

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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January 23, 2015

THIS JUST IN!

INDUSTRY BRIEFS

Kofax will announce its fiscal 2015 Q2 (for the period ending Dec. 31, 2014) results on next Thursday, January 29. The Irvine, CA-based capture and smart process application vendor already pre-announced that its total non-GAAP revenue for the quarter will be \$80M-\$82M, with an adjusted EBITDA of \$13.7M to \$14.7M. This EBITDA represents about a 3x increase over Q1 and 7-8% YOY growth.

Software license revenue for the quarter was \$34M-\$35M, for a 6% YOY growth. Kofax CEO Reynolds Bish said the numbers could have been better if not for worldwide currency exchange decline vs. the US Dollar.

Top Image Systems also reported that its Q4 2014 revenue (also, for the period ended Dec. 31, 2014) will be in line with its guidance of \$10.5M-\$11.5M. The document capture ISV, which this summer acquired cloud payment processing services vendor **eGistics** [see *DIR* 7/18/14], also reported that it expects to be profitable in each of the 2015's four quarters.

More detail on these financial announcements can be found on our blog at <http://www.documentimagingreport.com/index.php/the-blog>

Ambir Technologies, a Chicago-area-based vendor that focuses on the desktop document scanning market recently joined the TWAIN Working Group as an associate member. According to the Ambir press release, "As an Associate Member of the TWAIN Working Group, Ambir will provide input to the Group's constant enhancement of the standard specifications and the TWAIN Toolkit, which enables software and hardware developers to build TWAIN-complaint applications and drivers."

<http://bit.ly/AMBIRTWAIN>

Xerox, Kofax Expand Partnership

Xerox has added **Kofax** to the portfolio of products being offered under its Global Workflow Automation umbrella. With a goal of providing next-generation managed print services (MPS), Xerox is now offering its customers Kofax's entire TotalAgility platform, which, in addition to advanced document capture, includes workflow, analytics, data integration, and e-signature software. The new agreement expands on a long-term relationship between the two market-leading organizations.

"Xerox is the undisputed leader in management print services (MPS)," said Andy Jones, VP, Workflow Automation, Large Enterprise Operations, for Xerox. "We practically invented MPS and hold a significant share of the market. As we continue to invest in MPS, it is extremely important for us to provide a strong, innovative path to our customers."

"We have spent a lot of time getting their printing under control and dramatically reducing costs in that area. Now it is time to step up and remove printing wherever possible. That is what has led us to partnerships with ISVs like Kofax and **Hyland**, as well as the introduction of some of our own products like Digital Alternatives."

"The whole MFP market is looking for ways to print less," added Rory Byrne, senior VP of OEM and partners strategy at Kofax. "Kofax, as a leader in intelligent capture, as well as what we do with data once it's captured, is in a great position to help users achieve that. We address the entire First Mile of data integration, including providing analytics, workflow, processing of digital signatures, and getting information into systems of record. Xerox can now take these capabilities to its customer base and lead the MFP market in that direction."

Xerox and Kofax have been working together for several years. "Historically, Xerox has delivered content management and workflow solutions primarily in an ad hoc manner," Jones said. "About 18 months ago, Xerox decided that [ECM] should be an important part of our

business going forward.

“We set up a global organization for Workflow Automation, and our products include our own ECM offering—DocuShare, as well as software from a few select partners. We previously announced partnerships with Hyland and **Datawatch** [see *DIR* 11/21/14], and now we’ve added Kofax. The scope of the Kofax partnership is designed to support a number of engagement types, including systems integration type deals, where we will serve as a prime contractor implementing a solution for a customer. A Kofax engagement may also be part of a managed print outsourcing deal, where we are delivering a service that may require us to use Kofax technology.

“There are a number of different types of business relationships we can enter into, independent of what our BPO (business process outsourcing) organization does. Incidentally, our BPO practice has used Kofax to fulfill some of its contracts in the past, so there is an established relationship. BPO has its own management and platform, as well as a different business model than we do, but the fact that we are stepping up our engagement with Kofax should create some more opportunities for working together.”

Why Kofax is a good fit

Jones explained that Workflow Automation falls under Xerox’s Document Outsourcing practice (which reported more than \$800M in revenue for Q3 2014), which is included in Xerox’s Document Technology business. Xerox’s BPO practice (which reported \$1.8B revenue for Q3), operates separately and is primarily made up of the former ACS (which Xerox acquired in 2010).

Xerox already has several large implementations, in both Europe and North America, that utilize Kofax Capture technology. “This new announcement signifies that Kofax is now our strategic partner in the area of intelligent capture leading into process automation,” said Jones. “We went through a pretty comprehensive evaluation process. There are a lot of ISVs with capture technology; we even have our own. We decided to make the investment in Kofax because we like the entire TotalAgility platform and the direction the company is taking.

“TotalAgility goes beyond physical capture. What you do with data coming out of your capture process is just as important. We now have a much broader relationship with Kofax that gives us access to its entire portfolio.”

Jones does not see any conflict between Hyland’s capture offering and KTA. “Hyland is a very important partner but the value it brings is quite different than that of Kofax,” he said. “Hyland has deep experience in a number of vertical markets that are attractive to us. Those include healthcare, financial services, and higher education. That’s the principal reason for the Hyland relationship, so it’s really not a debate about capture. If you look into it, you’ll find that many Hyland workflow implementations are currently working in

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conjunction with Kofax's capture."

If Xerox adds to its Workflow Automation portfolio in the future, Jones said it will be through partnerships with vertical market specialists. "We are very happy with the partners we have now," he said. "Rather than add technology to our core platform, if we continue to add partners, they will likely be similar to Datawatch, which was brought on board specifically to address supply chain management in the retail market."

TotalAgility's ability to be run in a cloud environment was also attractive. "It's important to Xerox that TotalAgility can be made available either on-premise or in the cloud," said Jones. "As the market gets more comfortable going the cloud route, it makes sense for Xerox to offer its Workflow technology through a private cloud—'private' being an important caveat. Depending on who you talk to, you get mixed views on their confidence in the cloud, and even when talking about the cloud, there are many different ways software can be deployed. We have offered cloud-based MPS tools for a long time, and we intend to offer TotalAgility both on-premise and in the cloud, as well as through a hybrid model."

Kofax is currently working with Xerox to get its team up to speed. "There have been investments of resources on both sides," said Byrne. "We have been holding workshops and working in the field with Xerox as they ramp up their skills and capabilities with our products. Eventually, the goal is for Xerox to become self sufficient with KTA, but we have a dedicated team of people to help them get there."

Added Jones, "We are currently ramping up our skills and knowledge and focusing on bringing the KTA platform into our business. Kofax's having a global footprint to support us is another important factor in our partnership."

Where does this lead?

Jones concluded by making a connection between adoption of mobile computing devices and the decline in the use of paper in business. "The wave of change we are experiencing in the market is a direct result of the coming of the tablet and smartphone era," he said. "Mobile devices help people innovate and find truly new ways of running business processes that ultimately enable them to step away from paper."

I'm not sure how long Jones has been at Xerox, but I remember attending a Xerox Tech Day back in the early 2000s that really convinced me that what he described was inevitable. I've told many people this story (and apologize if you've already heard it), but at that event Xerox had quite a few prototypes of "digital paper." It was flexible, graphical, interactive—it had a lot of the qualities of today's mobile devices.

After I saw that, I figured paper's days were numbered. At the time, while I enjoyed accessing and reading content on the Internet, I recognized that being tied to a PC or laptop certainly wasn't as convenient as working

with paper. When the first iPad came out in 2010, I knew the game had changed.

The bottom line is that while I still defend the case for paper—cheaper printing and better capture make it more efficient than ever—I can't disagree with Jones' vision regarding its long-term demise. Kids growing up today utilizing smartphones and tablets for just about everything are going to be much less inclined to utilize paper for business transactions in the future. And because of the comparative investments being made in mobile computing vs. printing and capture, mobile is going to advance much more rapidly.

This is a long way of getting to another point – that Kofax and Xerox are a great fit. While both have a strong history in markets focused on paper, they also both seem to be preparing for a digital future. Kofax, through its acquisitions over the last few years of technology like BPM, data integration, analytics, and e-signatures, has transitioned its focus from document capture to the "First Mile" of business transactions—whether it includes paper or not. And Xerox's vision for next-generation MPS that includes less paper and more digital workflows—well, that's a bold statement by a \$21B company whose legacy is primarily built on producing paper documents.

How far can this relationship go? Well, I wouldn't be surprised to see an acquisition down the road. Before being hired by Kofax, CEO Reynolds Bish did a great job driving up Captiva's valuation on the Nasdaq before finally selling the company to **EMC**. There is no reason to think the Kofax board didn't hire him to orchestrate a similar play at their company. With Kofax's market cap currently at about \$600M, the number of potential buyers is



"Now it is time to step up and remove printing wherever possible. That is what has led us to partnerships with ISVs like Kofax and Hyland"

— Andy Jones, Xerox

limited, but Xerox is certainly one.

As we've already discussed, Kofax would be complementary to Xerox's vision. Xerox has no capture technology of its own to speak of and with competitors like **Canon** and **Lexmark** having already made capture buys, Kofax would make sense for Xerox today, as well as tomorrow. A partnership such as this one often proves to be a stepping stone to a more complete union.

I'm not saying it's a done deal by any means, but don't be surprised if the prediction I made at the beginning of 2014 [remember, I said to give it two years to percolate] about Kofax being acquired for more than \$1B [see *DIR* 1/10/14] comes to pass. As for Hyland, well, let's leave that discussion for another time.

For more information: <http://bit.ly/KofaxXeroxPR>

Sell-With Approach Differentiates VAD Spigraph

When Wayne Davey was named CEO of **Spigraph** in June 2013, it was announced, "the appointment has been made to bolster Spigraph's international growth and expansion strategy." Six months later, the Lyon, France-based value-added distributor (VAD) acquired its primary European competitor DICOM. The combined companies, under the Spigraph banner, now represent a 350-employee entity with 120M Euro in annual sales and offices in 20 countries throughout EMEA that provide coverage in 40 countries.

DIR recently caught up with Davey, who gave us a progress report on the merger approximately a year after it closed, as well as discussed Spigraph's future plans for growth. "Spigraph has been around for more than 15 years and the business is very much focused on advanced capture," Davey told *DIR*. "We are humbly confident about our ability to grow, continue to add value, and provide premium services in 2015."

Spigraph's portfolio includes scanners from all the major vendors, as well as software from ISVs like **Kofax**, **Nuance**, cloud-capture specialist **CumulusPro**, and others. Spigraph also resells book scanning hardware and software, as well as microfilm scanners. Spigraph offers its own maintenance service for hardware products.

According to Davey, the combination of Spigraph and DICOM has created a complimentary sell-to and sell-with channel business. "The main difference between Spigraph and DICOM is that Spigraph had

historically been involved more heavily in large projects," Davey said. "DICOM historically cultivated a more traditional two-tier distribution model.

"Our business today leverages a diverse channel of reseller partners. This includes corporate resellers, ISVs, and VARs. Spigraph has also been able to touch end users when working on bigger projects. For example, we recently did an advanced capture deal with a large bank. It was such a large opportunity that, in addition to the reseller, the bank wanted the vendor involved, as well as Spigraph.

"Every distributor offers some value-add. But, we provide capabilities and assets that our competitors don't—such as in-country and local language pre-sales support, and professional services and engineers to support hardware installations. Even though we are a VAD, in many cases we know who the end users are, which is different than many distributors."

In addition to generalized support, Spigraph has units specialized in technologies and products that work across multiple geographies. "These are like SWAT teams that can provide second-level pre-sales and support services," said Davey.

Jennifer Van Lent, Spigraph's channel & solution marketing director, EMEA, gave *DIR* an example of when one of these "SWAT teams" can be useful. "We have a deep subject matter expertise with **ibml** [high-volume scanning] products," she told *DIR*. "We may have an engagement with an end user in a specific geography that has been developed by an account manager and worked on by our pre-sales team. For additional support, we can then bring in people that have really seen all scenarios of advanced capture and have deep subject matter expertise. This SWAT team approach can really make a difference and help our channel partners win business, which is a unique advantage."

Davey added that Spigraph's sell-with capabilities mesh nicely with the traditional sell-to strengths that DICOM brought to the merger. "Solutions are an important part of our business, but there are still many occasions when somebody wants to buy a box," he said. "However, there are many examples when people want much more than that. In those situations, we want to be a trusted advisor and the go-to organization for partners and end users.

"Since the merger, we have really doubled down on our support, both for sell-to and sell-with transactions. In the end, the channel means everything to our business. We have more than 6,000 reseller partners and we want to do everything we can to add value for them and their

customers.”

Through its 2011 acquisition of ALOS, Spigraph also has its own systems integration organization, but Davey stressed that it operates separately of the VAD operation and only in Germany and Switzerland.

Areas for growth

Unlike North American VADs, which typically sell, and often provide first line of support for, vendor hardware maintenance contracts, Spigraph has its own hardware service organization. “Document Technology Services (DTS) is an important part of our business,” said Davey. “We have an extremely large number of maintenance contracts for hardware. We have service engineers in multiple countries. We can sell the vendor’s service contract, if that is what the client wants, but we have our own team of specialists and our own contracts as well.

“Maintenance services is one of our potential areas for growth. We are already working with technology partners who outsource scanner maintenance services to DTS, so you could see the potential of DTS becoming a white label business.”

Davey listed adding more hardware and software products to Spigraph’s portfolio as another avenue for growth. “We have signed a number of new vendor partners in the past 12 months alone,” said Davey. “Especially since the merger, there have been a multitude of vendors knocking on our door. They recognize our expertise and the breadth of our reseller partners. *ibml* is an example of a relatively new partner that has helped us grow our business over the past couple years.

“We also see opportunity in developing a specialty in the book scanning market.”

Van Lent discussed the evolution of the market and how it is affecting Spigraph’s product mix. “We have been seeing solid demand for all of our advanced capture solutions in our core geographical markets, the U.K, France, Benelux, and DACH (German-speaking area),” she said. “We are primarily gaining traction with applications that have been hot across the industry—like document onboarding, invoice automation, and the digital mailroom.

“But, when you talk about the long tail of the market, one of the underserved areas in Europe seems to be SMB customers. What we’ve found with on-premise, license-based advanced capture products is that they are typically installed



Wayne Davey, CEO,
Spigraph

enterprise-wide or within large departments. SMBs have been slower to adopt advanced capture and process automation, often because the main hurdle for them is the upfront investment for software installation and ongoing support costs.

“However, with the advent of cloud solutions, especially solutions with a pay-as-you-use or pay-per-scan model, people who have not previously been able to implement advanced capture or process automation solutions for applications like time and expense management or invoice automation, are now able to move forward with a cost-effective, scalable business solution. As another example, an independent accountant might want to provide a way for his clients to scan their tax documents—with cloud software and the subscription pricing model it offers, we are seeing hardware/software bundling models that really enable this to happen.

“The cloud enables advanced capture to really cover the long tail of the market. In countries like the Netherlands, Germany, and France, there are a lot of businesses with 100 employees or less that we can now service better through our channel partners and cloud solutions. We are also continuing to develop strong relationships with BPOs, which are also increasing their cloud offerings.”

Van Lent noted that ISV partner **Cumulus Pro** is at the forefront of Spigraph’s cloud enablement strategy. CumulusPro was founded by former DICOM and Kofax executive Giulio Battistini and its board is chaired by DICOM founder Otto Schmid. CumulusPro develops cloud software for document and data capture that is designed to be integrated with line of business and ECM systems and interfaced with through mobile devices and Web browsers.

Davey added that Spigraph is also considering a number of opportunities for geographical expansion. “We look at it the same way we consider options for our product portfolio,” he told *DIR*. “Expansion is part of our future growth strategy. It contains an element of organic growth, as well as acquisition—if the situation proves right.”

For more information: <http://www.spigraph.com/>;
<http://cumuluspro.com/>;
<http://bit.ly/DIRTalkBlogDICOMAcquisition>

Crawford Technologies, a print stream and output management ISV based in Toronto, recently reported that it experienced 10% growth in 2014 and that its annual revenue reached \$9.9M.

<http://bit.ly/Crawford2014revenuePR>

ABBYY Signs Worldwide Partnership with Sharp

Maybe we're getting to sound repetitive here, but **Sharp** has become the latest MFP vendor to make a move to improve its document capture capabilities. The Osaka, Japan-based manufacturer recently licensed **ABBYY's** FineReader Engine to create a new application to be packaged with its hardware. Sharp's Scan Accessory Kit will enable scanned documents to be converted to into searchable PDF files as well as Microsoft Office formats.

"Historically, the number one use for scanning with MFPs has been e-mailing document images," said Joe Budelli, senior VP of sales at ABBYY USA. "But, the goal of the hardware manufactures now is to make their devices smarter. To do that, they have to help users create actionable information from the documents they are scanning. Our FineReader OCR engine will enable Sharp to do this."



Joe Budelli, senior VP of sales, ABBYY USA

ABBYY's partnership is with Sharp Corporation, and the manufacturer plans to roll out its Scan Accessory Kit worldwide. "Currently our MFPs convert scanned paper into electronic files just as images," said Shogo Yoshimura, who is with the Product Planning Department of Sharp's Document Systems Division. "So, it is difficult to search for the documents and reuse the data from them. Our customers have been requesting solutions for this.

"When our MFPs are equipped with the Scan Accessory Kit, customers can easily convert paper documents directly from the scan operations into full-text searchable PDFs, Microsoft Office Word for text documents, and Excel for documents with a tabular composition."

The Scan Accessory Kit supports recognition in 21 languages and can also do auto-orientation. "We launched it in January in some countries," said Mr. Yoshimura.

It has not been launched yet in North America. SharpUSA currently advertises Sharpdesk 3.3, a desktop document management application that features OCR.

Budelli expects Sharp to utilize ABBYY's technology to take its recognition capabilities even further in the future. "If you look at some of the

quotes coming out of Sharp's Document Solutions Division, they clearly have eyes for doing more," he said.

Mr. Yoshimura re-enforced this view, "Sharp would like to enhance its solutions business," he said. "Our goal is to enhance customer satisfaction by offering a total solution from paper to document management."

In addition to Sharp, ABBYY has partnerships with **Ricoh**, **Konica Minolta**, and **Fuji Xerox** in the MFP market. In the document scanner space, it partners with **Fujitsu** and **Epson**. "Hardware vendors are attacking the recognition market in a number of different ways," he said. "Some, like **Lexmark**, are building their own solutions oriented businesses. Others, like Sharp, are focused on bundling software and hardware. And there are still others partnering with third-party ISV solution providers.

"Of course, there is some crossover among those three models. The bottom line is that hardware vendors are enabling their devices with the goal of their becoming more prevalent in business use case scenarios."

For more information:
<http://siica.sharppusa.com/Software/Sharpdesk-Software>
<http://bit.ly/SharpABBYYPartner>

New Workgroup Scanners offer More Bang for Buck

Panasonic has done a refresh of its workgroup scanner models. Last week it announced the new KV-S1027C and KV-S1057C models, which are slightly faster, especially at higher resolutions, than their predecessors. They also include some new features, including a bundled edition of **Nuance's** PaperPort Professional 14.

The scanners are being introduced as an upgrade to the KVS1046C-H and KV-S1065C-H, which came out about a year and a half ago [see *DIR* 9/20/13]. "This refresh is designed to enable us to compete better against the market leaders," said Joseph Odore, product manager for imaging solutions at Panasonic. "For these models, we really took the '10 series back to the drawing board, beefed up the specs, and added some features based on feedback from our customers."

The new models do not have the onboard image processing that was introduced in the previous workgroup series. "We found a way to achieve the

same performance and functionality without additional development on hardware image processing,” said Odore. “The result is that we are able to provide a more robust scanner at a better price.”

The 1027 model is rated at 45ppm/90 ipm, which can be maintained at 300 dpi and when scanning in color. The 1057 is rated at 65/130 and also maintains its speed at 300 dpi and in color. Both scanners feature a 100 sheet ADF (up from 75) and a new gate mechanism in the feeder. “When you load a piece of paper or a batch, the gate helps ensure it feeds straight,” said Odore. “It then drops out of the way when the scanning process starts, which opens up the feeder.”



Panasonic's new workgroup models, the KV-S1027C and KV-S1057C, feature a new sleeker design, as well as an optional carrier sheet for scanning passports.

Panasonic has introduced new rollers designed to last for 250,000 document feeds. “This is compared to a previous life of 100,000 feeds,” said Odore. “This really helps reduce the total cost of ownership.”

The scanners carry a list price of \$995 for the 1027 and \$1,295 for the 1057. This is \$300 lower than what the 1046 and 1065 models debuted at in 2013. For \$100 extra, users can add **Kofax** VRS image processing software.

PaperPort is a desktop document management application. “Some time ago, we bundled it with one of our departmental models, but that wasn’t as good a fit as putting it on these new devices, which are more desktop models,” said Odore. “PaperPort is really a personal user application. Many customers I talk to use it even though they are also scanning into line-of-business systems like ERP and CRM systems. PaperPort adds some great value for the every day user.”

Panasonic’s Image Capture Plus is also included with the scanners. The capture application now includes bar code capabilities. Users can also set up workflows within Image Capture Plus that can be accessed through an LCD screen on the new devices. “The scanners can display up to 100 different jobs,” said Odore. “The jobs are identified

by a number and a brief description.”

Like previous Panasonic models, the 1027 and 1057 can scan up to three embossed cards at a time and also scan hard cards in the same batch as paper. “There is also a new optional carrier that enables users to capture a fully opened passport,” said Odore. “This should help us expand our business with government agencies.”

Odore noted that the scanners feature a paper-ejection controller that speeds up or slows down as documents are exiting to ensure they are stacked as straight as possible. “The scanners also have a new look and feel,” he said. “They have a very small footprint, almost exactly the same size as their predecessors, but they look very sleek and stylish.

“They also have an integrated power supply, meaning the cord is not different than what you’d have for any desktop computer. This makes it much more inexpensive to replace compared to traditional scanner cords.”

The KV-S1027C and KV-S1057C are available now and include Panasonic’s three-year warranty with advance exchange services.

Upgrades to network hub

In March, Panasonic’s KV-SS1100 network scanner hub will be integrated with the new scanners. First introduced in 2013 [see *DIR* 8/2/13], the KV-SS1100 is a utility that can make a network device out of almost any Panasonic scanner. It features a 7-inch touchscreen and lists for \$1,549.

“We’ve sold quite a few, including a recent win with a large bank, but over the past year we didn’t really focus on selling a ton,” said Odore. “We wanted to use the initial release more as a stepping stone to help us create a better software solution for the 1100. You have to crawl before you can walk. We’ve used feedback to make changes and add features that will show up in the next version.”

One change that has already shown up is integration with fax services. “We’ve embedded the ability log in to eFax or RightFax and then send a document to a fax number,” said Odore. “In the next few months will also introduce an optional connector that will be cool for mobile users.

“We also want to enable users to create scan processes for capturing documents. This feature won’t be anything too complex—more something designed to help with document distribution.”

For more information: <http://bit.ly/PanasonicScanners>

HTML 5 Capabilities Behind IGC Acquisition

The market for HTML 5 document viewing is hot, and this was a driving factor behind **Open Text's** recent acquisition of **Informative Graphics Corporation (IGC)**. This is the view of **Snowbound Software** CEO Simon Wieczner, whose company competes with IGC in the ECM market. Wieczner also believes the deal will ultimately lead to more business for Snowbound.

"HTML 5 viewing is where the market is going," Wieczner told *DIR*. "Everyone is moving to Web-based viewing because it eliminates so many headaches related to support of clients. With it, all users need to do is download a javascript.

"HTML 5 viewing also enables users to enhance their security and gives them better international reach. There are huge benefits, and we are seeing demand from every direction. It's coming from the ECM vendors themselves, as well as resellers and end uses."

Even though Open Text acquired another viewing software specialist, Spicer, back in 2008 (for the not inexpensive price of \$12M), the press release announcing the IGC acquisition noted that the two companies had 250 joint customers. This would lead us to believe that Open Text had not kept its own viewing technology in step with current trends. "After an ISV gets swallowed by a larger organization, they often lose focus on their original business," opined Wieczner, who sees opportunity in the wake of the IGC acquisition.

"In addition to Open Text, IGC had formed partnerships with other ECM vendors like **EMC**, **IBM**, and **Alfresco**, so this deal is causing quite a tizzy in the market. Open Text has said it is still going to support third-party customers, but Open Text is a \$1.5B company. It didn't buy IGC for its revenue. It bought IGC for its technology—to help expand Open Text's ECM business, not to help IBM or EMC."

Snowbound recently signed a partnership with Alfresco and has worked with EMC Documentum and IBM for a long time. The IBM relationship continues despite IBM's 2013 acquisition of Daeja. "We find that in a lot of our larger sales, customers want enhancements and additional features," said Wieczner. "I'm not sure they can always get the special attention and responsiveness they need unless they are working with an independent viewing specialist."

For more information: <http://bit.ly/OpenTextIGCacquire>; <http://www.snowbound.com/>

AccuSoft recently released a new version of its SDK for document image clean-up and enhancement. ScanFix Xpress v8 features improved binarization of color and grayscale images when converting them to bi-tonal for purposes like applying OCR. There is also a new API to address line detection and removal. It enables developers "to selectively control which lines to remove from scanned images to facilitate processing, and which to leave in place for content organization and readability."

AccuSoft has also introduced into ScanFix the ability to automatically correct the warped images often created by smartphones when they are held at an imperfect angle.

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