September 20, 2002

DOCUMENTUM BEEFS UP CAPTURE OFFERING

According to Jim Vickers, chief marketing officer at **Captiva**, the revamped agreement between his company and $200-million content management specialist **Documentum** was fueled by Documentum's desire to sell big capture deals itself. "Documentum found it was passing on quite a few large deals to us," Vickers told *DIR*. "As a large capture deal can reach $1 million, Documentum figured it would be more lucrative to sell these deals directly. In return, we get better coverage by the Documentum sales force, including representation at some 1,500 current Documentum installations where our software is not used."

Last issue, we reported that Documentum and Captiva had reworked a reseller agreement originally signed in 1998. Documentum had been selling an OEM departmental version of the *InputAccel* capture platform under the name *DocInput*. "*DocInput* is being replaced by another version of *InputAccel* designed specifically for Documentum," said Vickers. "Documentum salespeople will also be able to sell two more advanced versions of *InputAccel* that offer full production capture."

According to Vickers, initially Captiva salespeople will still be involved in the larger deals. "As Documentum employees gain more experience and training on our product, we will transition to more of an OEM model that will be supported with our channel managers," said Vickers.

Vickers estimated that under the old agreement, Documentum averaged approximately $1 million per year in *InputAccel* sales.

For more information: **Captiva Software**, San Diego, CA, PH (858) 320-1000. ▦

Initiative Launched To Develop ISO Standard For Digital Image Archives

Adobe, AIIM, and NPES leading work on long-overdue format for long-term image storage.

The 2000 census marked the first time the **U.S. Census Bureau** leveraged digital imaging for data capture. Unfortunately, when it came time to archive the census documents, the **National Archives and Records Administration** (**NARA**) told the Census Bureau it couldn't accept the TIFF images it had captured. To satisfy NARA, more than one billion microfilm records had to be created from those images, with U.S. taxpayers footing a $16-million bill for the conversion [*see DIR 12/21/01*].

From what we understand, the main reason that NARA wouldn't accept the TIFFs was a concern that in 2072, when documents from the 2000 census are due to be released for public consumption, nobody would be able to read them. This is a valid concern considering the number of file formats and types of media that have become obsolete in just the past decade. With digital imaging obviously not only here to stay, but, in fact, constantly being adopted by more and more users, isn't it time someone came up with a solution for long-term storage of these images?

Consultants such as Dan Elam of **eVisory** have recommended including a plan for the periodic updating of media and formats in the specifications of an imaging installation. This, however, is more or less an ad hoc solution, and probably would not be acceptable to organizations such as NARA, which tend to follow tight regulations. To satisfy the demands of NARA and other regulated businesses and organizations, there is a need for some sort of standardized digital image archiving format. **Adobe**, working with trade organizations **AIIM** and **NPES The Association for Suppliers of Printing**, **Publishing and Converting Technologies**, thinks it might have that format—something that is being called PDF-A.

Melonie Warfel, the manager of worldwide standards

for Adobe explained the concept of PDF-A. "We envision PDF-A as a subset of PDF," Warfel told *DIR*. "Our goal is to help develop a standard, not controlled or maintained by Adobe, but by an external group. This group will develop a baseline set of requirements for acceptable long-term archiving of document images."

"One of the goals of PDF-A will be to preserve the look and feel of documents so that in 50 years, when *Acrobat 5.0* or *6.0* isn't available, you will be able to render them to look exactly the same as they do today," said Betsy Fanning, AIIM's director of standards and content development.

> **"Our goal is to help develop a standard, not controlled or maintained by Adobe, but by an external group. This group will develop a baseline set of requirements for acceptable long-term archiving of document images."**
>
> **Melonie Warfel, Adobe**

According to Warfel, Adobe asked AIIM and NPES to assist with PDF-A because of their experience and influence in the technology associated with, and the markets affected by, the proposed standard. AIIM, of course, has deep roots in image management technology and has worked on standards for archiving both digital and microfilm images. NPES is an organization of some 460 vendors in the printing and publishing industry and helped develop the PDF/X standard for the exchange of graphic arts files. Adobe is a member of both organizations. They both also have experience working with **ISO** (**International Organization for Standardization**), and PDF-A is targeted to be presented to a Joint Working Group of ISO for approval as an international standard.

Work on PDF-A will begin next month, with a meeting scheduled in the Washington, D.C. area, Oct. 3-4. Anyone interested in participating can sign-up on the **AIIM** Web site at www.aiim.org/pdf_a. The site for the meeting will be finalized based on the number of participants who register. "We are expecting an international mix of vendors, end users, and integrators, in both government and commercial organizations," Fanning told *DIR*. "We are looking for both technical and business people."

"Basically, we are still trying to discern the requirements of PDF-A," added Mary Abbott, director of the NPES standards program. "We need people to tell us the problems they are trying to solve before we can get down to the nits and grits of the technical requirements."

Added Adobe's Warfel, "Once the business issues of the standard are addressed, we can get into the technical

development. We've outlined what we think are some of the technical requirements, but we expect to walk away from the meeting with a more complete understanding."

According to Warfel, PDF-A "has absolute support at the highest levels within Adobe." This support includes Warfel's work on the business side and also the services of Senior Engineering Manager Macduff Hughes on the technical side.

The benefits for Adobe in making PDF-A an international standard are obvious in terms of potential increased sales of *Acrobat,* Adobe's platform for creating PDF files. "Many government agencies have already developed internal archives based on PDF," Warfel told *DIR*. "They've found themselves struggling, however, with how to deal with these archives in the long term, especially if they decide to transfer them to NARA. The **U.S. District Courts**, for example, are concerned about documents from cases like the recent **Enron** hearings, which, because of their significance, will likely be stored with NARA."

Warfel said that NARA currently does not accept PDF files. Obviously, Adobe hopes the creation of an archiving standard based on PDF will change this. Warfel added that Adobe is not the only imaging vendor that could benefit from an ISO-approved PDF-A standard. "While the specification for PDF is developed and maintained by Adobe, it is an open, published specification found on www.adobe.com," she told *DIR*. "Hundreds of other software developers have utilized the PDF specification to develop their own PDF creation, manipulation, and viewing applications."

Some of the issues expected to be addressed at the Oct. 3-4 meeting include managing things like fonts, URLs, and audio and video files that could potentially be embedded in PDFs. Security and compatibility issues are also concerns. "I'm sure that when the group gets together, there are going to be a multitude of other issues to grapple with that we haven't even begun to think of yet," AIIM's Fanning told *DIR*.

The representatives we talked with were reluctant to offer a target date for the approval of PDF-A by ISO. "A lot of parties have to come together to get a standard down on paper, so it's not going to happen overnight," cautioned Fanning. "On the ISO level, we are pulling together three technical committees. Before we reach that stage, we'd like to get some of the groundwork laid."

For more information: **AIIM,** Silver Spring, MD, PH (301) 755-2682, e-mail: bfanning@aiim.org;

NPES, Reston, VA, PH (703) 264-7229, e-mail: mabbott@npes.org; **Adobe Systems,** San Jose, CA, e-mail: mel@adobe.com. ⬛

Closing The Correspondence Loop

Developer of software for personalized output documents integrates capture technology to process incoming mail.

A couple of years ago it was all the rage at **AIIM**. Why couldn't the same vendor provide software for managing incoming and outgoing correspondence? You remember AIIM 2000. At the height of the tech boom, we had InputAccel changing its name to **ActionPoint**—which reflected its desire to manage all customer interaction (or action points). We also had **Cardiff** promoting the integration of its recently acquired *AudienceOne* platform with its *Teleform* forms processing application. Developed by **Adobe**, *AudienceOne* could assemble personalized PDF documents using information from a database. Ostensibly, that database could be populated by *Teleform* [*see DIR* 5/5/00]. Yes, at AIIM 2000, expectations were high. The future was bright, and start-up **Dynamic Imaging** had a booth that looked like a park and smelled as fresh as daisies... but I digress.

We all know what's happened to the tech boom ... I'm not even sure if Dynamic Imaging is still in business. ActionPoint decided it couldn't make any money selling the technology which predicated its name change, sold that technology to a CRM vendor, and eventually sold the rest of the company to Cardiff competitor **Captiva**. Cardiff, meanwhile, continues to promote its input-to-output technology, but has shifted its focus towards e-forms. Is the dream of total correspondence management dead? Not quite.

Sixty-million dollar Austrian software vendor **ISIS Papyrus** hasn't given up on it. Founded in 1988, ISIS Papyrus built its business on software to create customized documents, such as bank statements and direct marketing mailers. "Our original focus was on the outgoing mail and communication requirements of large businesses," explained Max Pucher, founder of ISIS Papyrus.

In the late 1990s, ISIS Papyrus acquired Austrian image capture software developer **Improx**, giving it the means to build integrated input and output

Max Pucher, founder, ISIS Papyrus.

systems. "Historically, we had focused on enabling businesses to talk to their customers on a more personalized level," Pucher told *DIR*. "What we hadn't done, is help them listen better. Did you ever try sending an e-mail or even a traditional mail correspondence to a large corporation. What kind of return service have you received?"

Leveraging Data Capture To Trigger Workflows

Perhaps because of his background, Pucher does not look at the input market like a traditional capture vendor. Although ISIS' *Papyrus Capture* product can be used to index images for storage in a repository, Pucher feels it is best utilized in other ways. Like a forms processing vendor, he wants to capture data. And once that data is captured, he wants to use it to trigger a workflow that eventually leads to a response. "We want to close the communication loop with customers," Pucher told *DIR*. "Personalized documents, like marketing materials with special offers, elicit responses. Whether those responses come in through e-mail or on paper, we can now capture the relevant data from them and trigger the creation of more personalized correspondence."

According to Pucher, the idea for an integrated input/output solution came about through ISIS Papyrus' work with **Citigroup**. "Basically all the credit card statements for Citigroup in Europe and Asia are assembled using our software," he told *DIR*. "We also do their direct marketing pieces and all sorts of priority statements. I remember Citigroup's customer service department calling the credit card department to let them know their personalized marketing offers were causing a great deal of confusion. The customer service department was getting calls about these offers and really had no way of knowing what the offers said. On top of this, if a large volume of offers was sent out on one day, it was overwhelming. That's when the light bulb went off in my head about integrating input and output systems."

ISIS Papyrus has more than 1,900 customers worldwide, including between 260-270 users of its capture software. Pucher said the key to *Papyrus Capture* is its ability to capture data from unstructured forms. "We use artificial intelligence-like technology to group similarly structured documents together," he said. "All the user needs to do is tell our software where to put the data from each field on a specific type of document. We then apply OCR to extract the data. We can apply similar techniques to electronic documents."

Pucher said his goal is to use *Papyrus Capture* to automate the processing of 80% of customer correspondence. "Trying to merge correspondence into a process-driven system like CRM or ERP is a problem, because correspondence is not process-driven, it's event driven," he said. "Customers contact businesses how and when they want to. If we can automate 80% of the effort it takes to respond to this correspondence, think of how much manpower we can save a business, in addition to improving response times."

> **"Historically, we had focused on enabling businesses to talk to their customers on a more personalized level. What we hadn't done, is help them listen better."**
>
> **Max Pucher, ISIS Papyrus**

Pucher said that up until now, ISIS Papyrus' capture and output products have basically been sold separately. Recently developed technology has enabled the company to create an integrated suite of document technology. "The beautiful thing about this suite is that we can enter through different parts of a business," he said. "A business might be interested initially in our system to create automated on-line proposals. However, what if an unsolicited e-mail correspondence comes in with a question about the proposal? To process that correspondence, they can leverage our capture capabilities. Now we can just add those capabilities onto the platform we are already developing for them."

ISIS Papyrus Brings Its Capture App To The U.S. Market

According to Pucher, ISIS Papyrus has traditionally resisted partnerships with other vendors. "They tend to have their own agendas," he told *DIR*. "We are willing to work with systems integrators that are product neutral."

This aversion to partnerships could work against ISIS as it tries to penetrate the U.S. market. Historically, European forms processing vendors have had a difficult time establishing themselves on U.S. soil. Working in ISIS Papyrus' favor, however, is the fact that it already has 60 North American output customers, including blue chip names like **First Data Resources, Verizon**, **Southwestern Bell**, and **Empire Blue Cross Blue Shield**.

So, can the combined input/output model work, or is ISIS Papyrus merely traveling the same path that

others found to be a dead end? Well, if they are, at least they are not alone. As we mentioned, Cardiff has not completely abandoned its input-to-output vision. On a much larger scale, Adobe, a huge vendor of output technology, recently acquired electronic forms specialist **Accelio** (formerly JetForm) [*see DIR 2/15/02*]. Large service bureaus such as **SourceCorp** (formerly **F.Y.I.**) and **Lason**, offer both input and output services

On the trade show circuit, **AIIM**, the world's largest document capture show, will be co-located in 2003 with the output-focused exhibition **On Demand**. And hardware vendors like **Xerox**, **Canon**, **Ocè**, and **Ricoh** all offer scanning as well as printing technology.

The combination of input and output has certainly not reached no-brainer status. And in 2000, Cardiff and ActionPoint may have been a bit ahead of their time – but who wasn't at that point? The concept of customer "action points" will gain traction yet, but as with any new concept, it will take some time. With $60 million in annual revenue and no debt, ISIS Papyrus would appear to have the resources to wait out the market.

We just wish Pucher would reconsider his policy on partnerships. When it comes to entering the North American capture market, the most successful foreign businesses have leveraged existing U.S. sales and marketing infrastructures. **Dicom's** acquisition of **Kofax** is a perfect example.

ISIS Papyrus has a lot to offer to the market, in terms of technology, vision, and existing business. There are several U.S.-based imaging firms that could benefit from these assets. In return, we think ISIS Papyrus would benefit from the local knowledge and presence it would gain from a North American capture partner.

For more information: **ISIS Papyrus**, Vienna, Austria, PH 43-2237-27551-0; U.S. Headquarters, Southlake, TX, PH (817) 416-2345; www.isis-papyrus.com. **DIR**

Getting More Out Of BPM Installations

FileNET introduces dedicated reporting and analytical tool for its workflow customers.

As spending on technology has slowed, we are seeing an increasing number of products designed to help businesses get more out of the technology they already have. So it's not surprising that **FileNET,** which already generates three quarters of

its revenue from its blue-chip customer base, recently announced an OLAP (on-line analytical processing) reporting tool for its BPM (business process management) software.

BPM is the technology formerly known as workflow. FileNET's new *Process Analyzer* automatically generates reports on the status and progress of processes managed by FileNET software. "*Process Analyzer* enables businesses to determine what's going on in their BPM operations," explained Chris Preston, FileNET's director of product marketing for North America. There's an old saying that you can't fix what you can't see. Once businesses achieve visibility of their processes, they can begin to take steps to improve them."

Preston offered mortgage lending as an example of a process that could benefit from the use of *Process Analyzer.* "A financial institution installs BPM software in a mortgage lending environment to reduce its cycle time and improve customer service," Preston told *DIR*. "Reducing cycle times lowers transaction costs, and improving customer service differentiates a lender from its competitors. Let's say a BPM system is installed with the goal of reducing a cycle time to three days. How does a lender know if the BPM system is working unless it has constant feedback? And if the process is being slowed down, *Process Analyzer* can help determine what is causing the delay."

Process Analyzer was introduced this month and pricing starts at $75,000 per server. "Currently, FileNET BPM customers who want reporting use mostly one-dimensional, static reporting tools," Preston told *DIR*. "The advantage of an OLAP system is that it allows users to put their data in a cubic structure. OLAP enables users to slice their data and cut across elements like time and resources to create flexible reports."

In addition to flexibility, *Process Analyzer* is also designed for easy use. "With most generic reporting systems, business analysts need to go to the IT department and describe what kinds of reports they want to build," said Preston. "Because FileNET understands BPM, we have included several preformatted reports right out of the box. These reports are based on important BPM indicators like cycle time and productivity."

In a move to both simplify use and reduce cost of ownership, FileNET leverages *Excel* as the user interface for *Process Analyzer*. "We weren't sure the market would react favorably to an interface based on *Excel*," Preston told *DIR*. "So, we looked at the interfaces of several third-party reporting tools. However, we kept going back to *Excel*. It can do a

lot more than many of the other reporting interfaces, and it already sits on the desktops of 99% of the managers and business analysts who will work with *Process Analyzer*."

When we spoke in August, FileNET didn't have any *Process Analyzer* installations completed, but Preston expected several sales before the end of the quarter. "We've received a tremendous amount of interest from our existing customer base," he said. "A BPM manager at a major U.S. airline told us he was excited because, although he's sure he's built some good processes with our BPM software, this tool will help him determine if he's built the optimal ones. Analytics build a foundation for optimizing BPM efforts."

Building on this foundation, in the next five to seven months, FileNET plans to introduce a simulation tool to run on top of *Process Analyzer*. "Simulation enables users to determine things like how their claims processing operations would function if a hurricane wipes out one of their processing centers," Preston said. "In addition to helping BPM users plan for things like disaster recovery, it will help them run 'what if' scenarios for more mundane events, like moving personnel around. "

Preston concluded by saying that FileNET views its BPM technology as a differentiator in the ECM market. "We believe the key to an ECM installation is not just managing the content, but managing the process that goes along with that content," Preston told *DIR*. "Because analytics help manage those processes, we see them as a natural extension of our ECM platform."

For more information: **FileNET**, Costa Mesa, CA, PH (714) 327-3400.

Xerox Pushes DocuShare For Ad Hoc Users

Latest version features enhanced imaging and workflow capabilities.

Xerox continues to lead document imaging's assault on the workgroup space. The latest release of its *DocuShare* document management application, version 3.0, can accept images directly from scan-enabled Document Centre digital copiers. It also includes workflow capabilities to facilitate approval and review of those images. In addition to improved imaging capabilities, *DocuShare 3.0* supports WebDAV. This enables users to save electronic files generated in WebDAV-compliant applications

directly into *DocuShare*. Vendors whose desktop applications support WebDAV include **Microsoft**, **Apple**, **Adobe**, and **Macromedia**.

"We have no qualms about positioning *DocuShare* against systems from document management vendors like **iManage** and **Open Text**," Coleman Murphy, *DocuShare* product manager, told *DIR*. "We feel we offer a low-cost, easy-to-manage alternative to those products, along with Xerox' infrastructure for global support. We have pretty aggressive growth plans for *DocuShare*."

The Xerox infrastructure includes a North American sales force of some 1,600 salespeople and 3,000 agents, all of whom can sell *DocuShare*. Not surprisingly, similar to copiers, *DocuShare* is typically sold on the departmental level within large corporations. "The majority of *DocuShare* sales are to small-to-medium sized businesses or workgroups in larger organizations," Murphy told *DIR*. "However, the majority of our *DocuShare* revenue comes from the larger installations we have. Because it's so easy to use and administer, *DocuShare* will sometimes propagate itself once it gets in the door."

Coleman Murphy, DocuShare product manager, Xerox.

Murphy offered the example of **Jet Propulsion Laboratory** (**JPL**), which currently has 5,000 users who leverage *DocuShare* for collaboration. Users include internal engineers, partners, accountants, and even **NASA** employees. "The JPL installation started with a 50-seat license that a project manager downloaded from our Web-site one weekend," said Murphy. "He had been working with another collaborative content management system, and it didn't meet his needs."

Other large *DocuShare* users include government integrator **Raytheon**, with some 10,000 seats, and **Nevada County**, which uses *DocuShare* to provide the public with access to government documents, as well store secure documents for official use. Big name users include **Cisco**, which uses *DocuShare* for legal contract sharing, **Algoma Insurance**, which uses it to store and share policy and claims documents, and **Honeywell**, which uses it for on-line publishing of sales, marketing, and engineering materials.

Worldwide, Xerox boasts over 3,300 *DocuShare* installations at 2,000 companies. "Over half of our *DocuShare* installations are probably used for classic

document management," said Murphy. "The next most popular application is community access portals such as the ones at Nevada County and Honeywell. Another market we are currently focusing on is collaboration. The product was developed, after all, as a method for Xerox employees to collaborate on research projects."

Murphy does not view *DocuShare* as a threat to traditional line-of-business focused document imaging and management applications. However, it does appear to become competitive with these applications as they try to move downstream and expand into what is termed enterprise content management (ECM). There's a good possibility that a down-and-dirty application like *DocuShare* is all the document management functionality that most workgroups and small businesses need. And because of Xerox' size, there is no way that any traditional document imaging and management software vendor can compete on price. If indeed ECM is to grow into a true enterprise-wide application, Xerox and its *DocuShare* product clearly bear watching both as a potential competitor and/or ally.

As a sidenote, one of the criticisms that we've heard about *DocuShare* is its lack of administrative controls. Xerox, of course, markets this as an advantage because it helps keep the total cost of ownership of an installation down. Presumably, this lack of administration can also lead to confusion if a customer does not have conscientious users. Perhaps this is why much of Xerox' early success with *DocuShare* seems to be at companies like Honeywell, JPL, and Raytheon, where a lot of the users are likely to be engineers.

For more information: **Xerox DocuShare Business Unit**, Rochester, NY, Dan Keddy, Business Partner Program, dan.keddy@can.xerox.com. ▢

Partnership Helps Law Firms Bill For Scanning

eCopy, Equitrac put scanning on equal footing with printing, copying, and faxing.

A recent partnership between **eCopy** and document accounting software vendor **Equitrac** leverages two trends that we discuss in this issue. The first is an increase in the amount of ad hoc scanning being done [*see **Xerox** article on page 6*]. The second is the desire to improve the efficiency of existing scanning operations [*see **FileNET** article on page 5*]. eCopy and Equitrac recently announced they will co-market a solution to the legal industry that will help law firms more accurately bill

customers for scanned documents.

"We provide cost recovery solutions," explained Carlos Hernandez, director of marketing for Equitrac. "Law firms incur large overhead costs related to the use of their output devices. These include copiers, fax machines, printers, and even telephones. We market solutions that help them track the use of these devices, which enables them to bill their clients for use related to their cases."

According to Dana Mitchell, VP of corporate development at eCopy, copy volume at law firms is decreasing as scanning volume increases. "Most law firms have no way to recover the costs associated with scanning," he told *DIR*. "Our joint solution is designed to solve this problem."

eCopy is a vendor of capture software. It specializes in solutions for digital copiers and MFPs. eCopy's primary go-to-market partner is **Canon**. "We have a very horizontal solution, but we are starting to focus on some paper-intensive verticals," said Mitchell. "Legal is the first one we are pursuing. One way we're going after it is through partnerships with vendors like Equitrac and **iManage** [a document management software vendor with a strong legal presence.]"

Equitrac boasts 80% of the largest 250 law firms in North America as customers. "The shift to scan-to-e-mail and scan-to-file has caused us to get into bed with eCopy," Hernandez told *DIR*. "Law firms are saying to us, 'We've cut down a lot on our faxing and copying. To do this, we've had to purchase more expensive multifunction devices. There is an overhead cost we are incurring with scanning, and we want to make sure it's billable back to our clients."

Equitrac will charge its clients an initial fee to configure their systems to account for scanned documents. eCopy will not charge its customers initially to integrate its software with Equitrac's. "Going forward, when we deliver some enhanced functionality specifically for the legal market, there will be a charge," Mitchell said.

The two companies recently exhibited their solution at **LawNet 2002** in Boca Raton, FL. "We will be doing some co-marketing and co-selling," Mitchell told *DIR*. "We plan to provide both information and training on Equitrac software to our channel, especially organizations like Canon and **IKON** (a large Canon reseller) that sell a lot to the legal market."

For more information: **eCopy**, Nashua, NH, PH (603) 881-4450; **Equitrac**, Coral Gables, FL, PH (305) 442-2060. ▢

DIR MARKET WATCH
For September 11, 2002

Public Company Names	Phone	Exchange	Symbol	Close Price	52-Week High	52-Week Low	P/E Ratio	EPS (ttm)
1MAGE Software, Inc.	(303) 694-9180	NASDAQ	ISOL.OB	0.40	0.90	0.26	N/A	-0.08
ACS, Inc.	(214) 841-6111	NYSE	ACS	47.10	57.05	34.84	26.64	1.76
Adobe Systems, Inc.	(408) 536-6000	NASDAQ	ADBE	19.18	43.32	16.498	25.72	0.75
Altris Software	(619) 625-3000	OTC BB	ALTS.OB	0.10	0.45	0.07	N/A	-0.19
Autonomy Corp., plc	44-1223-421-220	NASDAQ	AUTN	1.98	6.29	1.73	27.71	0.07
BroadVision, Inc.	(650) 261-5100	NASDAQ	BVSND	2.52	35.64	2.13	N/A	-18.45
Captiva Corp.	(858) 320-1000	NASDAQ	CPTV	1.13	3.15	0.80	N/A	-0.09
Convera Corp.	(703) 761-3700	NASDAQ	CNVR	1.39	4.84	1.25	N/A	-18.42
DICOM Group, plc (in British pence)	49-761-45269-36	London	DCM.L	395	1,000	385	16.99	23.10
Documentum, Inc.	(510) 463-6800	NASDAQ	DCTM	15.34	27.18	7.86	N/A	-0.29
FileNET Corporation	(714) 966-3400	NASDAQ	FILE	14.79	23.10	8.95	N/A	0.07
Gauss Interprise Ag (in euros)	(949) 784-8000	XETRA	GSOG.DE	0.31	1.08	0.27	N/A	N/A
Global Imaging Systems, Inc.	(813) 960-5508	NASDAQ	GISX	17.36	22.80	8.80	11.51	1.49
Group 1 Software, Inc.	(301) 918-0400	NASDAQ	GSOF	13.50	16.95	8.55	17.76	0.76
Hummingbird Communications	(416) 496-2200	NASDAQ	HUMC	15.11	23.32	14.10	N/A	-0.32
IKON Office Solutions, Inc.	(610) 296-8000	NYSE	IKN	9.66	14.25	5.95	22.56	0.43
ImageMax, Inc.	(610) 832-2111	OTC BB	IMAG.OB	0.20	0.49	0.11	N/A	-1.29
iManage, Inc.	(650) 356-1166	NASDAQ	IMAN	2.44	8.45	1.70	N/A	-0.64
INSCI	(508) 870-4000	OTC BB	INSS.OB	0.06	0.28	0.0065	2.86	0.021
Interwoven, Inc.	(408) 774-2000	NASDAQ	IWOV	2.79	11.57	2.05	N/A	-1.19
Itesoft (in euros)	N/A	Paris	ITFT.LN	1.16	1.70	0.89	N/A	-0.09
IXOS Software AG	(650) 294-5800	NASDAQ	XOSY	5.30	6.55	2.92	N/A	N/A
Mitek Systems, Inc.	(858) 635-5900	NASDAQ	MITK	1.071	2.95	0.80	32.31	0.03
Mobius Management Systems, Inc.	(914) 921-7200	NASDAQ	MOBI	2.149	4.04	1.88	N/A	-0.22
On-Site Sourcing, Inc.	(703) 276-1123	NASDAQ	ONSS	2.80	3.75	1.71	11.17	0.24
Open Text Corp.	(519) 888-7111	NASDAQ	OTEX	24.28	31.79	15.47	30.38	0.78
Optika	(719) 548-9800	NASDAQ	OPTK	1.12	2.93	0.62	N/A	-0.01
PaperClip Software, Inc.	(201) 329-6300	OTC BB	PCLP.OB	.055	0.19	.0023	N/A	N/A
Peerless Systems Corp.	(310) 536-0908	OTC BB	PRLS	1.20	1.95	0.78	N/A	-0.38
Plasmon, plc (in British pence)	(952) 946-4100	London	PLM.L	60	99.00	48.00	N/A	-12.28
ReadSoft (in Swedish Krona)	(858) 546-4438	Stockholm	RSOFb.ST	7.00	17.80	6.90	N/A	-2.76
Scan-Optics, Inc.	(860) 645-7878	OTC BB	SOCR.OB	0.39	0.50	0.20	N/A	-0.62
ScanSoft, Inc.	(510) 608-0300	NASDAQ	SSFT	4.44	8.85	1.152	N/A	-0.01
Sourcecorp	(214) 953-7555	NASDAQ	SRCP	21.25	41.04	18.99	N/A	-1.61
Staffware PLC	44-1628-786800	London	STW.L	323	463.50	255	N/A	-26.00
Stellent	(952) 903-2000	NASDAQ	STEL	4.60	34.72	3.74	N/A	-1.45
Top Image Systems, Ltd	(760) 918-1660	NASDAQ	TISA	1.19	4.90	0.99	N/A	-0.246
TMSSequoia	(405) 377-0880	OTC BB	TMSS.OB	0.14	0.30	0.12	N/A	-0.04
Vignette Corporation	(512) 306-4300	NASDAQ	VIGN	0.95	6.91	0.78	N/A	-4.82
Xenos Group (in Canadian dollars)	(905) 709-1020	Toronto	XNS.TO	1.20	2.05	0.90	N/A	-0.30
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