

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

Infosource SA ● Geneva, Switzerland ● <http://www.documentimagingreport.com>

July 10, 2020

THIS JUST IN!

EDITORIAL

PAPER: HAZARDOUS TO YOUR HEALTH?



We've all seen the impact of COVID-19 on the world, and there's hope that an inability to access information from home has served as a

wake up call for businesses to digitize paper-based processes.

Here in the U.S., stories of absentee voting often include photos or video of poll workers in gloves handling the mail-in ballots. While it looks like the coronavirus can live on paper for "only" 24 hours and transmission is more likely via air, handling paper in a time of COVID could be hazardous to your health.

I learned from an article in *Legaltech News* (https://bit.ly/lawfirms_printban) that Clifford Chance and DWF, law firms in the United Kingdom, "have banned their lawyers from working from printed

CONTINUED ON PAGE 8

IN THIS ISSUE

| | |
|-------------------------------|---|
| Evolution of Capture | 1 |
| Digitech ScanPro and COVID | 2 |
| African scanner market | 4 |
| Konica Minolta return to work | 5 |
| Alaris Scan@Home | 7 |

Current Capture Trends

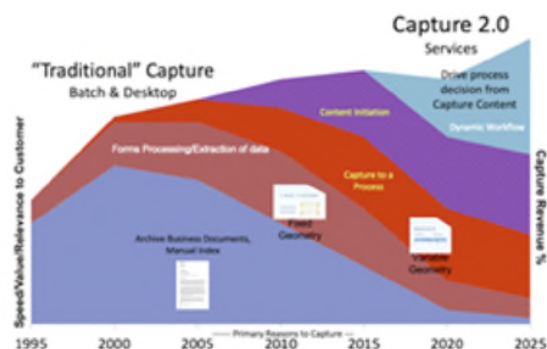
by Harvey Spencer, Vice President at Infosource USA inc.

When I started dealing with Capture (many years ago!) it was basically scanning pages of paper for indexing and retrieval and separately specialized "forms processing" – extracting data using OCR or OMR from pre-known templated forms.

Capture has evolved since then: first these discrete systems became driven by networked PC-based systems with software taking over from specialized hardware. We then evolved into automated classification and intelligent extraction based on OCR; followed by AI-based machine learning.

Evolution of Capture

from Archiving and Forms Processing to Decision Making



Despite this evolution, the perception of capture as a separate, slightly dated area of software lingers. We are now in the early phases of a move to capture becoming a strategic imperative. But it is not your mother's capture. It is based on the need to understand the mass of unstructured and semi-structured data that hits or affects every corporation today. Understanding and extracting relevant data from not only paper and paper-formatted images, but also chat sessions, voice conversations or recordings, social media feeds,

CONTINUED ON PAGE 8

Digitech Introduces ScanPro, plus COVID's Impact

Digitech Systems continues to bolster the company's cloud product portfolio with the recent release of PaperVision ScanPro. The timing of the release, during a time when people are working remotely, was a lucky one. ScanPro is designed to work with Digitech's ImageSilo and PaperVision.com cloud ECM systems. PaperVision.com was introduced recently and features a user-based licensing model [see DIR 4/17/20].

ScanPro is designed to get paper documents into these cloud applications quickly. The product's press release points out that US offices will use 12.1 trillion sheets of paper this year, each of which represents a potential security problem (paper hacking is real) and, of course, an access challenge.

ScanPro features include:

- Bulk upload of multiple documents from a scanner or MFP to PaperVision.com or ImageSilo.
- Security settings from ImageSilo or PaperVision.com policies are inherited, keeping data encrypted from the start
- Index values can be entered in three ways, clicking on words in the scanned image, using barcodes, or matching and merging

DIR spoke with Digitech's Christina Robbins, Marketing Manager, and Mike Randash, VP of Sales, about the product, cloud, and the impact of COVID-19.

Robbins pointed out that Digitech has a long cloud history. While many were talking about software-as-a-service (and security concerns), Digitech launched ImageSilo in 1999. They've built on that expertise over time and believe it's a key difference for them versus the competition. "We now cover that part of the market where you can get fully integrated advanced document capture and the backend repository all for one monthly price," she said. "We can provide value at a fraction of the price of larger competitors [with similar functionality] with very little service to get up and running."

Regarding competitors, Digitech competes with most vendors in the industry, depending on the project, from IBM, OpenText and Hyland to DocuWare.

When asked about implementation time, Randish essentially said "It depends." For the simple "scan and store" business needs, "with PaperVision.com, they can be up and running in a matter of a day." For more sophisticated workflow and process automation with AI and Forms Magic, that's where their professional services department comes in. The "scan and store" customers can also move into process automation as their needs change.

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. OCR/ICR, AI and Machine Learning
3. RPA
4. ECM
5. Records Management
6. Document Output
7. BPM

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

Vol. 30, No. 9

Managing Editor: Fiona Macbeth
email: fmacbeth@infosource.ch
Phone: +44 794 113 2834

Editor-in-Chief: Bryant Duhon
email: bduhon@documentimagingreport.com
Phone: +1 (301) 275-7496

DIR is published approximately 15 times per year, by:

InfoSource SA
Avenue des Grandes-Communes 8, 1213
Petit-Lancy, Geneva, Switzerland
<http://www.infosource.ch>

Copyright © 2020 by InfoSource SA. 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.

Asked why ScanPro is only available to work with imageSilo and PaperVision, Robbins stated that wasn't the purpose of the release, "we just wanted it to be as easy as possible for people using our application to digitize paper documents." Both Robbins and Randish noted that connecting to other repositories could be a possibility in the future, but making document capture as easy as possible for their customers comes first. Randish also points out that it's almost a "one plus one equals three" productivity benefit of having a tightly integrated document capture capability into their repository, whether imageSilo or PaperVision.

The Competition: Ignorance

During our conversation, we spoke about the disconnect between how many organizations need these tools and how many still don't even know they exist. I spoke with a county clerk who, three years ago, had only just discovered Laserfiche and that she could, literally, digitize the boxes of paper in various closets. I remain baffled that this industry is still, in some ways, on the periphery of IT.

Robbins agreed, "I think sometimes the biggest competitor we have is the 'don't know' category of people."

Randish thinks COVID-19 has a chance to change that. [Note: Jim Roberts, President of DocuWare Corporation mentioned the same thing in DIR 6/19/20.] He's seen an increase in interest since COVID-19. The phones are ringing and what he's hearing from people is "some organizations are definitely realizing they need to do things differently. I agree with you. It's baffling that there are still as many organizations that aren't digital."

The timing of the release of PaperVision.com (when we spoke, ScanPro had only been released days before) was a lucky chance. Randish explains, "Requests just went crazy. We've never been this busy doing demos and proposals." Approval processes are also at an equilibrium, as some companies take a step back to think through the implications of a long-time work from home situation. Others know they need to be able to access their information and want to make a quick decision.

While most of the interest is on PaperVision.com, Randish also says he sees some interest in offshore replacement on the Forms Magic business. Since India has been hit hard and can't work at full capacity for offshore keying,

some companies are considering bringing that back closer to home.

COVID and Productivity

There is a cultural aspect to market penetration, I think. Some managers don't trust their employees and want to see them in the office. There, access to paper information is available. Automation would help, but isn't necessary. COVID may be forcing a new worldview on employees and employers.

Robbins shared a mini-case study. She interviewed one of their New Mexican customers in April: Cooperative Educational Services. They work with around 500 education and public entities on the purchasing side and many more on the vendor side. They handle about 60,000 invoices per year. They are entirely cloud-based and automated for the procurement packet, which uses ImageSilo for the approval process.

They weren't allowed to be in the office, but were deemed essential because they provide supplies for government and educational institutions. They put employee safety first and sent everyone home and were able to nearly instantly convert to remote work at home.

Says Robbins, "Since they switched to working from home, they've paid out more than \$72 million to 299 vendors. Think about how many jobs that represents, by this one company's ability to continue working. It's an interesting microcosm of how the right technologies can make significant transitions like this so much easier. People were able to keep their jobs because they had the right technology in place."

Asked about Digitech's transition, I was surprised that Robbins said they only rarely worked at home previous to the COVID-19 pandemic. Robbins brought her staff in about three days before the New York shut down, and everyone was scared. Within 24 hours, all of her staff were at home, connected, and working securely.

Randish noted that working remotely was standard for sales. His area of concern was the company's customer service and tech support, "answering calls in under 10 seconds by a certified person who can answer the question, not just a ticket taker." The company set up their phone system to route calls to tech support staff at home and the transition has been "mostly seamless."

Both Robbins and Randish were proud that productivity has remained high and that support stats look great, especially since most people had no idea they'd be working from home a few days before.

Regarding a shift in culture, Rebecca Wetteman, tech analyst and Principal at Valoir, surveyed people working remotely and 40% don't want to return to the office. As Robbins noted, "I feel like I'm a lot more productive, particularly when I need to get something written." Will it last? Time will tell, though I suspect a hybrid approach of home/office will eventually become the new reality.

Paper and Information Security

One element of Digitech's messaging stood out to me: the insecurity of paper. An overlooked aspect of information security is that copiers can be hacked and that paper sitting in paper trays (or in briefcases, cars, etc.) is a security risk.

Asked why Digitech included that, because it seems like it's a message that falls flat (in my experience), Robbins responded, "There is a lot of focus on cybersecurity, both networks and data, but not on paper. I don't know if it's just the familiarity of paper and paper filing that we all just got kind of comfortable or maybe even a little lackadaisical about it. It's tough to secure, especially in an environment like the one we're in now where we're printing at home and working at home. I'm curious to see. Quite frankly we dropped it into this messaging with this ScanPro launch because we think people are thinking about it now as they settle into working at home and keeping documents safe could be a challenge."

Unique Concurrent Licensing

[Ed note: If anyone knows of similar licensing, drop us a line: bduhon@documentimagingreport.com.]

Randish ended by pointing out what he believes is a unique licensing system, "concurrent user model that allows an organization to share advanced scanning functionality so somebody can come in and do their scanning, do barcode recognition, do OCR, image clean up. ... whatever advanced features they want to do and when they're done they can free up that license for somebody else to use."

This is helpful for organizations that have many individuals who want the ability to scan but don't need to scan that much and/or that often. Ten people (just to pick a number, could be

more or fewer) could share a single license, rather than having individual licenses for all 10.

For more information:

Work from home survey,

<https://valoir.com/blog-1/working-at-home-is-working>;

ScanPro,

<https://www.documentimagingreport.com/?p=6935>

Africans want to scan their way out of the COVID disaster

Emerging anecdotal evidence of better than expected performance from the scanner market in the midst of the global pandemic is perhaps not as unexpected as we may at first think

The economic effects of the coronavirus outbreak and subsequent lockdowns have yet to gain substantial purchase throughout Africa, which has created uncertain markets and curbed spend. Yet, three global mega trends have begun to emerge, the World Economic Forum notes, that we already see taking shape in the market for scanners, their associated software solutions, and how organizations are using them to cope with emerging challenges.

Briefly, the pandemic is causing deglobalization. The outcome is that we can expect to see "a rapid erosion of the principles of free trade that could delay the global economic recovery." Second, we have seen emerging economies accumulate substantial debt burdens that, in Africa, will require considerable economic structural reforms to service. Third, the pandemic has accelerated digitization that must be effectively underpinned by technology-enabled services economies, for which many African states will have to transform.



Chris de Beer,
Infosource

A study by the African Union says the pandemic could put as many as 20 million African jobs at risk. As much as 15% of foreign direct investment will cease. Commodities prices have tanked. In Rwanda, for example, the mines are attempting to recover from the effects of lockdown while facing mineral prices 30% lower than they were prior to lockdown. The drop in oil prices and general volatility in