

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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September 23, 2005

THIS JUST IN!

FCPA IMPROVES DEPARTMENTAL OFFERING

Fujitsu Computer Products of America (FCPA) has upgraded its departmental document scanner (list price \$2,000-6,000) offering with the introduction of the new fi-5530C. The scanner is making its debut at this week's **ARMA Conference and Expo** being held in Chicago. At a rated speed of 47 ppm/94 ipm at up to 300 dpi in color, bi-tonal, and grayscale, the 5530 doubles the duplex output of Fujitsu's current departmental offering, the fi-4530C.

The 5530 is a solid answer to the **Kodak i160**, which began shipping in January and clearly targeted the 4530. In a market where the vast majority of scanners sold are duplex, the 4530 was hurt by the fact it only contained one camera. The i160, which has a rated duplex speed of 80 ipm at 200 dpi, carries the same list price, \$3,995, as the 4530 and now the 5530. FCPA has also answered Kodak's challenge by adding **Kofax VRS** technology to its departmental bundles—as an alternative to Kodak's PerfectPage. The 5530 also ships with **Adobe Acrobat 7.0**.

According to Kevin Neal, FCPA's product manager for production scanners, the 4530 will remain on the market at its current price.

Visioneer continues to push forward into the business document scanner space. The company has released its first "GSA trade compliant" scanner for sales to the federal government. The Visioneer Strobe XP 470 is being manufactured in countries that are on the Fed's list of approved origin points.

At a rated speed of 33 ppm/66 ipm, the XP 470 is basically the same model as the **Xerox DocuMate 262**, which Visioneer also sells but is not trade compliant.

Capturing Capture Market Share

HSA conference explores trends that will shape the future of document scanning

GLEN COVE, NY – The document scanning market is evolving from primarily centralized, high-volume, specialized applications, to a more distributed general purpose dynamic. This was the main theme of **Harvey Spencer Associates'** (HSA's) recent Document Capture 2005 Conference held this month at the **Harrison Conference Center** on Long Island. Over 30 companies were represented. This included a mix of imaging hardware and software vendors, as well as other interested parties such as distributors and media.

Dave Wood, the founder of what is now **AIIM's** successful Content Management Solutions Seminars, emceed the event for HSA. His work with HSA comes five years after Wood left the industry to pursue a career in the global positioning systems (GPS) market. "I feel like the Rip Van Winkle of this industry," Wood stated, as he called the conference to order. "One thing that has changed since I left is that the technology is a lot better. However, I have not seen capture merge with mainstream IT. One of the reasons is that paper capture remains a difficult process with unusual requirements that demand unique expertise." Document Capture 2005 was all about helping vendors leverage this unique expertise.

E-Business Drives Capture Sales

According to HSA principal Harvey Spencer, the worldwide document capture market was worth \$905 million in 2004. This represents software and services purchased at end user prices. Spencer has projected 15% growth for the space in 2005, creating a current annual market of \$1.04 billion. Spencer has similar growth rates projected through 2008, which would produce a more than \$1.6 billion space by that time.

So, why is capture growth exceeding growth in the

general IT space, as well as in the ECM space, which has historically been linked very closely to capture? Spencer's main theory, which we've advocated in *DIR* before, is that an increasing number of electronic transactions are forcing businesses to convert their paper to electronic data and documents that can then be leveraged more effectively in e-business. "Paper is becoming the odd-man out," said Spencer.

Of course, even as paper is phased out in transactions, such as is being done with the exchange of image replacement documents (IRDs) among banks—thanks to Check 21, paper is by no means going to cease being produced. Just because Check 21 has been passed, for example, nobody seems to expect a drastic reduction in the 36 billion paper checks written each year. If anything, faster, cheaper, and more capable printers (especially when it comes to color) will keep

ADOBE SHOPPING TOOLS TO OEMs

Former **FCPA**, **PFU Systems**, and **ScanSoft** marketing and business development executive John Hoye was at the **HSA** Capture conference representing **Adobe's** scan-to-PDF interests. While at PFU, Hoye helped orchestrate PFU's licensing of the PDF scan library from Adobe. That library is embedded in the **Fujitsu** ScanSnap [see *DIR* 6/4/04]. Now, Hoye is promoting these tools to other capture hardware and software vendors for creating "Adobe PDFs."

"Image quality is important to end users," Hoye told the crowd during a luncheon address. "However, what's even more important is ease-of-use and image usability. Our tools offer a way for users to output PDFs from scanners and MFPs with the touch of a button. It provides a way around complicated ISIS and TWAIN drivers."

Adobe's scanning library includes the company's segmenting technology, which is used to create highly compressed PDFs by selectively employing techniques like JBIG2 and JPEG 2000. It also includes Adobe's OCR technology, although Hoye indicated the library has been opened up to allow customers to plug-in alternative, third-party, OCR engines. "We did this mainly to enable Asian OCR engines," he said. "But, we are also looking at making our architecture more component-oriented."

In addition to its scanning library, Adobe has made its *LiveCycle* process management suite available to OEMs. This includes Adobe's *Policy* and *Security Servers*, 2D barcoded forms, and *Reader Extensions* technology. "With the *Policy Sever*, for example, we envision users at the point of capture being able to enter data that can control who can access a scanned image," said Hoye.

Hoye indicated that Adobe will be more aggressively targeting the capture space. In fact, the week after the conference, Adobe announced a deal with **Canon, Inc.** The Japanese imaging vendor has licensed Adobe PDF and *LiveCycle* (including 2D barcode forms) technology for use with its ImageRunner MFP line and its *imageWARE* document imaging management system.

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

Areas we cover include:

1. Document Capture
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3. Forms Processing/OCR/ICR
4. Enterprise Content Management
5. Records Management
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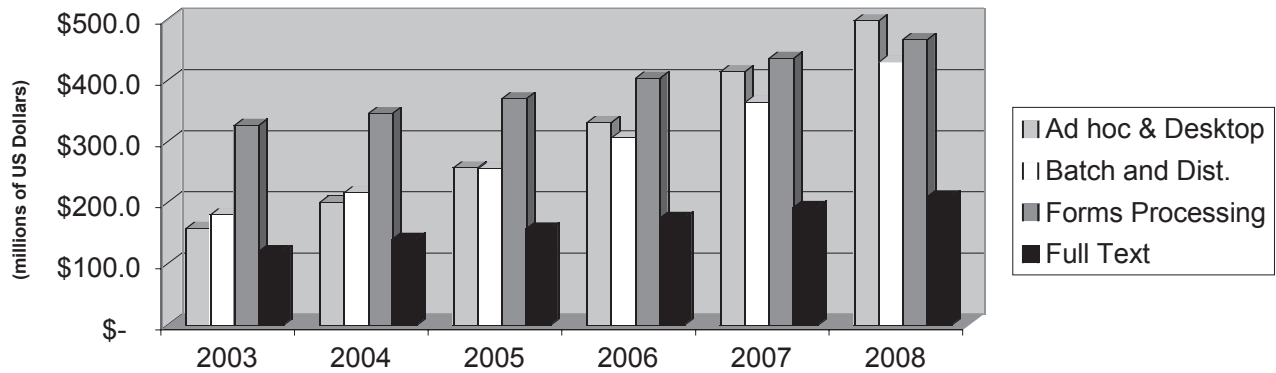
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Document Capture Segments



Based on a five-year CAGR of 15.4%, Harvey Spencer Associates predicts the worldwide document capture market will reach \$1.6 billion by 2008. HSA predicts that ad hoc and desktop capture will be the fastest growing segment over that time. (Data Source: HSA)

producing more paper. This only feeds the capture beast.

Desktop Apps Piggyback On Hardware

HSA breaks the capture market into four subsets which represent forms processing, scanning-to-traditional document management/workflow systems, scanning-to-PDF, and scanning-to-desktop or e-mail. According to Spencer, the sweet spot is going to be this final segment, which he labels as “ad hoc and desktop” capture. Ad hoc and desktop involves the capture of documents in a non-batch process. Scan-to-e-mail has been the killer app for ad hoc capture so far, with ad hoc capture for archiving, collaboration, and workflow just starting to emerge.

According to HSA, this ad hoc market was worth \$201 million in 2004 and is expected to more than double by 2007. This is based on a CAGR of more than 25%, almost seven percentage points higher than the CAGRs predicted for any of capture’s other three segments. The obvious reason for this strength is the continued projected growth in sales of workgroup (sub-\$2,000) document scanners, and the increasing adoption of scanning on digital copiers. These two trends combined to drive 27% growth in the ad hoc segment in 2004.

Concrete evidence of ad hoc growth can be seen in a recent revenue report by segment leader **eCopy**. eCopy recently reported fiscal 2005 (ended June 30) revenue of \$41.8 million, representing growth of 39% over 2004. High-volume, or more traditional capture software specialist **Captiva** also is having a good 2005, but has produced a more modest 16% growth over the year’s first six months.

Template-Less Processing Wave Of Future

Captiva, like other high-volume specialists, has been cashing in on another significant growth segment within the capture space. This is template-less data capture, which actually represents a sub-segment of the forms processing, or “data capture for transaction processing” segment. In 2004, forms processing made up the largest segment of HSA’s document capture pie, accounting for 38% of total sales. However, over the next four years, Spencer predicts this segment will only grow at a CAGR of 7% —the slowest of the four segments.

A LOOK AT CHECK CAPTURE QA

The final speaker at Capture 2005 was Frank Jaffe, who is the project manager for the **Financial Services Technology Consortium's** (FSTC's) Check Image Quality and Usability Assurance project. Jaffe made the point that the rapidly rising volume of check images brought about by the passage of Check 21 legislation last year could have a significant effect on the capture market. Yes, check and document imaging have historically been separate applications, but as distributed check scanning (facilitated by image exchange rules) continues to rise, those two markets could converge.

According to Jaffe, the onus for usability of a check image as an IRD (image replacement document) falls on the capturing entity. This would appear to put some pressure on vendors that are considering adding check scanning capabilities. However, because of the cost associated with exceptions, Jaffe indicated that the image quality standards currently being set by banks are not very stringent. In other words (my words, not his), most capture vendors' current image processing technology should be more than good enough—with maybe a few minor tweaks.

The FSTC is due to complete a usability study next month that involves the study of some four million check images.

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This 7% figure represents a compromise reached by considering the two sub-segments within the forms processing space. Those are the templated, or traditional, forms processing segment, and the evolving template-less segment. Traditional forms processing still represents the larger sub-segment, but that is rapidly reversing. "Most of the big, templated applications in areas like tax forms, credit card applications, health care claims, surveys, and tickets have already been addressed," observed Spencer. "Also, structured forms like those are easy to move online. Last year, something like 60% of income tax returns were filed electronically, and I only see that percentage increasing."

A couple conference attendees noted that forms with data in fixed positions also lend themselves to key-from-image applications. And thanks to the evolution of Internet technologies, it's now very simple to use less expensive Asian or offshore data entry personnel for these applications, even if the paper itself never leaves U.S. soil. This, of course, eliminates the need for automated forms processing.

The template-less sub-segment, on the other hand, is still on a relatively steep growth curve. Invoices have been the early killer app and, from the best we can tell, the invoice processing market is not even 10% penetrated. Template-less applications for explanation of benefits (EOBs), insurance claims forms, shipping documents, and even correspondence are just starting to emerge.

Even at this early stage, template-less forms leader **ReadSoft** now reports two-to-one sales in favor of its *INVOICES* product over its traditional *FORMS* product. We've observed similar trends at other high-volume forms processing specialists, such as **Top Image Systems** and **Datacap**. Captiva also landed a couple marquee deals last year leveraging its invoices and *Digital Mailroom* template-less technology. Clearly, template-less forms are where the market is headed.

[It's also our observation that template-less forms are harder to put online because of control issues. The reason organizations receive template-less forms is because they have no control over their creation. Because of this, they have little power to put them online. Invoices, for example, are typically generated

by suppliers, not buyers. Structured forms, on the other hand, like tax forms or surveys, are internally generated by organizations who then distribute them for completion.]

Reconciling Growth Opportunities

So, the two key growth trends discussed at Document Capture 2005 were ad hoc and template-

less capture. This presents an interesting conundrum, as it is difficult to reconcile these two areas. After all, ad hoc is typically associated with down-and-dirty, simple capture at the desktop or digital

copier, while template-less forms processing is more often seen in high-end, digital mailroom-like environments. And indeed, to date, these two markets have evolved separately. eCopy has grown from zero to \$42 million by taking a route outside the traditional document imaging world. In the meantime, traditional image capture players like **Kofax**, Captiva, et al, have had little success in eCopy's ad hoc space, but have dominated the forms processing space.

So, 'ever the twain (excuse the bad pun) shall meet? That's a good question and during a Capture 2005 panel discussion moderated by *DIR* editor Ralph Gammon, the answer seemed to be an emphatic no! The topic of the discussion was whether the digital copier and traditional document scanner markets are converging. By its nature, this encompasses the convergence of the ad hoc and forms processing capture segments. Two scanner vendors, **Kodak** and **FCPA**, and one digital copier/scanner vendor, **Ricoh Corporation**, were represented on the panel. But the bulk of the opinions were expressed by members of the audience.

Traditional document capture vendors in the crowd seemed to regard digital copier technology as inferior and copier channels as incompetent. If anything, most traditional capture players view digital copiers as a great stepping stone for end users who will invariably discover they need real document imaging technology after experimenting with scanning from their copiers.

We agree this has often been the case with the notable exception of eCopy—which clearly has staying power as a capture vendor. Scanning in the

eCopy recently reported fiscal 2005 (ended June 30) revenue of \$41.8 million, representing growth of 39% over 2004. High-volume, or more traditional capture software specialist Captiva also is having a good 2005, but has produced a more modest 16% growth over the year's first six months.

digital copier market in general, despite some serious hype, has not grown nearly as fast as sales of workgroup document scanners—which according to **InfoTrends/CAP Ventures** have grown more than 60% in each of the past two years.

Then again, eCopy and its competitors are just getting started. Up until this year, eCopy was restricted to working with **Canon**. And its primary competitor, **Notable Solutions, Inc.**, only last year graduated from an exclusive deal with **HP**. One sure sign of a maturing market is more open platforms, and this is definitely the trend in scanning from digital copiers. Also, with the support of copier vendors and scanning application vendors, copier dealers are definitely becoming more savvy about scanning.

Are digital copiers going to replace dedicated scanners? No. Even eCopy spokesperson Bill Brikiatis acknowledged that if users plan to be scanning for more than 90 seconds at a time, they might want to consider a dedicated scanner. Ricoh Corporation Director of Capture and Management Solutions Greg Shipmon concurred on this point. Shipmon's view was that the choice between the two devices was strictly a matter of volume.

In many cases, however, there are going to be varying volume requirements throughout an

organization. Scott Slack, VP and general manager of industry distributor **Cranel Imaging** summed it up eloquently when he commented near the end of our panel discussion. It's Slack's view that end users looking for capture solutions want to minimize their hardware costs and increase their ROI. Part of that involves leveraging the digital copiers they've already bought or leased for printing and copying. By ignoring the potential of digital copiers, Slack feels capture vendors are ignoring the best interests of the market.

Becoming The Capture King

Spencer noted that certain vendors like Captiva, **Dicom/Kofax**, and probably eCopy as well, have started to leverage their brand names to win deals with larger companies. It's his view that, as the capture market continues to evolve, smaller vendors are going to have to concede horizontal capture to these gorillas and be content to profit on higher-margin vertically focused applications. It's worth noting that none of these gorillas has successfully merged ad hoc and template-less capture on a consistent basis. It would seem to us that a vendor that can successfully meld the two fastest growing segments in the market may eventually emerge as the capture king.

What will it take to do this? First of all, it will likely require a Web services-based architecture that

10g REPRESENTS ORACLE'S LATEST ECM EFFORT

One of the most intriguing speakers at HSA Capture 2005 was Barbara Gingrande, solutions architect, global sales support, collaborative technologies, for **Oracle**. Her message regarding the recent release of Oracle's *10g Collaboration Suite* was fairly interesting. More interesting might have been the fact that she is the younger sister of long-time capture industry expert Art Gingrande. And, of course, Oracle, does not have any capture strategy of its own and was at the conference looking for partners.

10g represents Oracle's latest effort in the ECM market, where its major database competitors **IBM** and **Microsoft** have been competing successfully for some time [*IBM longer than Microsoft*]. We've seen *10g* depicted as a *SharePoint* competitor,

and from a collaboration standpoint, that seems to hold some merit. However, one of its more important new features is records management—which creates some crossover with IBM's *Content Manager* suite.

Oracle's pitch for *10g* is something along the lines of "content and records management for the rest of us." It is being advertised with a price starting around \$60 per seat. Of course, users need an Oracle database and administrator to run the application, so *10g* is being targeted only at current Oracle users.

From what we can tell (and believe me, with all the different *10g* modules Oracle is advertising, it can get pretty confusing), *10g* basically utilizes Oracle's database as a shared file server. *10g* is designed to consolidate multiple file servers and apply features such as search, file locking, version control, check in/out,

workflow, and records management. Oracle has designed the system so users can access files being managed by *10g* through popular interfaces such as *Outlook* and *Office*. Oracle has also set up collaboration tools, including a calendar and workspaces.

10g features a Web services architecture that enables integration with other applications. "One of the reasons we have not been successful in the ECM space to date, is that we have not built a lot of partnerships," said Gingrande. "We are making an effort to change that."

Gingrande indicated that **Kofax** was already pretty far along in its integration with *10g*. Oracle is also working with **Captiva** and **Adobe**.

For more information: Brad.Pollack@oracle.com (Brad is in charge of ISV and platform partnerships surrounding *10g*.)

enables the distribution of capture workflow among several servers. We've already talked with several vendors working on this type of architecture. The bigger challenge, however, may be cultivating a channel capable of selling and delivering a truly cross platform, complex capture solution with a simple user interface. Hindering these efforts of course is the proprietary way that most digital copier vendors do business. The fact is, they typically don't want mixed vendor environments.

Yes, the road to capture supremacy in an evolving market is not going to be easily navigated. Of course, if it was, maybe the unique expertise you have all developed wouldn't be so valuable.

For more information: <http://www.hsassoc.com>; <http://www.ecopy.com>; <http://www.cranelimaging.com>; www.rioh-usa.com

FileNET Partners With BI Giant Cognos

Business intelligence (BI) specialist **Cognos** recently announced partnerships with what it described as "four of the leading business process management (BPM) providers." This includes document imaging and ECM industry pioneer **FileNET**. According to Dave Caldeira, VP of product marketing for FileNET, this integration is indicative of a larger convergence taking place between the BI and ECM industries.

"We are not going to stop with our BPM technology," Caldeira told *DIR*. "It's our intention to fully integrate BI with our entire ECM suite. You know that figure people in our industry love to quote about 80-85% of an organization's information being unstructured and lying outside relational databases. By integrating BI with ECM, you are giving BI systems access to that information for reports."

Caldeira added that this type of access can be especially useful when trying to deploy BI in conjunction with compliance solutions for regulations like Sarbanes-Oxley. "When using BI for discovery, you want access to information in e-mails and electronic documents," he said. "ECM systems contain a lot of meta data that can be very important to BI systems being used for visibility into financial reporting."

Caldeira explained to us some benefits of the initial integration between FileNET's P8 BPM software and Cognos' BI technology. "Traditionally, BI systems have drawn on various data-driven applications such as ERP and manufacturing control systems, and

maybe external XML-feeds," he said. "Adding insight into BPM activity adds another level to their reporting capabilities. For example, it enables BI systems to factor in the progress of a specific shipment to a particular region of the country, and pinpoint reasons as to why there might be a bottleneck.

"Also, having integration with BI data enables users to come up with more accurate reports on their BPM activity. For example, by leveraging information from a cost accounting system that comes through a BI application, users can figure out their cost per transaction under their current BPM structure. They could also simulate alternative BPM structures and see if they reduce costs."

Caldeira added that the convergence of the BI and ECM markets is a natural. "BI tools have historically been sold to a relatively small community of business analysts," he said. "Now BI vendors want to transition to something that can be leveraged by the masses. ECM vendors are going through a similar evolution."

He concluded by saying that FileNET's partnership with Cognos would not be the company's only entrée into BI. "Each integration we do is with the idea of creating an open, flexible platform that can be leveraged across multiple product lines," he said. "Our BI integration is not restricted to Cognos. That said, this is more than a marketing agreement. We have done a lot of work proving out our concepts with their engineers. We've been working with Cognos for several months and have some sense of the problems we are solving and specific use scenarios for the combined products."

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

Scan-Optics Staying The Course

It's business as usual at **Scan-Optics**, the Manchester, CT-based document scanning systems vendor that recently went through a foreclosure. Last month, **Patriarch Partners**, the company's long-time creditor, took over Scan-Optics, and there were some management changes. But the end result is that Paul Yantus remains the CEO, and he is in the process of executing the plan he laid out for us at **AIIM 2005** [see *DIR* 7/1/05].

"The process we went through with Patriarch allowed us to go private and put us on sound financial footing," Yantus told *DIR*. "This will give us the ability to get the job done."

The foreclosure will involve the dissolution of Scan-Optics, Inc., which was the public entity traded under the SOCR symbol. Patriarch has assumed most of the assets and employees and re-launched the company under the name Scan-Optics, LLC. Lost in the shuffle was Dick Goyette, Scan-Optics' former VP of sales, who was not offered a contract with the new company. Yantus has assumed Goyette's duties for now.

"I want to make sure all our sales people can clearly articulate the new message of the company; when I am comfortable that has been achieved, I will name a new VP of sales," said Yantus. "I'm trying to get our salespeople to embrace the idea of being a small company and help them understand we are now focused on solving business problems, vs. only selling scanners. We have to be more entrepreneurial. A solution might include a scanner; it might include a BPO contract; or it might just involve some professional services around workflow and imaging. We have a lot of capabilities and talents in all those areas."

Yantus expects price to be a major differentiator for Scan-Optics against some of the larger players in the industry. "One thing I've seen with software companies as they get larger is that to keep paying their developers, they have to keep new versions coming out the door," he said. "As a result, their products end up with more features than their customers need. They often have to define new markets to justify these products. Based on my experience in the BPO space, our goal is to offer our customers packages featuring only the technology they need. The software market has settled down in the past few years, and buyers are becoming less feature-centric and more cost-focused."

This stripped down software model is similar to the tack the company took with the release of its SO Series scanner last year [see *DIR* 3/5/04]. The SO Series scales from an image-only model with a list price starting at \$85,000, to an inline OCR model featuring as many as 32 pockets for sorting.

Scan-Optics revenue took a hit when the company transitioned to the more open platform (and less expensive) SO Series from its relatively closed 9000 Series, but it will continue to pursue the hardware business. To more effectively manage its manufacturing, Scan-Optics has contracted Worcester, MA-based **ColumbiaTech** for the core assembly of its scanners. "We have lowered our cost of assembly and increased our capacity at the same time," said Yantus. "There were too many peaks and valleys associated with manufacturing for us to continue. We had to maintain the same cost structure whether we had orders or not. We will

continue to do final assembly and testing in Manchester."

Scan-Optics also sold off the contract manufacturing business it launched a few years back. Joe Crouch, Scan-Optics' former head of manufacturing, purchased the business and launched a new Manchester-based company called **CMD Technologies**.

Yantus commented that Scan-Optics' customer base had been very supportive through the transition and that the company recently landed two major BPO accounts. "One was from a large bank in New Jersey for a series of jobs that should be worth more than a couple million dollars a year for us," he said. "The order came in after the foreclosure, and we see it as a positive sign that a large financial institution looked at our books and was comfortable using us for a significant chunk of its business. The **State of Connecticut** has also expanded its business with us."

As he told us at AIIM, Yantus reiterated that BPO will be a keystone of the company's future. "Imaging-related BPO is a significant market, and we believe once we get a foothold, we will be able to leverage it and build a good business," he said. "Unlike the scanner business, which has peaks and valleys, BPO offers a steady cash flow. We have similar flow from our Access Services [field service] division. Adding a second steady revenue stream from BPO will put us on very sound footing.

"Patriarch Partners is a value investor," Yantus concluded, "They wouldn't be putting their money behind us if they didn't believe we had an attractive market position and the ability to create significant value for them."

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

MAVEL LOOKING FOR \$2.5 MILLION

The foreclosure of **Scan-Optics, Inc.** appears to be bad news for former company president, chairman, and CEO Jim Mavel. Earlier this year, Mavel filed for some hefty compensation related to the termination of his employment in March. If you remember, Mavel resigned two days after Yantus was named COO.

According to Scan-Optics Inc.'s second quarter 10-Q filing, Mavel claims he is entitled to \$2.5 million in severance pay. From what we understand, it's going to be very difficult for Mavel to recover that money from what is left of Scan-Optics, Inc., while Scan-Optics, LLC would appear to be protected against his claims.

TABS Tabs New President

Rick Taylor, senior VP of sales, marketing, and business operations has been named to succeed Dennis Eversole as president and CEO of **Toshiba America Business Solutions (TABS)**. The transition will take place at the end of the month, when Eversole retires after a 21-year career with Toshiba. Taylor, who has been with Toshiba for 10 years, is a former **Xerox, Savin**, and Alco Standard (now **IKON**) executive.

"It's important to note that Toshiba has made an orderly management transition in an industry where that isn't always the case," Taylor told *DIR*. "TABS will continue to make a significant investment in its dealer channel—both in independent dealers, which are our largest distribution channel, and our own TBS subsidiary, which we will continue to build through acquisition. These dealers will continue to receive the consistent message and level of support they have come to expect."

According to Taylor, the use of color may be the most important transition taking place in the industry. "A quarter of our equipment revenue is now from color-enabled devices," he told *DIR*. "In 2004, we saw 400% growth in color unit sales. Based on the falling price of color units and consumables, in four to five years, I don't think we'll be selling any units that don't offer full color output."

Taylor noted that solutions sales have helped TABS increase its average transaction sizes, while hardware prices have dropped. "We are just starting

to capture more print clicks to complement our traditional pay-per-copy model," he told *DIR*. "While there are some opportunities to charge for scanning clicks, capture and archiving also increase the number of prints customers make and can increase the number of units we sell to an organization."



Rick Taylor, recently named president and CEO, TABS.

This spring, TABS became the first copier vendor aside from **Canon** to become a reseller of **eCopy's ShareScan** application. "We have seen a dramatic increase in scanning application sales since we began offering *ShareScan*," said Taylor. "Our scan- and print-enabled copiers are now outselling units that are just print-enabled." [Perhaps reflective of TABS' success with eCopy, Toshiba **TEC UK Imaging Systems Limited** recently became the first European vendor (aside from Canon) to announce a distribution agreement with eCopy.]

Taylor reminded us that scanning represents only one piece of a successful digital copier offering. "One of the things we work on harder than anyone else, for example, is financing," he said. "We put almost as much effort into coming up with effective and flexible financing programs as we do developing hardware. Any time a user buys an overall solution of hardware, software, and services, it can be packaged into a convenient monthly payment for the customer."

For more info: <http://www.copiers.toshiba.com>

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