

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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THIS JUST IN

TIS REPORTS DOWN Q3

Top Image Systems once again reported quarterly results down on a year-over-year basis. For the third quarter of 2017, the document capture ISV reported revenue of \$7.1 million, which represents an 8% decline YOY. Through nine months of 2017, TIS' revenue is \$21.8M, down 11% YOY. For Q3, TIS reported an operating loss of \$1.5M, bringing its nine-month loss to \$4.5M. Its balance sheet now shows cash and equivalents of \$1.6M, down about \$6M from the first of the year.

On the plus side, according to CEO Brendan Reidy, "Based on our policy of conservative revenue recognition, we deferred two significant transactions in the quarter." Combined, he indicated these deals were worth at least \$300,000 and should be recognized in the fourth quarter. TIS also recently launched its eFLOW AP in the cloud service targeted at users of **SAP's** Biz.ONE mid-market software, an area that TIS views as underserved by current invoice processing options [see [DIR](#) 11/3/17].

For more: <http://bit.ly/TISO317>

InStream buys another VAR

InStream continues its roll-up of document imaging resellers with the recent acquisition of **Binary Office, Inc.**, which is based in Phoenix, AZ. That makes four acquisitions by the Nashville-based VAR and document imaging services provider since 2015. Binary is an **Upland FileBound** reseller, so it builds on InStream's strength in that area. Binary also represents **Open Text** products AX, Teleform, and LiquidOffice, as well as **ABBYY Software**.

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

Agile Project Management Improves Quality, Flexibility

As market definitions have evolved from document management to ECM, to content services, the way software has developed has also evolved. Agile development has become a buzzword in the industry. According to the Agile Alliance, agile software "Solutions evolve through collaboration between self-organizing, cross-functional teams utilizing the appropriate practices for their context."

ECM ISV **Square 9 Softworks** has been practicing agile development for some time. It recently took the next step in its evolution and launched an Agile Project Management initiative. "We are now taking our professional services projects and breaking them down into short sprints and aggregating the results," said Stephen Young, president and CEO of Square 9.

Young noted that as Square 9 has grown, so has demand for its professional services. "Our reseller community, especially the office equipment dealers in our channel, relies heavily on us to deliver projects for them," he said. "As we've experienced a 34% CAGR over the past four years, we've seen the number of new projects we are taking on grow from 15-20 per month in early 2015, to where it reached 50-60 by the middle of this year.

"In addition, the complexity of our projects has increased as we've added components like advanced capture, BPM, and e-forms. Now we are putting high value data into motion and releasing it into line of business systems. A large majority of our current projects involve feeding data into disparate business systems. Whereas when we first started, a scan, store, and retrieve project may have taken three to four days, now when you factor in BPM and orchestration with other business applications, it can take up to 30 days. It makes sense to break down these projects into smaller chunks."

Earlier this year, Square 9 promoted Michael

Frattini to SVP of operations. "His first task was to re-design our whole project management program," said Young. "This involved changing the personnel and methodology, and designing, launching, and spearheading a pilot."

"Due to the tremendous growth we were seeing, we found ourselves hiring additional techs, and this was impacting the delivery experience," said Frattini. "We went from a half dozen folks delivering projects to more than 20. As a result, our consistency started to suffer."

"People have different skill sets. Some might be stronger in communications but not as technically proficient and vice-versa. As a result, the delivery experience might be different depending on who was assigned to a project. We were also seeing increasing project overages as our volumes increased and a growing backlog. Customer satisfaction was increasingly becoming a challenge."

Two of Square 9's goals for transitioning to an Agile Project Management approach include decreasing its backlog and increasing its flexibility. "We want to reduce the lapse between the time a project is booked and the time we start it to a maximum of two weeks," said Frattini. "Previously, it had been taking an average of eight to 10 weeks. This directly impacts not only the user's experience, but also our resellers' time to get paid."

"In addition, our personnel were suffering under the previous model. They'd have projects on their calendar 10 weeks in advance and this was affecting their ability to take time off. We also wanted to eliminate overruns or issues with one project affecting another. For example, if we had a project in Florida when a hurricane hit, we didn't want it to affect the next project that the team working on it might be assigned to."

Frattini explained how breaking up a project into smaller sprints gives Square 9 more flexibility. "It enables us to create specialists," he said. "You might have separate stages for kick-off, discovery, expectation setting, installation, and creating a repository. We can assign specialists in each area to a project as they are needed. They might be able to work on one project in the morning and another in the afternoon."

Square 9 also has different levels of certification for its team members, including that of a project manager. "Depending on their level of competency, techs will focus on different areas of a project," said Frattini. "There is also the opportunity for junior level techs to learn from the more senior level personnel. Project managers are in charge of teams of techs that they deploy to hit milestones on each of their projects. The whole set up is designed to create a more consistent experience for end users."

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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.

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One key element to managing multiple projects simultaneously has been the implementation of software designed specifically for that purpose. "It allows our project managers to juggle several projects at a time and appropriate the proper resources to each one," said Frattini. "The collaborative nature of the software also enables our customers and resellers and have insight into a project and contribute when needed. For example, if we are implementing advanced capture and need sample documents to run through the process, they can be submitted by the customer through the project management software.

"The customers and resellers also have access to a complete history of activity related to a project. We used to write nightly e-mails to explain everything we did and the progress we were making. The software doesn't take the place of periodical updates, but it enables stakeholders to acquire information on projects themselves any time they want it."

Young noted that the ability to deliver professional services almost entirely remotely has contributed to Square 9's ability to launch an Agile Project Management practice. "Ten years ago, we were on the road at our customers' sites delivering 98% of our projects," he said. "That has flipped to where 98% of our projects can now be delivered remotely."

Young added that although one of Square 9's priorities is to continue to make the configuration of its software easier, he doesn't anticipate demand for professional services to slow down. "About a quarter of our channel has made a strong commitment to getting trained, so they are able to deliver their own professional services," he said. "But about 75% want to rely

'18 ENCOMPASS CONFERENCE SET FOR NASHVILLE

Square 9 recently announced that its third Encompass conference is being held Oct. 3-5 at the Gaylord Opryland in Nashville. The company held its initial two events in Clearwater, FL, but a hurricane affected attendance in 2016, so the ISV has chosen a new venue to reduce the chance of weather conflicts. "While narrowly avoiding a hurricane in 2016, we took our time to strategically find a new venue and location that was both versatile and unique," said Ethan Voltolini, director of marketing for Square 9.

For more information: <http://bit.ly/Encompass18Nashville>

on us to bring value in that area. The new project management tools help them stay on top of what's going on."

Square 9 kicked off its Agile Project Management pilot on August 1. "We wanted to make sure we were able to meet the goals we had set out to achieve," Frattini said. "We started out with a single project manager and four delivery techs and they spent 60 days delivering projects under this methodology. We evaluated what went on and made changes based on how we determined these services needed to be delivered. We are just launching our second team and by early January plan to bring our entire department over to Agile Project Management."

For more information: <http://bit.ly/AgilePSSq9>

Modern Architecture Key to Haystac's Potential

Anthony Macciola has been in the document capture market for more than 25 years. As you can imagine, he's seen quite a few automatic document classification and extraction offerings. So, why is he excited to have recently joined **Haystac** as Chairman of the Board?

"On the surface, Haystac's technology looks similar to what you and I are familiar with relative to KTA and some other capture products," Macciola told *DIR*. "However, when you look at the way Haystac is implementing its technology, it's much more contemporary than most of what is on the market already. Haystac is leveraging deep learning, and its technology is much closer to being born on the cloud than traditional classification and extraction.

"A lot of legacy capture products have been in the market for several years, and they all started out with rich client/server architectures. For the most part, they haven't gone through a technology refresh. Haystac's architecture is newer and more contemporary. And to me, that represents opportunity."

According to Macciola, Haystac's deep learning capabilities make its software easier to deploy, train, and consume. "We all know this type of technology has had challenges related to training and configuration," said Macciola. "And once its implemented, there is maintenance that needs to be put in place to

ensure it maintains its accuracy.

“The advantage of using deep learning boils down to increasing the level of graciousness with which a classification and extraction engine can run. It’s about reducing the number of samples, along with the rigidity and reliability of the results and how tolerant they are. From the user’s standpoint, deep learning makes the technology more flexible and forgiving and easier to learn.”



*Anthony Macciola,
Chairman of the
Board, Haystac Inc.*

Haystac is based in Newton, MA, just west of Boston. It is a spin-off of **Solaris Development**, a custom solutions shop focused on the healthcare industry. Solaris was founded in 2003 and run by Barak Tsvikin, who is now CEO of Haystac. In 2016, Solaris was sold and the proceeds were invested in launching Haystac. “At Solaris we did a lot of work for hospitals in the Boston area,” said Tsvikin. “In 2007, we started working on the machine learning and AI technology we have leveraged at Haystac.”

According to Tsvikin, Haystac utilizes a cascading approach to capture. “We have several technologies embedded in our platform to address different stages of processing,” he said. “For example, we’ll look at the layout of an image and see if we can classify it that way before applying OCR. Transforming documents is not always a good thing, as it creates more margin for errors. At the bottom of our technology, we are utilizing computer vision and feeding information to our machine learning engine.”

Tsvikin added that this hybrid approach to recognition makes the technology especially strong when applied to poor quality images. “We get less false positives than anybody else,” he said.

Macciola offered Haystac’s browser-based design tool as an example of its modern architecture. “It’s very intuitive and easier to use than most of the older thick-client capture design tools on the market,” he said. “For this type of technology to gain greater adoption, it has to be simpler to deploy and train. If anyone doubts the impact of simplicity on today’s market, they just need to look at the changes mobile devices have brought to the business and IT worlds. One of the reasons that robotic

process automation (RPA) is taking off is because it’s designed to be easy to implement with no training. You should be able to give RPA tools to business analysts and in two days they should be able to start building robots.

“Haystac’s architecture and underlying technology seem to touch all the check boxes toward making that type of thing happen in the capture market. There should be a bunch of players in the market taking this type of modern approach, but I’ve only seen a few. A lot of vendors have aging architectures and technology they aren’t willing to upgrade.”

Opening new markets

Macciola noted that Haystac is looking at applications where traditional capture has yet to be applied. “Haystac is looking at areas like risk management and fraud detection,” said Macciola. “Capture has been used a lot in the mortgage industry in areas like customer onboarding, but what Haystac showed me was a way to enable organizations that purchase loans to understand exactly what they might be getting in a packet. This involves clustering documents and extracting data that can provide insight into the associated risks of the mortgages.”

Macciola left **Kofax** this summer and recently accepted a position as the Chief Innovation Officer at **ABBYY** [see [DIR](#) 11/3/17]. “Barak’s and my paths had crossed when we were considering M&A opportunities at Kofax,” Macciola told *DIR*. “When he found out I had left Kofax, Barak reached out, and we had a discussion not knowing where the relationship might go. We decided that through a position on the board I would be able to provide some non-executive feedback, guidance, and direction.”

Haystac is currently in the process of trying to build a referenceable customer base. “Barak is focused heavily on building credibility and awareness for Haystac,” said Macciola. “From what I’ve seen, you need to establish about a half dozen strong direct accounts to give you credibility and allow you to move forward with other channels.”

Macciola said that eventually he could see Haystac’s technology being white labeled and/or sold as an OEM offering. “It definitely seems like something that could be embedded as part of a total solution,” Macciola said. “It has some enabling capabilities. First though, we need to get some large referenceable sites.

Barak has an impressive pipeline to help make that happen. After that, the dominoes should start to fall.”

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

Captricity, MetLife Co-Develop Process Automation System

At last month’s InsureTech Connect event, cloud-focused document capture ISV **Captricity** announced a new product that it developed with cooperation from **MetLife**. One of several large life insurance providers that Captricity works with, MetLife has implemented Captricity’s CaseCorrect application initially to automate processing of beneficiary designation forms, and it has seen up to a 55% decrease in the time and manual effort required to process these forms.

CaseCorrect is being advertised as “designed to automate workflow processes for life insurance carriers,” and is being evaluated for use in further areas by MetLife, as well as made available to other carriers. CaseCorrect is built on top of Captricity’s cloud platform and development was completed in under three months. “We needed an automated way to validate and correct submitted forms and streamline our underwriting exception handling process, so we partnered with Captricity to develop a solution specifically designed for our needs,” said Eoin O’Reilly, VP IT automation, Global Technology & Operations, MetLife.

We did a Q&A with representatives from both companies to learn more about the new solution and how it leverages “intelligent automation” to increase straight-through processing and improve exception handling.

Answers provided by Lauren Yildirim, director of marketing, Captricity:

Can you give me a step-by-step overview of how CaseCorrect works?

■ Documents are scanned and uploaded into Captricity’s core solution where they are digitized. [Editor’s note: Captricity’s solution uses a combination of automated data capture technology and crowdsourcing. See DIR 5/27/16.]

■ The digitized data is sent to CaseCorrect, where it is automatically run through and validated against a set of business rules. This

includes standard rules that our product will automatically flag, i.e., when a Social Security number is not nine digits, as well as validations that are tailored to a customer’s custom business rules.

■ Any pieces of data that fail the business rules are automatically flagged and prioritized for correction.

■ Users (for example, an employee at MetLife) can log in to the CaseCorrect dashboard and view the status of all forms being processed and view cases where errors have been detected.

■ The user can view case errors, as well as the original forms in a digital interface and correct any pieces of data that are repairable.

■ If the case cannot be repaired, the user rejects the case, and it is auto-routed to an alternate exception handling process.

■ If the case is repairable, the user corrects the data and submits the case to continue downstream.

What sort of forms are being digitized (structured, semi-structured, unstructured)?

Structured documents, for example, a beneficiary designation form.

Are there any electronic forms included in the mix?

Not at the moment, but it’s a possibility for future iterations of the product.

How is set up done? Does the system learn by example and get smarter as it is used?

There’s an initial set up required to ensure that CaseCorrect will flag and prioritize all of a customer’s requirements and business rules. CaseCorrect learns more about the documents and data fields that are incorrect or “not in good order” over time as it processes more information.

What do you mean by “intelligent automation” in the solution?

“Intelligent Automation” describes the broader market category that Captricity and its products fall under. Our products leverage artificial intelligence, namely machine learning and computer vision, to automate complex workflows and processes that are otherwise manual and resource-intensive.

Can you give me an idea of the pricing structure? For example, is it a cost per transaction fee?

There is a transaction fee for each form that is processed through the validation engine and made available in the interface for correction.

Answers provided by Kayla Goodwin, assistant VP, global communications, corporate affairs, MetLife:

Can you detail how efficiencies were improved when processing beneficiary designation forms?

Initial results indicate shorter turnaround times from the moment MetLife receives a beneficiary form from a participant to the time they receive a confirmation letter and/or are able to view the updated information on the Web. This should result in improved responsiveness and quality of service for our participants.

Can you list additional processes that MetLife plans to use CaseCorrect for?

Using CaseCorrect is an automated way to validate and correct submitted forms and streamline exception handling processes. With CaseCorrect, errors are detected automatically and corrected by the MetLife operations team in an easy-to-use digital interface, reducing cycle times and ensuring a more accurate process for our customers. It is currently being used by MetLife within Group Life Operations, with plans to evaluate how the solution can be further deployed across the organization.

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

Unsupervised AI Drives Findo's Innovation

Findo was a sponsor at **ABBYY's** recent Technology Summit held in San Diego. Findo specializes in unsupervised artificial intelligence (AI), and it was co-founded by ABBYY Founder David Yang. It was started in 2014 and officially spun off from ABBYY last year. You may be familiar with Findo's search product, which **Visioneer** is currently marketing in conjunction with its scanners.

Findo's search enables users to look for documents utilizing phrases instead of just keywords. "Our search product is designed to do for internal information what Google does for external information," said Gary A. Fowler, a longtime business development specialist who is co-founder and CEO of Findo. "If you are looking for a presentation you delivered a few years back, for example, you don't need to remember the name of the file or even a keyword. You could enter something like 'I need the presentation I gave at that event in Boston'."

Fowler recounted a story in which he did just that and found the file in a Dropbox folder full of photos. "The information that people keep on their personal cloud is increasingly rapidly, and it's just going to keep increasing," he told *DIR*.

"In a few years, there are going to be two types of people, those who can find the information they are looking for and those who can't."



Gary A. Fowler, co-founder and CEO, Findo.

Last year, Findo received \$7 million in seed money. Its investors include ABBYY and **Foxit**, the PDF software specialist that recently bought **CVISION** [see *DIR* 8/11/17]. The company has multiple patents related to unsupervised AI.

"'Unsupervised' means that users don't need to teach or train our software," Fowler said. "It has the ability to learn on its own."

The user controls what document stores it wants Findo's search to interrogate. This can include file servers, EFSS systems, e-mails, and more. Findo itself runs on the cloud but takes precautions to make sure its customers' information is secure. "Everything is anonymous and charted—meaning a single file is divided and stored in multiple different places," said Fowler.

The Findo search technology is available in two flavors, both of which list for under \$10 per month. A few weeks ago, the ISV launched its second product, YVA—a task assistant. "Within your e-mail correspondence, there are often tasks that are being assigned," Fowler explained.

YVA basically reads a person's e-mails and attempts to determine from the correspondence whether a task has been completed or not. It then puts threads into buckets based on whether they are completed or not. If YVA thinks a task has been completed, it will ask the user to confirm before moving it to the completed bucket. (As an aside, I certainly could have used YVA a couple weeks ago after I responded to someone that I would get back to them regarding a presentation, then realized halfway through the ABBYY conference, I had indeed forgotten.) YVA is currently available for \$29 for one year.

Findo has a third product on the way as well. "It has the ability to measure the sentiment related to corporate e-mails," said Fowler. "It

could provide insights into how a department is feeling on a certain day, whether they are enthusiastic or feeling depressed. This information could be leveraged by a supervisor to improve performance.”

Findo recently received a write-up from **Forbes** and it sounds like Fowler has had conversations with some large ISVs regarding potential partnerships.

For more information: <https://findo.com/>

Epson Unveils Improved Channel Program

Since its humble beginnings in document scanning less than 10 years ago [see [DIR 4/17/09](#)], **Epson** has risen steadily to become one of the leaders in the market. It has been especially strong at the lower end, where the versatile vendor has been able to leverage the e- and re-tail channels that carry its printers. But more recently, Epson America has made a strong effort to move upstream by establishing relationships with document imaging VARs.

Last month, Epson increased those efforts with the launch of its new Epson Advantage Partner Program. The Advantage Program actually spans across multiple Epson product lines. The program that specifically covers document and photographic scanners is CapturePro Image Solutions.

“One goal of the new Advantage Partner Program is to streamline our reseller programs across our different product portfolios,” said Sean Gunduz, group product manager for scanners at Epson America. “Specific to scanners, our goal was to make Epson one of the most profitable partners for resellers in the industry to work with.”

The new program applies to 15 document scanners, which Epson classifies as its “commercial” line of products. These are primarily its “DS” models, which it continues to build out [see [DIR 4/28/17](#) and [8/11/17](#)]. According to numbers from **InfoSource**, Epson is the market leader for units sold in the personal (sub \$400) document scanner category (measured by units shipped) in the U.S. and will challenge **Fujitsu** this year for leadership in the workgroup (\$400-\$1,200) segment.

“We have approximately 200 VARs in the U.S. and Canada right now,” said Gunduz. “Our goal with this new program is to recruit more. The sales data we see says that about 50% of scanners in the market still go through VARs. The rest go through a combination of MFP channels, direct market resellers, and e-tailers. We want our program to be very attractive to the VARs.”

Epson has implemented a policy to protect the margins of its registered channel partners. “For each model, we have a minimum advertised price (MAP),” said Gunduz. “We’ve adjusted our pricing so that the cost to a distributor is now very close to the MAP. So, when a distributor sells to a reseller, that reseller can’t make any real money unless they are an Epson CapturePro Partner. In that case, they are eligible for upfront rebates. Essentially, we’ve disabled sellers in the marketplace that go below MAP.”

For the first time, Epson has divided its resellers into tier groups. “We’ve done this for all our product lines and are now offering different rebate levels for Silver, Gold, and Platinum level partners,” said Gunduz. “For scanners, its 10% for Silver, 20% for Gold, and 25% for Platinum.” (Gunduz estimated that about 10% of Epson’s current resellers are Platinum, with another 30% Gold, and the remaining 60% Silver.)

Epson has also implemented a new deal registration program that offers further rebates. “If a CapturePro partner registers a deal that involves 10 or more units, they will receive an additional 10% discount on the scanners for that deal,” said Gunduz.

In addition, Epson is offering unit-based rebates. “We are offering standard, fixed amounts depending on the model,” said Gunduz. “It starts at \$20 and goes up to \$300 per device. A CapturePro Partner just needs to log in, enter end user information and a serial number, and they will receive a debit card with their rebate amount loaded on it.”

Epson is offering one final incentive for new resellers. “Any new reseller that hits \$100,000 in scanner sales between when they sign up and March 31 next year receives an additional 10% rebate,” he said.

Gunduz stressed that Epson sells its devices exclusively through the channel. “We have an end user sales team that focuses on large accounts and certain markets like education, but we never sell directly to the customer,” he

said. "We will pitch to the end customer but then bring in one of our CapturePro partners to fulfill the deal. We also have account managers for distributors and VARs."

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

Parascript Upgrades Capture Tools

Building on its success with service bureaus, **Parascript** recently announced several upgrades to its FormXtra platform. Improvements in FormXtra 6.3, which was announced last month, include more diverse image processing, easier-to-use document classification, and higher accuracy on invoices. FormXtra is primarily brought to market as an SDK, but is also available as a capture application and through a hosted cloud service.

"Over the last couple years, we've really turned our attention toward engaging with large scale BPOs and focusing on alleviating some of the choking points they have with high volumes of documents," said Greg Council, VP of marketing and product management for Parascript. "We're focused on meeting complex document processing needs with flexibility. Our mandate is to make our software easy to use, so it doesn't need the significant investment required by most capture products to get up and running."

FormXtra's new image processing capabilities are designed to deal with the increasing number of input channels that today's service bureaus encounter. "It used to be that service bureaus did all the scanning for their customers, so they had greater control over image quality," said Council. "However, as the price of high-speed document scanners has fallen, MFP scanning has become more accessible, and people have started doing mobile capture of documents (in addition to uploading images from fax servers), service bureaus don't have as much control over their input. We've been working on this issue for the better part of 10 years, and we've finally cracked the nut on how to handle all sorts of image quality variations within FormXtra. This enables service bureaus to manage multi-channel input through a single workflow."

Parascript has also introduced technology for better managing PDFs. FormXtra can now identify and extract text from electronically

generated PDFs, without having to apply OCR.

To improve its accuracy on claims and other types of forms, Parascript has introduced improved background and form element dropout on black-and-white documents. Form images can also be automatically resized to conform better to templated layouts. This includes images from mobile devices.

Earlier this year, we discussed Parascript's incorporation of neural net technology in FormXtra to enable template-less set up of extraction applications [see [DIR 2/17/17](#)]. Council explained that this has now evolved into the use of deep learning, which Parascript has utilized to improve its accuracy on invoices. According to a press release, "Invoice data location for header-footer data is now better than 80 percent with 95 percent accuracy at the field level. Additionally, line item location is now better than 55 percent with 98 percent accuracy with no PO matching requirement."

In 2015, Parascript introduced revamped auto-classification technology, for which it has improved the UI and accuracy. "When we first introduced the new classifier, we looked at other products and emulated their UIs," said Council. "We've now incorporated a couple years of feedback and made a significant effort to make our classifier easier to use."

Although Parascript has made a serious effort to make its technology available through the cloud [see [DIR 9/23/16](#)], Council said adoption has been slower than the ISV anticipated. "Most of our customers inquire as to whether we have a hosted solution, but in the end they want to take more control," he said. "If they are going to use it in the cloud, they'll typically take our SDK and run it in their own cloud."

For more information: <http://bit.ly/FormXtra6-3>

KMBS FRANCE ACQUIRES ECM INTEGRATOR

Last week **Konica Minolta Business Solutions France** announced it had acquired ECM-focused systems integrator **Groupe Numerial**. The two companies had previously been working together through a partnership. Group Numerial is a **Hyland** and **DocuWare** reseller.

This acquisition seems to parallel Konica Minolta Business Solutions U.S.'s strategy of acquiring ECM resellers and service providers, with a concentration on Hyland OnBase resellers.

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