capture software grew significantly faster than sales of batch capture. “While the volume of batch capture seats being sold may be increasing, I think its pricing is being commoditized,” said Spencer.

Spencer noted that while financial services continues to be healthy and easily the largest vertical segment of the capture software market at 22%, the healthcare segment grew the fastest in 2012, at 30%, and now makes up 11% of the market. Spencer sees manufacturing as a key growth area going forward as manufacturers expand their implementations beyond accounts payable where many started.

Mike Spang, who joined HSA recently as its VP of research, also presented on the new market segmentation HSA will be reporting on. He discussed capture input sources, where HSA expects use of MFPs, e-mail, and mobile devices to grow, as well as destinations, where e-discovery and case management are being projected as growth areas. "In the future, we expect to see an increase in the diversity of input sources as integration technology improves," said Spang. "Storage options are also improving, which increases the amount of data that users will be willing to capture and keep."

In between input and storage, HSA will continue to increase its focus on the reasons people capture information—such as for which business processes in specific vertical markets captured images, data, and other information are most often used.

Bank Gives Advice to ISVs

For the second year in a row, ECM end user **TD Bank** presented. This year, Alex Colic, a senior IT manager, explained how the organization has utilized ECM and document capture to help it manage its growth over the past 10 years, which has included approximately doubling its number of branches and employees. TD Bank, which in 2002 was primarily focused on the Canadian market, now has more than 2,400 locations and 85,000 employees spread out over the U.S. and Canada.

"We use capture and ECM to help us manage our legal documents," Colic told HSA attendees. "For us, those are documents related to loans and trades, as well as other records. We need to understand how our content was created, who owns it, what is its lifecycle, and how we can use it to create new business. Our top three goals related to this content are to reduce risk, improve efficiency, and reduce costs."

Colic stressed that his clients at TD Bank don't care about technology. "All they want to know is how I can solve their business problems," he said. "For them the technology is a commodity. They don't care if we're using FileNet or Documentum."

"We've been caught buying software for features in the past. After you buy it for that reason, you're stuck running around trying to figure out what to do

with it. If it's an imaging system, you're asking everybody if they can use scanning. And you're stuck paying for it whether they use it or not.

"Instead of selling us technology, we want vendors to help us define a story. Help us find a solution that we can present in a non-vendor specific format."

Colic noted that the amount of paper that TD Bank is capturing is continues to increase. "We are taking in paper from sources that we never have in the past," he said. "We are finding a huge uptake of distributed scanning. It's not uncommon to print something, have a customer sign it, and then scan it right into our ECM system."

Colic added that TD Bank is also increasing its sources of input. "We get input from batch scanners, distributed scanners, MFPs, faxes, and e-mail—with tablets, and cell phones coming on board this year," he said. "Regardless of the source, we rely on our capture software to strip out and clean up the data, and then send the image and data to our workflow, which calls on our rules engine."

"Our goal is to automate as much of the process as possible. We want to utilize the least amount of human intervention. Our philosophy is that humans should only touch exceptions."

TD Bank is currently trying to convert some of its paper forms to electronic ones. "We want to move toward more digital input, but that only works for forms that are generated internally," said Colic. "When a customer applies for a loan, even though our application form might be electronic, if we need to see their latest tax return, that is still going to be paper that has to be scanned."

Colic concluded by saying that as the number of ways customers communicate with TD Bank increases, so do the challenges associated with capturing important information. "Today, you can have a conversation with a branch representative using instant messaging, and that has to be captured," he said. "And complying with Dodd-Frank is very difficult because systems that are designed to run trades are set up to process transactions, not to comply with a records regulation."

The Dodd-Frank opportunity

This presents a nice segue into the presentation given by Dodd-Frank compliance expert Kaitlin Hassett. Officially titled, the Dodd-Frank Wall Street Reform and Consumer Protection Act, Hassett focused on Title VII, which regulates the swaps market and its participants. There are approximately 2,400 firms involved in this market, and rules have

been set up requiring that these firms store all communications related to swaps. This includes documents, as well as e-mails, chat, and voice communications.

The biggest challenge seems to be with voice, where one option for managing records is utilizing speech-to-text technology. “Most firms are not comfortable with the tools in this area that are available today,” Hassett noted. “Most of the technology doesn’t handle multiple languages for example, which isn’t that uncommon to find in a trading conversation.”

There are all sorts of other challenges dealing with issues such as interpretation of “native file formats,” searchability of records, the length of time a record must be saved (officially “the life of the swap plus five years”), the use of BYODs, and more. One opportunity that could be attractive to imaging providers is the requirement for WORM media, which is an old document imaging standard. There are also plenty of opportunities around capturing and being able to effectively apply e-discovery tools to records, should they ever be audited. “Right now, organizations are looking at hiring people at about \$150 an hour to listen to recorded calls,” said Hassett.

Spencer concluded by suggesting that capture vendors help build some rules that could potentially reduce e-discovery charges related to Dodd-Frank. “Even if you could just reduce costs by 10%, based on some of the estimates I’ve seen, that would be fairly significant,” he said.

Next year’s dates

There was a lot more at the event, including a presentation by **Nuance’s** Allan Stratton on “Semantic Understanding in Healthcare,” which is based on Nuance’s work in natural language understanding—exactly the type of technology that could be applied to aid with e-discovery related to Dodd-Frank. We will try to get to more details of Stratton’s presentation, as well as other material from the conference in a future issue or on our Document Imaging Talk blog (<http://documentimagingreport.blogspot.com/>).

For now, though, we’ll leave you with the dates for next year’s HSA event, which will be held Sept. 3-4 at the same location. Hope to see you there.

For more information:

<http://www.hsassoc.com/capture/>;

<http://www.informationweek.com/authors/Doug-Henschen>;

<http://www.linguasys.net/> Kaitlin@hassettgroup.com;

EMC Cloud Capture SDK Gains Traction

At the 2012 **HSA** Capture Conference, one of *DIR* Editor Ralph Gammon’s predictions was that we would see significant adoption of “zero-footprint scanning.” That’s because we felt as users moved more toward Web-based and cloud applications and away from the desktop, it would be natural for them to want to avoid traditional scanner drivers. Perhaps predicting increased adoption of “browser-based” scanning would have been more specific, but either way, we didn’t think we saw a lot of movement away from traditional drivers in 2013—except through increasing adoption of mobile and MFP capture.

One factor influencing our original prediction was that in 2011, EMC had introduced its Captiva Cloud Toolkit for creating Web-based scanning applications [see *DIR* 12/16/11]. And to encourage adoption, in 2012, EMC worked closely with scanner vendors, several of whom now bundle the technology for connecting their scanners automatically to applications developed with the Cloud Toolkit [see *DIR* 8/31/12]. The only thing missing has been the cloud applications.

At this year’s HSA conference, we ran into Kai Wille, a sales director with EMC. While Wille admitted that adoption of the Cloud Toolkit may have been slower than EMC would have hoped for, it is starting to ramp up, and EMC now has partnerships with a pair of prominent document imaging ISVs: **Perceptive Software** and **Top Image Systems** (TIS). The Perceptive relationship has already borne substantial fruit through an OEM deal with a Perceptive customer, while TIS has integrated the Cloud Toolkit as an integral part of the latest release of its flagship eFLOW product.

A natural fax replacement

The Perceptive partner is a business called **Brightree** that is advertised as “a leading provider of billing and business management software solutions for home medical equipment (HME) providers, orthotics and prosthetics (O&P) practitioners, and sleep labs. “Basically, Brightree works with thousands of SMBs many of whom work with elderly home healthcare patients,” said Wille. “Brightree provides billing services for these SMBs who are looking for reimbursement for medical equipment and supplies.”

To facilitate the billing process, Brightree licenses an OEM version of Perceptive’s ImageNow document management repository. “Historically,

Brightree was having the billing forms faxed to its office for capture into its ImageNow repository,” said Wille. “This created all the problems you typically have with faxes, such as poor quality images and forms getting lost during the exchange.

“Brightree knew that Perceptive had scanning technology, because some forms were being FedExed, and then they would then be scanned. It would have been cost prohibitive to ask all their customers to FedEx their forms, so they started asking Perceptive about a distributed capture solution.

“Perceptive had installed distributed capture for other customers, but it had primarily been through a Citrix implementation. While that type of configuration might work fine for an internal deployment, they knew it wasn’t realistic to expect it to work for the thousands of SMBs that Brightree deals with.

“After looking around, they realized our Cloud Toolkit would be a good platform because it enables users to scan from any browser, and once they install their scanner drivers (which also installs the piece of software that connects to the Cloud Toolkit), they don’t have to install anything else on their computers. All they have to do is pick out a scanner that is on the list of devices that work with our toolkit, log into their Brightree account online, and scan. So far, this has been very successful, and thousands of Brightree’s customers have taken advantage of it.”

Willie noted that this deal represents a win for Captiva’s hardware as well as its software partners. “This type of deal helps drives new scanner sales as fax replacements,” he said. “It also helped Perceptive sell new software licenses.”

Key piece of cloud infrastructure

For TIS, the Captiva Cloud Toolkit is more of a strategic than a tactical play. “A few months back, we launched eFLOW 5, in which we changed our architecture from client/server to more of a full Web-based design,” said Michael Schrader, CTO & SVP Global Solutions, for TIS. “We are finding that our projects are going beyond the borders that used to exist in capture and BPM. We have a digital mailroom customer in the financial services industry, for example, that has several thousand users connected to our platform.

“Our clients want to grow more and more into branch capture and scanning at the point of origin. In addition, we are sure businesses want to move more of their software into the cloud and SaaS and PaaS models. So, in general, it’s our goal to move all

our software to a Web-based architecture and have it cloud ready. All our clients are now designed in HTML 5, so they have no footprint and there is no need for local installation. We felt it was important to offer that same functionality in our scan client.”

Schrader noted that TIS has licensed EMC’s PixTools Toolkit for several years. “We already had a good relationship with EMC, and their technology is already part of our traditional solution for connecting to scanners,” he said. “We saw extending our partnership through licensing the Cloud Toolkit as the natural next step.”



Michael Schrader,
CTO & SVP Global
Solutions, TIS

TIS had previously deployed some custom-built Web scanning technology built on ActiveX and Ajax technology. “But we saw no reason to reinvent the wheel and try and duplicate what EMC has already done,” Schrader said. “The launch of eFLOW5 is the first time we have offered Web-based scanning as an integral part of our software. One nice feature is that the interface looks the same as our Web-based validation client.”

Schrader expects adoption of Web-based scanning by TIS’ customer base will be gradual. “It will be a step-by-step process,” he said. “We will not go from zero to 100% of our customers in the cloud overnight. But, think about invoice processing, for example. A user might have a centralized operation with a client/server scanning solution for capturing the majority of its invoices. But, it might also have several branch offices with smaller volumes where it wants to enable browser-based scanning without having to install any software. Our idea is to really support Forrester’s definition of multi-channel capture.”

Schrader concluded that the new Web-based architecture of eFLOW5 is what enabled TIS to introduce Web-based scanning. “We now have a lot of very complex recognition algorithms running in the cloud,” he said. “This is what enables our mobile application to work, for example. We’re able to run crucial recognition steps in the cloud and then give feedback to a mobile or Web-based scan client, which helps ensure the quality of distributed scanning input.”

Amazon Crowdsourcing

TIS also recently expanded its cloud capabilities through a partnership with **Amazon**. Earlier this week, TIS announced eFLOW Crowdbridge, which leverages Amazon’s Mechanical Turk crowdsourcing technology and personnel. It is currently available

through Amazon.

From what we can tell through the press release, eFLOW Crowdbridge is designed to be integrated with a traditional eFLOW application to provide data validation. It is being promoted as a substitute (or a supplement during peak periods) for in-house validation stations. Security is mentioned multiple times, so we're assuming snippet technology is being used, similar to what is used in other crowdsourcing data entry operations we've written about [see *DIR* 8/10/12].

We can't say this type of integration was completely unexpected as another one of *DIR*'s predictions at HSA Capture '12 was "Convergence of Crowdsourcing with Recognition Apps."

For more information: <http://bit.ly/TISAmazon>;
<http://bit.ly/17Mv9uv>

Brainware Technology Being Used on Transcripts

With software installed on some 1,400 higher education campuses, **Perceptive Software** has been a longtime leader in that vertical market. To date, Perceptive has focused on addressing these customers primarily with its ImageNow document management and workflow technology. It recently added a new product to its higher education portfolio with the introduction of Perceptive Intelligent Capture for Transcripts powered by Brainware.

"I'd say that what we have developed for transcripts sets us apart from the rest of the capture market," said Charles Kaplan, VP of Marketing, capture and search, Perceptive Software. "This is the first time we have applied the Brainware technology to capturing transcripts, and I think our team has come up with breakthrough technology. It will not only work on transcripts today, but will help advance recognition technology in general, especially when it comes to tables."

For those of you not familiar with transcripts, they are, basically, a list of grades that a student compiles while in school. Higher education institutions deal with transcripts during the application process. They come from high schools (for incoming freshmen) as well as other colleges and universities (for transfers).

Similar to an invoice, a transcript can contain header information and tabular information. The header information contains data about the student and the institution they attended. Capturing this part

is fairly straightforward. Like invoices, it's the tabular information, which typically contains multiple line items with information like course names, numbers, dates when a course was taken, grades, and credits earned, that can get tricky.

"Basically, we started from scratch developing transcript capture around our core recognition engine," said Kaplan. "We wanted our developers to be unencumbered by any existing techniques. We gave them some samples and asked them to just look at the patterns and commonalities."

Kaplan said that historically, transcript capture has mostly relied on templates. "The problem with this technique is that transcripts from each institution are practically unique," he said. "So, if you are receiving applicants from 1,000 schools, you need 1,000 different templates. I've seen applications where users have a pick list of institutions with existing templates, and if a transcript comes from somewhere else, they need to manually key it and/or create a new template.

"We've taken a generic approach, so users don't need to train their software using templates for specific schools. We think we've cleared the hurdle of being able to capture the tabular data in a generic fashion."

According to Kaplan, once Intelligent Capture for Transcripts is integrated with a student information system (SIS), it can achieve 80-90% field level accuracy without any tweaking. "Setting up the capture system really takes very little time," he said. "We offer the ability to add a learn set, but don't envision most people using it. A learn set is primarily used to set up templates more quickly."

Kaplan acknowledged that Perceptive still has some work to do integrating its capture with SIS applications. "There are three major SIS applications used by about 85% of our ImageNow install base that we are developing out of the box integration to," he said. "Those integrations should be ready by the end of the year."

ImageNow customer **California Polytechnic State University** has been working with Perceptive to test the capture software. Here's what David Mason, the school's IT coordinator had to say, "I was expecting to see an incremental improvement in data capture and this was much, much more. The fact that it can not only capture what's on the transcript, but also pull back additional information from other source systems to complete the record, makes it a very powerful tool for the admissions process."

Kaplan cited several potential areas of ROI. "Our

technology is doing more than just reducing labor associated with keying," he said. "It has the potential to improve the entire admissions process. For example, the same people who are typically keying data are also the ones doing the student evaluations. Our software can free them up to spend more time on evaluations."

Kaplan noted that because of the rising price of college credits, transfer students are often very concerned about which credits will transfer to a school they are applying to. "Currently, there is often a delay between when a student is accepted and when she finds out which credits will transfer," he said. "A school that provides faster feedback should be able to increase the number of transfer students it enrolls."

Kaplan also said that Intelligent Capture for Transcripts should enable more comprehensive data capture than has been done historically. "Having more data available improves the analytics a school can run," he said. "A college might be able to determine if students from a particular high school take a particular course, they typically fair better in a certain major, or something along those lines. The bottom line is that the technology can be used to provide admissions decision makers with additional data for review and analysis."

According to Kaplan, Perceptive already has a number of proposals in place. Brainware first made a name for itself in the invoice capture market by its ability to effectively capture line items [see *DIR* 7/6/07]. It will be interesting to see if history can repeat itself in a space that might not be as broad as invoice capture, but certainly can benefit from

efficient line-item capture.

For more information:
<http://bit.ly/perceptivehighered>; <http://bit.ly/1a7Ggy6>

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hold all raw image data for the batch," said Odore. "So, when they are reviewing the batch, if the user doesn't like the way a particular scan turned out, they can take a look at nine different images of that page, and pick the one that looks best. This should eliminate the need to do any physical re-scans related to image quality."

Odore indicated that the new image processing capabilities should be standard in most Panasonic models in the future.

For more information:
<http://www.documentimagingreport.com/index.php?id=2468>

IMAGING 411 RECOGNIZES PARTNERS

Document imaging hardware service specialist **Imaging 411** held its first Gathering of Eagles conference last month. The event was hosted at the Village Club of Sands Point on Long Island, a few miles from the company's Syosset, NY, headquarters. Top resellers were invited for a day of meetings, golf, and a presentation by *DIR* Editor Ralph Gammon.

Awards were presented to **DataBank**, as Imaging 411's Largest Service Bureau Account; Jay Linhart, CEO of **Matrix Imaging**, for being the Top Reseller for the Western Region; and Wes Knowles, principal of **Document Conversion Associates**, who was recognized as the Five-Year Top Partner.

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