Integration Insider
Volume 3, Issue 11

IDT — putting paper in its *place*

Put it to Work →	Ask the Expert →	News & Events →

Welcome to the November issue of IDT's *Integration Insider.* We hope you're gaining valuable information as a subscriber. If there is a topic you'd like to see covered in an upcoming issue, please let us know by emailing feedback@idt-inc.com.

Read on this month to find out more about:

- Improving Customer Care in the Financial Services Industry through Automated Information Capture
- Archival Storage Top 10 Questions
- One vendor's answer to: "Why implement an Enterprise Content Management system?"
- News from Stellent, Captaris, Captiva, Datacap, and Kofax.

Happy Thanksgiving & Happy Reading,
The IDT Team

View an EMC Legato Recorded Event

Check Out Captiva Customer Success Stories

Free Whitepaper "Choosing an ECM System."

Put it to Work

Improving Customer Care in the Financial Services Industry through Automated Information Capture
Courtesy of Captiva Software
Automated information capture can provide improved customer care by increasing the speed and accuracy with which customer information is processed by financial institutions. Despite the growing use of online data capture, the business world still relies heavily on paper for account applications and other transactions. An estimated $15 billion dollars is spent each year in the United States to key in and validate data. Considerable savings could be achieved by automating this process. But the real value of automated information capture extends beyond speed and economy to its role in enhancing business processes.

In this white paper, we present the story of a financial services company that has grown over the years, whose present data entry systems no longer meet its needs. Expansion and acquisition have brought the company to a critical point where it must make major changes in its business

processes or run the risk of losing customers. As a result, the company embarks on an assessment to identify its requirements, learn about automated information capture and select a viable system.

Read the Captiva white paper.

Archival Storage Top 10 Questions
Organizations across virtually every industry are struggling with requirements to retain corporate records for ever greater periods of time. It is not uncommon for companies to need information access for decades and where public safety or cultural heritage is a factor, records may need to be retained indefinitely.

The rapid pace of technological evolution has forced companies to take a short-term, tactical view of IT, which can clash dramatically with the growing need for a long-term archival storage strategy. Products and processes used to solve short-term storage requirements are often inappropriate for long-term archival storage.

This questionnaire is designed to raise some of the issues most critical to building and maintaining a secure data archive. The following pages provide additional background information and summarize the role UDO plays relative to each question.

Read more.

^ top of page

Ask the Expert

Question: "Why implement an Enterprise Content Management system?"

Answer: As I'm sure you've heard – especially in this newsletter – there are many reasons an Enterprise Content Management (ECM) system can be a beneficial investment for your organization. However, beyond the expected response of telling you that an ECM system can help you do things like reduce costs, save space, and allow you to use your labor resources more efficiently, today we'll share four more reasons ECM makes sense.

Here's what IDT partner EMC sees at the top 4 reasons to implement:

"Most enterprises' unstructured content is increasing between 65 to 200 percent a year depending on the industry sector. This growth is largely uncontrolled and undermines your company's ability

to achieve:

- **Content ROI** – Employees can spend up to 40% of a workday looking for content and untangling issues with versioning, ownership, and reformatting. As a result, too much expensive content goes underused or must be recreated. ECM provides the infrastructure that gets your content under control.
- **Compliance** – Virtually all organizations are now legally compelled to securely store and access various content for a defined period. With ECM you can set policies for retaining, storing, and retrieving specific content – and mitigate the enormous risk of noncompliance.
- **Collaboration** – Content managed in departmental silos and restricted to certain geographies blocks the sharing of content by distributed teams. As a result, productivity drops and time to market slows. ECM enables people to create, capture, and distribute collaborative content on the tightest timeline.
- **Consolidation** – An ECM using a single infrastructure rather than siloed content systems dramatically drops overall total costs and increases security. One ECM repository that can scale to over a billion objects offers a subsecond response time for transactional processes."

Want to know more about how an ECM system can benefit your organization? Contact IDT at 630.875.1100 or feedback@idt-inc.com.

^top of page

News & Events

Stellent Named in "Visionary" Quadrant in Financial Compliance Process Management Software Magic Quadrant Report from Top Industry Analyst Firm
Eden Prairie, MN, Oct. 26, 2005 — Stellent, Inc. (Nasdaq: STEL), a global provider of content management solutions, announced today it was positioned in the visionaries quadrant in Gartner, Inc.'s "Magic Quadrant for Financial Compliance Process Management (FCPM) Software, 2005" 1 report. Gartner (NYSE: IT) is the leading provider of research and analysis on the global information technology industry.

Read the full release.

Captaris Announces Support for Microsoft SQL Server 2005 Across Its Business Information Delivery Suite
The two companies continue their cooperative relationship, enabling customers to realize greater performance through tight integrations
Bellevue, Wash. — November 7, 2005 — Captaris, Inc. (NASDAQ: CAPA), a leading provider

of Business Information Delivery solutions that specialize in automating paper and other unstructured document processes, announced that it will support Microsoft SQL Server 2005 across its product lines. Captaris RightFax, Workflow and Alchemy Document Management will all utilize the exceptional performance, functionality and scalability of the Microsoft database platform.

Read the news release.

Captiva Enhances Its Dispatcher Software with Improved Classification and Extraction Capabilities
New 4.0 Version Creates a "Digital Finger Print" for Accelerated Document Processing
SAN DIEGO, CA NOVEMBER 8, 2005 - Captiva Software Corporation (NASDAQ: CPTV), a leading provider of input management solutions, today announced the availability of Dispatcher™ 4.0, a new, more powerful version of its document classification and extraction software.

Dispatcher includes the ability to identify and separate structured, unstructured and handwritten documents, and automatically route them to the appropriate person or department within the enterprise for optimized processing. Dispatcher 4.0 now identifies documents and extracts business critical data by creating a "digital finger print" that combines text analysis and dynamic field positioning information to better analyze both the content and structure of each document. The digital finger print then enables Dispatcher 4.0 to identify a document type, search for areas containing data to be extracted and determine what type of data to extract – faster than previously possible and with almost no user intervention.

Read the news release.

Datacap Announces Seamless Integration with EMC ApplicationXtender
Partnership Provides Advanced Processing of Range of Forms for Small to Medium-Sized Businesses
Tarrytown, NY – October 21, 2005   Datacap Inc., a leading provider of advanced document capture and forms processing software solutions to organizations worldwide, today announced the availability of direct integration with EMC® ApplicationXtender® Release 5.2, revolutionary technology for providing end-user access to relevant business documents. The Taskmaster Release Task for AX™ provides Taskmaster and ApplicationXtender customers an easy way to seamlessly combine automated indexing, forms processing, and content management.

Read the news release.

INDICIUS 5.0 Selected as Finalist for Information Management Award
IRVINE , Calif., October 27, 2005 -- Kofax, the world's largest information capture vendor, today announced that the INDICIUS® 5.0 product has been named as a finalist for a 2005 Information Management Award. Now in its 10th year, the Information Management Awards provide premier European recognition for excellence and innovation in the management of business information.

[Read the new release.](#)

EMC to Acquire Captiva Software Corporation

Deal To Extend EMC's Lead in Information Lifecycle Management, Builds on Strengths in Content Management and Enterprise Archiving

HOPKINTON, Mass. and SAN DIEGO, Calif. October 20, 2005 - EMC Corporation, the world leader in information management and storage, and Captiva Software Corporation, a leading provider of input management solutions, today announced a definitive agreement for EMC to acquire Captiva. EMC will pay $22.25 per share in cash, or approximately $275 million net of Captiva's cash balance. The transaction is subject to regulatory and Captiva stockholder approval, and is expected to be completed in either late 2005 or early 2006. Upon completion of the acquisition, EMC expects to take a charge of approximately $15 million to $20 million for the value of Captiva's in-process research and development costs. Excluding this charge, the transaction is not expected to impact EPS in the first full year of operation.

[Read the news release.](#)

^ [top of page](#)

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