

# Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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April 17, 2020

## THIS JUST IN!

### **THE DOCUMENT IMAGING REPORT HAS BEEN SOLD TO INFOSOURCE**

After working as the editor of *DIR* since 1998 and assuming publishing duties in 2002, it is time to take my career and the publication to the next level. As many of you know, I have been working as the Americas Regional Manager for the market analyst firm **Infosource** for the past three years. In December, Infosource acquired **Harvey Spencer Associates** (HSA).

Of course, I have been friends with, and a colleague of, Harvey Spencer and Mike Spang, the principals at HSA, for a number of years. Aside from Harvey, I think I am the only person to speak at all 15 HSA Capture conferences. Due to my background in the capture software market, as well as my experience with Infosource, it only made sense that I play a role in helping with the integration of the two organizations.

The only question was what to do with *DIR*, as my duties with Infosource and HSA increased. As Infosource was looking to expand into the publication business, the decision was made to transfer the publishing of *DIR* to Infosource and utilize the firm's wider breadth of resources to put out the publication. We will have more details on what that will look like going forward in the next issue, but the greater breadth of staff, expertise and geographic coverage should make for an even stronger publication in the years to come.

As we all know, the only constant in the technology market is change and I am looking forward to continuing to work and grow with all of you in this next stage of my career.

## **U.S. Looks to Increase Mail-In Voting for Upcoming Election**

Obviously, COVID 19, aka, the coronavirus, has been at the top of everyone's mind these past few weeks. It has wreaked havoc on the physical and economic health of the world. There is also the potential that it could affect the upcoming 2020 U.S. presidential election, which is currently in the primary stages, which take place at different times in different states. Already, several primaries have been postponed. The final nationwide presidential ballot is scheduled to be taken Nov. 3, which is still within the realm of potentially being affected by coronavirus related measures and cautions.

One piece of good news is that in 2016 approximately 40% of U.S. voters cast their ballots without showing up in person at a polling place. Instead they sent ballots in through the mail through absentee, early vote, and mail-in voting initiatives. States like Washington and Oregon had almost 100% of their votes cast this way, so the pandemic regulations should make little difference in ballot processing in those states.

On the downside, however, is that there were still some 80 million Americans who voted in person at balloting sites. Many states don't encourage or have provisions for mail-in voting as an option unless you have an excuse like being absent from the home at the time of the election. This means that although these states have resources for counting some mail-in ballots, they would have a hard time if they were required to process all their ballots as mail-ins.

To help rectify this situation, included in a recently signed \$2 trillion U.S. stimulus package, is \$400 million worth of state grants earmarked to address election processes. In addition, the U.S. Congress is currently considering a Resilient Elections During Quarantines and Natural Disasters Act of 2020 bill that is asking for another \$500 million for states "to prevent the disruption of federal elections from the

COVID-19 virus.” So, that’s close to \$1 billion in potential funding to enable vote through mail initiatives.

If you have been reading *DIR* for 20 years, you may remember that I was proposing utilizing document scanners to process ballots as far back as 2000, when we had the whole “hanging” chad controversy during the Florida recount which eventually swung that presidential election. Shortly after that, my home county of Erie, Pennsylvania updated its voting systems, implementing touchscreen technology with no paper trail—a black box methodology that always bothered me. Contributing to my opinion were several “conspiracy theory” type “hack-the-vote” articles I read over years. Finally, this year, Erie County launched an initiative to replace the touchscreen-only system with a system that involves personal printing and scanning of ballots at the polling site.

When speaking to capture market analyst Harvey Spencer about the potential transition to a mail-in voting system for the 2020 presidential election, he suggested that online voting would be more efficient. Research I did on the viability of online voting showed the results were inconclusive, but as technology continues to evolve, and more people than ever have access to the Internet, this is an avenue that must be considered. However, in the short term, logistically and politically, it would probably not be possible to get anything in place along these lines in the U.S. by November.

Which brings us back to a potential \$900 million to be spent on scanner-driven ballot processing systems. Historically, the election processing market has been controlled by a small number of vendors whose systems have been certified by the United States Election Assistance Commission [EAC]. These systems incorporate a variety of technologies, including OMR and image-based scanners, as well as single ballot machines implemented at polling stations and high-volume batch scanners for mail-in ballot processing.

In 2016, we did a story on **Clear Ballot**, an ISV that partners with **Fujitsu** and **ibmi** and has developed a ballot processing system using COTS (commercial off-the-shelf) components [see *DIR* 8/5/16]. There are currently three Clear Ballot systems listed as certified on the EAC’s Web site. **Hart Intercivic**, which has multiple systems certified, also seems dedicated to COTS development and its software can work with multiple scanner brands, including **Alaris**, **Canon**, and **Fujitsu**. **Dominion Voting**, which also has several certified systems, seems to utilize Canon and **Inotec** scanners, while **Unisyn**, which has multiple certified systems, appears to work mainly with Canon. **Election Systems and Software**, which has the most certified systems, looks like it utilizes a proprietary OMR device.

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

Areas we cover include:

1. Document Capture
2. OCR/ICR, AI and Machine Learning
3. RPA
4. ECM
5. Records Management
6. Document Output
7. BPM

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

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I must admit, I was a bit worried when I read an article on *Politico* stating “most election scanners can’t read ballots cast on standard printer paper, so [in these cases] election staff have to hand-transfer the votes to a ballot made from official ballot stock.” This is obviously not an optimal process, which an election supervisor said can take up to four people—one to read, one to write, and two to monitor. And, while there may be legacy systems out there set up like this, taking a look at some of the current offerings that I mentioned above, the availability of quality scanning technology should not be an issue for any county wishing to upgrade their mail-in vote processing in preparation for the 2020 general election for the U.S. president.

It is, of course, important to note that not everyone is sold on the idea of mail-in voting as a viable alternative to in-person polling. There are legal issues to consider, related to facts like that in 2018 more than eight percent of absentee ballots were not counted mainly due to errors related to the submission process. Opponents to mail-in voting also point out an increased potential for fraud. One interesting application we read about used to prevent voter fraud related to mail-in ballots is signature matching, which is a technology we’ve seen promoted by a number of document capture ISVs.

So, perhaps ballot processing presents at least one opportunity currently for document scanner and software sales during this time of crisis. We’ve also heard discussion of increased personal scanner sales to outfit workers now utilizing home offices. Service bureaus who offer digital mailrooms could also see increased demand.

All these are opportunities not only to help keep the market afloat at a time when many more traditional implementations are being delayed. They also can help a world under siege operate with some degree of normalcy at least as far as being able to process documents. And in the case of ballot processing, it will enable U.S. citizens to express their opinion on the way the current government is handling the COVID-19 crisis—for better or for worse.

For more information:

<https://www.eac.gov/voting-equipment/certified-voting-systems>;  
<https://www.congress.gov/116/bills/s3440/BILLS-116s3440is.pdf>

## IDT Enjoying Success with Alaris INFuse System

Twenty years ago, some experts thought that network scanning had the potential to revolutionize the document capture market. In theory, the idea of being able to eliminate scanner drivers and run a scanner similar to the way you’d run a networked printer sounded attractive. The reality, however, was that the first generation of network scanners may have been ahead of their time. According to our **Infosource** numbers, sales of dedicated network scanners peaked in 2016 at just over 2% of the document scanner market. Sales in 2019 were about half that.

Recently, we have begun to see the introduction of a second wave of network scanners. They do not fit under Infosource’s traditional definition, as, in addition to Ethernet and wi-fi options, they typically include a USB connection [to reflect this, Infosource is currently redoing its market segmentation]. Two examples are **Fujitsu’s** fi-7300 NX and **Alaris’** INFuse series. The emerging TWAIN Direct standard is also designed to promote network scanning.

Unlike their predecessors, the current generation of network scanners are priced competitively with traditional USB connected scanners. In addition, as the market moves toward more cloud-based applications, utilizing network scanning makes even more sense in cases where a capture application isn’t sitting on a PC. To accommodate this, the new network scanners offer SDKs for integration with third-party software, which was also a feature of previous generation. The current SDKs, however, are designed to be more accommodating to cloud-based and mobile apps.

### ***Hitting the ground running***

*D/R* recently caught up with Paul Szemplinski, Founder & CEO of **Integrated Document Technologies** (IDT), an ECM-focused systems integrator that has recently enjoyed success working with the Alaris INFuse system. INFuse leverages the Alaris S2000 series networkable scanners, which feature a “system on chip” architecture that enables them to connect to third-party capture applications. This is a similar design to a traditional network scanner. What’s different, however, is the INFuse Management Software, which offers a centralized and secure

way to manage a distributed fleet of scanners [see [DIR 10/18/19](#)].

Szemplinski is also the president and CEO of **CAPSYS**, an ISV that develops a browser-based document capture application that it makes available hosted in the **Microsoft** Azure Cloud. IDT has also deployed the INfuse Management Software in Azure. ““We’ve been having success with INfuse in a lot of different markets and use cases,” Szemplinski told *D/R*. “This really speaks to its versatility. Our having a cloud-based capture solution that is deeply integrated with the INfuse system makes it easy for us to solve problems that would otherwise be challenging.”

Szemplinski noted that the ability of the INfuse system to provide a user with feedback if, for instance, a loan package is not complete, helps differentiate it from the competition. “We have figured out how to take advantage of some of the capabilities inherent in the system,” he said. “For example, the INfuse demos great. I am able to take a scanner to a customer site, along with a sheet with a QR code on it. When I capture the QR code, it directs the scanner to connect to our cloud service, which enables us to demo scanning to CAPSYS and then connecting to **Hyland** OnBase and SharePoint. So, basically, I walk in there with a brick, and within five minutes and I can wake it up and take the user’s documents and start scanning to a repository. This is when customers realize, ‘wait a minute, there’s no PC attached, no TWAIN driver, no application to configure, blah, blah, blah.’ This changes the nature of the game.”

In addition to CAPSYS, IDT recently created an INFuse integration to the **Retarus** Mail to Fax application. “Retarus is a global company with a messaging platform that includes inbound and outbound fax, as well as SMS, EDI and e-mail,” said Szemplinski. “They have a very strong channel, largely comprised of telecom companies, who sell bandwidth to businesses. Especially in markets like banking and healthcare, they’ll find that their clients are doing a lot of faxing, and Retarus offers a cloud-based alternative.

“Retarus enables its customers to eliminate costs related to dedicated analog fax lines. To complement their service, we have put a dialer interface on the INfuse touchscreen. We are now acting as a Master VAR for Retarus and are providing their channel with a turnkey solution to present to their customers.”

## ***Real-world applications***

IDT is one of the resellers that Alaris worked with when it was designing the INfuse. “Alaris really thought out the system well and did not just rush something to market,” Szemplinski said. “They came to their partners and we sat down and had discussions about how this should work. It was a collaborative effort and that collaboration continues.

“For example, we had a situation where a customer gave us feedback that the buttons on the UI were too small. They had mostly elderly clients who were not confident in the touchscreen selections they were making. We went to Alaris, and, in a testament to the agile development methods they are utilizing, within three weeks we had a fix. Then, we were able to deploy it through the Management System and we never had to go to the customer’s site.”

According to Szemplinski, INfuse is changing the way customers are viewing document capture. “IT departments are really not that interested in chasing down scanner issues or updating drivers,” he said. “That does not make for an exciting day for them. We have been doing a lot of scanner upgrades related to Windows 10. We warn our customers that when updating their OS, their current scanners might not work. As we are discussing a scanner refresh, we also bring up an alternative and show them the INfuse.

“We recently presented an INfuse system to a county government, which came up with the idea to make the scanners available directly to their constituents for applications like capturing tax documents. We set it up so that a user only needs to hit one button to initiate a process like capturing the documentation to apply for a real estate tax freeze. The county then had the idea to install INfuse devices in every department to handle the different processes they deal with. That speaks to the solution’s versatility.”

Szemplinski shared the example of another customer, a firm that distributes food on the East Coast. “As much as everyone talks about trying to go paperless, they are pummeled with paper forms, a lot being related to inspections that are done on site,” he said. “Also, drivers are delivering goods that have to be signed for. Ultimately, this paperwork is used to create debit and credit memos, and their goal is to get the paper into a process as quickly as possible to shorten their payment cycle.

“The INfuse system accommodates this. In an

industry with high turnover, it reduces training. The user just hits a button, drops in a piece of paper, and they're done. In this situation, CAPSYS Capture in the cloud is doing the heavy lifting."

Szemplinski noted that Alaris' limited terms of distribution, designed to protect resellers, have enabled IDT be to flexible with its pricing model. "The market is greenfield," he said. "We have tried a number of different models and have been able to set the price based on the client situation. Some clients love the idea of a subscription that bundles hardware and cloud software. Others would rather buy the scanner and we can amortize the price over the length of their software contract."

Szemplinski sees that days of PC-connected scanners as numbered. "Some users are concerned about security but Alaris' dual-channel architecture addresses that," he said. "The Management Software enables us to help users configure their applications and gives us insights into the health of their devices, but it doesn't enable us to see any of the documents being captured. They go through a second channel, which can incorporate security methods like encryption. Other vendors are circling the wagons with their own network attached scanners, but Alaris really nailed it with the INFuse."

For more information:

<https://www.documentimagingreport.com/?p=6661>

## Hyland Expands Blockchain Focus with Acquisition

With a burgeoning interest in blockchain and a strong presence in the higher education market, **Hyland's** recent acquisition of **Learning Machine** was a natural. A blockchain credentialing specialist, Learning Machine grew out of an interest by **MIT** to protect itself against people creating fake diplomas. Hyland, which was already developing blockchain technology aimed at verifying transactional documentation, has now incorporated Learning Machine's technology into an offering called Hyland Credentials, aimed at its 900 higher-ed customers, as well as users in markets like healthcare and government that also issue certified credentials.

According to Ed McQuiston, EVP and Chief Commercial Officer, global sales and marketing

for Hyland, the way the two companies were introduced was rather fortuitous. "The city of Cleveland [where Hyland is based] has put a priority on being a hub for blockchain activity," he told *D/R*. "In 2018, they first put on a Blockland Solutions conference that we have now participated in the past two years. The people at Learning Machine became aware of us through this conference and reached out to see if there'd be any interest in collaborating.

"It was reviewed by [CEO] Bill Priemer and a couple of people who were leading our own blockchain initiatives, and we become intrigued by the opportunity to accelerate an idea we already had in mind, which was utilizing open standard Blockcerts, associated with business content, that would essentially allow the owner of the content to have these lifetime blockchain verified records."

Learning Machine's embrace of open standards and its initial focus on the higher-ed space made them especially attractive to Hyland. "There is not a lot of blockchain right now focused on the content space, but what there is has tended to be proprietary. In contrast, two of the blockchains Machine Learning has been using to store its Blockcerts are Bitcoin and Ethereum, which are the two we primarily support.

"In addition, Learning Machine started in incubation mode with MIT, which has significant concerns and challenges with people providing false credentials when applying for jobs saying they are MIT grads. MIT wanted the ability to issue verified credentials to graduates that would enable them to say in an immutable fashion that this is their diploma. We really liked that, because with the acquisition of Perceptive, we now have more than 900 higher education institutions as customers, and this could really do them some good. It enables anyone issuing credentials to take back control and make sure that people are not fraudulently representing themselves as graduates."

McQuiston noted that prior to the acquisition, Learning Machine had already expanded its business into the government market. "Their largest customer is, in fact, the Republic of Malta," he said. "Learning Machine's technology is used across multiple agencies to manage the issuance of a variety of credentialed content."

Historically, Learning Machine's technology has existed as a self-contained cloud service.



"So, it represents a mobile-based way to store the credentials and share the validated certification with the recipient," McQuiston said. "But, you also can marry this capability with the content at rest that we store. Start to think about what else is out there that people might want to protect. We see the medical credentialing space as exciting, for example."

McQuiston stressed that the Learning Machine technology does not store any private content on Blockchain. "It is just storing the hash there, so if you look for a diploma, you will only find this Blockcert that will ultimately allow you to go out and look at the digital documentation," he said. "The technology is really designed to take the benefits of blockchain and apply them to the content world. And this is where I think the marrying of our sharing capabilities and the Learning Machine credentialing gets exciting."

This week, Hyland Credentials for Higher Education was announced. "The release is kind of timely because a lot of graduations are approaching and for many people there is going to be no walking across the stage to receive their diploma," said McQuiston. "So, the idea of a digital diploma might be something more educational institutions want to take advantage of. We have a unique service to offer that can give students credentialed documentation that they can share virtually when they are out there entering the job market."

### ***Hyland reaching out to customers***

Hyland is further addressing the COVID-19 crisis by making products available at no charge that it feels can be utilized to provide valuable social services for its customers. "ShareBase, for example, offers the ability to share information securely—whether it's by a government to constituents, or to patients in a healthcare setting, or to students for education," he said. "We are currently offering it at no charge to customers that do not have it and, for customers that already have ShareBase, they can expand it at no extra cost. We also have a crisis management application built on the OnBase WorkView case management tool, and people can now download and utilize that for free to manage their crisis responses."

"We are also enabling our healthcare customers to access a free license of our NilRead enterprise medical imaging viewer. It's a Web-based viewer that can enable people to remotely read things like CT scans and X-rays

from COVID-19 patients. It can also be used to enable more telemedicine."

For more information:

<https://bit.ly/HylandLearningMachine>;

<https://bit.ly/HylandCredentials>

<https://www.hyland.com/en/resources/covid19>

## **Upland Introduces new Cloud-Based Capture**

**Upland Software** is a leader in cloud-based enterprise work management software, and with its FileBound heritage was a pioneer in cloud-based ECM. In 2017, Upland acquired Omtool and its secure document capture application AccuRoute. Earlier this year, Upland built on these strengths with the introduction of Upland Intelligent Capture, a cloud-based document capture offering.

"We wanted to make sure we could cover every part of the document lifecycle process," said Blake Gilmore, the director of product for Upland's Document Workflow Cloud. "This starts with the initial capture, to full workflow, to the distribution of information, through full integration with third-party systems, through records management and retention. Intelligent Capture is a powerful capture workflow tool that has all the components you would expect, including review, quality control, routing to alternative destinations, etc. Workflows can be designed around role-based activities."

As its name suggests, Intelligent Capture has machine learning-based data extraction capabilities, which have been built utilizing **ABBYY's** FlexiCapture SDK. "FileBound has some less intelligent point-and-click capture capabilities," said Gilmore. "We also have several partnerships for intelligent capture with vendors like **Psigen** and **Ephesoft**. In addition, AccuRoute has some zonal-based data capture, but Intelligent Capture is really taking it to the next level. It will enable us to better automate capture on a wider variety of documents."

At its core, Upland is a cloud-focused ISV. That said, both FileBound and AccuRoute continue to be sold on premises. "With FileBound, about 60% of our new sales are in the cloud, while AccuRoute is still on-premises only, except for the cloud fax capabilities," said Gilmore. "Intelligent Capture will integrate nicely with all these legacy products and in some cases will

enable our customers to deploy a hybrid environment.”

Gilmore noted that it was important for Upland to create a new product to fully leverage the power of the cloud. “We’ve leveraged some of the functionality in AccuRoute, such as its impressive number of integrations, however, you really can’t take a legacy product to the cloud and expect the same performance,” he said. “We have utilized agile development techniques and will be doing continuous releases to get new functionality into Intelligent Capture. We’ve already made some sales and are driving our roadmap through feedback from our customers.

“We are also hyper-focused on mobile capture. We are using the ABBYY Mobile SDK to develop on device image processing. We are working on iOS and Android apps that can be used to upload images into our capture products.”

Intelligent Capture is being brought to market as part of Upland’s Document Workflow Cloud, which also includes the hosted version of FileBound. The application can, however, also release documents into third-party repositories. “We already have an integration into SharePoint Online and are developing releases into the leading legal market ECM products, which AccuRoute is often used with,” said Gilmore. “We are bringing Intelligent Capture to market through the same channels that AccuRoute and FileBound have been sold through. It has been released to our channel partners and there has been strong interest.

Pricing for Intelligent Capture is based on a per page model. There is a base level version that includes point-and-click indexing and an advanced version that incorporates the ABBYY FlexiCapture technology.

For more information:

<https://uplandsoftware.com/intelligentcapture/>

## PaperVision.com Represents new Model for Digitech

Like FileBound, **Digitech** is one of the pioneers in offering ECM through a SaaS model. Its ImageSilo, which is priced by storage and functionality, has been on the market for more than 20 years. This month, the Denver area-based ISV introduced a new SaaS ECM offering—PaperVision.com. Utilizing the same

code base as ImageSilo (as well as the ISV’s on premises PaperVision Enterprise offering), PaperVision.com makes Digitech’s SaaS ECM available through a user-based pricing model.

“Having ImageSilo lends us a significant amount of expertise related to hosting data in the cloud, keeping it secure, and making sure the system is reliable,” said Christina Robbins, marketing manager for Digitech. “So, even though, PaperVision.com represents a new step of our business, it is trading on core competencies that we have had for quite a while. This should provide prospective customers with confidence in the new offering.”

Mike Randash, Digitech VP of sales, noted that although they leverage the same code base, PaperVision.com and ImageSilo are running in different environments on AWS. “While ImageSilo has served us well for 20 years, there is definitely a need in the market for a per user subscription model,” he said. “The PaperVision.com pricing structure gets users pretty close to unlimited storage. There are three tiers based on the number of users and the functionality a business needs.”

The three pricing tiers for PaperVision.com:

■ **Basic:** Available for up to five users and starts at \$35 per month/per user. Each user gets 100 GB of storage. Includes basic document management and indexing capabilities.

■ **Professional:** Available for an unlimited number of users and starts at \$80 per month/per user. Each user gets 150 GB of storage. Includes additional functionality like electronic signature options and audit trail capabilities. Concurrent user pricing is available.

■ **Enterprise:** Also available for unlimited users and has a flexible pricing model. Each user gets 200 GB of storage. Includes functionality like workflow, enterprise report management (COLD), and e-forms.

“We feel like the concurrent licensing option helps differentiate us, as there are not a lot of SaaS products that offer that,” said Randash. “In addition, users get access to our proven customer service, which solves over 90% of cases on the same day. Like our other products, PaperVision.com is very imaging focused—it is very easy for customers to get scanned documents into their repositories. This is not the case with a lot of the collaboration focused SaaS-products.”

Related to this last point, PaperVision.com includes connections to Digitech’s PaperVision

Capture and PaperFlow capture applications.

PaperVision.com is available through the Digitech reseller channel, and in some cases, directly from Digitech. "We have been in a soft launch for the last nine months and done about 10 deals during that time, with nine going through resellers," said Randash. "Customers can go online and sign up and, depending on what the customer needs, we make take the deal direct. But, there are also cases where we will bring in a reseller, like we did for the **Seafood Producers Cooperative**. They had backfile conversions they needed to do and wanted someone local, so it made sense to turn that over to a reseller."

PaperVision.com is currently being hosted on U.S.-based AWS servers. "We do have some international customers who are okay with that, but if we get a request to store data in another country due to local regulations, we could potentially spin up another AWS instance fairly quickly," said Randash.

### ***Bringing ECM to remote workers***

Robbins noted that Digitech had been planning the launch of PaperVision.com for some time, but that its being released during the almost universal stay-at-home orders issued during the current pandemic could prove beneficial for remote workers. "A lot of people, who maybe only occasionally worked from home in the past, are now there full time," she said. "And they are discovering that some of the tools they may have relied on for occasional work might not work so well under heavier workloads. This includes shared drives, which can cause overlap with files that multiple people are working on. They don't have audit trails and version control to keep things organized."

"A product like PaperVision.com gives people who may not have worked with ECM in the past a place to start in a hurry, where they can move big chunks of their workflows into an effective remote system all at once."

For more information:

<https://www.documentimagingreport.com/?p=6838>

## **How is COVID-19 Affecting Document Outsourcing?**

There has been a lot of discussion during the COVID-19 outbreak about document

outsourcing. Questions have arisen about increased opportunities for service bureaus related to digital mailrooms to service remote workers. There have also been questions about the availability of remote data entry workers in countries like India that are facing national shelter-in-place orders.

We will continue compiling information related to these topics, but following are three accounts we have received so far:

■ According to Mike Randash, VP of sales at **Digitech**, the ISV recently received urgent interest from a service bureau looking to replace its out-of-country key entry labor with Digitech's Forms Magic data capture software.

■ **Docufree**, an Atlanta-based BPO has been able to remain open due to some smart business planning and preparation. So far, it has seen a mixed effect on its business. "We've seen a minor impact on volume for what I'll term as lower volume, non-essential industry type clients, with projects mainly being delayed," noted David Winkler, EVP/CPO and Pandemic Response Team Chair for Docufree. "However, with our BPO clients, we've seen steady volumes, and some are increasing their business with us as they enact new policies for remote work and business continuity. We've actually had clients draft letters stating that Docufree is an essential critical services provider for their mission-critical operations during this pandemic."

"Fortunately, we have been well prepared for this emergency as part of our routine disaster recovery and business continuity planning. In fact, we've had a pandemic plan in place for years. When COVID-19 broke here in U.S., we immediately enacted our plan and built into our operations social distancing between employees."

■ **ScaleHub**, which leverages secure crowdsourcing for data entry from documents, has seen a spike in its available number of workers. "Our customers are getting their work returned in a shorter time because there are simply even more workers available in the gig economy," said Torsten Malchow, Chief Revenue Officer, for ScaleHub. "We have around 2.3 million global workers assigned to our supported marketplaces and this number has been growing during the last four to six weeks. We believe this will continue as so many people are losing their jobs and they simply need possibilities to earn money."