October 4, 2002

CAPTIVA EXPECTS REVENUE OF $46-$48 MILLION

Don't count on **Captiva** hitting the $50 million target we had optimistically predicted in August. In a recent conference call for investors, Captiva President and CEO Reynolds Bish set revenue guidance for 2002 at $46-$48 million. This was somewhat disappointing because through the first six months of the year, Captiva and ActionPoint combined for sales of $23.7 million, and traditionally the fourth quarter has been a strong period for sales of document imaging software. Bish cited "a difficult selling environment," which is probably news to all those companies that have said the demand for disaster recovery technologies like image archiving is on the rise since the events of last September.

Bish does expect the company's operating margins to improve over the second half of the year. Through the first six months, Captiva and ActionPoint had a combined EPS from operations of $.01. For the full year, Bish expects Captiva's EPS from operations to be $.05-$.15. Bish cited staff reductions the company made following the completion of the merger of ActionPoint and Captiva at the end of July as the main reason for the improved margins. The staff reductions did not come without a cost, however, and operating margins do not include costs related to the merger. When all is said and done, at the end of the year, Bish expects Captiva's cash balance to be depleted from $10 million to $6.5-$7.5 million.

The investment community seemed at least mildly intrigued by Bish's message. Captiva shares jumped from $1 per share to $1.09 the day following the conference call.

For more information: **Captiva Software**, San Diego, CA, PH (859) 320-1000. ⬛

A New Look For DjVu

LizardTech launches application aimed at technical document distribution.

It's easy to imagine the potential of DjVu. Just go to www.catalogs.google.com. Click on **J. Crew**. What do you see? Pages of beautifully photographed clothes, models, and scenery. Oh yes, if you zoom in tightly, you can almost make out the words on top of the pictures. DjVu can fix that.

And what do you do if you see something you like and want to order it? Well, you've got to go to the J. Crew Web site and find the item all over again. DjVu can fix that too.

Yes, the J. Crew Google catalog in its current format is pretty much worthless. So are the JPEG images of thousands of other catalogs that can currently be found on Google. That is why Google has licensed DjVu technology from **LizardTech**.

If you're not familiar with DjVu, it's not our fault. We've been writing about it since 1999 when it was still owned by **AT&T Labs** [see _DIR_ 12/3/99]. DjVu is technology designed specifically for viewing document images on the Web. Because it uses layering technology to compress text separately from graphics in the same file, DjVu is especially effective on images that contain text on top of graphics—such as catalog pages.

"Google is a pretty technically savvy company and did a lot of due diligence to find something that could help it improve the catalog portion of its Web site," Yoav Schwartz, director of product management for _Document Express_ at LizardTech, told _DIR_. "In addition to improving the way the catalog images are presented, with DjVu, Google will be able to add hyperlinks and intelligence within the pages. This should generate some commerce through the site."

Yeah, But What Can We Do With It?
Google is currently in the process of implementing DjVu. Unfortunately for LizardTech, Google-type implementations have been too far and few between

since the company purchased the DjVu technology back in 2000. At that time, LizardTech was promoting DjVu as the future standard for color document imaging [*see DIR 4/28/00*]. Several rounds of layoffs later, that message has changed.

"We've always been a technology focused company and not a product focused company," bemoaned Schwartz, the point man for LizardTech's new DjVu marketing direction. "LizardTech has basically taken the stance that we have remarkable technology. However, we've been remiss in many cases helping customers figure out what to do with it."

DIR will agree that DjVu is indeed remarkable technology. The only complaints we've heard about it are that DjVu is a proprietary file format and that creating DjVu files is CPU intensive. Of course, we've heard the same things about PDF, but that hasn't stopped the market for PDF technology from burgeoning.

"...people keep telling us that storage is cheap, so the value of a highly compressed file is not as great in archiving applications as it once was."

Yoav Schwartz, LizardTech

However, PDF adoption didn't happen overnight, and **Adobe**, because of the success of its printing and graphics technology, had the resources to push PDF until it caught on. At 45 employees, LizardTech doesn't have the resources of Adobe. Realizing this, LizardTech has decided to concentrate its DjVu efforts on niche markets where it has already seen some success.

What's In A Name?

As part of this new focus, LizardTech has launched an applications line built on DjVu technology. It is calling this line *Document Express*. "While it's nice to have a cool product name like DjVu [pronounced like the term dejavu] that everyone remembers, it really doesn't tell anyone what the product does," said Schwartz. "*Document Express* better explains some of the capabilities DjVu has for the efficient distribution of complex documents."

With *Document Express*, LizardTech will be primarily targeting markets that use graphically rich documents that also contain text. "We will be targeting businesses that have a need to distribute documents like engineering drawings and technical manuals," said Schwartz. "When kept as PDFs, these types of files can be large and hard to move around. Don't get me wrong, PDF is great technology, and we use it internally. However, we think DjVu can be a complement to PDF when you're dealing with complex documents."

In the area of technical documents, LizardTech already has

a contract with heavy equipment manufacturer **Caterpillar**, which is installing DjVu to improve the monthly distribution of technical manuals to its network of 1,500 dealers. "Initially, Caterpillar will be able to reduce the number of CDs it sends to each dealer, from seven to four. Step two is to leverage DjVu to make the manuals available on the network."

Schwartz adds that because of falling storage prices, LizardTech expects distribution requirements to be the key to *Document Express* sales. "Compression is one of the key advantages DjVu has," he said. "And people keep telling us that storage is cheap, so the value of a highly compressed file is not as great in archiving applications as it once was."

High compression is extremely valuable, however, in the emerging wireless computing sector, where bandwidth constraints hinder the transfer of large files. **Sears**, in fact, has licensed DjVu to facilitate access to service manuals over wireless laptops. "This way, field service technicians will always have access to a current and complete library of documentation," said Schwartz.

LizardTech has also signed a deal to provide technology to be used by the wireless unit of **British Telecom**. "We have a partnership that will enable BT's corporate customers to send and view DjVu compressed documents using BT's wireless service," explained Schwartz.

LizardTech is also looking for OEM partners to embed DjVu in solutions aimed at markets like manufacturing and government, where complex documents are prevalent. "We've realized that DjVu is not a soup-to-nuts solution by itself," Schwartz concluded. "But there are a lot of applications that require the functionality it provides. We want to work with partners to make DjVu part of their solutions."

For more information: **LizardTech**, Seattle, WA, PH (206) 652-5211.

Two More Vendors Enter Unstructured Forms Market

The world of automated data capture continues to push outward into unstructured documents. Recognition technology—that was once confined to forms and remittance processing applications with well-defined, consistent documents—is now being marketed for use on any document. Solutions introduced at the recent **TAWPI** show further evidence this trend. We recently caught up with a pair of TAWPI exhibitors who told us they have received a good deal of interest in their new solutions.

New scanner targets mid-sized wholesale lockbox

AMOS Image Payment Systems, a European check and remittance processing specialist, has been appointed the master distributor of Swiss scanner manufacturer **Axiome's** HEM3000. The HEM3000 is rated at 130 ppm and has a retail list just over $50,000. It comes standard with full-color capabilities, a MICR line reader, and an encoder. "What makes the HEM3000 so attractive to the wholesale lockbox market is its ability to scan batches containing mixed sizes of documents," Tim Healey, national sales manager for AMOS' North American operations, told *DIR*. "It's not common to find that type of functionality in such a reasonably priced scanner."

For the uninitiated, wholesale lockbox apps typically involve invoices or some other sort of full-sized document, along with a check. A retail lockbox application, on the other hand, will typically involve a coupon and a check. Retail lockbox applications typically can be handled using specialized check scanners, because all they deal with are small documents.

AMOS, which is a wholly owned subsidiary of Belgium forms processing conglomerate **I.R.I.S.**, has more than 350 imaging related installations worldwide, including a dozen in North America. AMOS focuses on image POD, check imaging and processing, and wholesale and retail lockbox. AMOS plans to leverage the HEM3000 to target the mid-volume wholesale lockbox market.

According to Healey, AMOS is aiming the scanner at mid-sized banks that can't afford the high-speed wholesale remittance applications currently offered by most vendors. This includes banks processing 5,000 items per day and up. "There are thousands of small-to-mid-sized banks currently processing their wholesale lockbox applications manually," he said. "Chances are they've never been approached with an affordable automated solution."

In addition to selling the HEM3000s as part of AMOS solutions, Healey hopes to sell them to his North American competitors. "Our organization in North America isn't large enough to handle every wholesale lockbox opportunity," he said. "In addition, because of the forms processing capabilities that our parent I.R.I.S. brings to the table, we are looking at other markets for the scanner."

AMOS, which reported software sales volume of $21 million in 2001, has worked with Axiome for several years in Europe. To support the HEM3000 in North America, Healey is currently "talking with one of the leading U.S. providers of service and maintenance contracts."

For more information: **AMOS**, U.S. Offices, Atlanta, GA, PH (905) 935-9170, e-mail: timalanhealey@aol.com.

Tangent introduces intelligent content tool

At TAWPI, **Tangent Systems** introduced technology targeted at applications involving a wide range of document formats. Tangent is marketing its Spatial Pattern Intelligent Content Extraction, or SPICE, technology as an "intelligent content extraction" tool. "Most other unstructured forms processing solutions are designed for documents like invoices," Steve Mack, president of Tangent, told *DIR*. "On invoices, data may move around a lot, but it has a basic structure. We are focusing on more obnoxious situations, in which documents have no structure at all."

Tangent is a software developer that specializes in high-volume recognition solutions, typically involving remittance-sized documents. According to Mack, the company is currently running software on more than 200 transports worldwide, processing documents like airline tickets, coupons, and stock proxies. "Typically, our software is used in systems that process 1,000 documents per minute," Mack told *DIR*. "In addition, the applications call for a great deal of flexibility. We are often asked to pick a wide variety of data off several form types. We can also do sophisticated balancing of numerical data and run checks against databases.

"A lot of what we offer is available through customized solutions," added Mack. "However, most of our customers are seeking an out-of-the box solution. Because the parameters of our software are so wide, we can deliver these solutions with little customized programming. As a result, we don't really compete with the leading remittance processing software vendors. Our customers have fairly unique requirements that can't be met by their systems."

SPICE is designed both to enhance Tangent's current work and to help it expand into new areas. Bruce Rennecker, Tangent's VP of sales and marketing, cited commercial check stubs as one potential target for SPICE. "Commercial check stubs can vary radically in design from one to the next," he told *DIR*. "So, SPICE doesn't even try to capture a template. We define as much as we can about the content being looked for, and then SPICE

automatically and intelligently analyzes the data on each stub to determine how to deal with it."

Rennecker said that charitable organizations have shown an early interest in SPICE. "A charitable organization might send out a request for a donation and then receive back a check, without the request form," he said. "The check stub might contain information like the code for the specific child or village the donation is intended for."

Rennecker said SPICE can also assist in processing forms that include complex marketing graphics. "Marketing departments often don't want to be told where they have to put something like a member identification number," he said. "As long as it's somewhere on the form, SPICE can locate it."

Rennecker said that SPICE will initially be marketed to Tangent's existing customer base to reduce exceptions, as well as, in some cases, simplify sorting procedures. "We have one customer who sorts its mail into 20 different piles," he told *DIR*. "We say, throw it all into the scanner together. SPICE will be able to extract the content from the whole pile and then automatically route the data to the correct applications.

Bruce Rennecker, VP of sales and marketing, Tangent.

"SPICE is not doing forms recognition," Rennecker added. "Forms recognition breaks down on graphically rich documents that SPICE can handle."

Mack added that anyone implementing SPICE should remember it's not going to work on 100% of documents. "Users still need to have a good correction environment," he said. "If we can automate the processing of 80% of documents that were previously processed manually, we are going to save users quite a bit of money."

In addition to direct sales, SPICE is going to be made available as an OEM solution to interested parties. "Currently we sell a lot of our software on an OEM basis through transport vendors," Rennecker said. "So, it's a model we are very familiar with. SPICE offers an intelligent layer of content, identification, classification, and extraction that could fit nicely on top of a lot of imaging applications."

For more information: **Tangent Systems**, Hoffman Estates, IL, PH (847) 882-3833, ext. 131, e-mail: bruce.rennecker@tangent-systems.com. ▣

AIIM Acquires Regional Shows In U.K.

AIIM continues its efforts to penetrate the European market. Nearly four years after its unsuccessful merger with European document imaging organization **IMC** [*see DIR 12/4/98*], AIIM has acquired event coordinator **iTx Marketing Services, Ltd.** Financial terms of the deal were not announced.

Based in the United Kingdom, iTx specializes in organizing and promoting regional events sponsored by document management vendors. "This is a good deal because it fits along the lines of where AIIM is refocusing its business," John Mancini, president of AIIM, told *DIR*. "Since we sold our big North American show last year, we have been trying to focus on smaller scale, more geographically oriented shows, like the road show series we put on in North America."

iTx puts on five shows every spring in different U.K. cities. Mancini estimated that iTx annually draws 3,000 people to these events. iTx also runs an **Info Ireland** event in the fall and co-sponsors the London **Info@** event with AIIM. This year, Info@ is scheduled for Nov. 19-20. "In addition to its events, iTx also started doing four-day university centered educational programs focused on subjects like CDIA and records management," Mancini told *DIR*.

The addition of the 13 iTx staff members gives AIIM just over 15 employees working in the U.K. "We now have a profitable platform to expand into the rest of Europe," said Mancini.

AIIM first tried expanding into the European market through the merger with IMC in 1998. Like AIIM at the time, IMC focused on a large trade show, which AIIM attempted unsuccessfully to rebrand as AIIM Europe. Mancini acknowledged that most of the remnants of the costly merger are now gone.

For more information: **AIIM**, Silver Spring, MD, PH (301) 755-2613, e-mail: johnmancini@aiim.org. ▣

AccuSoft Announces Collaboration Application

Document imaging toolkit vendor **AccuSoft** continues its push into the applications market with the recent release of its *ReviewNow* collaboration software. *ReviewNow* is designed to enable any number of people in multiple locations to contribute to the content of a document or Web site. To keep the process organized, *ReviewNow* offers features like workflow, preview of changes, and report generation. "We've combined some technology that has existed for a long time, but has been deployed in separate little smokestacks," Michael Fowler, president and CEO of AccuSoft, told *DIR*. "We hope to make money by solving some specific business problems with this technology."

According to Peter Quirk, VP of engineering and technology at AccuSoft, *ReviewNow* was conceived as a result of feedback AccuSoft received from its customer base. This includes some 10,000 imaging and document management toolkit customers. "They told us they didn't have any tools that could effectively help them collaborate on Web site content," Quirk told *DIR*. "Because we already have patented technology to enable viewing of almost any type of document over the Internet [*see DIR 5/4/01*], it was a natural step for us to expand *ReviewNow* to include any type of document."

Early resonance for *ReviewNow* is coming in the Web site development market. *DIR* received feedback from a pair of Web development firms who are very happy with the results they've gotten from the product.

"**Leapnet** is using *ReviewNow* to facilitate a highly interactive design process with a client that is located hundreds of miles away from our office," said Joe Piekarz, division president of Leapnet, Inc. "By utilizing *ReviewNow*, we are able to remotely interact with the client on the designs and get their direct input in real-time without the need to be face-to-face. We believe this will not only cut travel expenses but will also help facilitate an accelerated design process. To the best of our knowledge, there are no other products out there that perform the same functions in such an intuitive way. We have great expectations for *ReviewNow*."

Chris Christoudias, founder and CTO of **Digital Bungalow**, was also impressed with *ReviewNow's* unique capabilities. "I must say there is nothing else on the market that is really a competitor," he told *DIR*. "When I first heard about the way *ReviewNow* worked, it sounded too good to be true. Low and behold, it did exactly what we were told it would do. We currently use *ReviewNow* with most of our maintenance clients who have an influx of ongoing changes. It eliminates the trouble of sifting through faxes, and saves time over having to interpret e-mails that can get somewhat cryptic."

According to Quirk, one of the key features in *ReviewNow* is its ability to show proposed changes in context. "A lot of the currently available Web

content creation tools enable contributors to view fragments as they flow through the content management system," Quirk told *DIR*. "However, the placement of those fragments on a Web site can be just as important as their content."

Fowler sees *ReviewNow* as a perfect complement to existing content management systems. "Content management systems can be very expensive and require quite a bit of training to use," he said. "*ReviewNow* is very simple to use and is ideal for getting contributions from users outside of the content management environment. This could include partners, customers, or even employees who are not technically savvy.

"Because of our history with toolkits, we are very comfortable with the OEM sales model. We even envision Web content management software vendors that want to add imaging functionality as potential users of both our *ImageGear* toolkit and *ReviewNow*. "

In addition to Web sites, Fowler pointed out that *ReviewNow* can be leveraged to collaborate on documents like contracts and marketing materials that require the input of multiple parties. Pricing for *ReviewNow* starts at $35,000 for a 10-client license. It is also being offered on a project-by-project basis through an ASP delivery model.

ReviewNow is AccuSoft's second application offering. In June, we detailed AccuSoft's introduction of its *DocsNow* document portal application [see DIR 6/7/02]. *DocsNow*, which was in beta at the time, was released for general availability last month, as was *ReviewNow*.

For more information: **AccuSoft**, Northborough, MA, PH (508) 351-9029. ▣

OmniPage 12 Offers PDF To Word Conversion

The ability to transform PDFs to *Word* documents is the most compelling feature of the latest release of ScanSoft's *OmniPage Pro Office* OCR software – version 12. "That functionality helps us expand our market size," explained Robert Weideman, chief marketing officer for ScanSoft. "Previously, we could only sell *OmniPage* to people who had scanners. Now, anyone with *Acrobat Reader*, which is virtually anyone with a PC, can leverage it."

In addition to its efforts to increase its document input avenues, ScanSoft is continuing its push out from the desktop into the workgroup. *OmniPage Pro 12 Office* features increased PDF batch processing capabilities as well as support for ODMA (Open Document Management API) and XML. "We don't see ourselves competing with **Kofax** in dedicated document scanning environments," said Weideman. "However, in ad hoc, or workgroup scanning applications, we think we can be a front end for content management applications. We already have partnerships with **Oracle** and **Microsoft** to feed their document management repositories, and we are currently developing our relationships with the more traditional document repository vendors."

Weideman added that part of ScanSoft's strategy is to cultivate a reseller channel for *OmniPage Pro Office*. "Currently, we have about 250 VARs, most of which are selling our *Dragon NaturallySpeaking* speech recognition software," he told *DIR*. "We have the infrastructure in place to handle a large channel. We think resellers selling products by vendors like Kofax and **Cardiff** will find *OmniPage* attractive to fulfill the ever increasing demand for ad hoc scanning and conversion applications."

OmniPage Pro 12 Office is available now and lists for $599 on the ScanSoft Web site at www.scansoft.com.

For more information: **ScanSoft**, Peabody, MA, PH (978) 977-2000. ▣

Audio Converging With Document Management

In the past year there's been a lot of talk about the convergence of the digital asset and content management industries. Curiously, most of the talk about digital asset management (DAM) has focused on digital video files. While video is a powerful medium that's impact on business will continue to increase, its adoption as a business tool is still light years behind the adoption of audio technology. So, with audio so well entrenched in everyday processes, and with digital audio files requiring considerably less bandwidth and storage than digital video files, it may make sense for the content management industry to focus on enveloping audio files before moving on to video.

ScanSoft was the first content management vendor to embrace audio. Last winter, the image capture toolkit and desktop application specialist acquired the Speech and Language Technologies assets of Belgium flameout **Lernout & Hauspie**. This included voice recognition, voice-to-text, and text-to-voice technology [*see* DIR 12/7/01]. ScanSoft recently rebranded its toolkit line to reflect its vision

of integrated image and speech capture [*see DIR 4/5/01*].

Knowledge management application and collaboration specialist **Open Text** recently followed ScanSoft into the audio world with the $19 million acquisition of **Centrinity**. Like Open Text, Centrinity is a Canadian company. It has developed technology to combine e-mail, voice mail, and faxes in a single mailbox. Open Text plans to integrate the Centrinity technology into its *Livelink* platform.

Closer to the street level, the *Document Imaging Report* recently caught up with an integrator and reseller that has empowered a document management repository with the capability of storing audio files. **S2 Business Solutions** of Mesa, AZ recently completed an installation at ***Employees Wanted*** magazine, where it has integrated recorded phone calls into a **Westbrook** *Fortis* document management system.

"*Employees Wanted* had a lot of information in various formats and conditions that were difficult to pull together in a collection scenario," explained Ross Skinner, president and CEO of S2. "Customers would order advertisements over the phone, and the operators would jot down the orders with a pen and paper. When it came time to bill the customers, there were often discrepancies about what the customer said on the original phone call."

Carl Mullison of S2 estimated that *Employees Wanted* was losing $20,000 per year because of misplaced advertising copy. To reduce this loss, S2 installed a system for digitally recording all the phone conversations of the customer service reps. "We set up a template in **Microsoft** *Word* to record indexing data for each call," said Skinner. "The call is then stored as an MPEG file in the *Fortis* repository, along with any other documentation pertaining to the order. These could be paper documents that are scanned, or electronically created documents. Now when customers call, the rep immediately has access to all pertinent information in the repository. "

Scanner vendor **Fujitsu** recently presented Westbrook with an Innovative Leadership Award for its work with S2 and *Employees Wanted*. The system marked the first time S2 had integrated audio with document files. "Obviously, there is potential for this type of solution at other publications, like newspapers, that have classified advertising," Skinner told *DIR*. "In addition, there are a number of other types of business where customers are required to verbally describe what they want over the phone. Because of the difficulty in maintaining a file of traditional audio tapes, these businesses typically rely on someone to write down what customers say. A solution like the one we developed for *Employees Wanted* could be a big help to them."

For more information: **S2 Business Solutions**, Mesa, AZ, PH (602) 870-0757, www.s2bsi.com.

Claims Integrator Offers Repricing Solution

Systems integrator **RecTec, Inc.** thinks it has developed the ultimate solution for mid-size health insurance organizations and third-party administrators. RecTec has designed a procedure for taking the majority of repricing work out of the hands of high-priced adjudicators and moving it to lower-paid clerical workers. Rod Baker, president of RecTec, shared the secret to his system with the *Document Imaging Report*.

"Most HCFAs come into a healthcare payer with a stack of attachments; one of those is typically the repricing sheet," said Baker. "The repricing sheet tells the payer the amount it really owes, which is typically lower than the amount the healthcare provider prints on the HCFA form. We've leveraged the forms identification technology included with forms processing software to identify which document in the stack is the HCFA. We've then set up a GUI interface that enables data entry personnel to label the rest of the documents in the stack with one keystroke.

"For example, a payer might have four documents that come in with a HCFA form – a student medical report, a referral form, a copy of a student ID, and repricing sheet. Once the repricing sheet is identified, an operator can be prompted to compare it to the HCFA image and make the proper pricing adjustment. Even if the payer wants to use adjudicators for this process, it can save them a lot of time, because all the documentation is presented right in front of them."

RecTec is currently rolling out its repricing solution at a Chicago-based third-party administrator for healthcare claims. Focused mainly on the healthcare market, RecTec has approximately 100 customers. For its forms processing requirements, RecTec typically relies on **Microsystems Technology's** *OCR for Forms*. Baker added that RecTec also offers a considerable amount of integration to customers' databases to improve the speed and the quality of provider matching, eligibility validation, and overall data entry.

"We offer a very competitive solution to the mid-

range market," Baker concluded. "This includes payers and TPAs processing between 3,000 and 25,000 claims per day. We can usually implement a system for between $50,000 and $250,000."

For more information: **RecTec, Inc.**, Clearwater, FL, PH (727) 446-2600, www.rectecinc.com.

Document Output Specialist Adds OCR Technology

Don't look now, but we've found another example of a document output vendor testing the waters of the input market. Electronic forms output management specialist **FormScape** recently released a vertical package called *FormScape for Distribution Solution*s. It includes an OCR module for automating data entry into ERP and warehouse management systems.

"We started the company as a way for users to get rid of pre-printed paper forms," Scott Lewis, director of marketing for FormScape, told *DIR*. "We can also eliminate a lot of the manual processes that go along with paper, such as having to tear copies apart to distribute them to different departments. Our users can electronically parse and e-mail their reports.

"The flip side of our solution is data input. How do you generate a report without data? Most of our customers still do not automate their data entry."

To address this automation issue, FormScape has licensed OCR technology from **ScanSoft**. As part of

Distribution Solution, FormScape advertises automated input of invoices and purchase orders—common documents in the distribution market. "It's not for every invoice or PO coming in," said Lewis, "but in most distribution environments, 75% to 80% of invoices or POs come from three to five vendors. We can quickly set up zones to automatically extract data from these vendors' documents. The rest are sent to a key-from-image operator. After extracting the data, we can format it as an XML or ASCII file that can be placed in a directory and accessed by an ERP or warehouse management system."

FormScape also offers users the option of storing the imaged documents in its *DocsOnline* repository. "Formerly the repository was very proprietary," said Lewis. "It was originally designed to store our output documents. Now we've opened it up so it can be accessed through a browser and manage standard formats like PDF."

FormScape has 6,000 customers worldwide and recently rolled out the *FormScape Distribution Solution* at **ISA International,** a European computer consumables distributor. Lewis said that in the future FormScape may be open to partnerships with established forms processing vendors. "As we started to develop our own solution, we realized there were more sophisticated products already available," Lewis told *DIR*. "Before partnering with anyone, however, we are going to test the market and see what kind of demand there is."

For more information: **FormScape**, Research Park Triangle, NC, PH (919) 657-1100; www.formscape.com.