

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

4003 Wood Street ● Erie, PA 16509 ● PH (814) 866-2247 ● FX (800) 507-8981 ● <http://www.documentimagingreport.com>

July 1, 2005

THIS JUST IN!

VERITY NOT COMPETING WITH “FREE”

Verity's recent acquisition of the desktop search assets of Australian ISV **80-20** are not an attempt to compete with free applications from the likes of **Google, Microsoft, and Yahoo!** Rather, it is an effort to provide desktop search capabilities to Verity's 11,500 enterprise search customers. “We had our own consumer-oriented desktop search products several years ago,” said Brian DiSilvestri, manager of the product management team for Verity's search solutions. “We got rid of it when we realized the cost to support the product far exceeded our revenues.”

That doesn't mean the need for desktop search went away. “I've been at Verity for six years, and I have 80,000 documents on my desktop,” said DiSilvestri. “We have customers with more than 100,000 documents on theirs. When doing a search for information, it's important to have access to information both on shared drives and desktops.”

DiSilvestri listed three reasons why “free” applications do not serve corporate customers very well:

■ **security:** “A number of our customers are concerned about opening up their systems to search applications that are probably going to rely on paid ad placements to produce revenue.”

■ **administration:** “When these applications start indexing documents on shared drives, you jeopardize your ability to accurately track access to those documents.”

■ **support:** “We provide business-level support for our enterprise customers.”

Verity expects to have an own-branded desktop search application available this fall. It will be marketed only to Verity's enterprise search install base.

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

High-Volume Vendors Finding Their Way In Changing Market

The trend toward distributed capture is doing strange things to the high-volume scanner market. While unit sales in this segment are projected to be flat over the next several years, with lower-volume segment sales growing by leaps and bounds, it seems that distributed doesn't necessarily mean low-volume. Service bureaus are an example of a high-volume operation that can provide virtual distributed capture for their customers. And, what about bank branches with significant paper volumes?

These are a couple markets now being explored by high-volume scanner specialists such as **BancTec**, **Scan-Optics**, and **Kleindienst**. One thing all three vendors have in common is experience handling mixed batches of checks and documents. Because of this, they all share a favorable view of Check 21 legislation.

Mark Fairchild, senior VP of BancTec's global products and operations group, summed it up this way: “Because an image is now an acceptable substitute for a paper check, checks can be scanned with the rest of a business' documents. More users are looking at a single scanner to handle both their check and document scanning needs.”

Following is a look at some opportunities being pursued by these vendors:

Scan-Optics Puts Focus On Services

Scan-Optics has been in transition for at least a couple years. 2004 was highlighted by the launch of its new SO Series scanner—an open systems alternative to the company's legacy 9000 high-speed line [see *DIR* 3/5/04]. While the company has struggled to ramp up sales of the SO Series, it recently increased its emphasis on the service bureau business it first launched in 2003 [see *DIR* 3/21/03].

According to Paul Yantus, a service bureau industry veteran who was brought in this March, there are

currently a handful of customers who outsource their document scanning to Scan-Optics. "From a theoretical standpoint, BPO (business process outsourcing) makes a lot of sense for us," Yantus told *DIR*. "But, before I was brought in, the company lacked the understanding of how to manage that type of business.

"Joe [Crouch, VP, manufacturing services, who was originally put in charge of the BPO business] is a very strong process guy. However, trying to leverage experience in manufacturing processes in a BPO environment is difficult. Considering his background, Joe did an excellent job, but he was really learning as he went along.

"The high-volume scanner market is a \$130-150 million market. In contrast, the BPO market associated with document imaging is in the couple billion dollar range."

— Paul Yantus, CEO, Scan-Optics

"In contrast, I have a lot of experience specifically in the BPO segment. One of my previous jobs was at **MSX International**, where I started out with a \$30 million business unit, similar in size to Scan-Optics. Over the course of four years, I grew it to a \$200 million BPO business. I have also brought with me to Scan-Optics a couple people who have really performed in the BPO market in the past."

Yantus was officially hired as Scan-Optics' COO in March, filling a title that had been held by Michael Villano who died last year. "For the first six months, my sole focus was going to be making sure the service business really got some legs under it," he said. "Eventually, my role was supposed to expand to encompass the entire company."

"Eventually" came sooner than expected after President and CEO Jim Mavel resigned the day Yantus' hiring was announced. When we spoke with Yantus at the recent **AIIM/On Demand** show, he had just been appointed the new president and CEO of Scan-Optics. "Jim originally outlined the plan to bring me in as COO," Yantus told *DIR*. "However, there were some things in his employment contract that he felt made it advantageous for him to leave when I came on board."

According to Scan-Optics' SEC filings, Mavel's attorneys sent the company a "notice of termination pursuant to his employment agreement and asserting entitlement to severance compensation." Scan-Optics is apparently fighting Mavel's claims but has listed a figure of \$1.3 million as the maximum payout it would be required to make.

Yantus said Scan-Optics remains committed to its manufacturing business, but he views outsourcing as a much bigger opportunity. "Projections for the production scanner

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

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3. Forms Processing/OCR/ICR
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Editor: Ralph Gammon
4003 Wood Street
Erie, PA 16509
PH (814) 866-2247
FX (800) 507-8981
ralphg@documentimagingreport.com



Managing Editor:

Rick Morgan
PH (814) 866-1146
rickm@scandcr.com

Publisher and Circulation Manager

Larry Roberts
RMG Enterprises, Inc.
5905 Beacon Hill Lane
Erie, PA 16509
PH (412) 480-5116
FX (412) 291-1352
larry@rmgenterprises.com

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market, especially the high end, are flat or declining,” he said. “We like to think our new scanner will help us capture some of our competitors’ market share, but we are looking for a more significant growth opportunity. The high-volume scanner market is a \$130-150 million market. In contrast, the BPO market associated with document imaging is in the couple billion dollar range.”

Yantus hopes to leverage the process knowledge developed at installations within Scan-Optics’ blue chip customer base to differentiate the company. “We have installed systems for applications like tax forms, healthcare claims, and general order processing; so it’s natural that we’ll be taking on those types of documents in our service bureau,” he said. “I view scanning purely for archiving and retrieval as a commodity. We have intellectual property in certain areas that will help us extend our value proposition beyond scanning.

“For example, we have interesting intellectual property in the area of recognition. I see an opportunity for us to offer an alternative to companies sending documents offshore for key entry of data. As the cost of recognition technology continues to decline, and the cost of labor in other countries continues to rise, you’re going to reach a point where it doesn’t make sense to send documents offshore any more. I have some ideas on how we can quickly close the gap.”

Before we let him go, we asked Yantus if Scan-Optics would potentially be killing its cash cow by offering outsourced services as an alternative to its scanners. After all, in 2004, the company reported that less than \$2 million of its revenue came from “contract manufacturing services,” which we’re assuming includes the BPO business. Almost \$16 million came from “solutions and products,” with the remaining \$11 million from its third-party-product service business unit, Access Services.

“It really comes down to providing the right solution for the customer,” said Yantus. “We have some customers that run very efficient scanning operations. We also have customers that are seeing a decline in paper volume, as trends like Internet ordering increase. These customers don’t want to invest in any new scanning hardware, so outsourcing makes sense.”

Yantus definitely has his work cut out for him. The fact is, despite several tries, Scan-Optics has never really made the transition away from proprietary hardware-based systems. As a result, it has seen a steady decline in its revenue since 1997. We’re not saying the SO Series isn’t going to help reverse that

trend—but Yantus seems to have hitched his wagon to BPO.

Image-based BPO, and that’s where Yantus said the company’s focus will be, is getting to be a crowded space. All this attention around compliance is attracting a lot of hopefuls. Granted, between Yantus’ and the company’s experience with scanning, Scan-Optics should have some advantages over other newcomers. But there are also established BPO players like **ACS**, **SourceCorp**, **Lason**, and others who are not scaling back their efforts.

We wish Scan-Optics well, as they are an important part of our industry’s history. However, you know what history will buy you in today’s cutthroat market. Here’s hoping that Yantus’ fresh approach is finally able to turn this icon around.

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

BancTec Continues Renaissance

BancTec is another long-time imaging leader that has had some difficult times of late. However, as profiled in our March 18 issue, the company now appears headed in the right direction. Last year’s release of the open transport DocuScan 9000 seems to have been a catalyst. At AIIM 2005, Mark Fairchild, senior VP of global products and operations, told *DIR* that BancTec had placed more than 30 of the 240 ppm scanners worldwide since they began shipping late last summer.

With a list price starting at \$160,000-180,000, the hardware represents a pretty good chunk of revenue. However, where BancTec really starts to make some hay is when it bundles its *eFIRST* capture, workflow, and archiving packages with its scanners. According to Fairchild, about three-fourths of DocuScan sales so far have included *eFIRST* software.

A recent sale of four DocuScan 9000s to Canadian service bureau **Symcor** included BancTec’s *Pay Courier* remittance processing software. “The next phase of that installation will include *eFIRST*,” said Fairchild.

eFIRST’s ability to handle structured, semi-structured, and unstructured documents makes it a potential competitor to **Captiva’s Digital Mailroom** application. Unfortunately for BancTec, Captiva just acquired **SWT**, whose technology is currently licensed as a component of *eFIRST*. “We hope the

arrangement to use SWT's technology will continue," said Fairchild. "However, if it doesn't, there are other vendors out there."

In addition to its advanced capture technology, a number of years ago, BancTec acquired industry-leading workflow when it merged with REI, which had acquired Plexus. The Plexus technology is a key element of BancTec's recently announced *eFIRST Mobile* wireless e-forms solution. The application is initially being targeted at applications (as in people applying for loans and credit cards) in the financial services market.

"We are just moving the capture process one step up the food chain and eliminating paper forms."

—Mark Fairchild, BancTec

"One of our large banking customers recently had a stand at a golf tournament where they were signing up people for credit cards," said Fairchild. "Because of conditions at a site like that, you get a lot of errors in the paperwork. This results in a high percentage of rejects, which can be costly. *eFIRST Mobile* can provide real-time feedback as a form is being completed. This greatly improves the success rate."

BancTec is offering *eFIRST Mobile* as a service. Users are charged on a per transaction basis. The service is integrated with customer databases and rules to assist with the capture and approval processes. "This is the same type of integration we use to ensure our data capture from paper is accurate," said Fairchild. "We are just moving the capture process one step up the food chain and eliminating paper forms. We are targeting the financial services industry because we already have an intimate understanding of the capture processes."

The mobile forms can be accessed through a variety of devices including PDAs, smartphones and tablet PCs. They are connected to the BancTec server through a **Citrix** interface and a GPRS (general packet radio service) link. According to Fairchild, BancTec had two *eFIRST Mobile* applications running in the U.K. and a couple North American proposals on the table.

"In addition to financial services customers, we're talking with a housing development authority that has to do inspections at 20,000 units," he said. "Similarly, we think insurance adjusters could utilize

this technology when investigating claims. You can incorporate elements like digital photos and notes into the forms. Data from these elements wouldn't be automatically captured, but could be automatically queued into the right workflows."

Fairchild is excited about the renaissance he is seeing at BancTec. "Over the past five years, we have spent a lot of time creating innovative hardware and software," he told *DIR*. "But, we have been very weak on marketing. Nobody knows what we have. This year we are going to change that."

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

KLD Makes Play For Bank Branches

Like BancTec, Kleindienst has developed innovative hardware and software products it is now offering in North America. Kleindienst is a German company that John Richardson of **Strategy Partners** described as the "BancTec of Europe." [See *DIR* 5/7/04.] Within the past year, the company re-branded its North American operations, based in Houston, as KLD.

According to Preston Starr, KLD's U.S. sales executive, Kleindienst has approximately 200 scanners installed in the United States. "We do well anytime users have checks and odd-sized documents coming in together; this includes applications like remittance and coupon processing," said Starr. "A lot of the major banks have our machines installed, including **Bank One** and **Citibank**. We also have several service bureau, or mail fulfillment house, customers."

In May, KLD, which has historically targeted the high-end of the market, introduced its mid-volume Banking Center Solution (BCS) scanner. The BCS comes standard with two pockets for sorting, is rated at 60 ppm/120 ipm in color at 200 dpi, and carries a list price of \$35,000. "From the outside, it looks similar to our legacy products, but we've developed advanced feeding capabilities that improve the performance," Starr told *DIR*. "The BCS also includes inline OCR and optical and magnetic MICR reading capabilities."

The BCS is initially being targeted at large branch locations of banks. "We are looking at branches with mid-volume production requirements," said Starr. "This includes full-sized documents relating to mortgages, new accounts, etc., and checks, that under Check 21 can be scanned more efficiently at branches than centralized locations. Branches do

not have the money or room to install separate check and document scanners. One alternative is check imaging at the teller, but typically people don't want to stand in line while a teller does scanning."

According to Starr, KLD's current customers have indicated that the mid-market is the place to be. "As banks move scanning to their branches, they don't need more centralized scanning hardware," he said. "In fact, they have an excess of centralized processing capabilities. They are now spending money on decentralized operations."

In addition to the BCS, KLD is beginning to roll out its *FrontCollect* dynamic forms processing software in the United States. "So far, we have only marketed a narrow line of Kleindienst's overall offerings in North America," Starr told *DIR*. "Probably 70% of our European revenue is generated from software. In the United States, we have only four software installations. We are going to start marketing *FrontCollect* more heavily this summer with the help of **NETBreeze**." (NETBreeze is a marketing firm run by former BancTec executive Joey Petruzella.)

KLD will initially target EOB and invoice processing applications. "*FrontCollect* is targeted at businesses and service bureaus processing millions of documents per month," Starr told *DIR*. "We use pixel comparisons to determine where various fields are located on a form. *FrontCollect* looks at a form the way a human eye would."

Like BancTec and Scan-Optics, KLD could benefit greatly from the merging of the check and document scanning worlds being brought about by Check 21. For years, a lot of the business these vendors did fell outside the traditional document imaging market. Now that checks can be treated like other document images, there is no reason to handle them separately. As a result, we expect to see an increase in the number of installations that scan everything in the same pass to take full advantage of electronic workflows.

For more information: <http://www.kldcorp.com>;
<http://www.netbreezeinc.com>

EDITORIAL

Network Scanning: From Kludgy To Cool

Networked document scanning is an idea whose time has finally come. Kicked around the industry for several years, a host of converging factors are finally

driving its adoption. These include increased adoption of distributed capture, heightened concerns about compliance, improved hardware and software—especially involving digital copiers, and increased network bandwidth. Yes, network scanning may finally be evolving from kludgy to cool.

The most immediate factor driving this trend is the adoption of scanning on digital copiers. Yes, for once the guys in the suits are actually on the cutting edge. Digital copiers are designed to be networked devices; so, naturally their scanning capabilities run over the network.

We'll admit that for the past few years, **eCopy** succeeded by essentially dumbing down the network aspect of scanning and attaching PCs to digital copiers. But this era is coming to a close. Earlier this year, eCopy President and CEO Ed Schmid told *DIR* that 40% of eCopy's installations on copiers with Canon's MEAP (multifunction embedded application platform) capabilities no longer include PCs. This is because eCopy's latest generation of software is actually a true network application, and the MEAP architecture enables it to run like one—all the way down to its interface being displayed on the copier touch screen.



Fujitsu's fi-5000N is a biometrically-enabled network scanning device that is currently available in Europe.

Yes, at **AIIM/On Demand** you may have seen a host of new eCopy hardware partners showing off their PC-based eCopy ScanStations. But, in most cases, this is likely a temporary fix, as all the copier vendors we have spoken with either have, or will have, their own version of MEAP designed to enable embedded networked applications. eCopy and its competition have every intention of leveraging those platforms.

So, why would a user want networked scanning vs. PC-based scanning? Price may seem the obvious answer. Take out the cost of an attached PC, and you save \$1,000 per scanner. In a distributed capture environment involving several hundred scanners, this can add up. But, even more than price, control factors into the equation. In our Sarbanes-Oxley, HIPAA, compliance-crazy world, control over what is being put in your scanner, and what is done with it, is of ever-increasing importance. A networked scanning application tightens that control—especially in distributed

environments that can be spread out over hundreds of locations worldwide. When you factor in cost savings associated with centralized support, networked scanning starts to look pretty attractive.

If it's so great, then what's been holding back adoption, you ask? Try cost again. Let's take a look at the average cost of enabling networked scanning from a digital copier.

eCopy, the market leader in this space, has had a historical sweet spot starting around \$5,500 per device.

That's quite a bit more than a \$1,000

workgroup scanner plus a \$600 PC to run it.

[You'll notice how the cost of the PC fluctuates to fit the argument. It's such a variable figure, I thought I'd have some fun with it.] When you factor in \$1,000 per seat for document capture software, you're still at less than half the cost of eCopy-enabling a digital copier.

Granted, eCopy is the Cadillac of scanning solutions for digital copiers. **NSi**, for example, sells its scanning application starting at a list price \$3,700 per server and \$259 per connected device. You can essentially scan-enable five machines for less than \$7,000, which is more closely in line with workgroup scanner prices. Of course, there's bells and whistles that come with both types of applications that can add up too.

The bottom line is that whether you choose NSi, or a manufacturer developed application, networked scanning from a digital copier can be done for much less than what eCopy charges. So, why does eCopy continue to be the market leader? A lot of this has to do with ease-of-use. Even competitors admit that eCopy has designed a very elegant user interface, which is still predominantly run through a PC and an attached touch screen. Back to my point that eCopy has succeeded by providing the performance of a PC-driven scanner through a networked device.

And performance is probably the main reason that networked scanning has never completely caught on. It's simply a lot easier to manage a scanning application through a PC sitting next to a scanner than it is through a network connection. Did you ever try running a capture application and previewing an image with a digital copier touch screen? And most dedicated document scanners don't even have a touch screen, so how do you handle that?

When asked about the potential of adding a touch

screen to his company's line of workgroup scanners, **Visioneer** President and CEO Murray Dennis dismissed it as too expensive. He should know. Visioneer's Taiwanese OEM manufacturing partner **Avision** offers a touch screen-enabled networkable scanner for a list price of more than \$2,500. And it's rated at only 8 ppm. **HP's** Digital Sender is a similar device—although considerably faster. It lists for a price of \$3,200. So, Dennis has a point.

PCs sitting next to hardware devices—how cowboy. How back office. As we move from a niche application into the mainstream, we need to be more civilized than that.

What's Inside The Black Box?

Which brings us to a device that may offer the best of both worlds—the black box network enabler. We

first featured one of these

devices in our March 4, 2005 issue, when we discussed **silex technology america's** SX-5000U2 USB-device server. The device has a USB port where users plug in their scanners. It has an Ethernet cable coming out the backside that plugs into the network. It potentially eliminates the PC from the equation. I say potentially, because, in its current incarnation, a user still must go through a PC to launch the scanning application—albeit a desktop PC as opposed to one dedicated to the scanner.

At AIIM, silex introduced the next generation of this device, the SX-2000U2. The 2000 is smaller, less expensive (lists for \$149) and has room for a single USB plug-in. The 5000 has several USB ports. The 2000 is the model designed specifically with the distributed capture space in mind.

There are some drawbacks to working with this type of device, however. First, it can potentially slow down the speed of the scanner—although according to Keith Sugawara, VP of silex america's network division, recent tests show almost no degradation. The real drawback has to do with launching the scanning app from a PC. This could potentially involve running back and forth between the scanner and a desktop to complete a few simple scans.

Despite these drawbacks, silex has enjoyed some early success. According Sugawara, the company has secured an order of several thousand devices for an international installation. It also has a number of North American opportunities numbering in the "hundreds of units." Obviously, users in large distributed applications want network scanning capabilities.

But, what could make network scanning better? How about throwing some image processing

functionality in the box? From what we understand, **Kofax** is currently working on something along these lines. Its VRS technology, which is designed to automatically create high-quality scans, would be valuable in a distributed network scanning environment. After all, what could be worse than having to re-scan a document from a distributed site? And if you remove the PC, you also remove a lot of the visual preview/review capabilities. The VRS QC Later capabilities built into the latest version of *Ascent Capture* [see *DIR* 5/20/05], would seem to play well in a networked application.

But what about triggering the scan application from the scanner? **Visioneer's** trademarked OneTouch capabilities would seem to accommodate that type of thing. And we recently discovered that a couple months ago, **Fujitsu** launched a network scanning box that gives whole new meaning to the term "one-touch." Announced in the U.K. in late March, the fi-5000N is a network adapter for workgroup scanners that identifies users through a biometric finger ID utility. Apparently that ID can be used to launch a document workflow specific to a user. So, if every document I scan goes into the AP workflow, I insert my finger and off I go...

The fi-5000N lists for 350 British pounds (approximately \$640). According to an FCPA spokesperson, the 5000N is not yet available in North America but will be in the next several months.

So, you can see some of the potential of what network scanning can become. Yes, in many ways, it is another sign of our maturing document imaging industry. I mean, PCs sitting next to hardware devices—how cowboy. How back office. As we move from a niche application into the mainstream, we need to be more civilized than that. We need network control; we need boxes; we can't leave our scanner controls sitting out in the open for anyone to touch. We need guys in suits plugging these things in, not some specialized integrator tinkering around until they get it right... Not until that point will document imaging have been fully assimilated into mainstream IT. Of course, then what are we all going to do for work?

Visioneer Charges Forward

Don McMahan is clearly putting his stamp on **Visioneer's** business. At **AIIM 2005**, Visioneer announced a workgroup scanner specifically targeting applications that require ID card scanning. In recent years, this has been a very productive niche market for McMahan's former employer—**Fujitsu Computer Products of America (FCPA)**.

Visioneer also announced a goal of signing up a new VAR per day over the next few months. Presumably, this includes a lot of the contacts McMahan and VP of Channel Sales Rusty James, another former Fujitsu employee, made while at FCPA.

"In 2004, we went from 5% market share in the workgroup [sub-\$2,000] segment to 15%," said Murray Dennis, president and CEO of Visioneer. "This was in spite of our only having a duplex model on the market for the final six months of the year. This year, we plan to overtake **HP**, which in 2004 owned a 25% share of the North American workgroup segment, and was second behind FCPA."



Don McMahan, EVP,
sales and marketing,
Visioneer.

Visioneer's new **Xerox** DocuMate 272, which was awarded a Best of Show by AIIM's *E-DOC Magazine*, features the same capabilities as the DocuMate 262 that was introduced late last year [see *DIR* 12/3/04]. The 272 also includes a rear straight-path feeder, which is advertised as scanning ID cards at three seconds apiece. The DocuMate 262 carries a list price of \$1,195, while the 272 lists for \$1,295.

Fujitsu's fi-4120C2, which is touted as FCPA's "paper or plastic" model, lists for \$1,395. The 4120's card scanning capabilities have led to success in some very large healthcare-related installations including hospitals and pharmacy chains.

Visioneer's VAR recruiting efforts are backed by its new 20/20 Perfect Vision reseller program, which offers 7% volume-incentive rebates to top selling members. "This represents the first time Visioneer has had a solid reseller program in place," said McMahan. "We've made some key hires that have given us credibility with the channel. Right now, we are recruiting five hand-picked resellers in each of our five U.S. regions. These will be the 25 charter members of our Elite program."

In a follow-up e-mail, we received a month after the show, McMahan told *DIR*, "The program has been so well received that more than 150 VARs have signed up in the last 30 days alone. We are getting real traction and it's exciting to see the response."

Visioneer is also offering first-level help desk support training to VARs, which McMahan said is designed to give VARs more control over their accounts when compared to alternative service programs in which scanner vendors take the first

call. Finally, Visioneer has launched a blog specifically for its channel.

In addition to the on-the-record briefing we received, Visioneer previewed several intriguing future announcements. One thing Dennis mentioned was that, as scanning continues to move further into the front offer, he expects Visioneer's ease-of-use, specifically in the area of one-touch scanning, to differentiate the company's offerings. "We have some patents in this area that we feel some of our competitors are infringing upon," said Dennis. "We plan to take action to protect our IP."

When pressed for more details, Dennis said the patents were filed by a variety of entities including Visioneer, **Primax**, and **ScanSoft**. The confusion over who the patents were originally filed by is the result of a merger between the software entity of Visioneer and ScanSoft in 1999 [see *DIR* 12/18/98]. While Dennis would not comment specifically on who might be in violation of these patents, Fujitsu's ScanSnap, which advertises single-button scanning capabilities for several different application profiles [see *DIR* 5/6/05], would seem to be a leading candidate.

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

Canon Introduces New Scanners

Visioneer is not the only vendor pursuing the card-scanning niche where FCPA has had so much success. At AIIM, **Canon USA** announced two new scanners

featuring straight path, card-scanning capabilities. At a list price of \$795, the DR-2050C becomes the lowest priced duplex workgroup scanner on the market, undercutting Fujitsu's fi-5110C by \$100. The DR-2050C is rated at 20 ppm/40 ipm in bi-tonal and grayscale and 10/20 at 150 dpi in color. Unlike Canon's other most recently introduced scanners, it does not include a bundled version of **Adobe Acrobat**.

The DR-7580 represents Canon's production bi-tonal play. If you recall, **Kodak** and **Panasonic** also introduced upper-end, bi-tonal only models at AIIM [see *DIR* 6/17/05], and **Böwe Bell & Howell** and **Fujitsu** have offered bi-tonal alternatives for some time. With a list price of \$7,560 and a daily duty cycle of 10,000 scans, the DR-7580 probably competes most closely with Fujitsu's M4097D, although its rated speed of 75/150 could make it an attractive lightweight alternative to higher-priced, mid-volume production models.

For more information: <http://www.usa.canon.com>

FCPA SERVICE GAINING TRACTION

Fujitsu Computer Products of America (FCPA) continues to build its service program. FCPA launched its Service Star Alliance program two years ago. The program enables VARs to sell Fujitsu service contracts. It now has 110 resellers on board. "In our first year, less than 20% of our installations had FCPA service contracts associated with them," said Theresa Herweg, director of service marketing for FCPA. "Over the past year, we've raised that to 58%."

For more information: <http://www.fcpa.com/warranties/service-programs/>

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