



IMERGE Consulting InSights™ - November 2002

Welcome,

Visit the "Articles" page of www.imergeconsult.com today for dozens of industry-related articles, white papers, industry reports, books and Webcasts written and edited by IMERGE consultants. Topics include document management, workflow, COL/ERM, content management, portals, customer relationship management, and electronic signatures. The IMERGE Consulting website has long been a favorite in the industry for information and advice.

Editor's Note

Welcome to this inaugural issue of IMERGE Consulting InSights™ -- your source for usable information surrounding business process reengineering and these technologies: Imaging and Document Management...Workflow and Process Systems...Enterprise Report Management...Forms Processing...Portals and Web Self-Service...Collaborative Systems...Records Management...Content Management...Digital Signatures and PKI.

We developed InSights™ and expanded our website after several requests from our user clients, vendors, and integrators to provide information that could help them do business *better, faster, smarter™* and bridge the gap between process and technology.

We are excited about this issue. It contains, among other things, an introduction to the IMERGE team, and two feature articles: one on disaster preparedness, and one on legal background and issues for digital signatures. Be sure to check out "Industry Watchdog", where we highlight some of the latest happenings in our industry and offer convenient links for more information.

We hope you find this and all subsequent issues valuable. Please forward your comments to bob.larrivee@imergeconsult.com. We look forward to hearing from you.

Bob

Bob Larrivee, Editor in Chief

The General Manager's Perspective

by Don Post (dpost@imergeconsult.com)

The importance of Records Management is taking center stage in our industry, both as a profession and as a set of technologies that must be integrated with Document Management. Recent announcements of at least two major acquisitions (see Industry Watchdog below) and greatly expanded 5015.2 pairings reflect this acceleration. This trend also reinforces the need to carefully evaluate organization requirements for overlapping technologies and process change.

IMERGE Consulting: Helping You Work *Better, Faster, Smarter™*

We don't sell software...we help you select it *better*.

We don't sell a system...we help you deploy it *faster*.

We don't do integration...we help you do it *smarter*.

Meet the IMERGE Team

IMERGE Partners: Arthur Gingrande (Boston); Mason Grigsby (San Francisco); Greg Hugie (Austin); Terry Menta (St. Paul); Jim Minihan (Washington, D.C.); Don Post (Chicago).

IMERGE Principals: Robert Berghell (Los Angeles); Bernard Chester (Seattle); Bern Grush (Toronto, ON, CA); Jim Just (Madison); Linda Kempster (Sarasota); Bob Larrivee (Palm Harbor); Marc McKenzie (Chicago); Larry Tolle (Minneapolis).

IMERGE Consultants: Barbara Blackburn (Minneapolis); Lynnea Brown (Chicago); Marcialynn Harrington (Chicago); James Mueller (Chicago).

Learn more about us on our website [staff page](#).

IMERGE in the NEWS

IMERGE and TAWPI Partner To Offer Webcast Series on Health Claim and Payment Processing

IMERGE Consulting and TAWPI (www.tawpi.org) are partnering to offer industry practitioners distance learning seminars without the expense of travel or time away from the office. The new virtual seminar series is designed specifically for technology and management professionals involved in all aspects of insurance claims and payment processing. [MORE](#).

IMERGE/TAWPI Webcast Series: Call for Presentations - [MORE](#)

Feature Articles

Disaster Preparedness: Is Your Information Safe?

By Bob Larrivee, Principal (bob.larrivee@imergeconsult.com)

As we continue to review the 9-11 attacks, one cannot help but replay those haunting scenes from New York and Washington, where passenger jets crashed and exploded into the Towers and Pentagon buildings. In Florida and along the East Coast of the United States, where hurricane season is in full swing, one cannot forget the devastation of Hurricanes Andrew, Isador and Lili. In fact, there are many geographical areas throughout the world where disaster has struck or will strike as quickly and with as much destruction as the terrorists, creating chaos in personal and business lives. [MORE](#)

Legal Background and Issues For Digital Signature (Part 1)

by Jim Minihan, IMERGE Consulting (jim@imergeconsult.com)

On June 30, 2000 President Clinton signed the "Electronic Signature in Global and National Commerce Act." This federal legislation was intended to put to rest the issue of the acceptance of electronic documents and signatures. It joined the various modified versions of the (not quite) Uniform Electronic Transactions Act (UETA) put forth by the National Council of Commissioners for Uniform Law. Forms of this legislation have been making their way through state legislatures around the country. [MORE](#).

Industry Watchdog

As unbiased, independent consultants, IMERGE helps users determine what products are best for their short- and long-term needs. Here are some vendors' recent changes that have been communicated to us. If you're an end user, let IMERGE help you put it in perspective.

IBM to acquire Tarian Software. IBM will acquire Tarian Software to offer customers an industry leading electronic records management solution and extend the IBM enterprise content management portfolio. Combining the enterprise content management strengths of IBM and the records management, the IBM eRecords Solution will become an IBM solution. Tarian will also continue to pursue and support records management functionality with other document management vendors.

Documentum, Inc. announces signing a definitive agreement to acquire TrueArc. (Pleasanton, CA), Documentum provides an industry-leading ECM platform for creating, capturing, managing, delivering and archiving content. After the TrueArc acquisition closes, Documentum will deliver an enterprise-scalable records management solution. TrueArc will continue its 5015.2 pairing with a wide variety of other document management products as well. (www.documentum.com)

Documentum, Inc. (Pleasanton, CA), announced Documentum 5, the latest version of its ECM platform. The platform was unveiled at Momentum, Documentum's Worldwide User Conference (www.documentum.com).

Captiva Software Corporation (San Diego, CA) announced that InputAccel® will be offered as part of Documentum 5, and Kofax (Irvine, CA) announced support for Documentum 5 (www.captivasoftware.com or www.kofax.com).

Liquent, Inc. (Fort Washington, PA), announced the availability of Liquent RenderPerfect, a new content-rendering solution that integrates with existing processes and technologies to simultaneously render up to 155 input document formats to PDF, XML, HTML, and Scaleable Vector Graphics (SVG) (www.liquent.com).

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