AIIM Market Intelligence
Delivering the priorities and opinions of AIIM’s 65,000 community

Industry Watch

Document Scanning and Capture:
local, central, outsource - what’s working best?

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About the Research

As the non-profit association dedicated to nurturing, growing and supporting the ECM (Enterprise Content Management) community, AIIM is proud to provide this research at no charge. In this way the education, thought leadership and direction provided by our work can be leveraged by the entire community.

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Process Used and Survey Demographics

While we appreciate the support of these sponsors, we also greatly value our objectivity and independence as a non-profit industry association. The results of the survey and the market commentary made in this report are independent of any bias from the vendor community.

The survey was taken by 882 individual members of the AIIM community between November 3rd and November 17th, 2009, using a Web-based tool. Invitations to take the survey were sent via e-mail to a selection of the 65,000 AIIM community members.

Survey population demographics can be found in Appendix A. Graphs throughout most of the report exclude responses from organizations with less than 10 employees, and for some questions, suppliers of ECM products or services are excluded.

About AIIM

AIIM (www.aiim.org) is the community that provides education, research, and best practices to help organizations find, control and optimize their information. For more than 60 years, AIIM has been the leading non-profit organization focused on helping users understand the challenges associated with managing documents, content, records and business processes. Today, AIIM is international in scope, independent and implementation-focused, acting as the intermediary between ECM (Enterprise Content Management) users, vendors and the channel.

About the Author

Doug Miles is head of the AIIM Market Intelligence Division. He has over 25 years experience of working with users and vendors across a broad spectrum of IT applications. He was an early pioneer of document management systems for business and engineering applications, and has been involved in their evolution from technical solution through business process optimization to the current corporate-level concerns of security and compliance. Doug has also worked closely with other enterprise-level IT systems such as ERP, BI and CRM. Doug has an MSc in Communications Engineering and is an MIET.
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Introduction

The term “Capture” covers the combined processes of document scanning, image correction, recognition of text, barcodes, form fields, etc. and finally, output to an appropriate format for subsequent processing or archive storage. For 20 years or more, capture has been the entry point for document store-and-retrieve systems and increasingly for forms-processing, workflow and Business Process Management (BPM). Capture may also be applied to faxes, emails, electronic documents, images and messages, but we will restrict our attention in this report to document scanning.

Traditionally, scanning and capture has been considered technically challenging. Achieving high throughput at minimum cost has required specialist machinery and skilled staff, hence the prevalence of service bureaus and outsourcers. There has in the past been some reluctance to invest in capture technology, particularly where manual keying costs have been reduced by low offshore labor rates and cheaper communications, enabling a combination of onshore scanning, with offshore remote keying into corporate legacy systems.

More reliable and more capable scanners, more automated capture processes, and in particular, the availability of a multi-function scanner/printer in almost every office has led over the last 5 to 6 years to a new model of distributed scanning, local to the office staff processing the documents. In some scan-to-archive applications, particularly in professional services or healthcare, a scanner-per-desk policy can be viable.

In this report, we look at the issues and potential benefits of these different approaches, and consider the potential Return on Investment (ROI) across the more popular application areas. We measure the adoption levels of different approaches to scanning and capture, as well as the levels of success in automated indexing and metadata capture.

Key Findings

- Centralized in-house scanning and mailroom scanning are set for a considerable growth in take up compared to outsourced scanning and capture.
- Distributed scanning on MFPs is set for some growth compared to desktop scanning.
- Also set for a considerable increase is automated recognition via OCR, ICR, etc and automated classification.
- Despite the long term preferred strategies, sales next year of dedicated scanning hardware is set to drop, with MFPs just holding their own. Capture software and modules are the only areas of spend set to rise.
- Knowledge management in the form of improved searchability of business documents is the highest driver for scanning, closely followed by compliance and business process improvement.
- 46% of users report ROIs within 12 months, with two-thirds seeing returns within 18 months. These are consistent across many types of content and process, with invoices, contracts and application forms being the most popular.
- Legal admissibility of scanned documents is still seen as an issue in over a quarter of businesses.
- 30% of the sample use outsourced services, citing “No staff management overheads” as the main benefit, along with cost per scan.
- Integrating the scanned files back into the internal system is a bigger outsourcing issue than security breaches or lost documents. Quality of indexing is an issue for 30%.
- 48% of respondents have a centralized, in-house scanning service, citing better indexing and closer integration with the process as the main benefits.
- Meeting demands for fast turnaround is given as the biggest issue with central scanning operations, followed by logistics and space problems.
- 78% of those surveyed have some form of distributed scanning via MFPs, desk top scanners or branch-office scanners. Ownership of the process by the line of business owners is given as the main advantage, as well as improved utilization of MFPs.
- The biggest drawback of distributed scanning is training staff to index properly and maintaining quality of indexing over time.
- Whilst 32% of organizations report that the consumption of paper and/or number of photocopies is still increasing, this is equally balanced by those who feel it is decreasing.
- 25% of scanned documents are photocopied prior to scanning. Only 31% of scanned documents are destroyed after scanning, with a further 32% being archived off-site.
- Only 38% of paper-originated records are scanned and archived electronically.
- 51% of scanned documents are 100% “born digital”, i.e., come direct from a printer.
- 37% of organizations are scanning over half of their incoming documents. 12% scan more than 80%.
- As regards accurate recognition and capture, on average 6.5% of scanned documents are rejected at QA or require intervention.
Strategies, Business Drivers and ROI

Strategies

Based on the broad definition of distributed scanning to include MFPs, desk-top scanners, branch office scanning and field scanning, 72% of the survey sample make some use of it, compared to 48% who have some form of centralized scanning operation, and 30% who use outsourced services.

Figure 1: Do you use outsourced, centralized and/or distributed scanning (N=746 non-trade, non-bureau, multi-choice)

The wide use of distributed scanning indicated here does not necessarily imply the presence of an underlying platform linking multiple scanners of different types into a common capture infrastructure. In many organizations, there is considerable ad-hoc use of desk-top scanners and MFPs, but no underlying strategy for a unifying approach.

Figure 2: How would you characterize your scanning strategy? (N=790, all >10 emps)

We can see from Figure 2 that although there is still some net increase in utilization of MFPs, centralized scanning is set for a considerable increase in popularity. Outsourcing is likely to hold its own, with some decrease in offshore scanning. Mailroom scanning of all incoming mail is also a popular strategy.

We then set out to explore data capture strategies, over and above the initial scanning.
Again we see a greater net increase in centralized capture compared to distributed entry at the point-of-use or within the line of business, but the biggest area of focus is in automated recognition and auto-classification. This supports the strategy of centralizing the process, and investing in more capable scanners and recognition tools in order to minimize the human input required.

We identified that the decision maker for scanning and capture strategy in 29% of organizations is the head of IT, with line-of-business managers leading the decision-making process in 17% and head of Records/Document Management in 16%.

**Business Drivers**

*Figure 4: What are the strongest drivers for scanning and capture in your organization? Max. THREE.*
The drive to automate the classification process is reflected in overall priorities, where improved findability of business documents is the strongest driver, albeit matched closely by improved productivity and compliance.

The fact that cost-saving benefits are not the strongest drivers comes in spite of the fact that scanning and capture shows a very strong return on investment, as we will see in the next section. It is this combination of improved knowledge access and reduced costs that makes such a compelling case for scanning and capture investments. Yet despite this, justifying the ROI is still the second biggest impediment to adoption after the inevitable resistance to change.

Figure 5: What would you say are the biggest barriers to greater strategic adoption of scanning and capture in your organization? Max. THREE.

<table>
<thead>
<tr>
<th>Barrier</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resistance to change</td>
<td>50%</td>
</tr>
<tr>
<td>Justifying the investment - demonstrating ROI</td>
<td>40%</td>
</tr>
<tr>
<td>Still thought of as scan-to-archive not scan-to-process</td>
<td>30%</td>
</tr>
<tr>
<td>Logistics issues of where and who will capture documents</td>
<td>20%</td>
</tr>
<tr>
<td>Perceptions about legal admissibility of electronic images</td>
<td>20%</td>
</tr>
<tr>
<td>Investment costs of scanners and software</td>
<td>10%</td>
</tr>
<tr>
<td>Existing solutions are &quot;good enough&quot;</td>
<td>10%</td>
</tr>
<tr>
<td>Lack of trust in the reliability of automated decision-making</td>
<td>0%</td>
</tr>
<tr>
<td>Difficulty of training users across departments and branches</td>
<td>0%</td>
</tr>
<tr>
<td>Concerns about image quality or data inaccuracies</td>
<td>0%</td>
</tr>
<tr>
<td>Perceptions about acceptability for audit</td>
<td>0%</td>
</tr>
</tbody>
</table>

Two other issues are worthy of note here. Firstly, as scanning and capture has been around for a long time, many managers still consider it to be a scan-to-archive application, rather than opening up to the possibilities of scan-to-process. Secondly, despite the efforts of the standards community to establish the legal admissibility of scanned documents, there are many who still have concerns. Interestingly, reliance on electronic documents for audit does not seem to be an issue.

Many organizations are making a strategic choice to extend their centralized scanning facilities, with increased use of automated recognition and classification. Improving knowledge search and findability is a key business driver, alongside cost-saving and compliance.
Return on Investment (ROI)

As discussed earlier, capture is an enabling process. It provides an input for workflow processing of forms, invoices, customer correspondence, etc. It also allows paper records to be stored in electronic format, reducing storage space, and significantly improving multi-user access for reference, research and legal discovery. As regards the more specific financial payback, an encouraging 46% of users are reporting ROI within 12 months, with two-thirds seeing returns within 18 months. Whether viewed as an infrastructure enabler or against specific business processes, these are impressive returns.

Figure 6: What payback period would you say you have achieved, or are on track to achieve, from your scanning and capture investments — ie, how long until the savings made covered the costs? (N=680, all, >10 emps)

We also looked to see which processes were the most popular, and which showed the best returns.

Figure 7: Capture projects undertaken.

Legal documents and contracts, correspondence, invoices, and application forms are the most likely to be scanned, with 60% or more of the respondents scanning these. The prominence of legal documents and contracts probably reflects the requirement for manual signatures on otherwise electronically exchanged documents, an issue we return to later.

Taking account of the fact that some processes are more popular than others, we can also assess which processes are the most successful in meeting their improvement objectives, both for cost savings and for other factors.
Figure 8: How would you rate the success (ROI, service improvement, etc) of the following processes/document types? (normalized against “we don’t do this”)

We can see a good result here, with almost all processes or content types producing around 60% “Excellent” or “Good” scores, invoice processing being narrowly ahead at 68%.

Most users report payback on their investments in scanning and capture within 12 to 18 months, with a surprisingly even spread of success across many different process types.
Outsourcing, Centralized and Distributed

Outsourcing

Many scanning bureaus have been kept busy over the years with back-file conversions of paper records for major corporate customers. As the communications technology has increased, and the management of service levels and quality has been refined, many bureaus have increased the level of their offering to include parts, or in some cases, all of the business processes involved in an end-to-end application.

Figure 9: What are the biggest issues you have found in managing your outsourced service? Max THREE.

Integration back into our electronic archive
Physical transportation of documents
Turnaround time lag
Quality of indexing due to lack of process involvement
Monitoring quality and SLAs
Security risks or breaches
Lost or misfiled documents
Communication with key process staff
Lack of flexibility on document types and/or processes
Maintaining prices at original levels
Handling of peak traffic

As a reflection of the increasing requirement to have scanned records available in-house for things like knowledge search and e-discovery, the difficulty of integrating databases shows up as the biggest issue, followed by the more predictable ones such as logistics, and turnaround time. Quality of indexing is always a concern when using external contractors, and this is raised by 30% of respondents. There seems to be little evidence of price escalation or poor response to peak traffic.

Figure 10: What would you say are the biggest benefits from using an outsourced service? Max TWO.

No staff management overheads
Cost per scan
Capacity management (peaks and troughs)
Better quality equipment
No paper storage/handling/disposal issues
The biggest driver for outsourcing is the reduction in management overhead, which is cited more frequently than pure cost-per-scan. Capacity management is considered another big advantage, and as we saw in Figure 10, bureaus and outsourcers are handling this well.

Centralized Operations

Centralized scanning operations can range from a local print-room walk-up service to a major inbound mail scanning installation, tasked with turning round all incoming mail for a major office complex within 2 hours every morning – turnaround time being the biggest issue for all our respondents. It is likely that the issues of storage space, logistics and transportation reflect the pressures on office space, and the mismatch with normal office operations.

Figure 11: What are the biggest issues you have found in managing your in-house centralized service? Max THREE

Once again we see the concern for indexing quality from 25% of respondents, and also a concern about peak loading. Interestingly, recruiting and retaining staff is not a high priority issue, despite this being cited as a strong driver for outsourcing.

Figure 12: What would you say are the biggest benefits from using your in-house centralized service? Max TWO.
Despite indexing quality being a concern, most respondents consider that an in-house facility is likely to produce better quality of indexing than an outsourcer, and despite the benefits of modern communication, proximity to the process and the ability to integrate with it is also considered a plus. Security breaches and lost documents was a mid-level concern for those using outsources, but more assured security would seem to be a definite plus for in-house operations.

**Distributed Scanning and Capture**

As mentioned earlier, we used the broadest definition of distributed scanning. The most obvious differentiation, compared to centralized or outsourced scanning, is that potentially more expensive office staff and knowledge workers are expected to prepare documents for scanning, quality check the image, and index them into the database.

*Figure 13: What are the biggest issues you have found in managing your distributed scanning services? Max THREE*

We can see from the responses that persuading and training staff to index properly and to a high quality are the biggest issues, whereas the cost differential between knowledge workers and back-office staff is not considered to be a major problem. Interfacing distributed scanners to business processes is a problem for 25% of respondents, and this is where an underlying distributed scanning infrastructure can help considerably, especially for remote or branch offices.
Figure 14: What would you say are the biggest benefits from using distributed scanning? Max TWO

- Ownership by local process owners
- Utilizes existing MFPs
- Less transporting/mailing of paper
- Faster turnaround, e.g. from outlying offices
- Easier to integrate with local process applications
- Better local process knowledge for entry and indexing
- More cost effective for lower volumes
- Less management and investment overhead

The biggest benefit of distributed capture is that it places the ownership of the input mechanism with those who own the rest of the process – i.e., those who will benefit most from accurate indexing, faster turnaround and simpler document logistics. Increased utilization of existing MFPs provides an additional benefit, as these devices cost no more than copiers.

To further explore the issues between distributed and central scanning, we asked users their opinion on a number of potential issues.

Figure 15: How do you feel about the following statements?

- Users feel that paper records are needed for "legal reasons"
- The scanning function of our MFPs is under-utilized
- Office staff find scanners more intimidating to use than printers
- Users are "too busy" to use desk scanners for filing even if they have immediate access
- Hands-off, one-touch, capture-to-process is an achievable goal for us
- Office staff are unlikely to maintain our quality requirements
- Office or process managers don’t like to be reliant on centralized scanning
- Automatic classification is more reliable than manual
- Office staff are too expensive to spend time on scanning
- Users dislike scanning on MFPs as they don’t know where the images will end up
- We prefer to buy our scanning solutions on a per-click basis

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As well as confirmation of the legal admissibility issue, we see that there is a general feeling that more use could be made of MFPs, and an agreement that office staff are more intimidated by scanners than they are by printers – although this is not necessarily because they don’t know where on the network the scanned image will end up. Views on the quality of indexing from office staff, and their willingness to do it, are evenly balanced, but as regards one-touch scanning and automatic classification, there is a small net agreement that these are achievable. A final point is that users are not at all in favour of “click-payments” for scanning along the same lines as photocopying.

The trade-offs between outsourced, centralized and distributed scanning are reduced staff overheads versus better indexing quality and faster turnaround times. The closer staff are to the process, the better their understanding of the indexing requirements, but with distributed capture, local office staff and knowledge workers need to be trained and monitored to ensure consistent results.

Levels of Adoption and the Paper Trail

Scanner Technology

The majority of scanning operations are still single-sided monochrome, although improvements in thresholding have improved results here considerably. However, it is interesting to note that our respondents reported that on average they are scanning a third of their documents in greyscale, with a similar proportion being scanned double-sided (duplex). Color scanning constitutes 18% of throughput.

Taking PDF and PDF-A output formats together, 56% of scanned documents have been switched from the traditional TIFF format, with a 12% adoption of PDF-A, which is a more suitable archive format. Many scanners are now able to directly output in PDF or PDF-A.

Greater built in processing capability also allows scanners to be used for mixed input of sizes, colours and formats, rather than requiring batch separation as a pre-process, and separator sheets between page sets. We found that 48% of installations run mixed-mode rather than batch.

Figure 16: What proportion of the documents that you scan would you say are:
(Average based on All, 80-95%, 50-75%, 25-50%, 5-20%, None)

- Scanned in duplex (double-sided)
- Scanned in grayscale (not black and white)
- Scanned in color
- Saved as PDF (not TIFF or JPEG)
- Saved as PDF-A
Recognition Technology

The combination of better scanners and improved recognition technology has produced a steady increase in automated data capture from scanned images. Each application will dictate the type of recognition required, with bar codes being the simplest and handwriting being the most difficult. Capture of selective fields from invoices and other transactional documents is generally augmented by a connection to the finance or ERP system to ratify possible order numbers or part numbers, providing, in effect, a look-up dictionary. This requirement is a good example of the need to link the scanning and capture process to the subsequent business process, highlighting a potential drawback of outsourcing.

Figure 17: What proportion of the documents that you scan would you say are:

Scanning and Capture Process

Document preparation and image quality checks are significant manual aspects of the scanning process, which interrelate with the confidence level required to destroy documents after scanning - although Figure 16 indicates a mismatch between those inspected and those destroyed.

Figure 18: What proportion of the documents that you scan would you say are:

Post-process intervention to correct for unrecognized data can be a significant contributor to overall costs, and reflects scan quality, recognition capability, and of course, quality of the original. Figure 17 indicates that users are typically achieving between 2 and 5% rejection rates, with a longer tail producing a document average of 6.5%.

Figure 19: In general, what proportion of your scanned documents are rejected at QA or require intervention? (N=488, all >10 emps, excl. 25% who don’t QA)
The picture for automatic classification is more varied, with a greater spread and a longer tail. The document average is 13.3%, but 65% of organizations achieve 10% or better intervention rates, which still represents a massive reduction in overall time spent indexing.

![Figure 20: If you use automatic classification for archive, what proportion of your documents requires intervention? (N=209 all >10 emps, excl. 62% who don’t auto-classify)](image)

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**Paper vs Electronic**

The proportion of companies scanning inbound mail is increasing steadily, with 37% scanning over half of their inbound documents. On average, 43% of scanned documents are passed to a business process rather than to archive. Since 38% of archived records are being stored electronically, the implication is that the majority of records are still saved as paper.

<table>
<thead>
<tr>
<th>Table 1: Inbound Documents</th>
<th>Document Average</th>
<th>Organizations &gt;50% of docs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scanning incoming documents</td>
<td>35%</td>
<td>37%</td>
</tr>
<tr>
<td>Passed to a business process rather than direct to archive</td>
<td>43%</td>
<td>46%</td>
</tr>
<tr>
<td>Scanned and archived electronically rather than filed as paper</td>
<td>38%</td>
<td>43%</td>
</tr>
</tbody>
</table>

Where paper records are scanned-to-archive, and particularly with outsourced back-file conversion, there is a tendency to create an image-only repository which is separated from records that are originated electronically. Although this is the case in 22% of organizations, there are strong plans to move to a single, homogenously searched system. There are also indications that the number of organizations scanning documents into SharePoint will double from 15% to 30%.

<table>
<thead>
<tr>
<th>Table 2: Image Archiving</th>
<th>Yes</th>
<th>Planning To</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you index and store scanned images and electronically generated files in the same system?</td>
<td>63%</td>
<td>15%</td>
<td>22%</td>
</tr>
<tr>
<td>Do you index and store significant numbers of scanned images in SharePoint?</td>
<td>15%</td>
<td>15%</td>
<td>70%</td>
</tr>
</tbody>
</table>

In addition to saving storage space, scanning can reduce the number of photocopies taken, but we also set out to explore how many documents were passing through the paper medium as part of their lifecycle, and whether the overall consumption of paper was increasing or decreasing.
Figure 21 shows a remarkably balanced view, which some might contest on the basis of raw paper consumed.

<table>
<thead>
<tr>
<th>Table 3: Document Lifecycles</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>What proportion of the documents that you scan are photocopied before being sent for scanning?</td>
<td>25.1%</td>
</tr>
<tr>
<td>What proportion of the documents that you scan would you say are 100% &quot;born digital&quot;</td>
<td>51.7%</td>
</tr>
<tr>
<td>What proportion of the documents that you scan are &quot;born digital&quot; except for a signature</td>
<td>50.9%</td>
</tr>
</tbody>
</table>

As we can see from Table 2, 25% of users tend not to trust the scanning operation, and so they photocopy documents before letting them out of their hands. This is likely to be more prevalent with centralized and particularly outsourced operations than with distributed.

Rather more intriguing is that taking the average of users’ estimates, 52% of scanned documents are 100% “born digital”, i.e., have come direct from a printer in another office or organization. Even more intriguing is that when we asked what proportion of scanned documents users estimated were “100% digital except for a signature”, the average is 51%. The use of digital signatures would help this situation considerably, and this will form the basis of a future AIIM report.

**Around half of the documents that are scanned are 100% born digital, i.e., they have come directly from a printer. On balance, our respondents feel that the amount of paper consumed through printers and photocopiers is neither increasing nor decreasing. Recognition technology is achieving a 90 to 95% success rate in most applications.**
Levels of Spend

Despite the strategic intentions stated at the start of the report regarding an increase in centralized scanning, this is not reflected in spend intentions for 2010, although high-volume scanners and MFPs show a smaller net decrease than mid- and low-volume scanners. It is likely that this is due to an extension of the replacement cycle during current difficult times. On the other hand, software licenses for capture show a significant net increase in spend, as do storage servers – inevitably. As we have found with our other Industry Watch reports this year, spending on external consultancy and outsourcing services is set to reduce further in 2010.

Figure 22: How will your spending on the following Capture components in the next 12 months compare with the last 12 months: (N=560, non-trade, non-consultants)

Conclusion

The choice between outsourced, centralized, and distributed scanning is not only based on per-scan costs and staff management overheads. With increasing take up of scan-to-process compared to scan-to-archive, proximity of the capture process to the subsequent business process becomes more important, both as regards technical integration with other applications and ownership by line-of-business staff. Quality of data capture is likely to improve the closer the staff are to the process, although when taken into the general office or branch office, continuous training and persuasion are needed to ensure that knowledge workers index accurately over time. On the other hand, concentrating the scanning and capture process into a centralized facility allows for a larger investment in the latest scanner and capture technology, improving the likely success rate of data recognition and automated classification. We have seen that this latter strategy is increasing in popularity, particularly compared to outsourcing.

As with previous AIIM reports, utilization of scanning and capture across a range of business processes has produced an investment payback of 18 months or less for 66% of users, with the additional benefit of improved findability of documents for knowledge sharing and e-discovery.

Despite reducing the level of paper stored in records archives, half of the documents scanned are born-digital directly from a printer, and 25% of scanned documents are photocopied before being sent off for scanning. There is evidence that users are still wary of the legal admissibility of scanned documents, and that they find scanners more intimidating than printers.
Appendix 1: Survey Demographics

Survey Background
The survey was taken by 882 individual members of the AIIM community between November 3rd and November 17th, 2009, using a Web-based tool. Invitations to take the survey were sent via email to a selection of the 65,000 AIIM community members.

Survey Demographics

Organizational Size
Survey respondents represented organizations of all sizes. Larger organizations over 5,000 employees represented 38%, with mid-sized organizations of 500 to 5,000 employees at 44%. Small-to-mid sized - 10 to 500 employees - were 38%. Organizations of less than 10 employees are excluded from all of the results.
Industry Sector

There is a high participation (18%) from Finance, Banking and Insurance than is usual for the AIIM demographic, indicating a higher usage of scanning and capture in this sector. Local and National Government made up 26%, and Utilities Oil & Gas 8%. The remaining sectors are evenly split. To avoid bias, bureaus, consultants and suppliers of ERM have been removed from some areas of the report.

Geography

Two thirds of the participants were based in North America, with the remainder split between Europe and the rest-of-the-world.
Appendix 2

Open-ended Comments

- Saves time for our staff. Workflow is much, much quicker. Good investment.
- We are working hard to get vendors to send digital and to keep things that are born digital in digital form.
- Our process is viewed as a great success, internally and externally.
- It has SO improved in recent times - the quality is amazing.
- It was a steep learning curve for us, yet a terrific outcome.
- The main barrier is not the technology but the training and change management of staff and organisational processes.
- Increases the use of paper instead of decreasing it.
- Still not acceptable to fulfil legal requirements in healthcare.
- It can be tough persuading staff to do their own scanning.
- It is difficult to manage the overall quality and service level of outsourcing.
- This process has become a core business system and it is continuing to grow in all areas of our business.
- The move away from concurrent licensing towards a per-click or per named user is driving us to central scanning.
- Every corporation in the free world is pursuing “paperless” and “Green” initiatives. Scanning in my mind treats a symptom
- We have a flexible approach to scanning making onsite scanners available, letting users decide to outsource or do it themselves.
- Very useful for the organisation. Staff are happy with the streamlining of processes.
- We capture to archive at this time and will explore capture to process in the near future.
- Getting the strategy right (in line with legal requirements etc.) at the beginning is a must.
- Scanning has greatly improved workflow in all departments where it has been implemented.
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The seamless integration of paper capture processes into document management systems is key to ensure an increase in business productivity and a fast return on investment.

Whatever the document management system or IT environment, Epson business scanners offer easy integration. And with an Ethernet interface on most models, sharing with multiple users is simple.

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Visioneer provides a broad range of scanning solutions for the desktop, distributed and departmental document imaging markets as well as the mobile and remote business scanning segments. Visioneer high-performance business scanners and imaging software solutions offer users speed, image quality, advanced paper handling and ease-of-use with exclusive Visioneer OneTouch® technology.

Visioneer solutions range in speed from 10 pages per minute (ppm) up to 120 images per minute (ipm) in duplex mode and include a wide range of hardware from A3 production scanners to workgroup and desktop as well as mobile and remote business scanning solutions. Our scanners are perfect for applications in healthcare, financial services, retail, education, athletics, and civic organizations, among many others.

- **Mobile consumer/business owners** - For any business or mobile professional who accumulates crucial information in their travels. Business cards are scanned, read and sync’d directly to Outlook, smart phone or other contact manager. Receipts are quickly and cleanly captured for your personal and corporate financial records.

- **Medical departments/organization** - Perfect for the doctor’s office or admissions desk where insurance cards and co-pay checks are regularly captured. Visioneer scanners easily front ends accounting and patient record workflows and helps your organization with HIPAA compliance, better insurance claims and electronic records management (ERM).

- **Check Scanning & Deposit** - The added capability of optical scanning of checks expands the utility of scanners to yet another special purpose. Such application is not targeted at the home user, but rather the SMB, retail and local organizations & groups that typically receive checks as regular or occasional part of their normal operations.

Visioneer has a solution for everyone, from the home and small office user to corporate and department workgroups, allowing them to be more creative, communicate more effectively, and increase productivity. Our award-winning products have set the standard in quality and user friendliness.

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About AIIM
AIIM (www.aiim.org) is the community that provides education, research, and best practices to help organizations find, control, and optimize their information. The AIIM community has grown to over 65,000 professionals from all industries and government, in over 150 unique countries, and within all levels of management including senior executives, line-of-business, and IT.

For over 60 years, AIIM has been the leading non-profit organization focused on helping users to understand the challenges associated with managing documents, content, records, and business processes. Today, AIIM is international in scope, independent, implementation-focused, and, as the representative of the entire enterprise content management (ECM) industry - including users, suppliers, and the channel - acts as the industry's intermediary.

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