

K W O R K S P U B L I S H I N G DOCUMENT SOLUTIONS DAILY

Tracking the Office Equipment, Digital Production Print and Document Management Industries

Today's News, Today.

January 4, 2010

*** Happy New Year! ***

Special Edition - *While You Were Out*: Summarizing the Industry News between Christmas and the New Year

General

Zacks Analyst Blog Highlights: Hewlett-Packard Company, Xerox Corporation, Lexmark, Canon and Pitney Bowes

The printing industry has not been doing too well in the recent past, due to the ongoing cost-reduction drive of customers and enterprises as well as environmental concerns. As a result, many of the largest players in the space, including Hewlett-Packard Company (NYSE: HPQ), Xerox Corporation (NYSE: XRX), Lexmark (NYSE: LXX) and Canon (NYSE: CAJ) have been battling gradually declining revenue and profits from their printing businesses. Both HP and Xerox have come out with environment-friendly products, although we do not expect them to do exceptionally well in the near term as companies continue to stay away from investment in additional printers and the associated cost of paper, inks, consumables and so forth.

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Canon U.S.A. Honored with Multiple Awards from Buyers Laboratory, Inc.

Continuing its tradition for technological innovation and high-quality imaging offerings, Canon U.S.A., Inc., a leader in digital imaging and advanced office solutions, today announced the Company has been honored with five Fall 2009 "Pick" and Outstanding Achievement Awards by Buyers Laboratory, Inc. (BLI). "As a Company, we pride ourselves on developing and offering our end-users the most innovative solutions, and we are honored to have received these prestigious accolades once again from Buyers Lab," said **Sam Yoshida**, vice president and general manager, Imaging Systems Group, Canon U.S.A. "These awards are a testament to Canon's dedication of providing a robust line up of high-quality, affordable imaging and document management solutions."

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Cabinet NG Recognized as a "Best Channel Vendor 2010" by Business Solutions Magazine

Cabinet NG (CNG), provider of document management and workflow software, today announced it has been selected as a "Best Channel Vendor 2010" in the ECM and Data Capture Software category by Business Solutions Magazine (BSM), marking this the second consecutive year that CNG received this distinction in the channel industry.

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HP to launch printing outlets in cafes (AsiaPac)

Hewlett-Packard (HP) plans to make printing pictures fun, and as easy as walking into a coffee shop. HP has announced that it will tie up with coffee shops at airports, metro stations and malls, where customers can get their digital photos printed. The scheme will initially be made available in top ten cities of the country. "One can get their pictures printed easily by carrying them in a pen drive, memory card, mobile phones or opening a website; wherein the pictures are uploaded, simply over coffee with friends," business manager, HP India Retail Photo Solutions (Imaging & Printing Group), **Anuj Mathur** said.

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Iron Mountain joins Cloud Security Alliance

Iron Mountain Inc., a provider of information management services, announced that it has joined the Cloud Security Alliance to help promote and establish security best practices for enterprise-level cloud solutions and services. As a corporate member, Iron Mountain will offer its technology in enterprise Storage-as-a-Service (SaaS) and other cloud solutions spanning information protection and recovery, and electronic discovery to help the Cloud Security Alliance promote best practices for all types of data stored in the cloud. Additionally, Iron Mountain will help develop and implement security standards for a range of cloud services.

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Altair ProductDesign Plays Instrumental Role in Development of Xerox's ColorQube Multifunction Printers

Before Xerox Corporation launched the ColorQube? 9200 Series, the high print quality of the device was proven through detailed computer simulations performed by Altair ProductDesign, Inc., a global product development consultancy and wholly owned subsidiary of Altair Engineering, Inc. Using Xerox's solid ink technology, the ColorQube series of high-speed multifunction printers lowers the environmental impact and cost of color printing. The cartridge-free ink sticks generate 90 percent less waste in supplies and enable pricing plans that cut the cost of color pages by up to 62 percent compared to traditional color lasers, without compromising print quality. While the device was under development, Xerox called on Altair ProductDesign, based in Troy, Mich., to conduct virtual simulations of the printer's operations. The goal was to determine how the normal jostling, door-slamming and other disturbances that office printers experience during use would affect the quality of the printing.

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Poll: Shrinking of Kodak, Xerox is top story

A decade ago, Eastman Kodak Co. and Xerox Corp. employed 38,750 area workers. Today that number has dropped by more than half, with the two biggest members of the traditional Big Three employing a total of 15,430 local workers. The downsizing of Kodak and Xerox ranked No. 1 in a recent RBJ (Rochester Business Journal) Daily Report Snap Poll, in which readers were asked to choose the top business story of the decade. Of the nearly 550 respondents, 18 percent picked the employment drop at two of Rochester's largest employers. Ranked second was the impact of state and local taxes, with 12 percent choosing that as the top local business story for the first decade of this century.

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Oce N V Financial and Strategic Analysis Review

Oce N.V. (Oce) is engaged in providing digital printing systems. It develops software and provides services for the production, reproduction, distribution and management of documents. It offers its services to professional users in offices, educational institutions, industry, advertising and the graphics arts market. The company has headquarters in Venlo, the Netherlands, with operations in 90 countries. It has around 70 subsidiaries worldwide. The company has switched to digital technology to improve the quality of print and for greater reliability of the equipment.

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10 Obsolete Technologies to Kill in 2010

Some old-and-busted technologies die gracefully of natural causes. Pagers, PDAs, floppy disks -- they're gone, and good riddance. But other obsolete tech lingers on, even though better alternatives abound that are easier, cheaper, higher quality and much more efficient. Here are 10 dumb technologies we should get rid of in 2010 ...

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M&A

Xerox Confirms Shareholder Vote for ACS Deal

Xerox Corp. said Monday that the printer and copier company confirmed a shareholder meeting to vote on their agreement to acquire Affiliated Computer Services. ACS, a business process management firm, will also hold a shareholder meeting to vote on the agreement, which is valued at \$6.4 billion. The two companies said a shareholders' vote is scheduled for Feb. 5.

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International Company ABC Imaging Strikes Deal to Purchase Philadelphia Based Imaging Company

ABC Imaging - an international document services and [reprographic company](#) - seized the opportunity to expand upon the market of large format printing acquiring the

Pennsylvania based Burton Imaging rather than let it become another victim of the economy's downward turn. The deal with Burton Imaging's owners to purchase the assets and accounts, not only saved jobs that would have been lost, but provided the assets needed to offer products and services to ABC Imaging's existing and expanding client base.

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County picks copier company for contract

Jacksonville-based (FL) Copytronics Information Systems, which has an office in South Daytona, has been awarded a contract to provide more than 320 multifunction copiers to the Volusia County government over the next 5 years. **Bob Shields**, Copytronics president, said in a news release that he was pleased Volusia County selected his company and "we look forward to working the county staff to help improve efficiency and output quality."

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Printer / Copier / MFP

Ricoh Introduces the Aficio MP 2851 and MP 3351 Digital Imaging Systems

Ricoh Americas Corporation, a leading provider of digital office equipment, today introduced the Aficio MP 2851 and MP 3351 Digital Imaging Systems. Ideal for small and mid-sized businesses, the MP 2851 and MP 3351 provide quality features Ricoh is known for, such as color scanning capabilities and secure document storage, as well as an increased print speed of 28 pages-per-minute (ppm) with the MP 2851. The MP 2851 and MP 3351 also feature solutions-based technology that provides a customized and unique user experience with Personal Paperless Document Manager® (PPDM) and App2Me®, a brand new technology available in early 2010.

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Review: OKI MC360 - Color Laser MFP



The MC360 is a slightly ungainly combination of scanner and colour printer, but it does most if what is required. OKI could make better use of the front USB socket and simplify the maintenance with a less bitty set of consumables, but the machine's total cost of ownership is good and it's easy enough to operate. A good, but not sparkling, offering.

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Review: Brother HL-3040CN review

A competent but not outstanding colour LED printer. Its high running costs mean it's best avoided.

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Review: Brother MFC-9320cw



The Brother MFC-9320cw is smaller than almost any multifunction laser printer I've seen, as of this writing, with approximate dimensions of 17 x 19 x 16 inches and weighing in at just over 50 lbs. However, where it bests other laser printers in size, it seems roughly the same in appearance thanks to a light gray outer casing with a navy blue control panel and output tray. But overall, I really like the design of the

MFC-9320cw; it gives off a professional and clean vibe.

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Review: Epson B-300 Business Inkjet Printer

Nowadays many manufacturers are paying more attention on design than on printer functionality, but Epson decided to do just opposite. Epson B300 is printer designed for business and education institutions mostly, and its design brings us a few years back in time. Obviously manufacturer realized that this printer will just stand in a corner of some office, far away from user's eyes. Fortunately, this design contributed to fact that usage of this device is very easy. Example of this is a pretty simple way of changing cartridges which are within easy reach.

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DSD Editor's Note: (sic).

Canon i-SENSYS MF8050Cn - Colour Laser MFP



This is a reasonable colour laser multifunction device from Canon, though the lack of a walk-up print facility and the paltry capacity of the main feed tray are odd design aberrations from a company which normally gets these things right. Even its inkjet all-in-ones have two, 150-sheet paper trays as standard.

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Ricoh Supports Section 508 Regulations With Accessibility Module

Ricoh Americas Corporation, a leading provider of digital office equipment, today announced the availability of Select Technology's m3i Access Module to the Ricoh channel through the Ricoh Independent Solutions Vendor Program (RiSVP). Exclusively available to Ricoh, the m3i Access Module is an innovative user interface that allows users to control Ricoh multifunctional products (MFPs) remotely in circumstances when using the MFP's own touchscreen is either not convenient or not possible. While intended to improve accessibility for all users, the interface has been developed to be of special benefit to people in wheelchairs or those with visual impairments. No dedicated hardware is required, just a browser and a network

connection, and no software installation is required on external devices.

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The Number One Necessity For Your Multi-Function Printer

As I mentioned yesterday, I'm a big fan of the modern MFP (Multi-Function Printer). For general small business use, they're hard to beat. But make sure you get the critical add-on accessory: the ADF (Automatic Document Feed). Technically, those don't come as options so much as different models that cost \$50-\$100 more depending on the vendor. While any MFP saves time, an MFP with ADF (ooh – acronym soup) saves even more time and makes the printer twice as valuable for just a few dollars more.

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Top 3 Reasons for Workgroup Printers

Most companies print most pages in black and white. That situation hits the sweet spot for departmental laser printers. Depending on how many pages your company plans to print each month, you can get networked workgroup laser printers to fit your situation. Printers that support every computer in the company go from around a \$100 to print a few dozen pages per day or thousands of dollars for printers that can speedily spit out a stream of paper all day long.

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Top 3 Reasons to Choose a Multi-Function Printer

The next time you need a printer (which may be today or tomorrow if you want to buy in time to expense the printer under your 2009 taxes), consider getting a multi-function printer. Why? For the cost of a decent printer, you also get a scanner, a copier, a fax, and you save space. An MFP (Multi-Function Printer) includes a printer (ink jet or laser jet models), a copier, a scanner, and usually a fax machine. Personally, I'm not big on faxes, and most people I know using faxes (a bunch) prefer a dedicated fax machine. For these reasons, I never consider the fax part of an MFP as being an important consideration. That said, I do know companies who use their MFP as a backup-fax system, or a low-volume primary fax machine.

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Scanner

Colortrac Celebrates 20 Years of Award-Winning Large-Format Scanner Innovation and Leadership with 27% Unit Sales Growth in 2009

First incorporated in November 1989, Colortrac has been recognized with a number of notable awards and achievements during its 20th year. In April the Colortrac SmartLF Gx 42 wide format scanner was voted "Top Product 2009" by readers of Wide-Format Imaging magazine. In November Business Equipment Research & Test Laboratories (BERTL) awarded 4.5 Star "Outstanding" ratings for both the SmartLF Ci 40e and the

SmartLF Gx+ T42e large format scanners. Colortrac is the first and only large format scanner manufacturer to achieve this rating for its leading ranges of CIS and CCD technology scanners. No less impressive is Colortrac's continuing unit sales growth. In 2009 the company will sell more wide format scanners than at any time in its history, achieving a 27% increase in unit sales and an even bigger increase in market share. Given the difficult trading conditions in many of its markets this is testament to the quality and performance of the SmartLF large format scanner range and the dedication and hard work of our employees and sales partners throughout the world.
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Production Print / Wide Format

EFI MicroPress powers Konica Minolta

Konica Minolta Business Solutions USA, a leading provider of advanced imaging and networking technologies for the desktop to the print shop, and EFI have announced that the EFI MicroPress RIP and production workflow solution is driving the Bizhub Pro 1200 series of monochrome digital presses. This technology combination enables mid-to-high volume digital print environments to maximise their Konica Minolta equipment investment by providing a high-performance, feature-rich document solution for the control of many pre-press processes. The newest series in Konica Minolta's award-winning line of monochrome digital presses combines long-run reliability and image quality with fast output speeds – 120ppm on the Bizhub Pro 1200 and Bizhub Pro 1200P, and 105ppm on the Bizhub Pro 1051.
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Industrial Labels Printed at a Fraction of the Cost

Industrial Label Printer, LLC announced the launch of their new corporate site located at <http://IndustrialLabelPrinter.com>. This website was created in response to the growing need for easy and affordable industrial label printers and related supplies. The website will be used to keep businesses informed of the latest development and availability in the label printer industry. As a growing Internet supplier of industrial label printers and other media, Industrial Label Printer, LLC specializes in providing quality label printers to both small businesses and established corporations. Industrial Label Printer, LLC specializes in the VnM Printers.
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Consumables

Ricoh Goes Green and Introduces Eco-Friendly Biomass Laser Toner

Gasoline isn't the only widely used consumable that uses petroleum. Laser toner uses it as well, although companies like SoyPrint are replacing petroleum with renewable substitutes that release lower emissions and take less energy to remove during the paper recycling process. Now we get word that Ricoh has recently followed suit and created its own reduced petroleum toner. It's called "for E toner," and it consists of

biomass content derived from organic material such as plants. The basic hook for consumers is that by replacing something non-renewable and unrecyclable like petroleum with something renewable like biomass, we're conserving the planet's resources while reducing waste and emissions. [Document Link](#)

Service

Service USA Launches Nationwide Comprehensive Service Contract Solution for the Copier Industry

Service USA Inc., announced today that it has expanded its services to the copier industry with the signing of a national onsite installation, maintenance and repair contract. With the new contract, Service USA will maintain and repair copier machines currently under a service contract and also will handle ongoing installations, maintenance and repair of the new units deployed nationwide. "We are delighted to have been awarded this strategic business opportunity," said **Brett Langlinais**, Vice President of Sales and Marketing with Service USA "With our existing operations in United States, and automated customer and field service systems, by servicing the copier industry we will significantly extend our presence in the onsite service marketplace."

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Managed Print Services / Fleet Management

Xippa Formalizes Two Copier Contract Case Studies

Xippa is a National company that is based in Seattle, Washington, and was created by Wade Cascini, an Attorney and long term veteran of the Copier and Managed Print Services (MPS) industry. Xippa's focus is on positioning the contract and pricing structure in copier and printer contracts backed by a lease to drive additional cost savings that customers can not get on their own. With a 100% performance based business model, there is absolutely no risk for a customer ... if Xippa can not save you money, there is no charge. Additionally, Xippa off loads a great deal of time from its customers while speeding up the overall copier vendor selection and negotiation process. Xippa recently documented two case studies that are available for review on its website in the testimonial section. Upon closer review, both case studies have impressive outcomes and vary from a small copier contract to a 78 machine transaction of a world recognized account.

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Fujitsu Launches Cloud-based Services to Support End-User ICT

Fujitsu today announced the launch in Japan of its Workplace LCM Service, which leverages a cloud-based platform to provide total outsourcing support over the lifecycle of customer ICT equipment, including personal computers, printers, multifunction copiers(1), and on-site departmental servers. Fujitsu today announced the launch in Japan of its Workplace LCM Service, which leverages a cloud-based

platform to provide total outsourcing support over the lifecycle of customer ICT equipment, including personal computers, printers, multifunction copiers, and on-site departmental servers.

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Storage

Slide Show: 10 Storage Predictions For 2010

It is fairly easy to predict some of the trends solution providers can expect from the storage market in 2010, with convergence of storage and other technologies, the fight between Hewlett-Packard and Cisco over the look of the data center of the future and the rise of storage software sales a given. Tying these different trends into a single coherent picture of storage in 2010, however, is more difficult. Each of them is important in itself, but looking at them in context makes it easier to get a sense of what to expect.

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Document Management

Ten IT services trends for 2010

Trend 5: Security and compliance concerns will inspire people to buy into the paperless office concept with more document management solutions.

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New Innovation In Medical Record Industry

EMDMC is a leading provider of electronic medical document, EMR companies, EMR vendors, online database management, integrity unmatched protection, remote monitoring and supports. We provide legal document scanning services in all over USA and Europe.

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Kodak strikes LeapFILE deal to allow users to virtually share documents on Oxygen cloud platform

Kodak and LeapFILE have struck a technology deal that will allow Kodak users to scan their documents directly into a cloud-based data storage system, to allow the virtual sharing of documents. Kodak documents can be scanned into the Oxygen cloud-based platform, LeapFILE's virtual file system for instant sharing and collaboration.

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Adeptol Confirms Its Document Viewer to be Fully Compatible with Sharepoint 2010

Adeptol today officially confirmed that its AJAX Document Viewer is fully compatible with Sharepoint 2010 and should work with no changes for the existing and new customers upgrading to the new Sharepoint 14 release. Microsoft SharePoint 2010 enables organizations to connect and empower people through an integrated set of rich features. SharePoint 2010 facilitates business collaboration in the broadest sense and helps colleagues, partners, and customers to work together in new and effective ways. Adeptol's Document Viewer for Sharepoint is a preconfigured high end viewer designed to work with Sharepoint platform and offers fast speed, high end document viewing without the need to download any additional controls on end users machine. Adeptol Viewer supports more than 300 document formats out of the box and requires no installation of any other software such as Microsoft Office, Adobe PDF Reader, AutoCAD, Tiff View etc on the server.

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AnyDocCLASSIFY Recognized As A Top 10 Product Of 2009 By ECM Connection

AnyDoc Software, Inc., an industry-leading developer of automated document, data capture, and classification solutions, announced recently that its automated document classification solution, AnyDocCLASSIFY, has been named a Top 10 Product of 2009 by ECM Connection. "We developed AnyDocCLASSIFY in response to our end-users' most challenging business issues related to document processing." said Sam Schrage, president of AnyDoc Software. "This recognition reflects the need in the ECM marketplace to replace manual processes with a more efficient and cost-effective technology-based solution."

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5280 Solutions Releases New SharePoint-based Records Management Solution

5280 Solutions recently announced the release of its newest product, Dynamic RM™. Dynamic RM provides a SharePoint-based records management solution designed to manage electronic and physical records, allowing organizations to meet compliance objectives by applying classic recordkeeping principles within a robust SharePoint framework. Dynamic RM streamlines the lifecycle of record management, including file plan visualization, declaration and preservation, flexible retention rules, and formal hold and consigned disposition processing workflow, as well as addresses the complexities of physical container management. Dynamic RM also offers a unique "site-as-record" approach that acknowledges collaborative records management requirements present in organizations using SharePoint.

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Iowa moves closer to paperless court system

Iowa is moving closer to a paperless court system. The Electronic Document Management System is slated to be operational in Plymouth County beginning Jan. 4.

A review of the rules was presented earlier this month to attorneys, judges, clerks of court and support staff, who packed a courtroom at the Plymouth County Courthouse in Le Mars. "We had a good turnout and we had lots of questions," said Charlene Peterson, the county's County clerk of courts. "Everything seemed to go well."

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Case Study: Penn Stainless Products, Inc. ROI Strong As Steel

This global stainless steel producer and distributor implemented DocuWare to securely manage financial documents and link accounting information with product test reports. Today, the company can better manage production costs and has improved employee productivity and customer service now that information is securely filed. The best part — DocuWare's ROI was realized within the first year. Penn Stainless Products, Inc., founded in 1949, is a global distributor of custom specified flat rolled, bar, structural and tubular stainless steel products. With over \$140 million a year in revenue, Penn Stainless Products (PSP) is a mid-sized player in the stainless industry.

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White Paper: Strategic Document Management with SAP and StreamServe: Cost Savings, Improved Value and Customer Satisfaction

In this StreamServe whitepaper, EAC Principal Analyst **Joshua Greenbaum** discusses the impact of StreamServe's document composition, management, and output solutions in the SAP market. His research, which includes customer interviews with multiple StreamServe/SAP customers across key industries such as utilities, oil and gas, supply chain and government – reveals a solution that dramatically increases the ROI for customers. While the solution significantly augments the functionality and value of SAP implementations, it also provides line of business capabilities that improve customer satisfaction and retention.

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Dubai Silicon Oasis Leverages Information using IBM's Content Management (EMEA)

IBM and Dubai Silicon Oasis Authority (DSOA), today announced a new initiative for transforming DSOA's processes using IBM-FileNet Enterprise Content Management Solutions to better manage and share information while capturing new efficiencies. The solution will offer an automated business environment and help deliver smarter business outcomes at Dubai Silicon Oasis (DSO), the region's premier integrated innovations hub for high-tech industries.

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How To Overcome The Top Ten Challenges In ECM Project Management

Nothing worthwhile comes easily. It's especially true in business, whether you're targeting a new market segment, relocating, or releasing a product. Such changes require careful research, surveying those who will be affected, then creating and following a detailed plan. Since your documents and their content are among the most important tools you have to run your business, why would you embark on enterprise content management (ECM) without a clear blueprint and the resources necessary to succeed?

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Use Your Content Wisely: How Strategic ECM Can Help Insurers To Get Ahead In 2010

As insurers move toward 2010, most continue to invest in future growth – an encouraging sign despite a tough year in 2009. Information technology in general, and content management in particular, are a strategic part of that investment. Once considered a luxury to be expanded in flush times, technology is now a strategic means of surviving and outperforming the competition, assisting in revenue collection, product development decisions, customer service, cost reduction, and more. Sources ranging from Insurance Networking News, Tech Decisions, and Claims to Infonomics and KM World sport a common theme: a new emphasis on understanding data and using it strategically for the benefit of the enterprise.

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Enterprise content management and the system-is-the-solution fallacy

“The system is the solution.” Do you have a problem? No matter the problem, our new IT system will solve it. Wrong! This fallacy, now almost half-a-century old, has reappeared like a hyperactive virus in agencies throughout the federal government. It is again leading to expensive and disastrous results. In the early 1960s, the Government Accountability Office, the General Services Administration and the Office of Management and Budget began warning agencies that “the system is the solution” is wrong-headed thinking. Information technology is a tool for solving problems. Any agency that acquires a set of IT tools before it has defined its problems and the path to their solution is putting the cart before the horse.

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Simply Interesting

Data web will get denser in 2010s

Ten years ago, we would have been blown away by a cell phone with far more computing power and memory than the average PC had in 1999, along with a built-in camera and programs to manage every aspect of our lives. Ten years from now, the iPhone and its ilk will be antiques. Over the next decade, the evolution of computing

and the Internet will produce faster and increasingly more intelligent devices. More of our possessions will contain sensors and computers that log our activities, building digital dossiers that augment our memories, help us make decisions and tame information-overload.

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10 Worst Technology Predictions of All Time

Since the market offers little of late outside of speculative daytrades, let us look at the lighter side. Since we are in the annual "prediction season", below the WSJ lists some of the worst "technology" predictions of all time; some of these are classics!* Pertinent to our situation.... as I try to think of what can lead the US out of this employment mess, aside from creating countless more government jobs or a new housing bubble, I am hoping some game changing technologies that are in someone's garage or a lab can be the next big driver.

*please note - some of these quotes are controversial i.e. claims they were never uttered or taken out of context :)

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Partners and Allies

- [ChangeForge](#)
- [Strategy Development](#)
- [Green Print Enterprises](#) (UK)

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