

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 22, 2019

THIS JUST IN

RICOH'S NEW INTELLIGENT MFPs INCLUDE BETTER SCANNING

Ricoh recently introduced what it is billing as its "first series of intelligent MFPs." Announced earlier this year, the RICOH IM C Series includes a new Dynamic Workplace Intelligence feature, designed to keep the devices up-to-date with the vendor's latest software and firmware features. The C Series also includes improved scanning capabilities, the ability to create and store customized profiles, and connection to Ricoh's Cloud Workflow Solutions portfolio—a group of capture and ECM-related offerings targeting the SMB [see [DIR 8/17/18](#)].

"Dynamic Workplace Intelligence is a collection of new technologies, one of them being Ricoh Always Current Technology, which is designed to give the products new capabilities as they become available," said Jonathan Bees, of **AR Advisors**, a firm that works with Ricoh USA. "It's not only about keeping software and firmware up to date, it's also about letting users buy new capabilities as they come on board. For example, being able to control a device through voice recognition is a feature that is not available yet, but, as the platform evolves, should become an option."

Craig Temple, director, business solutions marketing, for Ricoh USA, added that this will enable all of Ricoh's customers to stay current. "The typical duration of an MFP lease is three to four years," he said. "With Always Current Technology, even if you installed your fleet three years ago, your capabilities should be up to date, which will enable you to get more value from both hardware and software."

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Intelligent Capture Drives Process Automation

OpenText positions capture at front of intelligent enterprise stack

OpenText's acquisition of EMC's Enterprise Content Division (ECD) in early 2017 gave it a wide swath of capture technology. This included everything from toolkits to a market leading enterprise capture platform, to quite a bit in between. After spending some time organizing and positioning this expanded portfolio, OpenText appears ready to move forward into the next generation of capture through the introduction of cutting edge technologies like AI and machine learning into its platform, as well as increasing cloud delivery options.



*Chris Wynder,
director, capture and
OEM marketing,
OpenText*

"Capture is still a key software market for us—but not in the traditional paradigm through which you connect to a scanner, OCR a document, and dump it into a separate application for processing," said Chris Wynder, who was recently appointed director, capture and OEM marketing, for OpenText. "Rather, we are now positioning capture as a key piece of process efficiency—something that has huge value to enterprises across industries. We want to ensure that our entire portfolio can serve as a key piece of the emerging intelligent automation market. We view capture as core component for initiating intelligent processes. That's because, as everyone has said for the past 25 years—garbage in, garbage out."

Like almost everyone else in the ECM industry, OpenText is looking to make the transition to intelligent content services over the next few years. "Capture is foundational piece for that," Wynder said. "It's how you get information into your content services. Now days, in addition to paper, people are dealing with electronic content coming from so

many sources that they need a system to manage it across departments. That is the future of capture—being able to utilize intelligence to understand what is coming in and where it needs to go.”

According to Wynder, the next release of the OpenText Captiva enterprise capture platform, version 16.6 (due out this spring), will feature improved machine learning for classification and extraction. “We’ve really sharpened the axe in regards to the machine learning built into our capture software,” he said. “In testing, it is running twice as fast and accurately as manual data entry. We think we have achieved a good balance between speed and accuracy to increase throughput rates.”

Wynder explained that OpenText’s Magellan AI, which was announced in 2017, is being incorporated into the capture platform through a separate initiative. “At some point we will incorporate Magellan, which has the ability to incorporate organizational knowledge from third-party systems in areas like ERP, EMR, or CRM. The goal is to unburden people with the task of have to appropriate X document into system Y. Magellan should be able to be used to initiate this type of process in an automated way.”

Three-pronged marketing approach

The current OpenText capture portfolio has been set up to address three key market segments:

■ **Enterprise users:** This is the traditional Captiva market. “These are enterprises that have complex capture processes and are looking to automate key user tasks,” said Wynder. “We can address this with our intelligent and augmented capture products. These enterprises would typically have their own infrastructures—either on premises or in a private cloud.”

■ **OEM opportunities:** “These are vendors that might have gaps in their offerings,” said Wynder. “This is a play we had been very successful with prior to the ECD acquisition and which has been expanded through that. We are bringing a new focus to this area and will have marketing efforts specifically aimed at this market.”

■ **Cloud-born workloads:** “As part of our strategy moving forward, we will have two parallel cloud plays,” said Wynder. “One will be traditional capture applications that will be the functional equivalent of on premises applications but hosted within our cloud environment. The other will be a set of capture microservices designed to work as part of larger, fully elastic cloud apps—e.g. HR onboarding in the OpenText cloud or invoice management connecting an outside vendor via a portal to their ERP cloud.

“Our cloud born tools are now being built with an

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

Areas we cover include:

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

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



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architecture designed to be part of a LEGO-like system. Users should be able to do things like start with a mobile app and then move to an OpenText Cloud and then an SAP cloud, all in a very secure seamless manner. Capture needs to mirror the way content services are being designed to work.”

Security remains strong focus

Wynder stressed that security remains a priority for OpenText as it moves forward—and its actions in this area may help differentiate it from some of the newer Capture 2.0 players. “Our clients are very concerned about security and, as our CEO Mark Barrencea often talks about, they trust OpenText because we guarantee that we have no interest in monetizing their data,” said Wynder. “Even within our machine learning for capture, we don’t extract and use our clients’ data as part of a larger training set. From our perspective there is too much risk of exposing their data.

“As we move forward and continue to expand our accuracy, speed, and ability to identify and direct completely novel documents, we will do it in a safe and transparent manner where our clients’ security is paramount. We think that using our machine learning modules, plus our Magellan AI platform, will allow us to provide highly accurate intelligent process automation, in the cloud or on-premise, that uses only a customer’s own data and processes. We are already seeing our first clients moving in this direction and the results are very robust.”

Wynder continued that OpenText’s solutions-oriented approach differentiates its software from capture initiatives currently being launched by tech giants like **Amazon, Google, and Microsoft** [see [DIR 2/1/19](#)]. “Right now, we are seeing the emergence of a set of microservices from AWS, Google, and Microsoft (which we also can use as cloud hosts for a variety of our capture products) that focus almost exclusively on OCR,” he said. “From our perspective this is interesting, and we are looking at how it affects our OCR-specific products (e.g. PixTools and OpenText Document Reader), but at the moment simply being able to OCR a document is not the functional equivalent of what our customers use Captiva for—which is a larger set of workflows, classifications, and APIs. We think the era of enterprises building their own capture products is over, and they are now looking for intelligent capture that can do more than just capture scans and dump them into a repository with a blob of extracted text. We are not looking just

at data anymore—we are looking at processes.”

For more information:

<https://documentum.opentext.com/captiva/>

ABBYY Aggressively Pursuing Contract Analytics

Automated contract analytics is a hot market. In a recent survey of predominantly Fortune 1000 companies, 37% of the respondents (primarily from corporate legal departments) reported they are using AI for analysis and review of contracts and agreements. Of the respondents who weren’t using AI, almost half said it is likely that their organizations will implement it in 2019.

The survey was performed by **Ari Kaplan Advisors**, which was contracted by **Seal Software**, one of the hottest vendors in the contract analytics market. This summer, Seal, which bills itself as “a leading provider of contract discovery, data extraction, and analytics,” secured a \$30 million round of funding, bringing the total investment capital it has secured over the past four years to more than \$40 million. This is for a company that, according to its 2018 *Inc. 5000* listing, did \$15.6 million in revenue in 2017.

ABBYY, with its recently redesigned Text Analytics for Contracts (ATAC) software as a service (SaaS) offering, is hoping to secure a piece of this burgeoning market. “The contract analytics market is in its very early stages,” said Andrew Pery, who is working for ABBYY as a consultant specifically related to ATAC.

“**Aragon Research** has it listed as a subset of the Content Intelligence market, which it has being worth more than \$1.5 billion, but contract analytics is still very young. I’d say it’s worth just around \$100 million a year right now, with a lot of the competition coming from well-funded start-ups.”

ABBYY initially launched ATAC as a managed services offering last spring. “ABBYY was very much involved in working hands on with early adopters to make sure their implementations were successful,” said Pery. “Since I came on board last July, we’ve begun to reposition ATAC as more of a true SaaS offering. We are working very actively to raise its visibility.”

In many ways, Pery is the perfect candidate

for the job of promoting ATAC. He is a long-time ECM marketing executive, having spent time with Hummingbird (now part of **OpenText**), **Kofax**, **ReadSoft**, and **Top Image Systems**. In addition, he earned a Masters of Law Degree from Northwestern. "Given my legal background, particularly around privacy law, I have the subject matter expertise to help position this product," said Pery.

According to the ABBYY Web site, ATAC "automatically discovers insights from contracts to speed content migration, obligation analysis, and risk mitigation." "It incorporates a number of elements from the ABBYY technology stack, including OCR, classification, extraction, segmentation to pull out clauses, the ability to compare clauses...users can also snap-in third-party components that might have capabilities like NLP and AI," said Pery. "There is also an orchestration engine than can be used to invoke different services in any sequence."



Andrew Pery,
consultant for
ABBYY on ATAC

ATAC works by utilizing samples to create a logistical model of a contract. "Many people view contracts as unstructured documents, but they are actually highly structured, with specific clauses, subclauses and paragraphs," said Pery. "ATAC applies machine learning to surface specific clauses from a sample set of contracts. This helps identify the clauses that need to be evaluated and used to build a clause library.

"This library can then be utilized for compliance with GDPR, for example, which includes a provision that says certain terms must be incorporated in a filing. A user could do a comparison of all the corresponding clauses and look at the differences. There can be a high degree of automation, but there can also be manual review set up through the ATAC workflow.

"The biggest potential use case is probably content migration, which involves ingesting third-party contracts, digitizing them, and extracting entities such as the important parties and key obligations. This can be a very important function in contract lifecycle management applications."

ATAC is built on MongoDB and hosted on AWS. "It's a cloud-based platform with a series of

microservices that are designed so they can be snapped in and out," said Pery. "It's only available as a cloud-based service because of the processing power required. It's running in a multi-tenant public cloud, but each tenant is segregated. We had a third-party do security testing."

The target market for ATAC is corporate legal departments. "These are the people in charge of compliance and responsible for corporate governance, risk analysis, M&A activity, and privacy," said Pery. "All organizations are currently under pressure to mitigate their compliance risk due to regulations like GDPR, as well as additional financial regulations. Large companies manage tens of thousands of contracts a year, and they are investing in solutions to automate and accelerate their review processes.

"One route to market to reach the largest companies is through global consulting firms that have practices focused on compliance. But, we are also targeting mid-market companies with annual revenues between \$500 million and \$1 billion. For these organizations, we have the benefit of a partner ecosystem spread across many different ABBYY products who can upsell ATAC into their existing customers bases."

ABBYY is also in discussions with large service providers. "We are quite pleased with our list of early adopters," said Pery. "Projects we've done span across multiple industries like insurance, healthcare, and international consulting. We believe we have significant opportunity to grow and are being very active in thought leadership and working with trade organizations like the **Association of Corporate Counsel**. We have been very active in lead generation and will be ramping up even more in the first two quarters of 2019."

ABBYY reports 15% growth

Contract analytics represents another hot growth area adjacent to the capture space that is being pursued by ABBYY. The ISV has already realized strong success in the RPA (robotics process automation) market and recently expanded its partnership with **NICE**. NICE, which is listed as one of the leaders in the RPA space in the **Everest Group's** 2018 PEAK Matrix, has integrated ABBYY's FlexiCapture software with both its attended and unattended robots. According to the NICE press release its "RPA platform now incorporates AI capabilities to streamline the processing of

unstructured data contained in scanned documentation.”

“Previously NICE was just licensing our FineReader Engine,” said Bill Galusha, director, product marketing, for ABBYY. “With the expanded partnership, NICE has introduced new integration with FlexiCapture that has been certified by ABBYY. Also, we now have a partnership agreement in place that enables NICE sales teams to refer clients and partners, who require enterprise level document and data capture requirements, to ABBYY.”

ABBYY already had similar partnerships in place with UiPath and Blue Prism, who are both also listed as leaders by Everest. These partnerships, which contributed to ABBYY’s strength in the enterprise sector, helped the ISV realize 15% revenue growth in 2018. According to a press release, “In 2018, ABBYY increased its global partner network by more than 20%. Additionally, the company entered into multiple strategic partnerships with RPA vendors, all of which generated significant revenue.”

For more information:

<https://www.abbyy.com/en-us/solutions/text-analytics-for-contracts/>

Why the Cloud Matters for ECM

To drive continued growth, DocuWare launches new Cloud Partner Program

Mid-market focused ECM ISV **DocuWare** recently announced greater than 50% growth in the number of companies licensing its software on the cloud in 2018. This brings its total number of cloud customers to more than 2,000 with more than 100,000 users. DocuWare notes that documents being stored by these cloud users was up 124% YOY in 2018 and reached 112 million.

DocuWare has also announced that its Cloud Partner Program, which was launched in its home country of Germany in 2018, is now being rolled out in the U.S., targeting “small tech companies who already provide IT services.” We caught up with Max Ertl, co-president of DocuWare, who shared with us his thoughts on why the cloud is now such an important part of DocuWare’s business.

“Document management and ECM is a solution that every company can benefit from—

no matter how big or small,” Ertl told *D/I/R*. “But, when you look at the market, bigger companies have it installed more often. There are various reasons for this. One might just be the volume of processes these bigger companies can address. They might have a single process that they execute 500 times per day—and utilizing ECM to automate that one process can deliver a clear ROI. Smaller businesses might not repeat any one process that many times, so they need to use document management to address more things but are not as willing to make a first-time investment because the ROI is not quite as clear.



Max Ertl, co-president, DocuWare

“With the cloud, however, a lot of the objections go away. The total cost of ownership is lower. ECM on the cloud enables a company to spend \$10,000 to try a system. There is no investment in servers. In addition, with on premises systems, over time, there are going to be migrations to newer servers. You have to account for back-up and security. In our cloud, we store customers’ files in two separate data centers hundreds of miles apart. What mid-size company does this?”

According to Ertl, considering all the potential logistics and costs of an on premises ECM implementation will often lead to a company saying they will wait until next year. “With a cloud ECM implementation, the user doesn’t have to worry about any of this,” he said. “They just log in and we take care of all of it. Suddenly, with the cloud, for the cost of an on premises proof-of-concept, they can have a fully functional ECM solution.”

To the surprise of many experts, cloud adoption has ranged the full spectrum of businesses. “A lot of what people predicted about cloud computing has come true, but when it comes to theories about who would adopt it, they were all wrong,” Ertl said. “A lot of people thought it might be primarily for smaller companies, but we have larger companies who buy it as well. The cloud is for everybody. We have customers in all sizes, across all industries.”

For DocuWare, it seems that success in the cloud has bred more success. “Our cloud customers are not guinea pigs,” Ertl said. “We went through the early adopter stage three

years ago. We now are able to show many companies that are using it and are happy. We are not going to make the same mistakes as an ISV just ramping up its cloud services.”

Expanding the channel

DocuWare hopes to further perpetuate this success with the launch of its U.S. Cloud Partner Program. It’s designed to expand the ISV’s reseller channel from the traditional ECM VARs and digital copier dealers that have historically sold its product. “It’s hard to find good IT people in today’s environment, which makes it hard for us to get new qualified resellers,” said Ertl. “That said, there are a lot of IT companies out there that already have good people, but maybe they’re searching for new revenue streams as they are able to sell less infrastructure due to cloud adoption. They are not selling servers any more. Maybe they’ve started to sell some cloud solutions and could benefit from adding an ECM offering.”

DocuWare is offering these cloud-only resellers the same benefits offered to traditional resellers. “The only difference is that they won’t be trained on how to install DocuWare on premises,” said Ertl. “They will receive Cloud Partner Certification, which they can earn through online training. They will then be able to sell cloud solutions and related professional services.”

When we interviewed Ertl last November, he explained that for a variety of reasons resellers are often able to earn more professional services revenue from cloud sales than on premises implementations [see [DIR 11/23/18](#)]. “We also see that 99% of the time, a customer pays up front for a one-year subscription,” he said. “In some markets, we are seeing partners combining their SaaS sales with hardware leases, which typically run for three years. This way, the partner can receive three years’ worth of cloud software revenue up front, which enables them to scale their sales compensation similar to how they would on an on premises sale.”

DocuWare is encouraging its Cloud Partners to go to market initially with the ISV’s Kinetic Solutions, which are preconfigured cloud applications that are currently available for invoice processing and HR. “This enables the partners to have success faster—if you just give them the platform, the success will come later because they have to learn how to configure their own solutions,” said Ertl. “We launched the Cloud Partner Program in Europe in the middle of last year, and we already have 50 partners.

They’ve already sold their first projects.”

New head of Americas

DocuWare also recently announced a new president for DocuWare Corp, which is responsible for the ISV’s Americas operations. Jim Roberts joins DocuWare from Columbus, Ohio-based Telesis Technologies, a leader in product identification and traceability technologies. He has several years of global sales and marketing experience.

Roberts takes over a role that had previously been filled by Thomas Schneck, one of DocuWare’s co-presidents who retired at the end of last year, and before that by Greg Schloemer, who joined DocuWare through its acquisition of the software division of ALOS Micrographics back in 2001, which provided the foundation for DocuWare Corp. Roberts will be based out of the company’s New Windsor, NY, Americas headquarters and report to Ertl. Steve Behm, who had served as DocuWare’s VP of Americas sales since 2011, left earlier this year.

For more information:

<http://bit.ly/DocuWareCloudPartnerP>;

<http://bit.ly/DocuWareCorpRoberts>

Rubber Hitting Road for Digitech RPA

Last year, we had the opportunity to attend **Digitech’s** annual conference, where the ISV introduced its RPA technology. Digitech’s RPA is primarily aimed at taking data from PaperVision Capture and automatically entering it into third-party systems. We recently caught up with co-sales directors Mike Randash and Sean Morris and discussed some of the headway Digitech has been making with RPA.

“RPA solves a real problem for our customers, helping them become more efficient and accurate,” said Randash. “With PaperVision Capture we have been able to take unstructured documents, classify them and extract data, but now that our customers have this data, what do they do with it? They have to get it into line of business and other systems. Historically, this has involved the creation of custom connectors or manual data entry. We have introduced RPA to automate the last step of their process.”

So far, Digitech has seen traction for its robots in markets like accounts payable and

healthcare. “Historically, we’ve done a lot of A/P work with our Forms Magic software and a lot of that data needs to be put into ERP applications,” said Randash. “In healthcare, you have situations where users need to take data being extracted and use it to find a claim or a patient. To do that, they might end up querying multiple databases.”

Morris added that Digitech’s strong base of service bureau customers is looking at its RPA technology. “For them it makes a lot of sense from an economic standpoint,” he said. “Instead of having to hire offshore workers to do data entry, they can leverage RPA, which helps increase their margins.”

Digitech prices its RPA technology per bot. “A bot can work on multiple processes—how many bots you need is really based on your volume of tasks,” said Morris. “A single bot can process a couple thousand transactions in about 30 minutes.”

Digitech’s professional services team is assisting customers with set up. “They get online with our customers and record what they do to manually enter data,” said Morris. “They use that knowledge to program the bots. The bot will mimic whatever the human is doing.”

Like most capture users, RPA users tend to start with their highest volume processes. “With a single product suite, we are able to address our customers’ capture and RPA needs, as well as exception handling, which we can take care of with our PaperVision Enterprise ECM software,” said Morris

Strong momentum

Morris said that Digitech recently completed a strong year in 2018 that featured both growth and profitability. “The addition of Mike (Randash) helped bring some new resellers to the table and our sales through distribution continue to grow, as **Cranel** has expanded its business with us,” said Morris.

He noted that Digitech also finished the migration of its ImageSilo cloud ECM offering to AWS, which could potentially open up more international sales for the ISV. In addition, PaperVision Capture was recently named by **Buyers Lab** (BLI) as the Outstanding Data Capture and Workflow Solution for 2019. BLI cited the product’s ability to work with both electronic and paper documents, its use of AI, and its incorporation of RPA as coming together to help reduce manual effort.

“Over the years, PaperVision Capture has continued to evolve,” said Morris. “We’ve introduced a number of modules and offer customers the ability to pick and choose what they need. We think it is now one of the best and most versatile capture solutions available.”

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

Alfresco, Partner, Target Digital Transformation

Over the past couple years, we’ve talked a lot about the place of ECM technology in the rapidly growing digital transformation (DX) market. **Alfresco**, which has historically been known as an open source ECM software developer, is now marketing itself as an “enterprise open source software company focused on advancing the flow of digital business.” Following a recent announcement about an expanded partnership between Alfresco and **Tech Mahindra**, “a digital transformation, consulting and re-engineering specialist,” we had the opportunity to query Alfresco about its work in DX.

“Digital transformation is about the redesign of an organization’s technology estate so that it takes maximum advantage of relevant digital technologies,” explained Darren Yetzer, VP of global channels at Alfresco. “It’s also about the transformation of an organization’s end-to-end approach to using and gaining benefit from technology—with tools and techniques that have been proven to be effective in digital-native organizations.

“ECM can be a powerful tool for organizations to kick-start their digital transformation by seamlessly connecting people, processes and data and accelerating digital flow. The companies which are succeeding the most (and fastest) in today’s digital environment are doing one thing better than anyone else: they’re accelerating digital flow. And they’re doing this by building their business capabilities on digital platforms that enable them to deploy new capabilities quickly, measure what works and doesn’t work, and make changes immediately, based on feedback.”

Tech Mahindra and Alfresco have worked together for seven years. “Some of our significant wins have been in the high-tech manufacturing space,” Yetzer said. “Telcos, manufacturing, and financial services are our focused verticals. Our engagements have been

with large enterprises whose implementations range across content collaboration and transactional use cases, as well as process automation.”

The expanded partnership is highlighted by Tech Mahindra’s launch of “new solution frameworks” built on the Alfresco Digital Business Platform. According to the press release, the solutions leverage predictive intelligence, cloud enablement, and automated processes. They can also “make search intelligent through an AI-powered solution for tagging, classifying, and categorizing unstructured content.” In addition, they offer “automated onboarding processes that require document reviews, approval and electronic signatures, with Cloud Operation Services.”

“Tech Mahindra has been actively working on building solutions on Alfresco’s Digital Business Platform,” said Yetzer. “One is machine learning-based auto tagging—mTag, which is aimed at helping large enterprises achieve significant savings in document operations while providing productivity gains to end users. Similarly, the smart onboarding and cloud migration solutions are leveraging all our cloud-native, containerized automated deployment capabilities. The common trend that Tech Mahindra and Alfresco are seeing with customers is that all of them are looking for solutions that help them be more efficient and get their jobs done faster.”

Yetzer concluded that the companies’ relationship will continue to grow. “Tech Mahindra and Alfresco see huge headroom for growth, not only in our major markets, the Americas and EMEA, but in emerging markets such as Asia Pacific,” he said. “Large enterprises across the world are embarking on digital transformation journeys.”

Textract offers scalability

In a separate announcement, toward the end of last year when **AWS** first announced its Textract intelligent OCR service [see [DIR 2/1/19](#)], Alfresco (which has a partnership with **Ephesoft** for advanced document capture), announced it would be an early adopter of Textract. Yetzer explained it as a cost and scalability play. “The combination of Alfresco’s cloud-native, open architecture and Textract intelligent information processing means that we can now take mass ingestion of information and classify scanned data faster than ever before,” he said. “Out of the box, we can deliver new, powerful capabilities for image-oriented applications

that are scalable via AWS services so that hundreds of thousands of learning transformations can be happening at the same time, with each initiating a process. The speed at which we can build on AWS [will] result in dramatic cost savings, reduced total cost of ownership, and faster time to see value for our customers.”

For more info: <http://bit.ly/AlfrescoTechMahindraPR>

RICOH, C SERIES, FROM PAGE 1

The new C Series devices feature a Smart Operation Panel to help users better access their software applications. “It includes a quad-core processor that enables faster transition between applications,” said Temple. “The panel also has a new look with much larger icons.”

Users can now set up profiles for individuals or departments that prioritize specific needs, like scanning workflows. To help with scanning, the higher-end models include duplex scanning at rated speeds of 120 ppm, optional ultrasonic double-feed detection, and an optional small paper feeding unit for items like checks and receipts.

All the new devices have the ability to connect to the Cloud Workflow Solutions portfolio, which was introduced last year. “We haven’t made any fundamental changes since we introduced the portfolio, but there have been some improvements,” said Temple. “We’ve added a connection to Ricoh Content Manager, which is our next generation of DocumentMall. We’ve also added the ability to dynamically name files based on meta data or pre-defined scripts.”

Temple said that adoption of Ricoh’s Cloud Workflow Solutions has been especially popular among Office 365 users looking to capture documents into SharePoint. “The best practice for indexing documents in SharePoint is through utilizing meta data and a flat file structure,” he said. “Historically, a lot of capture products have been built around a nested folder structure, which is not really efficient in SharePoint. Our Advanced Workflow Package has resonated with Office 365 users because of its bi-directional connector for SharePoint, which enables users to do meta data tagging. We will probably change some of our marketing based on where we are seeing the most traction.”

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