

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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

March 2, 2012

THIS JUST IN!

MAIL ORDER COMPANY ACHIEVES IMPRESSIVE ROI WITH ICR

AnyDoc Software customer **The Johnson Smith Company** has been named as a finalist for the 2012 **AIIM** Carl E. Nelson Best Practices Award. Johnson Smith is a mail order company that specializes in novelty items (think presidential bobble heads and Darth Vader USB hubs). It has implemented OCR for AnyDoc for extracting handprint data from its order forms. AIIM will present its awards at its annual black-tie dinner being held on Wednesday, March 21, in conjunction with the AIIM Conference in San Francisco.

Approximately 40% of Johnson Smith's business comes from orders received on paper forms. This equates to thousands of forms per year. The forms include fields for credit card info., phone number, and shipping address, along with a field for listing item numbers, descriptions, item prices, shipping charges, and total price. Checks are also often received with the forms.

Through the application of **Open Text's** ICR technology (two separate engines and voting) and validation against Johnson Smith's business rules, the OCR for AnyDoc implementation is achieving 90-95% field-level accuracy rates. This has helped Johnson Smith achieve an ROI in just over six months. The retailer expects to achieve more than \$1.5 million in total savings in a five-year period.

"Johnson Smith achieved better results than we had planned, and eliminated nine manual touch points," said Ellen Pullman, IT manager for Johnson Smith, as quoted in a press release. "Most importantly, our customers reap the benefits as we are able to fulfill orders more quickly and accurately. We reduced our order

CONTINUED ON PAGE 8

High-Volume Experience Pays Off

Scanner vendors embrace solutions and services approach

Document conversion services is suddenly becoming a hot topic. Historically considered a lower margin, less sexy alternative to software development and integration, service bureau work is now emerging as an attractive complement to the emerging market for cloud services. This makes perfect sense: cloud services take software off premise, while conversion services can remove the in-house scanning piece of the document management equation.

Last fall, **Gartner** predicted a 6.5% CAGR from 2010 through 2015 in the market for inbound document services. According to a Gartner press release, "This growth is spurred on by the clients' need for completely automated workflows, competitive price pressures over the longer term, and the SDO [strategic document outsourcing] providers' ability to supplement inbound services revenue with other value-added SDO services."

In addition, last month we saw **ReadSoft** acquire **foxray** in a move aimed at increasing its reach into service providers. Said Bob Fresneda, president of ReadSoft, Inc., the U.S. arm of Swedish-based ISV, "The ability to lead this BPO [business process outsourcing] market helps protect our on-premise support revenue, as customers want to outsource or head to the cloud in the future. As the market changes, ReadSoft is well positioned to keep many of its current support contracts. But, for customers that want to outsource, we feel the foxray solutions can be sold to most of the BPO organizations they will utilize, which will help keep our revenues intact."

BPO complements legacy business

DIR recently caught up with a pair of high-volume document scanner vendors, who have already made the transition to offering document outsourcing services. **Scan-Optics**, a Manchester, CT-based organization that was a pioneer in the document scanning market, recently exited the hardware manufacturing business

and is now concentrating entirely on providing document imaging-related solutions and services. **BancTec**, meanwhile, while continuing to sell hardware and software solutions, has also made a concerted effort to increase its outsourcing.

“BPO is really a natural extension of what we have always done,” said Terry Holash, BancTec’s VP of operations for the Americas. “Throughout the company’s history, we’ve gained a lot of knowledge in the areas of both document and remittance processing by deploying high-volume solutions. We’ve been able to take advantage of the intellectual capital that we’ve accumulated by consolidating it in our own document and remittance outsourcing shops.”

Holash added that while declining paper volumes have reduced demand for on-site capture solutions in some markets, this dynamic has helped increase the opportunities for outsourcing. “My estimate, based on what I’ve seen in the market and have been reading from various analysts, is that the volume of paper payments is dropping about 8% a year,” he said. “Because of this, a lot of our customers who had formerly been running in-house payment processing systems, no longer have economies of scale where it makes sense to do that. As an alternative, they are looking for outsourcing services.”

Scan-Optics also views outsourcing as complementary to its solutions business. “When a solutions customer of ours has problems, chances are we’ve encountered those same problems at our service bureau,” said Ray Parker, said EVP, sales and business development, for Scan-Optics. “We have more insights into their environments than our competitors.

“We’ve also developed technology for our in-house operations that we’ve been able to license to our customers. We use some image enhancement and correction (ICE) technology in-house, for example, that can be applied to self-printed forms, like tax documents. It’s so effective, it can improve automated recognition rates by 25-30%.

“Conversely we’ve had technology that we’ve developed for our customers that we’ve subsequently duplicated in-house. One example is a labor management system that can be used to track the time at which somebody clocks in and when they start their data entry operations.”

Parker said that Scan-Optics currently has about 10 outsourcing customers, in markets like tax processing, testing (education/assessment), shareholder services, surveys, and financial services. “We are just starting to aggressively market our outsourcing services and would like to double their size in the next few years,” he said. “One of the biggest challenges with outsourcing is that it can be so cyclical. In certain applications all your documents are coming in at the same time of the year [tax processing], after certain events [a shareholders’ meeting], or the end of a month [invoices]. We are working on some contracts that should help us achieve better balance by spreading out some of our volume.”

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.

Vol. 22, No. 5



Editor: Ralph Gammon
4003 Wood Street
Erie, PA 16509
PH (814) 866-2247
FX (412) 291-1352
ralphg@documentimagingreport.com

Managing Editor:

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

DIR is published 23x per year, on the 1st & 3rd Fridays of the month, by:

RMG Enterprises, Inc.
4003 Wood Street
Erie, PA 16509
PH (814) 218-6017
<http://www.documentimagingreport.com>

Copyright © 2012 by RMG Enterprises, Inc. Federal copyright law prohibits unauthorized reproduction by any means including photocopying or facsimile distribution of this copyrighted newsletter. Such copyright infringement is subject to fines of up to \$25,000. Because subscriptions are our main source of income, newsletter publishers take copyright violations seriously. Some publishers have prosecuted and won enormous settlements for infringement. To encourage you to adhere to this law, we make multiple-copy subscriptions available at a substantially reduced price.

Subscriptions: \$597 (electronic) or \$670 (paper) per year.

Intelligent BPO

Scan-Optics differentiates its outsourcing practice by focusing on high-volume applications and ones that require significant customization. “For one customer, we have set up a scan-on-demand type environment,” Parker said. “Basically, this means their customers can send in a variety of customized forms. Our software automatically identifies the properties of each form before we begin processing it.”

BancTec also works closely with its customers to optimize their applications. “We look at outsourcing as a multi-step process,” said Holash. “We use a four-step methodology that is designed not only to reduce costs, but also to improve our customers’ processes—making them more efficient and saving them money.

“We leverage all the experience and process knowledge we’ve gained through our on-site solutions. We have a team focused on operational excellence that includes a Six Sigma Black Belt who is supported by a group of Green Belts. They are constantly on the lookout for improvements that can be made.

“For example, there is an insurance company for which we do all inbound claims processing. Initially, we were basically ingesting all the claims and transferring them into the insurance company’s system. From there, their claims workers would pick up the documents and handle the processing. Most of the data entry was being done manually.

“Looking at the documents, we realized that applying our recognition technology could increase automated data entry by 40-50%. Combining this with some other improvements, we have been able to improve the speed with which our customer can process its claims by 30%. Its employees are doing less keying and are able to focus on other steps. It used to be that they could have a backlog of up to 35,000 claims at the end of a day. Now, that’s down to 1,000-2,000.”

Holash acknowledged that relatively recent improvements in recognition technology have made it possible to reduce manual labor in ways that could not be done historically. “Especially in the area of reading semi-structured and free forms, we have seen accuracy rates increase,” he told *DIR*. “This has helped us with invoice processing, for



Terry Holash, VP of operations, Americas, BancTec

example, and our accounts payable outsourcing business has really been taking off.

“For A/P, we offer a real soup to nuts solution, where we ingest paper, faxed, or electronic invoices, recognize the data and send it to our customers for purchase order matching. We even have software through which our customers can handle their exceptions.”

BancTec is also aggressively marketing “Medical Lockbox” services. According to a brochure, “BancTec’s Medical Lockbox service provides total automation of processing ERAs (electronic remittance advices), paper EOBs, ACH, checks, credit card payments, and associated correspondence. The service also provides secondary processing and a complete cash balancing module.

“The BancTec Medical Lockbox service utilizes the latest in image and data capture technology to convert paper insurance payments, patient payments, and collection agency payments into 835 electronic remittance files so they can be directly posted to your specific medical billing system. BancTec manages the entire process, from automatically re-associating and balancing the transaction, to filling in missing claim data from your original 837 file submission in order to reduce and or eliminate posting errors.”

Focusing on controlled growth

Scan-Optics is also launching an A/P outsourcing service—which will be hosted in a cloud environment. “We’re talking to a couple potential customers,” said Parker. “They will have their invoices diverted to us and we’ll scan, extract, and verify the data. We are targeting mid-sized corporations.”

Parker stressed that Scan-Optics carefully researched the A/P market before launching its new services offering. “We are a small company, so we have to be careful how we approach the market,” he said. “We do pilots to help us see what works, and if it looks like something we want to go after, we will then address the market.”

One market where Scan-Optics is already firmly established is tax processing. Scan-Optics recently introduced its next-generation TaxExpress 3D software, which is aimed at its largest vertical market. “We support tax processing systems for 14 states and the U.S. Virgin Islands,” said Parker. “We understand this application, which can be more complex than capture apps in other markets.

“You have to deal with remittance payments and

cross tabulations. One advantage is that we have people who have worked on tax processing solutions for 15 years. Our goal is to get our current customers to upgrade their on-site systems to our newest software. A lot of times, they are forced to upgrade when they upgrade to newer back-end tax processing systems.”

Historically, Scan-Optics has sold these customers both hardware and software. “The truth is customers really don’t care whose hardware they are using, as long as you are providing them with a solution,” said Parker. “We’re going to continue to service the scanners we have out there, but our Solutions Group is now selling component solutions that include our software, but it can also bring in other vendors’ hardware and software.”

Leveraging the same platform as TaxExpress, Scan-Optics has developed a more general software application called ProcessExpress. Scan-Optics is looking at markets like the digital mailroom and order processing. “We are just starting to secure our first handful of TaxExpress 3D customers and talking to our first commercial customers for ProcessExpress,” said Parker. “As I said, we have to be very careful in how we choose to diversify.

“ProcessExpress offers forms recognition, data extraction, and release into upstream systems. But, the most important element is its dashboard for managing the capture workflow. It’s a tool that can really make a user more productive. We’re alpha/beta testing the software in-house in our service bureau.”

Coincidentally, Scan-Optics had previously been licensing BancTec’s CenterVision software as its capture platform. “It finally got to the point where we were requiring so much customization, that we both decided it would make more sense for us to develop our own software,” said Parker.

Scan-Optics’s Solutions Group is supported by Access Services, which is owned by Scan-Optics and probably best-known as a third-party vendor service provider in the document imaging industry. “We’ve adjusted our model so that all our support calls for solutions now go through Access Services,” said Parker. “We’ve had this world-class service organization that we haven’t been taking full advantage of, but that has changed. Access Service is now involved with our Solutions Group from day one with a customer.”

Bringing all the parts of Scan-Optics’ business together has led it to some larger, more diverse deals, such as a contract as the primary integrator

for the **U.S. Virgin Islands Bureau of Internal Revenue**. “We are providing consulting on all their information services, as well as their CRM system,” said Parker. “We are more than willing to partner with other integrators and software vendors to provide component solutions for our customers.”

The wave of the future

BancTec and Scan-Optics are certainly not the first hardware vendors that have realized the importance of transitioning deeper into solutions and services. In fact, this type of transition has been an ongoing theme in *DIR* for a few years now. On the high-end, we’ve seen acquisitions by **Xerox** of ACS, **HP** of EDS, and **Ricoh** of IKON, aimed at facilitating the same type of transitions that BancTec and Scan-Optics are making. And **Canon USA** also recently launched a subsidiary focused on service and solutions [see *DIR* 5/20/11].

On a less grandiose scale, we’ve seen **Kodak** invest more heavily in document imaging software in recent years, while also amping up its marketing and messaging around its services offerings [see *DIR* 11/4/11]. And **Fujitsu**, of course, has invested in ISVs **KnowledgeLake** and **ABBYY**. We’ve even seen the traditionally services-focused **Databank** acquire a solutions provider to help it diversify [see *DIR* 11/18/11], and in this week’s issue we discuss a hardware- and capture-focused reseller that has made an acquisition to get it deeper into solutions [see page 5].

The bottom line is that solutions, and outsourced services (that provide solutions), are the future of the document imaging industry. While hardware continues to be necessary to make document imaging happen, it is certainly no longer the driving force in the market. Fortunately, it seems most scanner vendors have come to this realization ahead of their MFP/printing counterparts—who are somewhat grudgingly trying to transition to managed print services (MPS) models at this moment.

Sure, there’s room for everybody to play in this new solutions-driven landscape, but, market share is already being carved out. Instead of big-iron determining the winners, it’s a combination of new software technologies in areas like IDR, BPM, and the cloud, and the ability to deliver them in an integrated environment that is determining the imaging giants of the future.

For more information: <http://www.scanoptics.com/>;
<http://www.banctec.com/business-process-outsourcing/>;
<http://www.banctec.com/business-process-outsourcing/medical-lockbox/>

Resellers Combine Strengths

On the high-end of the market, document and data capture came together several years ago. The recent acquisition of **Relion** by **Image Express** shows that this convergence is now fully manifesting itself in the mid-market as well. You might compare the recent combination of the two Minnesota-based value-added resellers to the merger of ActionPoint and Captiva, or Kofax's acquisition of LCI several years ago.

"Our biggest strength has historically been doing capture and pushing images into back-end systems," said John Boyle, VP of sales and marketing for Image Express. "Relion installed a lot more customized solutions that feature complex automated data extraction and integration with ERP systems. It was really a perfect fit. With Reliant, we are picking up some very technically proficient people. And we have a much larger network for sales and marketing than Reliant did."

Image Express was founded in 1997 as a reseller primarily focused on **Kodak** hardware and software. It also resells some mid-market document management software and has a conversion services bureau. "We have some big customers like **Target**, **American Express**, and **Blue Cross Blue Shield**. To those type of customers you can sell a lot of high-volume scanners and services.

"But, while we'll always sell hardware, it's no secret that you can now get faster, high-quality scanners at lower prices than ever before. This is kind of a double-edged sword. While it reduces the profits you can make on hardware, it opens up more opportunities for imaging solutions—especially in the SMB. While Image Express has been involved in selling solutions, most of the time, if we were doing any software customization, it was with the ISV's support."

This is where Relion's value comes to the forefront. "Relion's founder started out as a professional services provider, whose customers then started asking him to provide software, hardware, and eventually conversion services," said Boyle. "So, while we both were running similar types of businesses, we had taken different paths to get there. And, while Relion was doing very well, its owner, Terry Bradt, found he was constantly worrying about managing the business side of things, like how to effectively grow his business."

Bradt now becomes CTO of Image Express, which is headquartered in Eden Prairie, MN. Relion's offices in Rochester, MN, which are about 100 miles

to the southeast, will remain in operation, as well as service bureaus at both locations. "We really expect everything to remain the same for Relion customers," said Boyle. "No one is leaving and prices aren't going up."

Image Express will also take on Relion's product line, which includes **BancTec's** A/P Master image capture and purchase-to-pay software, as well as **AnyDoc's** capture software. Image Express already resells Kodak Capture Pro, and **FileBound**, **Digitech**, **EMC**, and **Computhink** document management systems.

For more information:

<http://www.imageexpressinc.com/>;

<http://www.relionus.com/>

Kodak rebate and development dollars still flowing

On the hardware side, Image Express has no plans to consider other vendors, even following Kodak's recent bankruptcy filing. "We haven't experienced any negative fallout from the bankruptcy," Boyle said. "All rebates and promotional money has been paid out like they always have been."

This certainly jives with the message that Kodak Document Imaging is sending out. According to Russell Hunt, Regional Business Manager, U.S. and Canada, for Kodak DI, "All product rebates are being paid in all flavors, all versions, pre- and post-filing. All the outstanding requests for development funds before the petition for bankruptcy will be honored.

"They haven't all been paid or credited yet, but they have been approved and will be paid in the normal course of business, which means over the next 30 to 60 days. Going forward, we will have a development fund program but the approval process is still in place and the total budget is being reduced."

Hunt also shared with us a presentation made to lenders, which clearly lists Document Imaging, as one of Kodak's three core business (along with Digital Plates and Retail Systems Solutions). Kodak also lists four "growth businesses" that it will focus on, including Workflow Software and Services, which is managed along with Document Imaging in Kodak's Enterprise Services and Solutions group headed by DI veteran Dolores Kruchten.

Kodak's "core businesses" (including DI) combined to produce \$2.3 billion in revenue in 2011 and reported \$214 million in adjusted EBITDA—both figures representing slight growth from the previous year. Making its "growth businesses" profitable

seems to be the biggest challenge for Kodak, as these areas combined for \$1.2 billion in revenue in 2011, but reported an adjusted EBITDA of negative \$415 million.

For more information:

http://www.kodak.com/ek/US/en/Kodak_Transforms/Home.htm

Cloud Services Target SMB-Driven Markets

One of the chief benefits of hosted or cloud-based software, is that it's supposed to make complex applications like document imaging and management available to the mid-market. **DocuLex** certainly believes this to be true and recently launched a pair of hosted vertical applications targeting markets populated with a large numbers of small and mid-sized organizations. The Winter Haven, FL-based ISV has announced cloud-based solutions aimed at the automotive and real estate markets.

At the core of both products is DocuLex's Archive Studio WebSearch document management software. "WebSearch provides the security, auditing, and search and retrieval capabilities required in both markets," said David Bailey, president of DocuLex. "We are hosting the software, so that means that real estate agents and automotive dealers can be almost IT illiterate and still take advantage of WebSearch's capabilities."

According to Bailey, a key element to making these applications a realistic option in the targeted markets has been the introduction of a Web-based scanning client. "The only thing our customers need to install locally is a TWAIN driver, which talks to our capture application," said Bailey. "This enables us to control their scanners through the browser. This puts all the software maintenance on our end. If something goes wrong, we don't have to get into our customers' environments and figure it out."

Bailey said that document security is the main selling point to automotive dealers. "They are very susceptible to identity theft from their documentation," he said. "Dealers face fines and lawsuits if any sort of personal information is compromised. This includes not only credit card information, but everything down to addresses."

"There are scams where someone comes into a dealer and distracts an employee while their partner looks on desktops for information. With a document management system, customers' documents can be scanned and then destroyed, and the dealers have an audit trail that shows every instance when

somebody looks at a document online."

According to the consulting firm Urban Science, there are close to 18,000 auto dealers in the U.S. "We have a few dealerships with in-house systems, but those are typically larger ones—closing 500-800 deals per month," said Bailey. "Most dealers only average 100 deals. Historically this market has been very underserved by document management technology."

Bailey noted that many automotive dealers are already comfortable licensing hosted software through **Reynolds and Reynolds**, which provides a popular dealer management system. "Dealers certainly have a lot of paperwork," he said. "There are probably 45 pages related to each deal they close. A lot of these are forms that need to be signed, so there's not a lot of electronic files—although we can certainly archive those as well."

DocuLex's plan is to charge dealers per transaction. "We will then retain the documents in our system for as long as a dealer's state laws require," said Bailey. "We won't be earning any additional income on archived documents, so we'll be motivated to do a good job to keep users capturing new documents into our system."

Bailey said DocuLex is considering offering users a scanner with a one-year minimum use agreement. "I tested a **Plustek** PS288, which is like a \$400 scanner," he said. "It did an amazing job handling the varied sizes and colors of documents you come across in an automotive deal, in a single batch. And through the scanner's TWAIN driver, we were able to take advantage of several image processing features."

Archiving closing documents

For real estate brokers, DocuLex is offering a hosted service for capturing and storing closing documents. "Every time a broker makes a sale, they are responsible for keeping the closing documents safe and secure for a period of about seven years," said Bailey. "They are subject to the same security regulations as the auto industry, regarding personal data. Today, real estate brokers often store documents in boxes in their garages."

"We are offering brokers two ways of licensing our service. They can pay a monthly fee. Or, each time they close a deal, they can just include a charge that they pass on to their customers as an archiving fee."

The cloud-based real estate service was introduced in December. "We've had some success," said Bailey. "However, overall real estate is a depressed market. I fully expect sales to improve as the real

estate market in general improves.”

Bailey concluded that the theme behind marketing a cloud-based solution is the same in both vertical markets that DocuLex is targeting. “Basically, we’re offering users access to everything through a browser,” he said. “We’ve priced our service affordably and have minimized any IT support required on the customer’s end.

“We think our timing is good, because two years ago, this type of solution was not possible. It would have required too many moving parts.”

For more information:

<http://www.doculex.com/resources/industry-specific-document-management/>

HTML 5 Viewing SDK on Way from Lead

On the heels of the latest release of its popular LEADTOOLS Document Imaging SDK, **Lead Technologies** is preparing to dive more deeply into the mobile space with its LEADTOOLS Anywhere technology. LEADTOOLS 17.5 features significant improvements in areas like PDF, OCR, and SharePoint integration. LEADTOOLS Anywhere features an HTML 5 viewer designed to work with mobile platforms.

“The PDF improvements are some of the most significant upgrades in LEADTOOLS 17.5,” said Greg Ross, technical marketing developer for Lead. “Previously, our technology was optimized to work with rasterized [image-only] PDFs,” he said. “Users can now have direct access to the text in PDFs created from electronic files. Basically, you can now use our toolkit to develop applications on par with the functionality in Acrobat Pro, which we think is a big differentiator.”

On the OCR front, Lead has made its technology faster, improved table recognition, improved its zonal capabilities, and introduced new segment based auto-binarization to improve the accuracy of its color image recognition. Lead develops its own OCR engine, which it markets as its Advantage module. This is where most of the improvements were made. Lead also license **Nuance’s** OCR, which it sells as its Plus and Professional modules.

Previous versions of LEADTOOLS could load images into SharePoint. “With 17.5, we’ve introduced the ability to incorporate bar code recognition, OCR, and PDF capabilities in SharePoint applications,” said Ross.

Ross added that Lead has historically focused on

the Microsoft technology stack. “LEADTOOLS Anywhere represents us branching out and targeting additional platforms,” he said. “Our HTML 5 viewer should be able to run on tablets, mobile phones, and any device that has a browser with HTML display capabilities.”

The viewer will feature zooming—both mouse and touchscreen driven, as well as annotation. It will be able to display more than 150 different file types. “It’s a zero footprint deployment,” said Allen. “The viewer will run some Javascript code, which will enable it to connect with other functionality, like PDF and OCR, that runs on our Web server.”

The initial version of LEADTOOLS Anywhere is scheduled for release toward the end of the first quarter or early in the second quarter. “Later in the pipeline we have native libraries planned for iOS and Android that will be able to be deployed in mobile apps for those environments,” said Allen.

For more information:

<http://www.leadtools.com/sdk/engine/document.htm>;
<http://demo.leadtools.com/HTML5/default.htm>

Freemium App Synchs Box with SharePoint

LivingAnalytics has introduced a new SharePoint Feature for synchronizing **Box.com** accounts with SharePoint libraries. Called LibraryCard, it’s designed to enable users to take advantage of the user friendliness of the Box interface, while being able to apply the governance of a SharePoint environment to files being managed with Box. The software is currently in beta, but has already been written up on the Box blog. LibraryCard will be marketed as a freemium application.

“Basically, there are a lot of IT people and records managers that want to use SharePoint to manage all their documents,” said Chris Riley, a co-founder of LivingAnalytics who is currently acting as an advisor to the company. “A lot of salespeople, however, hate the SharePoint interface and would rather use Box. LibraryCard enables them to use Box, but have their account linked behind the scenes to SharePoint, where all the proper records management, back-up, and security controls can be applied.”

“The goal of LivingAnalytics has always been to solve content needs with simple to use solutions,” said Patrick O’Fallon, a LivingAnalytics co-founder who is currently running the company. “We like to bridge gaps, like the one between SharePoint and Box. I know a lot of solutions have claimed to synchronize from Box to SharePoint, but the way

they have typically handled it has been cloud-based or outside the SharePoint infrastructure.

“We have some fairly deep understanding of SharePoint best practices, and we knew we needed to write LibraryCard as a native application within SharePoint.” (Microsoft defines a SharePoint Feature as “a modular server-side, file system-level customization that contains items that can be installed and activated in a SharePoint environment.”)

An on-line demo of LibraryCard shows how a user can introduce Box files into their SharePoint implementation. Box account information is entered into LibraryCard, and a new SharePoint library is automatically set up that contains the documents from that Box account. Every time a user adds new documents to their Box account, those documents are duplicated in the SharePoint library. Changes made to documents in Box are synched in SharePoint.

Basic functionality like the synching of Box libraries with SharePoint will likely be offered as part of a free download. More advanced premium features will be available for a charge. “A lot of the current enterprise-class synchronization services available for Box and SharePoint are very expensive for users to get into,” said O’Fallon.

An interactive demo of LibraryCard is currently being hosted by CloudShare, the company that Riley now works for [see DIR 7/22/11]. “There are a number of large organizations that have needed this type of functionality for a long time and are beta testing our technology,” said O’Fallon. “We are

pretty excited about that. Most of the testers are SharePoint administrators.”

For more information: <http://livinganalytics.com/>; <http://livinganalytics.com/?products=librarycard>; <http://blog.box.com/2012/02/connect-box-to-legacy-systems-with-library-card/>

ANYDOC, JOHNSON, FROM PAGE 1

turnaround time from two-and-a-half days down to one day, and quicker access to order information allows us to streamline merchandise restocking and minimize backorders.”

AnyDoc reseller **CPT Intelligent Technologies** acted as the systems integrator.

For more information: <http://www.anydocsoftware.com/>; <http://www.cptinfo.com/>; <http://www.captaris-dt.com/>

Clarification on Parascript article

While we’re on the topic of ICR, Dwayne Ritchie, Parascript VP of sales and marketing, wanted to clarify one point we made in last week’s article on his organization’s new channel program. “It’s subtle but important,” he e-mailed us. “While [a competitive recognition vendor] is considered by some to have one of the best OCR engines for machine print (and this is probably a fair statement), this is only the case if the machine print is of very good quality. In the real world, documents are often anything but good quality. Parascript is not only the best at cursive and handprint recognition, but also the best in the world at reading machine print if that machine print is anything less than very good quality.”

Subscription Order Form for RMG Enterprises, Inc.

4003 Wood Street • Erie, PA 16509 • Phone (814) 218-6017 • e-mail: ralphg@documentimagingreport.com

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

SCAN: The DATA CAPTURE Report

Premier Management & Marketing Newsletter of Automatic Data Capture

1 year (24 issues)

- electronic copy @\$597
- paper copy @\$670

- electronic copy @\$597
- paper copy @\$670



Name _____ Title _____

Company _____

Street _____

City _____ State _____ Zip _____

Phone (____) _____ Fax (____) _____

E-Mail _____

Please enter / renew the following subscription.
(Add \$33 on all orders outside of Canada and the United States.)

Payment Enclosed (Remit to: RMG Enterprises, Inc., 4003 Wood Street, Erie, PA 16509)

Charge My Credit Card (Charge will appear as RMG Enterprises.)

____ AmEx ____ Visa ____ MC ____ Discover _____ card number _____ expire date

Bill My Organization (Purchase order # optional.) _____