Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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September 4, 2009

THIS JUST IN!

NSI LANDS BIG CONTRACT

Notable Solutions, Inc. (**NSi**) recently announced that its *AutoStore* capture application has been selected by **EDS** for an enterprise scanning solution being deployed as part of the Navy Marine Corps Intranet (NMCI) program. **EDS**, which is now owned by **HP**, selected *AutoStore* in part because of its ability to interface with MFPs from multiple vendors. Under the terms of the agreement, *AutoStore* will be used on thousands of MFPs from manufacturers including **Xerox**, **HP**, **Ricoh** and **Sharp**.

In the first month of the contract, EDS received more than 1,500 activation requests. "This is a great opportunity to work with EDS to reduce government operating costs by leveraging the Navy and Marine Corps' existing infrastructure to provide enterprise scanning," said Nick Caruso, director of federal sales for NSi, in a press release.

NMCI is touted as the largest internal computer network in the world. It includes 363,000 computers serving more than 700,000 sailors, Marines, and civilians in 620 locations in the continental United States, Hawaii and Japan. *AutoStore* is being deployed in both the classified and unclassified NMCI network and has been certified by EDS through a DoD accreditation process.

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

Druziak named by Plustek

Former **Kodak** Business Development Manager Mark Druziak has been named director of business development and marketing for Taiwan-based scanner manufacturer **Plustek**. Part of Druziak's job will be developing Plustek's partner program in the U.S. market.

For more information: www.plustek.com/usa

SaaS ECM Gaining Market Share

Software-as-a-service model proving viable option for enterprise content management deployments.

In these days of increased outsourcing due to in-house IT cutbacks, SaaS (software as a service) makes an interesting proposition. Basically, it enables users to outsource their software hosting—meaning they don't have to run and administer the software in-house. How big of a savings is this? Well, that's the debate. Instead of buying software, in an SaaS model, users rent it. So, instead of a large upfront fee, followed by annual maintenance costs, SaaS users are spreading out the cost of their software (including maintenance) over perpetuity.

It used to be accepted that, while renting software was cheaper in the short-term, over the course of five to seven years, acquiring and installing software on-premises was the better buy. However, we're not sure that's the case anymore. To find out more on total cost of ownership (TCO) comparisons between traditional installations and SaaS, we talked with three vendors that offer SaaS, as well as a consultant that specializes in ROI studies.

More than hosted software

First off, there seems to be some agreement that SaaS today is much more efficient and cost-effective than the hosted "application service provider" offerings of years past. "The multi-tenancy and configurability capabilities of true-SaaS enable vendors like us to have a single infrastructure that supports thousands of customers," said Dan Carmel, CEO of ECM SaaS vendor **SpringCM**. "Customers can configure, without programming, how their applications work, but the core application is the same for everyone. Also, SaaS is only going to continue to get cheaper and better in these two areas—making it an even better value proposition vs. traditional software installations in the future."

When the SaaS fits...

That said, SaaS still might not be the right option for everyone. Here's an article that points out that SaaS

superstar **Salesforce.com** uses an on-premises version of *Oracle Financials* (http://tinyurl.com/SaaSdogfood). However, it's our opinion that ECM, because of its nature as a platform to run multiple departmental applications even as an in-house solution, makes more sense as an SaaS deployment than some other software applications.

"While you can have some heavy transaction processing in areas like accounts payable, for the most part ECM doesn't require a lot of processing power," said Ron McClellan, **Hyland Software's** director of *OnBase OnLine* and hosting services. "You basically open a document and you read it. So there is a lot of idle computer time. I suppose this is similar to CRM [where Salesforce.com has made its mark], so usage patterns may make ECM and CRM naturals for SaaS."

Of the companies we talked to, Hyland is unique because it's the only one that aggressively markets both traditional software and SaaS delivery. "SaaS is not for everybody," said McClellan. "We think it's important to offer a choice. We've built a questionnaire that we give to customers and partners. It calculates the cost of SaaS vs. an on-premises installation over a five-year period. The decision needs to be made on a case-by-case basis—as the TCO can come out in favor of either side."

McClellan noted that centralization is one big factor for going with an on-premises deployment. "If you have a 500-person firm with a single location, the value of SaaS is not as great as when you have that same 500-person firm but need to deploy ECM to 30 remote offices," he said. "Once you start deploying data across the Web and/or a wide-area-network, there are infrastructure and security issues that need to be addressed. Our SaaS infrastructure has basically been built with wide-area network capabilities for hundreds of customers, so we have been able to spread out the cost of building it."

Looking at the "soft costs" of software

McClellan, and almost everyone else we talked to, noted that the soft costs for an on-premises deployment are often underestimated. "People say that the actual cost of a physical hard disk is only 20% of its TCO," McClellan told *DIR*. "When you start to factor in costs like maintaining databases and managing memory on a Web server, customers become very surprised at the TCO for on-premises software. The cost of human capital to maintain and run software is not very often well documented."

"You have to take into account the management time allotted to take care of an on-premises solution," said Sean Morris, director of sales for ECM SaaS vendor **Digitech**. "Just consider, at a fully-burdened rate, the cost of one employee to manage an on-premises system. SaaS basically takes that out of the equation."

"Not only are there costs associated with maintaining and backing up an application, there is no way an internal IT organization is as equipped as a vendor to maintain an ECM

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DIR is the leading executive report on managing documents for e-business. Areas we cover include:

1. Document Capture
2. Image Processing
3. Forms Processing/OCR/ICR
4. Enterprise Content Management
5. Records Management
6. Document Output
7. Storage

DIR brings you the inside story behind the deals and decisions that affect your business.

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application," said Carmel. "That requires a pretty specialized skill set. And if an IT team is not skilled at maintaining every level of the infrastructure, they are going to be getting sub-optimal performance."

"And God forbid, if anything happens, restoring ECM data if hardware fails can be extremely costly," added Morris. "Most SaaS providers have service-level agreements that guarantee 99.9% uptime. We've taken into consideration potential hardware failures and have redundancy, power grids, and a very comprehensive back-up strategy. If a user has all its back-up on tape and loses an ECM repository, we're not just talking about an expensive restoration process, but a time consuming one as well."

According to Rebecca Wettemann, VP of **Nucleus Research**, a firm which specializes in calculating ROIs, there are really no cost advantages in going with traditional software instead of SaaS. "With traditional ECM implementations, users are paying 15-20% of the cost of their software annually in maintenance fees," she said. "In many cases, that's more than annual SaaS subscription costs."

Some cases for traditional software

Wettemann did acknowledge that most SaaS solutions do not yet offer all the bells and whistles of traditional ECM software from vendors like IBM/FileNet, EMC Documentum, and Open Text. "But, they don't have all the complexities either," she said. "In many cases, SaaS has enabled users to roll out ECM into additional departments where they couldn't justify the cost of traditional ECM seats."

Aside from requiring the more advanced capabilities of some on-premises solutions, McClellan said that in-house IT departments sometimes prefer to control their own applications. "I spent some years as an internal IT director, and I'll say this delicately, but oftentimes SaaS vendors are competing with IT departments," he said. "We sometimes find that IT prefers to bring everything in-house that it can.

"Also, it may just be that a company has IT people available and unused network resources that it can turn on. The infrastructure may already be built to handle an ECM implementation."

Alleviating security concerns

We asked if there are concerns about data security associated with SaaS ECM. "I think we can show people that our SaaS delivery is more secure than their internal networks," said McClellan. "Once again, this has to do with the buying power of the masses that we can leverage."

"When people tell me that they don't want data to leave their facility, I always tell them that SpringCM can manage their content better than they can," said Carmel. "We have a documented and audited set of controls and operating procedures in place. We also make uptime and page response statistics comparable vs. those of internal operations. Our customers can even test us by having someone try to hack our data center."

Dan Carmel, CEO, SpringCM

Of course, there are also worries about an SaaS operation going out of business and leaving all of its customers' data in limbo. "Most vendors recognize this as a concern and have a fairly solid exit strategy for their customers,' said Wettemann. "They might offer to deliver all their data on CDs in whatever format they request."

Financial advantages of SaaS

Salespeople used to relying on commissions from big deals vs. incremental checks for services are another challenge that SaaS ECM vendors face. "It's really a completely different business and economic model for ECM salespeople," said Wettemann. "That's part of the problem a lot of the large ECM vendors will have when they attempt to transition to SaaS."

BANCTEC POSITIONS FOR IPO

Document and payment capture specialist **BancTec** has announced plans to register with the SEC for an IPO of up to $50 million in common stock. BancTec, which is based in Dallas, had previously filed an S-1 in 2007, with eye on an IPO [*see* DIR *9/21/07*]. At that time BancTec listed a proposed maximum offering price of $8 per share for some 46.6 million shares. BancTec updated that S-1 for the next year, filing its last amended version in October 2008. For 2007, its revenue was listed at $406 million.

BancTec had previously been traded publicly up until 1999, when it was acquired by the investment firm **Welsh, Carson, Anderson, and Stowe**. In 2007, WCAS sold out to a group of institutional investors in a move that preceded the aforementioned S-1 filing [*see* DIR *7/6/07*].

Because of SEC regulations, BancTec was unable to comment further on its latest IPO plans, referring to its press release which simply states, "BancTec expects the proceeds of the offering will be used for general corporate purposes including pursuing strategic growth opportunities."

For more information:
http://www.banctec.com/company/overview/

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For end users, however, there seem to be some economic advantages to going with SaaS. "On-premises software is typically treated as a capital expenditure, so it can require a fairly complex appropriations request that can only be approved in conjunction with a budget," said Carmel. "In contrast, an SaaS implementation can be treated as a monthly operating expense. This liberates buyers from the constraints of having to time their purchases with a budget approval. This often enables them to get their systems up and running in a more timely fashion."

Apparently there are also some differences in the way SaaS purchases are taxed vs. traditional software purchases (http://tinyurl.com/SaaStx).

Carmel added that there are benefits to users making smaller upfront/first-year payments for SaaS vs. traditional software. "It reduces the risk," he said. "If your internally deployed software costs four times as much in the first year, that means you have four times as much capital at risk if the project fails. How many times do you see organizations buy tons of software only to see most of it end up as shelfware?

"I'm not saying that the risk of shelfware goes away with SaaS, but after 12 months you can get rid of your SaaS subscription. Users are not locked into a large set of licenses that they often have to continue paying maintenance on."

In conjunction with the lower upfront investment, Wettemann noted that SaaS implementations typically offer a quicker return on investment.

Outpacing traditional software sales

The bottom line seems to be that ECM SaaS implementations are catching on for a variety of reasons, and, in fact, seem to be growing at a faster rate than the market for traditional ECM software. "Currently, about 10% of our customer acquisitions are through the SaaS model," noted McClellan. "Historically, SaaS has grown about 5-10% faster than the traditional software side of the house. However, this year we've seen some slowdown in the growth of traditional software sales and the SaaS business is actually growing 350% faster than the rest of the company.

"It's not that our platform has changed a lot, it's just that the market is becoming more accepting and our reseller channel is starting to understand SaaS better. *OnBase OnLine* can stand on its own as a profitable business unit, and this has enabled us to make investments to drive further growth—such as the new data center we recently opened in Europe [http://tinyurl.com/OBOLEurope]."

McClellan acknowledged that Hyland has customers that have transitioned from *OnBase Online* to an on-premises solution, but added that there are also customers that move the other way. "Sometimes organizations will start with *OnBase OnLine* in a single department, but as it spreads into other departments and its critical mass grows, the IT department will decide it wants to take control and bring the application hosting in-house," he said. "Of course, we've also had customers that run into budget cuts and lose dollars for servers or IT people, so they move from an on-premises solution to SaaS."

Carmel said that most of the movement he's seen has been toward SaaS. "We acquired a contract management software company last year, and 35% of its customers, who had already paid for on-premises licenses, have since transitioned to SaaS delivery," he said. "I think that's some real life proof as to the value of SaaS over traditional software."

No, SaaS is not going to wipe out traditional software—even as the cloud computing model, which can go hand-in-hand with SaaS, continues to emerge. But, for applications like ECM, in many cases it makes a lot of sense. Document capture, on the other hand, because of the intense processing power it typically requires, still makes considerably more sense as an on-premises installation—unless you're outsourcing the whole process to some sort of service bureau.

For more information: http://www.springcm.com/; http://www.digitechsystems.com/; http://www.onbase.com/english/services/onbaseonline; http://nucleusresearch.com/

OMTOOL PARTNERS WITH SHARP

Omtool has signed on **Sharp Business Systems** (SBS) as distributor of its *AccuRoute* capture solutions. SBS is **Sharp Imaging and Information Company of America's** direct sales arm. Sharp has been growing SBS over the past couple years and its Web site lists 10 U.S. locations (http://www.sharp-sbs.com/).

AccuRoute is a client/server based capture system that leverages MFPs for scanning and then performs processing and routing of images on a server. In Sharp's case, the client is embedded in its MFP devices through integration with Sharp's OSA (open systems architecture) platform [*see DIR 2/16/07*].

The agreement with Sharp comes on the heels of **IKON's** announcing that it will add *AccuRoute* to its portfolio of legal document management solutions. IKON, a leading North American dealer of MFPs, was acquired by MFP vendor **Ricoh** last year [*see DIR 9/12/08*].

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

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Kofax Updates VRS Support Policy

Does anyone else remember when **Kofax** first introduced VRS? It was early 1999 and **Fujitsu Computer Products of America** (FCPA) announced it would make **Kofax's** (then revolutionary) image-processing technology available as part of its M3097D production scanner [*see* DIR *2/19/99*]. The rest, as they say, is history….

Since 1999, the size of the document scanner market has more than quintupled, and VRS, which is now supported by almost every major scanner vendor, has been installed on hundreds of thousands of devices worldwide. With an increasing customer base, however, has also come an increasing number of support calls. And until recently, Kofax, which has always prided itself on its technical support, has mostly handled these calls for free. However, as of last month, the Irvine, CA-based capture conglomerate has begun charging $50 for VRS support calls not related to technical problems with the product.

"VRS is a mature product with a long history of stability and ease-of-use," said Jim Hendrickson, VP, technical support, for Kofax. "In the past, support for VRS had been provided at no charge, specifically when the product was purchased in the box from a scanner manufacturer. When VRS is purchased as part of a *Kofax Capture* installation, the normal support offering for *Capture* is included for VRS. As such, we had a situation where some customers were paying for support via our normal support option, and others were getting support for free. This new offering brings support fees in line, regardless of how the product was acquired."

In addition to a call center, Kofax has a Knowledge Base and other online support resources available through its Web site for no charge. "We are finding a high-percentage of the calls we were receiving are now using the online alternatives successfully," said Hendrickson.

He added that the revamped VRS support program brings Kofax in line with the programs of other software vendors. "When we assessed our call volumes, we were getting support calls outside of the warranty period, frequently for reconfiguration or after the resale of used scanners," Hendrickson said. "When we looked at industry standards for support, we carefully considered that most customers will reach out to their service provider, system integrator, or VAR for assistance. As part of this process, we also considered how support is provided by companies like Microsoft, Adobe, and Oracle. Each of these companies provides comprehensive online resources and tools for support and, if more is needed, customers have a fee-for-support option."

FCPA has its partners' backs

Long-time Kofax partner FCPA wants its customers to know that it will continue to offer free telephone support for VRS that ships with Fujitsu scanners. "We will even take calls for scanners out of warranty," said Doug Rudolph, VP, product management and business development, for FCPA's Imaging Products Group. "We really don't differentiate between somebody who bought a scanner five years ago and someone who bought one yesterday.

"There is no charge for support calls for anyone that has a Fujitsu scanner, because we think our service is an important aspect in retaining our customers. If we get in touch with someone because of a service call about an older scanner, it gives us the opportunity to sell them a replacement unit."

As we mentioned, FCPA was an early supporter of VRS, and today all its models above the personal-workgroup level ship with VRS. "We continue to

KODAK CLOSES ACQUISITION

More than six months after plans for the deal were initially announced, **Kodak** has finally closed on its acquisition of the scanner division of Böwe Bell + Howell from German mailroom technology vendor **Böwe Group**. Financial terms were not announced, but it has been reported that BBH Scanners generated a profitable $32 million in revenue in 2008. Kodak has hired approximately 50 former BBH Scanner employees, including Russell Hunt, who was president of BBH Scanners. Hunt will act as GM of the BBH Products group for Kodak. We earlier reported that Kodak planned to offer jobs to members of BBH Scanners' sales and engineering teams, as well as maintain its Wheeling, Illinois facility [*see* DIR *1/23/09*].

The acquisition was originally expected to close in the late first quarter/early second quarter, but was awaiting federal regulatory approval [*see* DIR *6/19/09*]. We hope to have more details on Kodak's plans for the integrated businesses in our next issue, following an interview with Kodak executives next week.

Related to our article on VRS support, we did receive word that, while Kodak does not provide support for VRS installed on its own-branded scanners, the BBH Products group will continue to support VRS on its product line.

For more information: http://www.bbhscanners.com/support/; http://tinyurl.com/KodakBBHfinal

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have a very good relationship with Kofax," said Rudolph who spent 14 years with Kofax before joining FCPA in 2007. "If, while on a service call, a member of our support team runs into an issue related to VRS that they can't solve, they can conference in Kofax with no incidence charge to the customer. This type of support from Kofax helps our team gain knowledge that they can leverage the next time someone calls in with a similar problem."

Doug Rudolph, VP, product management and business development, Imaging Products Group, FCPA

Rudolph said he understands why Kofax is trying to decrease the number of VRS support calls it is taking. "Kofax, like many other software vendors in the document imaging industry, is increasing its direct sales," he said. "As a result, they are more focused on selling enterprise software and less on scanning. One reason for our success with ISV partners is because we provide services around the scanning aspects of their applications."

Rudolph concluded by saying that Kofax's VRS support volume was likely growing in recent years because of the increasing adoption of document scanning in the front office. "Right now, 95% of the scanners being sold are departmental models and lower," he said. "These scanners are increasingly being deployed on the desktops of knowledge workers.

'When VRS was first introduced, it was for production scanning by dedicated operators. Occasional users tend to need more help, and our providing a lifeline for knowledge workers is a big value. One of the problems we run into, for example, is that a week after a scanner is installed, somebody puts new software on the PC that's running it, and this creates issues. ISVs rely on us to help keep their customers up and running when it comes to interfacing with scanners and drivers."

For more information:
http://www.kofax.com/journal/?p=1541
http://www.fujitsu.com/us/services/computing/peripherals/scanners/support/

IBM UPGRADES ECM OFFERINGS

IBM has announced some updates to its enterprise content management (ECM) offerings. This includes a new *IBM FileNet Business Process Manager* bundle that combines what were previously marketed as five products into one package. These include four legacy FileNET products and IBM's *Cognos Now* process monitoring application. IBM has also introduced the use of standards-based widgets to improve BPM deployment.

IBM has improved the imaging and BPM capabilities in its *Content Manager* offering and improved the installation and management features of *FileNet Content Manager*. Both new *Content Manager* products will include a technical preview of the Content Management Interoperability Services (CMIS) standard.

IBM's ECM portfolio also now includes four starter packs. The starter packs are targeted at smaller or departmental deployments. They allow clients to purchase a limited number of licenses and can be scaled to full enterprise deployments in the future. Starter packs are available for *IBM Content Manager*, *IBM FileNet Content Manager*, *IBM FileNet Business Process Manager*, and *IBM Content Collector Discovery Analytics*.

For more information:
http://www-01.ibm.com/software/data/content-management/starter-pack/;
http://www-01.ibm.com/software/data/content-

New EVP Embraces Imaging As Core To PBI's Services

Over the years, we've written quite a bit about document imaging's presence in the mailroom. **Pitney Bowes**, which has quite an extensive mailroom presence itself, also realizes the value of imaging. In addition to the *dmail* offering we've profiled in *DIR* [*see DIR 11/28/08*], Pitney Bowes Management Services (PBMS), the outsourcing arm of the $6 billion company, offers a range of information and records management services that leverage imaging.

DIR recently caught up with David Dobson, who has been appointed president of PBMS and will also lead a new Enterprise Sales and Solutions Group for Pitney Bowes Inc. (PBI). We discussed the significance that document imaging will play in PBMS' future. "Taking inbound hard copies of documents and digitizing them is a major growth platform for us," he told *DIR*. "This includes scanning, indexing, records consulting, and, as part of our litigation support practice, e-discovery.

"We have the ability to assemble world-leading technology components and skills to deliver a broad range of services. This includes a combination of hosted and on-premise software. The ability to take this tiered approach, managed by experts in both outsourcing and technology installation, differentiates us."

Dobson joined Pitney Bowes a little over a year ago and was part of the team that decided to keep $1.2 billion PBMS rather than spin it off or sell it.

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"We decided that having PBMS was critical to PBI's future," he said. "It was the beginning of the tough economic times, and we were looking at which pieces of our business would be core for us going forward. Being able to offer high value services around document, records, and print management, we decided was a big opportunity and an area in which we were already a leader.

David Dobson, president, Pitney Bowes Management Services; EVP, Pitney Bowes, Inc.

"I was part of the team that helped architect the go-forward strategy for PBMS, and with my recent appointment, I am now getting to help implement the strategy."

PBMS manages the mailrooms of several Fortune 1000 companies. In addition to imaging and document management, it offers mail opening and sorting, print, and correspondence/communications services. "Our customers expect us to offer services on top of what they would be able to do on their own," said Dobson. "If they can manage their own mailrooms for a million dollars, they expect us to be able to do it for less. Part of doing that involves introducing innovative technologies like imaging."

Spreading cost through shared services

One innovation that PBMS has introduced over the past year is the concept of shared client service centers. "We had clients asking us if there was a better alternative to an on-site mailroom, which is an expensive proposition," said Dobson. "So, we started building centers with the capability of hosting multiple clients. This enables us to deploy more advanced technology, because we can spread out the cost over multiple clients. Imaging and digital mail is a key element of this type of deployment, because it enables us to get our customers their information more quickly."

Dobson also observed that shared service centers could enable PBMS to bring its offerings further downstream. "PBMS has a very high penetration in Global 2000 businesses, as well as in legal services and within large government organizations," he said. "But, if you look at PBI's customer base, it includes some two million customers around the world that use items like our postage meters and desktop inserters. Shared client service centers potentially give SMBs the opportunity to access some of PBMS' offerings like managing their outbound mail or scanning their inbound material."

A more unified approach

Dobson noted that Pitney Bowes has completed some 85 acquisitions over the past nine years and is now focused on growing internally. "That's not to say that we wouldn't buy someone if the right opportunity arose," he said. "However, one reason we launched our Enterprise Sales and Solutions Group is to better integrate the offerings we already have.

"Pitney Bowes has historically approached the market as several separate business units—in areas like postage meters, sorting equipment, services, software, etc. The goal of the new Enterprise Sales and Solutions Group is to combine technology and expertise from these multiple units into solutions targeting a select number of vertical markets globally. We will look at our top verticals and try to pull from them three to five solutions that we've already demonstrated. The goal is to create repeatable solutions we can take to multiple customers.

"Initially, we will be targeting a subset of our largest customers. As I said before, one of our key advantages is being able to take a combination of products and services and roll them up into a combined solution to meet our customers' needs. Our goal is to take a mix of hardware, software, and services and deliver them to end users as a mixed solution."

For more information:
http://www.pbmanagementservices.com/
http://news.pb.com/article_display.cfm?article_id=4538

PaperPort Refresh Includes PDF, OCR Upgrades

Once upon a time, **Nuance's** *PaperPort* was about the only major desktop document imaging product on the market. However, as the document scanning market has taken off, so has interest in providing desktop management tools. In fact, we've recently done stories on attempts by capture market leaders like **eCopy** and **Kofax** to further penetrate the desktop space [*see DIR 6/19/09 and 8/7/09*]. PDF titan **Adobe** has also gradually added more imaging capabilities into its market-leading *Acrobat* product line [*see DIR 6/20/08*], and even scanner vendors like **Fujitsu** are bundling desktop image management apps [*see DIR 5/6/05*].

With the recent release of *PaperPort 12*, Nuance has answered its competition by incorporating more features from its leading OCR and PDF conversion applications, as well as continuing to leverage its tight relationship with **Microsoft**. *PaperPort 12*, which came out this month, is Nuance's first new version of the application in more than three years.

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It includes a completely redesigned interface that leverages the tabbed-ribbon design of *Office 2007*.

"*PaperPort 12* will be compatible with Windows 7, even though it's being released a couple months in advance of the new OS," said Jeff Segarra, senior product manager for Nuance's Imaging division. "We will also support the next version of Office when it becomes available, probably through a point release."

Nuance has introduced a new "Scan Now" button, which enables users to bypass the settings interface when capturing documents. For the first time in the standalone version, documents can also be captured as full-text searchable PDFs. "We've offered that feature on our MFP-bundled versions in the past," said Segarra. "Users can now take documents captured with previous versions of *PaperPort* and convert them to full-text searchable PDFs. We've also bundled a plug-in that enables Windows Desktop Search to recognize PDF text."

Nuance has upgraded the text accuracy of the OCR in *PaperPort* to match that of its recently released *OmniPage 17* [*see DIR 5/15/09*]. Nuance has imported *OmniPage's* ability to apply OCR to images captured from digital cameras and mobile phones. *PaperPort* does not have all the layout capture and conversion capabilities that are included in *OmniPage*.

The PDF viewer in *PaperPort 12* has been upgraded so that it now displays files five to 10 times faster. It also can display PDF files at higher resolutions than previous versions, limited only by the resolution of a user's screen. And graphic images embedded within PDFs can be edited separately from the rest of the file. The viewer also includes improved mark-up and annotation. Nuance has incorporated the latest version of its FormTyper technology to create dynamic, fillable, PDF forms. Finally, users can now initiate scanning directly through an icon on the PDF viewer screen. (The same icon is incorporated in Office applications.)

Also, in keeping with a macro-industry trend, Nuance has improved *PaperPort's* integration with Microsoft *SharePoint*. "A lot of would-be competitive products concentrate mainly on scanning," said Segarra. "They don't offer nearly as many features in areas like PDF, image manipulation, integration with other applications, and OCR as *PaperPort* does."

Segarra does not expect weakness in the global economy to adversely affect *PaperPort* upgrades. "Our release of *OmniPage 17* had about the same upgrade rates as we typically get," he said. "It probably would have been higher if the economy wasn't in the tank."

For more information:
http://www.nuance.com/imaging/paperport/paperport-professional.asp

AIIM and the **PDF/A Competence Center** will launch a series of seminars focused on long-term electronic document archiving. The first seminar will be held on Sept. 15 at the PRINT09 event at Chicago's McCormick Place. PDF/A is an ISO standard that AIIM helped develop. The seminar will run 8 a.m.-noon. It will include a presentation by Mark McKinney, president of **LuraTech, Inc.,** on scanning to PDF/A. For more info: http://www.pdfa.org

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