



David Jones, VP of Marketing, AODocs

business as some industries (retail for example) have delayed projects for financial reasons. Others see the situation as an opportunity to push through projects that in the past have not necessarily had the backing of senior leadership. Now forced to

work from home, those same leaders are now realizing how vital instant, remote access to content, workflows, and collaboration are to an organization.

These organizations are pushing projects of increasing complexity forward at a greater pace – starting with simple deployments to purely get things up and running, but progressively moving beyond this to projects that deliver significant benefits. Specific areas where we have seen this in action include:

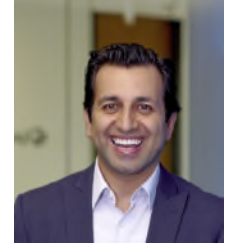
- An acceleration of paperless use cases (e-signature and other validation workflows)
- Entirely new use cases such as telehealth
- A realization from customers that cloud collaboration platforms are a game-changer, and, by extension, products like AODocs which are built on cloud collaboration platforms are an agile, low-risk route to delivering this to their organization

Christina Robbins, **Digitech**, Marketing Manager: "The rapid shift to remote work caused by the COVID-19 pandemic shined a bright light on problems with remote data security and document sharing and collaboration for many organizations, and they're scrambling to get solutions implemented before the end of the year. For us, this has meant that despite an initial slowdown in new sales opportunities in the spring, we've seen strong interest in our capture, cloud, and ECM products ramping back up through the summer and fall. The analysts agree that 2020 should end well for our industry:

- Aragon Research explains that we will see spending on collaboration, communication, and content management increase 300% in 2021.
- Technavio revised their market estimate for the worldwide Enterprise Information Management market upward just last month, noting a growth rate of 19% per year continuing through 2024. And it's above 19% in 2020.

Jim Roberts, DocuWare President: "DocuWare is seeing increased demand in the marketplace

that did not exist prior to the pandemic. Businesses of every size needed to quickly digitize so that remote work forces could maintain core business processes. We consider ourselves very fortunate to be in a position to help and to educate. In April the Business Continuity and Mobile Workforce Webinar series we launched was our most popular series ever! We had more registrants in that 2-month time period than we do in a whole (normal) year."



Ike Kavas, Founder and CEO, Ephesoft

Ike Kavas, founder and CEO, **Ephesoft**: "With COVID-19 and the economic shakeup, we've seen an even greater demand for digital transformation and automation. More enterprises are realizing that ROI on digital transformation can be seen immediately and long term: these initiatives expedite business processes, significantly reduce expenses, and, as a result, enterprises are able to better serve their customers. We've made adjustments to our own business as a result of the pandemic and exceeded revenue goals due to demand for intelligent document processing and automation."

(1) Personally, I despise the phrase "digital transformation" as it's so broad as to be essentially meaningless -- moving from a typewriter to word processing is digital transformation. However, it is useful shorthand, so, sigh, using it.

For more information: COVID-19 Digital Engagement Report, http://bit.ly/Twilio_report
Gartner IT spend: <https://bit.ly/GartnerITspend2>

New Remote Scanner Management/Monitoring from Kodak Alaris

Kodak Alaris has released three scanner remote monitoring and management service offerings:

- **MPS Capture Agent**: allows developers to add Kodak Alaris scanners to existing managed print services dashboards for visibility into scanner operational data
- **Scanner Manager**: a cloud-based solution geared to creating a dashboard for monitoring scanner operational data, deliver usage reports, and manage user alerts