



## IMERGE Consulting InSights™ - December 2002

### **Welcome,**

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

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### **Editor's Note**

Like many organizations, IMERGE finds that end of 2002 and the approaching the New Year is an opportunity for reflection, and for making New Year's resolutions.

We at IMERGE especially appreciate the new alliances we've formed, the clients we've helped work better, faster, smarter,™ and the relationships we've both established and grown with vendors and end users in 2002. We are truly fortunate to work with such fine folks.

Our resolution for 2003 is simply to continue working hard to help our clients improve their productivity through business process improvements, while avoiding unnecessary costs - more critical than ever in this challenging economy.

In closing, we wish you and yours a safe, happy, healthy, and prosperous New Year.

From All of Us at IMERGE: Happy Holidays!

Arthur

[Arthur Gingrande](#)

IMERGE InSights Executive Editor

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### **The General Manager's Perspective**

by Don Post

When speaking at COMDEX last month about the impact of digital video and photography on consumer lifestyles, I realized how fast technology is changing; so fast that COMDEX has become a show where technology is seeking problems to solve. On the show floor it was evident that document management and workflow - with solutions, rather than just raw technology - were being promoted only by a half dozen vendors. As Microsoft and other software development tools are touted it seems that there is too much emphasis by integrators and large users on custom development from code - that is, recreating the wheel. It needs to be made clearer to users that once requirements are well defined, appropriate solutions from leading vendors in the AIIM and TAWPI communities can be identified and matched to the requirements. This helps assure better results, faster implementation and lower costs. Both vendors and industry consultants like IMERGE need to do a better job of demonstrating the user benefits of investigating existing vendors and solution providers.

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### **IMERGE in the News**

## Post Elected to TAWPI International Board of Directors

IMERGE Partner [Don Post](#) (Chicago IL) has been elected to serve the next three years on TAWPI's International Board ([www.tawpi.org](http://www.tawpi.org)), and is now serving for a second year on the TAWPI Conference Planning Committee.

## AIIM Selects Four from IMERGE for AIIM 2003 International Conference

IMERGE will have greater participation in AIIM 2003 New York Sessions than any other firm.

- Session 16 - Mason Grigsby: Web Customer Service Imperative
- Session 49 - Don Post (panel moderator): Innovations in Capture
- Session 53 - Arthur Gingrande (panelist): Patriot Act
- Session 55 - Arthur Gingrande and Larry Tolle: High Production Forms Automation

## Chester Earns ICP Designation

IMERGE Principal Bernard Chester (Seattle, WA) recently earned the ICP (Integrated Capture Professional) designation granted by TAWPI, The Association for Work Process Improvement ([www.tawpi.org](http://www.tawpi.org)).

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

IMERGE Consulting ([www.imergeconsult.com](http://www.imergeconsult.com)) and TAWPI ([www.tawpi.org](http://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 designated specifically for technology and management professionals involved in all aspects of insurance claims and payment processing.

[\(More\)](#)

## IMERGE Wins Johnson County, Kansas Register of Deeds Contract

ST. PAUL, Minn., December 3, 2002 - Johnson County, Kansas Register of Deeds (ROD) awarded a contract to IMERGE Consulting's St. Paul (Minn.) office. The client cited IMERGE's in-depth knowledge of recorder's offices and of process reengineering and technologies unique to recorder's offices. Since 1998 daily recordings have grown nearly 400% from 300 to more than 1,300. IMERGE will analyze the business processes and technologies in use, and recommend changes to make the office operate more efficiently. IMERGE will also recommend opportunities for consolidation of functions between the ROD and County Clerk. Johnson County is the fastest growing county in the Kansas City metro area. For more information contact [Terry Menta](#) (IMERGE) or [Jim Just](#) (IMERGE).

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## Feature Articles

### Recognizing Unstructured Documents: Invoice Processing Challenges and Solutions

By [Arthur Gingrande](#), IMERGE Consulting

As published in TAWPI's *Today Magazine*, December 2002

Unstructured data accounts for nearly 80 percent of all corporate data on record. This includes all data types, such as email and voice messages, presentations, videos, attachments, paper documents and forms. This overwhelming volume of data involved makes processing unstructured data for storage and consumption a major priority for most corporations. Gingrande's report of a TAWPI panel discussion of the subject gives a full accounting of the technology behind these applications, gives the different approaches that each vendor uses, and evaluates the current state of the art. [\(More\)](#)

### Legal Background and Issues for Digital Signature (Part 2)

By [Jim Minihan](#), President, IMERGE Consulting There are several types of solutions, and although each is intended to stand alone, most organizations will likely find that a combination of technology is needed. [\(More\)](#)

If you have not read Part 1 - [click here](#).

### The Microfilm Mystique - or - Why We Have To Bulldoze the House

by [Linda Kempster](#), IMERGE Consulting, AIIM Fellow

By AIIM 2001, I had been giving presentations and explaining storage for 18 years. When I started explaining optical disks to people in 1983, microfilm/fiche was looked at as an archive copy of paper, but not referred to as "Storage". [\(More\)](#)

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## 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.

**Hyland Software, Inc.** ([www.onbase.com](http://www.onbase.com)) formed an alliance with MCPc, a national computer technology company with more than 30 years' experience in the business technology arena. MCPc will sell Hyland's suite of OnBase products.

**Kofax Image Products, Inc.** ([www.kofax.com](http://www.kofax.com)) announced a partnership with Cardiff Software on OEM Version of LiquidOffice to enable Ascent users to design, deploy and complete online forms.

**Mobius Management Systems, Inc.** ([www.mobius.com](http://www.mobius.com)) announced that Mobius ViewDirect has been tested and certified by the Joint Interoperability Test Command as being compliant with the US Department of Defense 5015.2 standard for a Records Management Application.

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## 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); [Marc McKenzie](#) (Chicago); [Larry Tolle](#) (Minneapolis).

IMERGE Consultants: [Barbara Blackburn](#) (Minneapolis); [Marcialynn Harrington](#) (Chicago).

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