



IDT
putting paper in its place

Integration Insider

Volume 5, Issue 1



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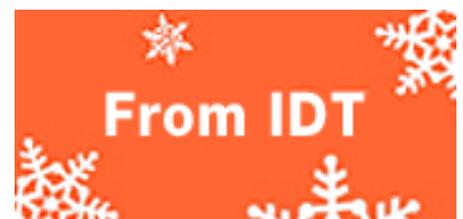
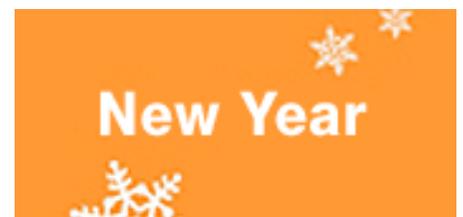
Happy New Year and best wishes for a successful 2007!

Welcome to the first issue of Volume 5 of the IDT *Integration Insider*. As you begin the year, take a moment to check out the articles in this issue, including:

- How to Use CRM to Create More Profitable Customers
- Success Factors in Choosing a Check Imaging Solution
- Top Five Ways to Improve the ROI of Your Next Technology Investment
- News from Kodak, Stellant, and Kofax

Happy Reading,

The IDT Team



Put it to Work

How to Use CRM to Create More Profitable Customers

By Douglas Gantenbein for Microsoft

Put together a smart, detailed business strategy, and customer relationship management (CRM) software can help you develop, find, and reward your top customers. This article offers insight into what determines your top customers — profit per customer — and how CRM can help nurture those relationships.

[Read the full Microsoft article here.](#)

Success Factors in Choosing a Check Imaging Solution

An Eastman Kodak White Paper

Strategic decisions about a core business process require serious thought. The processing of checks that are received every day as deposits or payments merits careful consideration, since it affects two things that are the lifeblood of your business — cash flow and operational efficiency.

On the upside, automating the process with digital technology can enable you to shorten time to money and improve your overall cash management strategies. These benefits can deliver competitive advantages for all kinds of businesses. Banks can also improve operations and offer services that strengthen customer relationships.

On the downside, a single error could have a crippling effect on your assets and your credibility. Moving ahead with a check imaging solution is good business. But that "go" decision should come only after acquiring a sound understanding of your options. By considering the success factors reviewed in this position paper, you can reduce risk and maximize return when implementing a check imaging solution.

[Read the full white paper.](#)

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Ask the Expert

Question: "With the new year here, we're gearing up to invest in some new technology investments. Any tips?"

Answer: As a matter of fact, yes! We've put together our "Top Five Ways to Improve the ROI of Your Next Technology Investment." You may be familiar with this document from the [IDT Library](#). However, even if you've seen it before, take a look before you leap.

[Get the "Top Five Tips" here.](#)

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News & Events

KODAK i1860 Scanner, Newest Capture Software Now Available

Kodak's Fastest Production Scanner Ships, Armed with Ergonomic Design Features and Upgraded KODAK Capture Software

ROCHESTER, N.Y., December 14, 2006 — As businesses challenged by paper-intensive environments seek new ways to increase productivity and streamline document management in the year ahead, Kodak has the ideal solution.

The KODAK i1860 Scanner, the fastest production scanner offered by Kodak, is now shipping. Capturing images at up to 200 pages per minute, it delivers easy-to-use operation with a color touch screen and offers ergonomic design features that include automatic height adjustment. Automatic height adjustment provides the flexibility for the operator to scan while standing or seated. The user-friendly touch screen simplifies on-the-fly performance by putting a variety of controls at the operator's fingertips.

[Read the full press release.](#)

Oracle Assumes Ownership of Stellent, Inc.

REDWOOD SHORES, Calif., December 12, 2006 — Oracle Corporation today announced that Stellent, Inc. shareholders tendered approximately 28.8 million shares (including shares tendered by notice of guaranteed delivery), representing approximately 92 percent of Stellent's outstanding common stock, pursuant to Oracle's tender offer for all of the outstanding common stock of Stellent which expired at 12:00 midnight, New York City time, on Monday, December 11, 2006. Oracle has accepted for payment all shares tendered in the offer.

[Read the full press release.](#)

Kofax Unveils Initiative that Directly Links Information Capture and Exchange with Key Business Processes

New Kofax® Intelligent Capture and Exchange Suite Integrates Capture, Transformation and Exchange of Paper and Electronic Documents through SOA-Compliant Web Services

IRVINE, Calif., (December 5, 2006) — Kofax today disclosed a comprehensive strategy designed to shift the capture of information from a centralized back-office process and extend it to an everyday front-office activity, encompassing the intelligent capture and exchange of information from within business processes.

The strategy is embodied in the new [Kofax Intelligent Capture and Exchange Suite](#), which allows organizations to link the ever-increasing volume of paper-based and electronic information with mission-critical business activities such as invoice processing, loan origination, account openings, contract life cycle management and forms processing applications.

[Read the full press release.](#)

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