

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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May 18, 2007

THIS JUST IN!

FORMER LASON EXECS GET TIME

The feds have come down hard on a pair of former **Lason** executives who pleaded guilty to filing fraudulent quarterly reports for the service bureau back in 1999. Last month, former Chairman and CEO Gary Monroe was given 15 months in prison and ordered to pay \$20 million in restitution to investors. In March, John Messinger, Lason's former president and COO, was given a year of prison time, and also ordered to repay \$20 million to investors.

Messinger was presumably given a lighter sentence because he testified against Monroe and former Lason CFO William Rauwerdink. Messinger's request for probation was denied by U.S. District Judge Arthur J. Tarrow who noted, "crimes such as this are serious because they undermine the integrity of the capital markets and are often committed by those who can be deterred by the knowledge that getting caught may result not only in financial penalties but the loss of liberty."

The bubble burst

From its rise, which began in 1996, to its fall, which ended with a big thud in 2000, Lason proved you didn't have to be a dot-com to have a dot-com model. Lason, which is based in Troy, MI, began life as a printing outsourcer for the automotive industry. Monroe, a former **Kodak** exec., joined Lason in 1995, when the company's annual revenue was \$45 million. Sixty acquisitions later, Monroe was talking about a \$700 million run-rate. This growth was fueled by more than \$300 million in credit.

Things began to unravel in mid-1999, when Lason acquired U.K.-based service bureau M-R Group. The deal was delayed, the terms adjusted, and Lason's stock, which had reached a high of \$65 per share in Feb. 99, began to plummet. Monroe resigned in the summer of 2000. He was

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Captaris Eyes Distributed Capture Space

Captaris views itself as being in the perfect position to assume a leadership role in the emerging distributed capture market. The fax server specialist has an impressive customer base, integration with a wide array of MFP (multi-functional peripheral) devices and ECM systems, as well as a market leading product in *RightFax*. At the recent **AIIM** show in Boston, *DIR* sat down with Captaris' management team to discuss the future of the \$100 million software vendor.

"The fax market is changing," noted David Anastasi, president and CEO of Captaris. "I went to my doctor recently, and she asked if I wanted her to fax my prescription to the pharmacy, so it would be ready when I went to pick it up. When I said 'yes,' she hit a button on her computer. I arrived at the pharmacy, and they didn't have a paper record, but asked me if I wanted them to make a printout.

"So, the document was both sent and received without ever hitting paper. Is that a traditional fax transmission? No. Is that an application that our technology is involved with? Certainly."

It is Captaris' claim that *RightFax* actually serves as an imaging on-ramp for more documents than the leading dedicated document capture products. "You can add the install base of the four leading document capture software vendors—**Kofax**, **EMC**, **ReadSoft**, and **Cardiff**—and we have more customers," said Anastasi. "We're in a great position to leverage that, by both increasing our native capture capabilities, as well as partnering with those vendors I mentioned."

As capture becomes more mainstream, Captaris certainly has the hardware and software connections to help its customers transition to the brave new world of document imaging. "The reality of today's enterprise is that most users have multiple brands of hardware and software installed," said Anastasi. "We're a \$100 million company that has done some acquisitions, and, as a result, has two or three CRM systems. We also have several brands of digital copiers.

"On the hardware side, we have created interfaces to *RightFax* from most digital copiers. On the software side, 85% of *RightFax* installations are integrated with *Exchange*, and we have developed connections with ERP systems from vendors like **Oracle** and **SAP**. *RightFax* can serve as a cross-platform interface for capturing huge numbers of documents from a variety of hardware devices and dropping them into a multitude of back-end systems."

Currently, those back-end systems include Kofax's *Ascent Capture* as well as **Hyland's** *OnBase* ECM system. Captaris also offers its own *Alchemy* ECM and *Captaris Workflow* products, which were picked up through acquisitions a few years back [see *DIR* 11/5/04]. "There's quite a bit of co-opetition in the market," noted Anastasi. "For instance, *RightFax* competes with Kofax' *Topcall* fax server, but you'd be surprised how many times we've integrated *RightFax* with *Ascent*."

On the capture front, Anastasi stressed that Captaris is not

FAX TRANSITIONS TO DIGITAL AGEA

Fax-over-IP (FoIP) is one of the biggest buzz-phrases in the market right now. Basically, like voice-over-IP, it leverages Internet connections to create digital fax transmissions, which eliminate traditional analog long-distance charges. "We view FoIP as a positive for *RightFax*, because users have the same needs with digital faxes they do with analog ones," said Mike Spacone, general manager for **Captaris** MFP practice. "They are still wrestling with challenges like security, authenticity, verification, and eliminating spam. Because FoIP reduces the cost of using faxes and brings it more inline with the cost of sending information through e-mail, it should be good for the fax server market."

To integrate *RightFax* with FoIP implementations, Captaris works closely with **Cantata Technology**, which is best known for its Brooktrout brand of fax boards. "We have years of experience fax-enabling MFP devices through boards," said Marc Zionts, vice-chairman for Cantata. "For FoIP, we basically take all that functionality, and instead of running it on a board, run it in software, directly on the controller of the MFP unit. Even though there are a lot of standards for how FoIP should work, the actual implementation is seldom trivial."

"The partnership with Cantata gives us the ability to handle distributed capture from different types of MFP devices," concluded David Anastasi, president and CEO of Captaris. "Who's to say what is next? If you have a lot of distributed voice or .wav files, we might be able to support capturing those. I'm not saying that's where we're going, but the possibility is there to integrate into a broader spectrum of applications, both on the front- and back-end. On the back-end, sure, there is traditional document management, but beyond that there are ERP and CRM systems, and even vertical applications in areas like healthcare records management."

For more information: <http://www.cantata.com>;
<http://www.captaris.com/partners/index.html>

Document Imaging Report

Business Trends On Converting Paper Processes To Electronic Format

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

Areas we cover include:

1. Document Capture
2. Image Processing
3. Forms Processing/OCR/ICR
4. Enterprise Content Management
5. Records Management
6. Document Output
7. Storage

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

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necessarily trying to compete with the market leaders. “We are touching all these documents, and there is a fundamental need to get information off of them,” he said. “We don’t see ourselves competing with Kofax or ReadSoft, but we see a large gap waiting to be filled for users who might only have a handful of documents they want to capture per day and can’t cost-justify a dedicated capture system.

“To serve them, we are considering improving our image processing, along with adding some OCR/ICR functionality. We think this will serve to introduce many of our customers to more advanced document imaging and lead to more partnership opportunities with the likes of EMC and Kofax. For many smaller organizations, or even departments within larger organizations, it will be much more palpable to invest \$4,000-\$5,000 or even \$15,000-\$20,000, in a *RightFax* solution with some basic capture functionality, than to spend \$100,000 on a full-blown dedicated capture system. Of course, if they know there is an upgrade path to a more advanced system—that works to both our, and our partners’, advantage.”

Ex-Scan-Optics CEO Joins Team

Paul Yantis, the former CEO of **Scan-Optics**, was recently hired as an EVP at Captaris. He is looking forward to using his capture market experience to help the company expand its reach. “The market for fax servers is still growing, and Captaris has a significant, profitable business in that area,” said Yantis. “However, we also want to look at ways to accelerate our growth. So, we are looking at spaces closely related to where we already are—areas that are a natural extension of what we do. Distributed capture is a natural fit, especially when you consider integrating our core *RightFax* technology with other document management technology.”

For more information: <http://www.captaris.com>

New Chair Likes AIIM’s Direction

It’s probably safe to say that **AIIM** (the trade organization) has successfully reinvented itself after being forced to sell off its crown jewel—the annual trade show—more than five years ago. With the organization losing money and rapidly depleting its coffers, in 2002, AIIM took the radical step of selling off its cash cow for a one-time infusion of funds. At the time, we wondered if the recently re-branded “ECM Association” was merely delaying the inevitable.

Five years later, the answer appears to be a

resounding “no.” Recently appointed Chairman Jan Andersson, the president and CEO of **ReadSoft Corporation**, told *DIR* that he is extremely satisfied with the current direction of the association. “The organization is in an interesting stage of its development, which started when the show was sold,” said Andersson. “Since then, the investments that AIIM has made in providing education and knowledge for the market have turned out well. We have really become an asset to the user community, which is a good direction for AIIM.”



“I will continue to support John, his staff, and their efforts to develop the organization. This is my fourth year on the board, and I like the direction AIIM is heading.”

**— Jan Andersson,
AIIM Chair**

According to John Mancini, who has served as president of AIIM since 1996 and has shepherded the organization through its transition, AIIM currently has three areas of focus: broad-based market education aimed primarily at early stage users, more advanced training and certification, and market research.

The centerpiece of AIIM’s broad-based education is its ECM Seminar Series, which is a series of road shows held across the U.S. each year. These events grew out of a 2000 acquisition, and in 2007, AIIM is holding 20 events, with an eight-event spring schedule complete, and 12 stops scheduled for this fall. AIIM also runs a shorter series of U.K.-based seminars, which grew out of a 2002 acquisition [see *DIR* 10/4/02]. The U.S.-based seminars average more than 100 attendees per event.

“In addition to the seminars, we include our Webinars and publications under the umbrella of broad-based education,” said Mancini. “All these initiatives are designed to provide good information for a low, or no, cost to end users. They are typically subsidized by groups of vendors.”

More than 2,500 certified

AIIM officially launched its more advanced training and certification programs last year [see *DIR* 2/3/06]. These include both ECM and ERM (Electronic Records Management) tracks. Courses can be taken on an ala carte basis, or three levels of certification for each track can be earned. AIIM offers the option

of on-line or in-person delivery and also has empowered third parties to deliver the courses.

"The response to these programs has been terrific," Mancini told *DIR*. "So far, more than 2,500 people have taken at least one course. In Sept., we plan to expand our certification initiatives by adding two new flavors. We will also be adding entry-level courses, focused on ECM-awareness building.

"We look at all our education initiatives as being connected. The road shows are a great introduction. The next natural step is some sort of entry level, ECM 101-type course, followed possibly by more advanced courses with the goal of earning certification. This all hopefully adds up to creating more educated buyers ready to leverage the technologies and products our vendor members offer."

Expanding market research

Currently, AIIM's market research consists mainly of six annual surveys in areas like document capture, records management, and the service provider industry. "We break out the data in a variety of ways and distribute it to different audiences," said Mancini. "One direction we are moving is toward more multi-client research. We are adding some staffing in this area and are ready to move to the next level.

"One of our goals, as we continue to build out our education/certification and market research, is that these areas will account for more than half our revenue," said Mancini.

Currently, the majority of AIIM's revenue comes from a combination of the road shows and membership fees. AIIM has approximately 350 trade members and 30 Advisory Trade members, which are primarily vendors of ECM technology. "Those numbers have held pretty steady over the past few years, which, when you consider some of the consolidation we've seen, we consider to be a victory," said Mancini.

AIIM also has some 5,000 Professional members, the majority of which are end users, and some 82,000 non-paying Associate members, which Mancini described as "people who have given us permission to communicate with them and provide them educational materials." He estimated that 80% of AIIM's members are U.S.-based, with the remaining 20% primarily in the U.K.

No International expansion planned

With ReadSoft being based in Sweden, we asked Andersson if his appointment as chair signified

that AIIM would be increasing its European efforts. "Our efforts in Europe are similar to our U.S. efforts, but on a smaller scale," he answered. "We have no immediate plans to increase them. It's difficult to be successful with a horizontal effort across Europe, because each country is really a separate market. The market is not as homogeneous as it is in the United States."

Views on the show

We asked both Andersson and Mancini if they were happy with this year's AIIM show in Boston, and if AIIM had plans to continue to partner with **Questex** now that their original six-year partnership agreement has expired. "We have a type of evergreen agreement with Questex, which means our partnership renews every year, unless one party becomes dissatisfied and gives the other party sufficient notice," said Mancini. "We worked out a division of services when the show was sold, whereby Questex runs the industry's big event, and we provide smaller events and publications that feed into the big event. So far, that agreement has worked out well."

We noted that while the overall show attendance seemed to be holding steady, attendance at the AIIM Conference, which runs in conjunction with the show and for which AIIM develops the content,

READSOFT EXPANDS FOCUS

When discussing **AIIM** with recently appointed Chairman Jan Andersson, we also asked him about his day job as President and CEO of **ReadSoft Corporation**. ReadSoft is a Swedish developer of document and data capture software that reported \$67 million in sales for 2006. This represented a 15% growth over 2005. In 2006, ReadSoft also made a pair of acquisitions for a total of approximately \$8 million [see *DIR* 10/20/06]. Andersson views these acquisitions as key to the company's future

"Those acquisitions will help us build more solutions inside of **SAP** and **Oracle** applications," noted Andersson. "We've begun by processing invoices within these environments. Next, we will expand to other types of documents important to the ERP space. This could include other supplier related documents and documents on the payer side as well.

"We are developing a new product designed to automate the processing of almost every document that needs to be captured and then passed through a workflow within SAP. We will do the same thing for Oracle. Our business is evolving more and more towards process automation, with capture representing a piece of that process."

For more information: <http://www.readsoft.com>

reportedly grew at least 25% this year, and has grown every year since 2003. “The show is an important event,” commented Andersson, “but, every year, it seems to get a little bit smaller. Of course, that’s not different from the whole trade show industry. **CeBIT** in Germany continues to be a very successful show, yet, a hall is being closed there, as some of the bigger vendors reduce their booth sizes. Perhaps, as you see from the increase in conference numbers, these events are turning into less of sales shows, and more of networking and educational events.”

Andersson concluded by telling us there is no particular mark he hopes to leave on the organization during his one-year tenure as chair. “I will continue to support John, his staff, and their efforts to develop the organization,” he said. “This is my fourth year on the board, and I like the direction AIIM is heading. Sure, the whole industry is changing, but if it wasn’t, then it wouldn’t be something worth being involved with. I believe our organization is positioned to change with the industry, provide what our members need, and continue to be a focal point for ECM users and vendors.”

For more information: <http://www.aiim.org>

AIIM Spearheads PDF Standards Movement

In addition to **AIIM’s** growing education and market research initiatives, we’d like to acknowledge the work Betsy Fanning has done in recent years as director of the AIIM Standards Program. Fanning shepherded the ratification of the PDF Archiving standard PDF/A, an initiative that was launched in 2002 and finalized as an ISO standard in 2005 [see *DIR* 7/22/04]. Now she is overseeing the submission of the PDF specification itself for standardization through ISO.

“To date, **Adobe** has handled all the development of the PDF specification,” Fanning told *DIR*. “The standardization effort will open up this development to other contributors. We will likely be issuing a call for participants in the latter part of June. We expect enterprises like **Microsoft**, **Oracle**, and **EMC** to join the technical committee.”

Both Fanning and Adobe’s Sarah Rosenbaum, director of product management for Adobe’s KnowledgeWorker business unit, agree that transitioning PDF to an ISO standard is the natural next step in the file format’s progression. “There are already several ISO standards based on PDF, such

as PDF/A, PDF/X, and the upcoming PDF/E—but the PDF umbrella itself is still not a standard,” said Rosenbaum. “Standardization of the PDF code will make things more straightforward for government and industries creating policies based on PDF standards.”

Adobe has submitted a 1,300-page reference manual that outlines PDF 1.7 for consideration by ISO members. Adobe originally published the 1.7 specification last fall in conjunction with the release of its best-selling PDF creation product *Acrobat 8*. It’s estimated that more than 2,000 companies have products based on the PDF spec.

“We don’t expect there will be too many changes to the proposal, because PDF 1.7 is already in use by so many people,” said Fanning. “Approving the specification as it is would bring all those implementations into compliance. Going forward, with PDF 1.8 and beyond, is where we will start to see more input outside of Adobe.”

A mature format

Adobe released PDF version 1 in 1993. Since then, the format has gained widespread adoption despite originally being scoffed at as proprietary. “Other vendors could always develop solutions based on PDF without having to pay royalties to Adobe,” said Rosenbaum. “But, there was always a danger that we could have changed the rules. Releasing PDF as an open standard should make customers feel more secure.

“At Adobe, we really feel PDF has reached the point where releasing it as a standard is required to help our customers move their businesses forward. When a product is in its formative stages, there is a danger of ruining it—by having too many cooks in the kitchen. By now, we’ve put more than 13-14 years of development into PDF, so it’s pretty mature. There’s not going to be too many surprises. We will probably still contribute to PDF’s development as part of the ISO technical committee, but we will also be able to focus more on creating solutions surrounding PDF than developing the format itself.”

As the secretariat for ISO/TC 171 for document management applications, AIIM manages much of the administration around the ratification of PDF-based ISO standards. In addition to its work on standardizing PDF, AIIM is overseeing the development of a second version of PDF/A, which is based on PDF 1.7. A draft document on PDF/A-2, which includes, for example, stronger clarification of digital signature support, is scheduled to be published in June.

AIIM has also initiated work on a PDF Universal

Accessibility, or PDF/UA, standard, designed to work toward compliance with Section 508 of the U.S. Rehabilitation Act. AIIM is also spearheading work on PDF/H, a best practices recommendation for storing medical records. A complete list of AIIM's standards activity can be found at <http://www.aiim.org/standards.asp?ID=28639>

Fighting the good fight

PDF may receive a lot of criticism as a bulky file format that can be difficult to view and has too much overhead. However, it's our opinion that as far as a universal file format goes, it's the best solution we have out there. Are there better document image formats to work with? Certainly. Are there better medical file formats and electronic document file formats? Probably. But, PDF has the ability to encapsulate all three of those document types, plus many more, in a single format—and that is where its strength lies.

Yes, it's possible to look at PDF as a lowest common denominator, but this would not be wholly correct. The fact is, Adobe has done some pretty strong work coming up with a palpable universal file format, and has done a great job distributing a fairly functional free viewer. After all, if PDF didn't work, would millions of people be using it?

PDF's versatility and widespread adoption make it an ideal archiving standard, and quite frankly, we're surprised there hasn't been more U.S.-based adoption of PDF/A. The word from **LuraTech**, a German developer of advanced compression and PDF/A software, is that PDF/A is rapidly catching on in its records management-savvy home country. We don't think U.S. adoption will be far behind.

U.S. adoption of PDF/A will likely be driven by mandates and regulations published by government and trade organizations, and perhaps many have been waiting for something like the release of PDF as an ISO standard before moving forward. We'd like to give AIIM credit for spearheading development of some PDF-based standards, that unlike many ISO standards, we feel will make a difference, especially in the document management world.

For more information:

<http://www.aiim.org/standards.asp?ID=25013>

<http://www.pdfa.org/doku.php>

<http://pdf.editme.com/>

http://www.aiim.org/documents/standards/19005-1_FAQ.pdf

EMC Positions Itself As Imaging Heavyweight

The new buzz-phrase at **EMC** seems to be transactional content management. Basically, this involves the incorporation of beefed up BPM and document imaging technology into Documentum's traditional electronic document management platform. The result is that EMC feels it is now able to compete on at least even ground with the **FileNet/IBM** conglomerate that was created by the merging of those two ECM heavies.

The roots of EMC's transactional content management technologies lie in a trio of acquisitions made over the past couple years. In late 2005, the \$11 billion storage and software giant acquired image capture software specialist Captiva and COLD/ERM (electronic reports management)

CAPTIVA SALES REMAIN STRONG

There have been quite a few questions surrounding the strength of the Captiva sales force since the company was acquired by **EMC** in late 2005. "There is certainly a lot more capture being sold by the EMC salesforce," Sean Baird, senior manager, product marketing for EMC Software, told *DIR*. "However, Captiva still has a dedicated sales team that might not be as large in Europe, but has not diminished in size in the U.S.

"Also, we want to stress that Captiva is not exclusive to Documentum, as far as acting as a front end for ECM systems. We still have a huge install base of **IBM** and FileNet customers."

We also asked Baird if EMC was seeing an increasing demand for distributed capture, an area that its chief rival **Kofax** seems to be putting a lot of effort into. "We are not necessarily seeing huge demand for it today," he said. "But, the market is trending toward distributed capture. We certainly haven't been as vocal as Kofax about our efforts, and we don't have as many formal partnerships in place, but we are investing in the technology.

"This summer, you can look for an update to our Web capture product that will add some indexing capabilities. We are also working on partnerships that we hope will get us into 80-90% of the MFPs on the market."

For more information: <http://www.captivasoftware.com/>; <http://www.captivasoftware.com/products/einput.asp>

specialist Acartus [see *DIR* 11/4/05]. In mid-2006, EMC followed up with the acquisition of BPM software specialist ProActivity. When you add this acquired technology in with EMC's Documentum EDM and WCM software, as well as the e-mail archiving and storage software picked up through the acquisition of Legato (which had bought ECM player OTG a few years earlier), and throw in EMC's WORM storage capabilities—well, the result is a pretty thorough and bulletproof ECM offering.

Toni Eddleman, a senior solutions marketing manager for EMC Software, noted that this is the type of offering needed to compete in the changing ECM landscape. "We possibly see our WCM and collaboration software being affected by *SharePoint*," she said. "However, *SharePoint* doesn't touch transactional content management.

"Captiva had some success in the invoice processing market, but we are having even more success now that, as part of EMC, we can start talking about managing an entire AP process."

—Sean Baird, EMC Software

"To address this, we recently announced *EMC Documentum Archive Services for SharePoint*, which allows EMC, through *Web Parts*, to increase *SharePoint*'s functionality in areas like lifecycle management, workflow, and virtual documents. We see *SharePoint* as an application that enables desktop and casual users to access information, but as you dig down into real business, there is a lot more functionality needed to execute processes and meet regulatory requirements."

The EMC advantage

Eddleman cited capture as one major advantage that an EMC ECM solution has over alternatives. And, indeed it seems as if EMC's Documentum customers are really buying into the need for advanced capture. "There has been a tremendous uptick in integration between the Captiva and Documentum product lines," noted Sean Baird, a senior manager, product marketing for EMC Software. "Last year, every Documentum deal worth \$1 million or more included a Captiva component.

"Having both applications available from the same vendor has led to increasing interest in leveraging Captiva's software as a piece of a complete BPM solution. For example, as an independent company, Captiva had some success

in the invoice processing market, but we are having even more success now that, as part of EMC, we can start talking about managing an entire AP process."

Eddleman noted that EMC's integrated suite of solutions is also an advantage for enterprise archiving. "It can be quite a challenge to apply consistent records management across silos of information from five different vendors," she said. "EMC has the capability to manage images, e-mails, reports, office documents, etc., that might be spread throughout an organization, in a centralized repository with a single records management program. In addition, users can leverage our information rights management and storage optimization technology for further control of their documents.

"For *SharePoint* users, we can provide an enterprise-wide records management infrastructure. *SharePoint* is designed as a departmental solution, which means a large enterprise could have hundreds of implementations. We understand that *SharePoint*'s records management is a little weak and that there is no centralized repository. Our view is that customers can use *SharePoint* to collaborate on, and create their documents, but once these documents reach their final form, they can be archived in our repository."

IMAGE VIEWING A GROWING NICHE

Imaging toolkit specialist **Snowbound Software** out of Watertown, MA, has been one of the most successful ISVs at selling viewing clients to **Documentum** customers. "We've had customers that have purchased enterprise-wide ECM systems, and were getting ready to roll them out, before realizing they didn't have an image viewer," noted Simon Wiczner, president and CEO of Snowbound. "Image viewing is not inherent in many ECM products. We see a great opportunity, for example, in selling viewing tools for *SharePoint* ECM applications."

At AIIM, Snowbound announced increased capabilities for its Java-based *FlexSnap* viewer, as well as increased integration with *EMC Documentum*. "Documentum has been talking about introducing its own image viewer for several years," said Wiczner. "Of course, I'm interested to see what they have, but Snowbound has a mature, proven offering to complement their ECM software."

In addition to its popular viewer, which represents the fastest growing product line for the company, Snowbound offers imaging capture and repository toolkits. Its customer base is a combination of end users and ISVs such as **eCopy**, **Hyland**, **McKesson**, and **IBM**.

For more information: <http://www.snowbound.com/>

Imaging upgrades on way

Of course, it is not EMC's style to rest on its laurels, and Baird and Eddleman previewed some upgrades EMC has planned for its transactional content management technology. "We are working on a major release of *InputAccel (IA)*," Baird told *DIR*. "While we are still maintaining *FormWare*, we are not doing a tremendous amount of innovation with it. As an alternative, we've seen a lot of interest in the combination of *IA* and *Dispatcher* [the software *Captiva* acquired with *SWT* in 2005, see *DIR* 5/20/05].

"We are currently rebuilding *Dispatcher* to increase its data extraction capabilities," added Baird. "We are also increasing *IA*'s integration with the rest of the ECM platform. In *IA* 5.3, we introduced bi-directional communication between *IA* and *EMC Documentum* [see *DIR* 11/3/06]. We are moving toward the point where you can control all your document processes through one interface. We want our customers to be able to utilize one set of modeling tools instead of having separate administrative and analytical interfaces for capture, BPM, and storage management."

In addition, EMC is working on a new desktop client that will enable its customers to better view document images. "When working within an EDM application, users will typically check-out a document and then work with it in its native application, like *Excel* or *PowerPoint*, and then check it back in," said Eddleman. "So, for traditional *Documentum* installations, we offered a *Webtop* client. However, as we move deeper into transactional content management, we are addressing a different type of user.

"These new users work with images in their clients all day long. To address this, we've had customers customize *Webtop* clients or even take tools and build their own clients. We don't want our customers to worry about this. We think the introduction of a new client developed by EMC will push us past *FileNet* in the transactional content management space."

Pricing for the new client, which should be released with *Documentum* 6 in July, was not available when we spoke at *AIIM*.

For more information:

http://www.emc.com/news/emc_releases/showRelease.jsp?id=5022

http://www.emc.com/news/emc_releases/showRelease.jsp?id=5020

http://www.emc.com/news/emc_releases/showRelease.jsp?id=5028

LASON, FROM PAGE 1

succeeded as CEO by Messinger, who lasted until the following spring. After months of rumors, Lason declared bankruptcy in Dec. 2001. Among those affected were several imaging service bureau owners who had sold their businesses to Lason. The **SEC** filed formal charges against the ex-Lason execs in March 2003.

In 2004, for a net of around \$40 million, the investment group **Charterhouse International** acquired what was left of Lason—a service bureau business with about \$130 million in annual revenue. Earlier this year, Charterhouse, which also has an investment in **Top Image Systems**, became one of the few winners in the Lason saga, when it flipped Lason to **HOV Services**, an Indian service bureau, for \$148 million.

For more information: <http://www.lason.com>

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