

enable our customers to deploy a hybrid environment.”

Gilmore noted that it was important for Upland to create a new product to fully leverage the power of the cloud. “We’ve leveraged some of the functionality in AccuRoute, such as its impressive number of integrations, however, you really can’t take a legacy product to the cloud and expect the same performance,” he said. “We have utilized agile development techniques and will be doing continuous releases to get new functionality into Intelligent Capture. We’ve already made some sales and are driving our roadmap through feedback from our customers.

“We are also hyper-focused on mobile capture. We are using the ABBYY Mobile SDK to develop on device image processing. We are working on iOS and Android apps that can be used to upload images into our capture products.”

Intelligent Capture is being brought to market as part of Upland’s Document Workflow Cloud, which also includes the hosted version of FileBound. The application can, however, also release documents into third-party repositories. “We already have an integration into SharePoint Online and are developing releases into the leading legal market ECM products, which AccuRoute is often used with,” said Gilmore. “We are bringing Intelligent Capture to market through the same channels that AccuRoute and FileBound have been sold through. It has been released to our channel partners and there has been strong interest.

Pricing for Intelligent Capture is based on a per page model. There is a base level version that includes point-and-click indexing and an advanced version that incorporates the ABBYY FlexiCapture technology.

For more information:

<https://uplandsoftware.com/intelligentcapture/>

PaperVision.com Represents new Model for Digitech

Like FileBound, **Digitech** is one of the pioneers in offering ECM through a SaaS model. Its ImageSilo, which is priced by storage and functionality, has been on the market for more than 20 years. This month, the Denver area-based ISV introduced a new SaaS ECM offering—PaperVision.com. Utilizing the same

code base as ImageSilo (as well as the ISV’s on premises PaperVision Enterprise offering), PaperVision.com makes Digitech’s SaaS ECM available through a user-based pricing model.

“Having ImageSilo lends us a significant amount of expertise related to hosting data in the cloud, keeping it secure, and making sure the system is reliable,” said Christina Robbins, marketing manager for Digitech. “So, even though, PaperVision.com represents a new step of our business, it is trading on core competencies that we have had for quite a while. This should provide prospective customers with confidence in the new offering.”

Mike Randash, Digitech VP of sales, noted that although they leverage the same code base, PaperVision.com and ImageSilo are running in different environments on AWS. “While ImageSilo has served us well for 20 years, there is definitely a need in the market for a per user subscription model,” he said. “The PaperVision.com pricing structure gets users pretty close to unlimited storage. There are three tiers based on the number of users and the functionality a business needs.”

The three pricing tiers for PaperVision.com:

■ **Basic:** Available for up to five users and starts at \$35 per month/per user. Each user gets 100 GB of storage. Includes basic document management and indexing capabilities.

■ **Professional:** Available for an unlimited number of users and starts at \$80 per month/per user. Each user gets 150 GB of storage. Includes additional functionality like electronic signature options and audit trail capabilities. Concurrent user pricing is available.

■ **Enterprise:** Also available for unlimited users and has a flexible pricing model. Each user gets 200 GB of storage. Includes functionality like workflow, enterprise report management (COLD), and e-forms.

“We feel like the concurrent licensing option helps differentiate us, as there are not a lot of SaaS products that offer that,” said Randash. “In addition, users get access to our proven customer service, which solves over 90% of cases on the same day. Like our other products, PaperVision.com is very imaging focused—it is very easy for customers to get scanned documents into their repositories. This is not the case with a lot of the collaboration focused SaaS-products.”

Related to this last point, PaperVision.com includes connections to Digitech’s PaperVision

Capture and PaperFlow capture applications.

PaperVision.com is available through the Digitech reseller channel, and in some cases, directly from Digitech. "We have been in a soft launch for the last nine months and done about 10 deals during that time, with nine going through resellers," said Randash. "Customers can go online and sign up and, depending on what the customer needs, we make take the deal direct. But, there are also cases where we will bring in a reseller, like we did for the **Seafood Producers Cooperative**. They had backfile conversions they needed to do and wanted someone local, so it made sense to turn that over to a reseller."

PaperVision.com is currently being hosted on U.S.-based AWS servers. "We do have some international customers who are okay with that, but if we get a request to store data in another country due to local regulations, we could potentially spin up another AWS instance fairly quickly," said Randash.

Bringing ECM to remote workers

Robbins noted that Digitech had been planning the launch of PaperVision.com for some time, but that its being released during the almost universal stay-at-home orders issued during the current pandemic could prove beneficial for remote workers. "A lot of people, who maybe only occasionally worked from home in the past, are now there full time," she said. "And they are discovering that some of the tools they may have relied on for occasional work might not work so well under heavier workloads. This includes shared drives, which can cause overlap with files that multiple people are working on. They don't have audit trails and version control to keep things organized."

"A product like PaperVision.com gives people who may not have worked with ECM in the past a place to start in a hurry, where they can move big chunks of their workflows into an effective remote system all at once."

For more information:

<https://www.documentimagingreport.com/?p=6838>

How is COVID-19 Affecting Document Outsourcing?

There has been a lot of discussion during the COVID-19 outbreak about document

outsourcing. Questions have arisen about increased opportunities for service bureaus related to digital mailrooms to service remote workers. There have also been questions about the availability of remote data entry workers in countries like India that are facing national shelter-in-place orders.

We will continue compiling information related to these topics, but following are three accounts we have received so far:

■ According to Mike Randash, VP of sales at **Digitech**, the ISV recently received urgent interest from a service bureau looking to replace its out-of-country key entry labor with Digitech's Forms Magic data capture software.

■ **Docufree**, an Atlanta-based BPO has been able to remain open due to some smart business planning and preparation. So far, it has seen a mixed effect on its business. "We've seen a minor impact on volume for what I'll term as lower volume, non-essential industry type clients, with projects mainly being delayed," noted David Winkler, EVP/CPO and Pandemic Response Team Chair for Docufree. "However, with our BPO clients, we've seen steady volumes, and some are increasing their business with us as they enact new policies for remote work and business continuity. We've actually had clients draft letters stating that Docufree is an essential critical services provider for their mission-critical operations during this pandemic."

"Fortunately, we have been well prepared for this emergency as part of our routine disaster recovery and business continuity planning. In fact, we've had a pandemic plan in place for years. When COVID-19 broke here in U.S., we immediately enacted our plan and built into our operations social distancing between employees."

■ **ScaleHub**, which leverages secure crowdsourcing for data entry from documents, has seen a spike in its available number of workers. "Our customers are getting their work returned in a shorter time because there are simply even more workers available in the gig economy," said Torsten Malchow, Chief Revenue Officer, for ScaleHub. "We have around 2.3 million global workers assigned to our supported marketplaces and this number has been growing during the last four to six weeks. We believe this will continue as so many people are losing their jobs and they simply need possibilities to earn money."