Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

February 7, 2003

FCPA INTRODUCES NEW SERVICE OPTIONS

Fujitsu Computer Products of America (FCPA) recently beefed up its scanner service program with the addition of four new service options. Among the new offerings are four-hour response time, single-event preventative maintenance packages, and installation. These options are being offered in addition to FCPA's standard maintenance, consumables, and next business day repair program. FCPA also has offered an advance exchange program since it introduced manufacturer service for its scanners in 2001.

FCPA's 28 field service engineers are strategically located in the geographical areas with the most Fujitsu scanner installations. The coverage is filled out by **Scan-Optics'** Access Services field service division.

According to Theresa Herweg, FCPA's senior manager, service marketing, imaging product group, the majority of Fujitsu scanners in North America are currently serviced by FCPA technicians. "We've made great strides since launching our service business and, in the first six months of 2003, we hope to grow service revenue 200% over the first half of 2002."

FCPA sells its service through its resellers. According to Herweg, FCPA's service program offers a chance for both immediate and future income. "Resellers set their own end-user prices for our packages," said Herweg. "And, currently we are offering rebates of up to $250. Finally, we've found that about 85% of our service contracts are renewed. We try to assist VARs with these renewals by notifying them if a contract is about to expire."

For more information: **FCPA**, San Jose, CA, PH (408) 432-6333.

Organizer Expects More Than 30,000 At Co-Located Events

AIIM & On Demand set for Javits, April 7-9.

Brian Randall is excited. According to the GM for **Advanstar's** Technology Community Group, this year's 50th Anniversary **AIIM** show is on track to recapture some of the luster that has been lost over the past couple years. The highlight of this year's event is its co-location with Advanstar's **On Demand** digital printing show. Together the shows combined for close to 35,000 attendees in 2002. This year, Randall expects them to draw more than 30,000 attendees to New York City's **Jacob Javits Convention Center**, April 7-9.

When we spoke with Randall in January, he had already sold 240,000 square feet of exhibit space for the two shows. "We are going to fill the entire upstairs of the Javits Center," touted Randall. "I feel blessed; because of the turmoil in the technology sector and the economy, so many events have fallen by the wayside or have been incredibly downsized. I was just at **Linux World**, which at one time filled Javits' whole upstairs too. This year, it barely filled one hall. There couldn't have been more than 35,000 square feet of exhibition space."

Okay, so Advanstar may be cheating a bit by combining two shows in an effort to reverse declining attendance figures at each one. AIIM, after all, drew only about 18,000 in San Francisco last year after peaking at more than 40,000 in the mid-1990s. However, early indications are that the sum of the combination may prove greater than the individual parts. When we spoke with Randall, **Oracle**, **Microsoft**, and **Sun** were all ready to ink deals to exhibit at the AIIM/On Demand venue. None exhibited at AIIM last year.

"The platform vendors' are finally starting to wake up to the importance of ECM," Randall told *DIR*. "In addition, Sun and Oracle each have output components they will

be showcasing. If the show was held tomorrow, and all I could say was that I helped raise the awareness of ECM to the CIO level—the level where decisions on platform software are made—AIIM 2003 will have been a success."

Microsoft may have been drawn into the event because of its recent acquisition of **Placeware**, a collaboration software specialist. **Collaborate**, a fledgling Advanstar show, is also being co-located with AIIM and On Demand.

"Historically, for AIIM, we'd have about 900 C-level and EVP-level executives register, about half of which would show up," said Randall. "Now, when these executives look at the breadth of what is here, from intranet and extranet management, to high-level forms and remittance processing, to high-end print and EBPP solutions, we expect that percentage to increase. For a company like **American Express**, it's a no-brainer to send 12-14 people."

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>
> **Brian Randall, Advanstar**

In addition to the three trade shows, for which one badge will suffice, attendees will also have three separate conferences to choose from. Conference passes will be sold separately for each, but discounts will be available to attendees who want to cross conferences. AIIM, the trade organization which sold its show to Advanstar last year [*see DIR 2/1/02*], is still responsible for the ECM conference.

"Historically, only 10% of the exhibition attendees have signed up for the educational conference," said Randall. "We are working hard to increase that percentage. Because ECM is such a complex issue, attendees really need to sit through at least one or two sessions to get the most value out of their time at the show."

According to Randall, one of the most gratifying experiences about working with technology behemoth Sun, has been its focus on education. Sun is sponsoring a Solutions Center on the exhibit floor. "Sun has made a concerted effort to ensure the Solutions Center is a safe place," he said. "There will be no sales or marketing people there. It will offer free education from engineers and analysts. Over half the scheduled presentations in the Solutions Center are going to be from analysts firms like **Cohasset Associates**, **Doculabs**, **IMERGE**, and **eVisory."**

Advanstar has also scheduled a couple of non-vendor keynote speeches, which will be a welcome change from the

past few years. [*Remember Linus Torvalds in 1999?]* Unfortunately, both end users are probably closer to the digital printing world than the traditional AIIM world.

Arthur Sulzberger, publisher of the **New York Times** and chairman of the New York Times Company, will open the show on Monday morning. "I did my best to find a high-profile end user connected to all the technologies represented at Javits," said Randall. "My first choice was Charles Schwab, but he just doesn't speak. Then it was announced that Sulzberger was receiving an award from R.I.T. that is being presented at the show. So, the opportunity to have him speak fell into our laps.

"The New York Times represents a glowing example of a business that deals successfully with both digital and printed content. It repurposes its print content for distribution in 300 countries around the world and also one of the Web's largest news portals."

Bruce James, President's Bush appointee to head up the **U.S. Government Printing Office** will follow Sulzberger. To balance things out a bit toward the traditional AIIM side, Janet Perna, general manager for the Data Management Solutions Software Group at **IBM**, will deliver Tuesday morning's keynote. Perna has guided IBM through the merger of its database and content management technologies, and according to Randall is currently working closely with IBM's printing group as well.

Tuesday afternoon will feature a panel discussion moderated by Brian Gillooly, editor of *InformationWeek* and *Optimize*. Randall hopes to have exhibitors from all three shows represented on the panel. Already committed are executives from **Hyland**, **Hummingbird**, **Ricoh**, and IBM's printing division. The final keynote will be delivered Wednesday by David Gurle, Microsoft's product unit manager for its Real Time Collaboration Business Unit.

As is evidenced by the keynotes, AIIM is definitely changing. Our traditional input and document management technologies are being swallowed up into a larger venue. Yes, the attendance numbers promise to be better, but, as always, the question remains—are these the people exhibitors are looking to reach?

This will be a watershed year in that respect. If it turns out there is no synergy between AIIM and On Demand, and all we get are two separate sets of attendees at the same location—AIIM faces a questionable and diluted future. However, if, as Advanstar is predicting, the combination of the

events produces an increased number of high-level buyers interested in both (or even all three) sets of technology represented at Javits, then we're on to something.

This is the first time Advanstar has had a full year to put its stamp on the show. Let's at least give them credit for one thing—they're trying something different. As the declining attendance numbers over the past decade have indicated, it is probably about time for some type of change. Oh yes, and Advanstar has also scheduled an alcohol reception on the show floor following the regular exhibition hours on Monday. See you there.

For more information: **Advanstar**, Brian Randall, PH (301) 587-8202, brandall@advanstar.com. ▣

Microfilm Revival Highlights Breakaway

Film has been **Eastman Kodak's** cash cow for years. So it's not surprising that the company is trying to come up with innovative ways to market a medium many have branded as dying. After all, microfilm-related sales still account for approximately half the revenue generated by the company's Document Imaging business unit, which also sells digital document scanners and service.

Kodak Document Imaging recently held its annual partner, or Breakaway, conference at the **Westin Kierland Resort & Spa**, just outside of Phoenix. *DIR* attended along with several hundred partner representatives.

The big push was on what Kodak is now terming Reference Archiving. This is the technology formerly known as Digital Preservation, and it is based on Kodak's ImageLink microfilm line. No matter what you call it, it comes down to the use of microfilm for storage of documents that require long-term retention.

ImageLink applications discussed at the conference included filming of local government real estate records, insurance policies, and intellectual property-related e-mails. The main difference between ImageLink and traditional microfilm applications is that ImageLink takes pictures of digital images instead of paper documents. Because of this, it fits nicely with digital document management systems.

Peter Schlussler, director of optical imaging and technology with Long Island's **Suffolk County**, explained how he uses a **FileNET** system to handle

distribution of his scanned real estate records and microfilm to store them long-term. These are the type of applications Kodak thinks can save the microfilm market. "We want to be considered part of the storage hierarchy," explained Michael McKenna, manager, document imaging integration for Kodak.

At Breakaway, Kodak introduced no less than 11 new ImageLink products, including a pair of new film-from-image writers, new image retrieval equipment, and integrated capture software. By our estimation, microfilm related sales and service account for some $500 million of business annually for Kodak. So it's easy to understand why Kodak is working so hard to preserve (excuse the pun) the microfilm market.

How's it going? Well, here are some facts and numbers we picked up at Breakaway:
■ Kodak's overall microfilm media sales dropped by 6% in 2002, compared to double-digit declines in recent years.
■ 180 Archive Writers (ImageLink capture devices) shipped in 2002. A total of 700 have shipped since the product was introduced in 1997.
■ Service bureaus and state and local governments are the primary buyers of Archive Writers.
■ Kodak's revenue from service to microfilm equipment decreased in 2002. However, Archive Writers are considered digital equipment, and revenue from service of Kodak digital equipment increased 10%.

So, it appears Kodak has at least stabilized the boat a bit in terms of microfilm sales. The early adopters of Kodak's Archive Writer technology appear to be traditional users of microfilm who might not be making eight copies for distribution anymore, but aren't fully confident that digital images have the longevity needed to meet all their requirements. These people are comfortable with microfilm, they understand it, so it makes sense for them to keep it around for archiving. Kodak's Reference Archiving message seems at least to have gotten through to them.

Corporate lawyers also seem to be a big proponent of microfilm for archiving. This should enable Kodak to earn its share of the fallout from the high profile archiving regulations that are in vogue right now. Who knows, maybe lawyers will even convince new businesses to adopt microfilm for archiving. Microfilm as a growth market, wouldn't that be something?

The biggest challenge to this growth, of course, comes in the form of **EMC** and hundreds of other digital storage vendors. Last year, EMC introduced a magnetic storage system aimed squarely at

archiving. In the fourth quarter of 2002, EMC claims to have sold one petabyte, or 1,000 terabytes, worth of this type of storage.

Like Kodak's microfilm business, EMC has been fighting declining revenue from its traditional markets, and has zeroed in on archival storage as a potentially hot area. You can expect other magnetic storage vendors to follow suit. Leading tape players **Sony** and **StorageTek** have also introduced archival options.

So, who is going to come out on top in the archiving market? Well, based on microfilm's stability, Kodak still has an edge for records that need to be kept more than a few years. However, for regulations like the **SEC's** rule 17a-4 for brokerage houses, (which requires e-mail correspondence be kept for seven years,) digital seems to be very popular. The biggest question going forward is, are digital storage vendors going to come up with a satisfactory way of ensuring media and files don't become obsolete after a decade or so? Proposed standards, such as PDF-A, which has the backing of software behemoth **Adobe** [*see DIR 9/20/02*], are definitely a step in this direction. And storage vendors surely aren't lacking money for R&D or marketing.

For now, however, the old saying "a bird in the hand is worth two in the bush," should be taken into consideration when installing long-term archiving applications. In other words, if you need to keep document images more than 10 years, a microfilm-based reference archiving system is worth considering. No judge is going to accept, "Well, the vendor told me it would work," when you are trying to recall a document 50 years from now.

For more information: Roger Markham, **Kodak**, ImageLink Products, Rochester, NY, PH (716) 724-2985, roger.markham@kodak.com. 🖸🖸

Kodak Eying Capture Software Space

The image capture software market is healthy:
■ **Evidence - Kofax** recently announced more than $33 million in software sales for its fiscal 2002 (ended June 30, 2002) and overall earnings growth of 42%.
■ **Evidence -** Late last month, **Captiva** pre-reported it would beat preliminary guidance in both earnings and revenue for the fourth quarter of 2002. For the quarter, Captiva, announced revenue would be $13-13.5 million with a pro-forma EPS of $.08-.10.
■ **Evidence** - A recently released report from

analyst firm **Strategy Partners** revealed that, in a declining IT market, the image capture space was growing 5-7% annually.

There is one drawback to playing in a healthy market—especially in tough times. That is, it gets you noticed. And don't think document scanner and microfilm giant **Kodak** hasn't noticed how well the capture software space is doing. Kodak, which has been in and out of the imaging software market numerous times over the past decade or so, is testing the capture software waters.

According to Devang Thakkar, portfolio business manager, software products, Kodak Commercial Imaging Group, the company has actually had a capture software application in its portfolio for eight years. "We originally developed it to meet a need in a certain geographical region," said Thakkar. "However, we haven't focused too much on marketing it worldwide. We wanted to be careful about upsetting our ISV partners."

It appears that marketing strategy may be changing. "We will increase the marketing focus for our capture line in 2003," Michael Bida, director, worldwide product marketing, Kodak Commercial Imaging, told *DIR*. "You may see an advertising campaign this year, and we've already produced new sell sheets and training materials for Kodak *Capture*."

According to Thakkar, the major differentiator of Kodak *Capture* is its ability to fully leverage the functionality of Kodak scanners. "For example, it allows end users to easily take advantage of the dual-stream output features in some of our scanners," said Thakkar. "Other capture vendors have been slow to support that function."

With a list price of more than $14,000 on the high-end, Kodak *Capture* is not cheap. However, we learned that some businesses are using it as a supplement to other capture applications like Kofax's *Ascent Capture*. "It's not the most inexpensive way to go," said Jay Barrow, president of Memphis-based **Imaging Solutions and Services, Inc.** (**ISSI**) ISSI uses an integrated *Capture* and *Ascent* application for its Kodak i800 series scanners running in a service bureau environment. "We've found that the combination

gives us the best solution with the least amount of complexity."

According to Thakkar, "Most capture applications try to make all scanners look the same. And that's fine, because they are trying to create some consistency. However, we don't care about other vendors' scanners. We've set up our software with a unique interface designed to easily and efficiently enable the unique features of our scanners."

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>
> **Devang Thakkar, Kodak**

Thakkar added that Kodak does not see *Capture* as a competitor to *Ascent*. Barrow concurs with this view. "When it comes to indexing captured images in a complex environment, the functionality in *Ascent* blows away Kodak *Capture*," he told *DIR*.

So, it would appear that Kodak *Capture* competes more with Kofax's VRS image processing technology than its *Ascent Capture* platform. Even though Kodak *Capture* doesn't do a tremendous amount of image enhancement itself, it is designed to better enable Kodak scanners' Perfect Page internal image processing technology.

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eiStream Offers Capture To Install Base

At Breakaway, **Kodak** announced **eiStream** as the first OEM partner for its Kodak *Capture* software. eiStream is the company that has combined the former **Eastman Software**, **Kofile**, and **ViewStar** document imaging software businesses. According to Michael Bida, director, worldwide product marketing, Kodak Commercial Imaging, 80% of eiStream's install base uses Kodak scanners, which makes it a very fertile market for Kodak *Capture*.

"Many of Eastman Software's legacy customers are using an older version of Kodak *Capture* that hasn't been upgraded since Eastman was spun off from Kodak a couple years ago," Bida told *DIR*. "This represents an attractive upgrade opportunity for us and eiStream."

According to eiStream, the company has an install base of 4,000 customers.

For more information: Michael Bida, **Kodak Commercial Imaging Group**, Rochester, NY, PH (585) 477-5059; michael.bida@kodak.com.

Kodak Introduces Improved Image Processing

Kodak made another announcement at Breakaway that seemed even more directly in competition with VRS. That was the introduction of its iThresholding technology for the 3520 mid-range production line. iThresholding is a hardware solution that does almost the same thing VRS does in terms of creating better bi-tonal images from grayscale information.

iThresholding is kind of like Kodak's Perfect Page technology on steroids. "Instead of just taking grayscale information from the section of a page that needs to be adjusted, iThresholding uses information from the whole page," said Lois Powell, worldwide portfolio business manager, Kodak Commercial Imaging.

iThresholding is a hardware (board) solution and lists for $3,500 as an upgrade to an existing 3520 installation. It is being included with no list price increase on all 3520s currently being shipped.

The introduction of iThresholding comes on the heels of Kofax's announcement of VRS support of the Kodak i200 scanner series. The i200 includes Perfect Page, but apparently some customers preferred VRS. Powell indicated that, based on the way Kodak has operated in the past, iThresholding would likely be implemented in more Kodak scanner models in the future—perhaps eliminating the need for Kodak customers to buy VRS.

For more information: Devang Thakkar, **Kodak Commercial Imaging**, Rochester, NY, PH (585) 726-5015, devang.thakkar@kodak.com. DIR

Microsystems Takes *AnyForm* Overseas

Invoice processing has not taken the North American market by storm, as many vendors predicted when it was introduced a couple years ago. Rather, the installation pace has been cautious, to say the least, with the leading vendors having but a handful of completed installations each. Europe, however, seems to be a different story.

ReadSoft, a Swedish based forms processing vendor, boasts several dozen successful European invoices installations. **Oce's** ODT group (formerly CGK), a German-based recognition technology developer and systems integrator, has also had invoice processing success on the continent. And according to the research firm **Strategy Partners**, the adoption rate of the unstructured forms processing technology behind invoice processing is twice as high in Europe as in North America.

To capitalize on this trend, North American-based forms processing vendor **Microsystems Technology** is taking its show on the road, so to speak. Microsystems is actually one of the more successful invoice processing vendors in North America with "three to four completed invoice installations and six more scheduled to be implemented," according to Sam Schrage, VP of international sales for Microsystems.

Schrage views the European market as especially hungry for Microsystems' invoice software. "One of our competitors [*read ReadSoft*] has been filling the European market and trade publications with a lot of information about automated invoice processing," Schrage told *DIR*. "They've done the seeding and really created a buzz. Recently, we won a couple of European deals competing head-to-head against them and are confident about building our European base from those reference sites."

According to Schrage, in 2002, European sales accounted for 8-10% of Microsystems' revenue. "In 2003, we hope to double our European revenue," he said.

To help orchestrate this growth, the company recently hired Daniel Izsak as the general manager of its European headquarters. Izsak had formerly worked with **Xerox** as a Global Project Manager and as the Swiss general manager of Xerox Business Services. Izsak's most recent duties involved managing on-site document processing operations.

"Once we had an established customer base and revenue stream in Europe, we began looking for someone with experience at a good-sized corporation to manage and grow the business," Schrage told *DIR*. "Daniel brings a lot of contacts that will help us do that."

Izsak is based in Zug, Switzerland. "Switzerland is in the heart of Europe, and you can get to the rest of the countries from there very quickly," Izsak told *DIR*. "It also has a fairly sophisticated IT buying environment. There is a saying in the IT market that, if you can sell a system in Switzerland, you can sell it in the rest of Europe."

Microsystems will pursue a reseller model in Europe similar to the one it uses successfully in North America. Schrage added that while *OCR for Forms* for standard forms processing remains the company's cash cow, Microsystems' invoice processing technology, *AnyForm*, has more potential for explosive growth, especially in Europe.

"In Europe, keying data from invoices can be more labor intensive than in the United States," Schrage

told *DIR*. "In the United States, there is a greater use of purchase orders. So, when an accounting department receives an invoice, operators can enter a P.O. number, bring up all the items related to the P.O., and then just match the quantities. In Europe, the data entry operators often need to key in everything from an invoice. *AnyForm's* ability to read details lines accurately is a huge advantage for those types of applications."

For more information: **Microsystems Technology**, Tampa, FL, PH (813) 222-0414. ▭

New President, Same Focus For Tower N.A.

Although document imaging's relationship to the burgeoning ECM space has grabbed a lot of headlines in the past couple years, traditional document imaging and workflow applications are not dead—not by a long shot. In fact, Australian-based **Tower Technology** has staked its future growth plans on dominating the high-end of this space, where many competitors are now preaching the gospel of ECM.

"Our goal is to be recognized as the technology leader in infrastructure software for large-scale, high-volume, or complex document processing operations," Alex Young, told *DIR*. Young was recently appointed president of Tower's North American operations. "We will continue to focus on vertical markets that have historically embraced high-end imaging and workflow solutions—insurance, financial services, and government."

For the past five years Young had served as the VP of Tower's North American insurance division. Young estimated that half the company's North American sales come from insurance apps. "I saw a **Gartner** study that estimated 75% of insurance companies have some sort of document imaging system installed," Young told *DIR*. "About half of our sales come as replacements for those legacy systems. Often vendors have stopped supporting them, or a system can't be expanded to meet new demands. These demands could be the desire to support new processes or regulations, or just an increase in volume."

According to Young, 25-30% of Tower's business comes from North America, with another 25-30% from Australia. The remaining 40-50% comes from the U.K. Tower's North American operations, which employ 50 people, are headquartered in Boston. Most of the company's core technology

development is done in Australia.

Young represents Tower's first North American president. "Formerly, our co-CEOs ran the North American office, and all the North American VPs reported directly to them," Young told *DIR*. "As Tower continued to grow, it became obvious that our CEOs needed to concentrate their focus globally. So, they added another layer of management."

In addition to traditional document imaging and workflow technology, a couple years ago Tower introduced its *WebCapture* software for archiving Web pages used for Internet transactions [*see DIR 2/16/01*]. Tower also offers COLD, records management, electronic document management, and e-mail archiving technology. "The core of our business remains our repository," Young said. "We leverage that repository and our workflow technology to help businesses better manage their core processes. In insurance, those processes might be underwriting, claims processing, new business, and customer service."

Young concluded by saying the more the document imaging market changes, the more it remains the same. "The market is constantly being pushed and pulled in different directions," he said. "This is caused by changes like new regulations or new ways of doing business. All these changes create opportunities for us, because we help businesses manage changes in their processes."

For more information: **Tower Technology**, Boston, MA, PH (617) 236-5500. ▭

Scantron Making Its Mark In Forms Processing Market

Test scoring giant **Scantron** is starting to make its mark in the document imaging world. Over the past two years, the $96 million company—best known for OMR test scoring—has become **Cardiff's** top reseller. Scantron markets Cardiff's *Teleform* forms processing software through its Data Collection Division.

The Data Collection Division was initially launched to leverage Scantron's OMR technology in non-testing and corporate applications, such as surveys. "OMR is great for collecting multiple choice-type answers," Mark Espinola, marketing manager for the Data Collection Division, told *DIR*. "However, when you want to gather information like names and addresses, it doesn't work as well."

Initially, Scantron began offering image-based services through its service bureau. A few years back the company also forged partnerships with **Microsystems Technology** and the Chinese government to install one of the world's largest forms processing systems for a farmers' census. Then, two years ago, Scantron acquired a regional *Teleform* reseller, based in Orange County. Scantron has since expanded that reseller's offerings to the national level. This included holding seminars in five major U.S. cities last fall.

"**Imtran**, the reseller that Scantron bought, was already one of our top five partners," Emmanuel de Boucaud, Cardiff's VP of worldwide channel sales, told *DIR*. "Scantron has doubled its *Teleform* sales each of the two years we've worked with them."

When we spoke, Scantron was not at liberty to name any of its forms processing customers, except to say it had large installations with a well-known retailer and manufacturer. "Because of our penetration in education with our test scoring products and services, a good portion of our data collection sales naturally come in that market," Espinola told *DIR*. "When selling educational apps, vendor trust is a huge factor, and we've earned that trust over the last 30 years."

According to Espinola, Scantron also counts nine of the Fortune 100's top 10 companies as Data Collection customers. "We have some 30,000 customers outside the testing market," he told *DIR*. "As far as image-based data collection sales go,

when you drop out education, our primary markets are similar to those of any other imaging integrator. They include health care, financial services, insurance, and government."

de Boucaud credits Scantron's focus for its success. "Mostly, Scantron sells simple solutions with a clear ROI," he told *DIR*. "The majority of Scantron's installations have probably five or less *Teleform* workstations. They don't typically do installations that involve a lot of customized integration."

Espinola concluded by saying that Scantron views image-based data collection as a high growth area going forward. "Overall, the OMR market is relatively stable. We manage to grow in that space by gaining market share from competitors. Offering image-based systems gives us a wider variety of data collection solutions and opportunities."

For more information: **Scantron**, Irvine, CA, PH (800) 722-6876; **Cardiff**, Vista, CA, PH (760) 936-4500. DIR

CARDIFF HIRES VIGNETTE VET

Scantron, along with **Cardiff's** other VARs on the west side of the Atlantic, have a new manager to work with. Cardiff recently named Mike Flanagan its director of channel sales for the Americas. Flanagan will be in charge of partner sales of both the *Teleform* forms processing and *LiquidOffice* e-forms lines. He comes to Cardiff from Web content management software developer and **AIIM** member **Vignette**.

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