

Five Questions with J&B Software

By Jim McShea



1. When you talk to prospects, what do they tell you is their biggest payments automation, distributed capture or document processing challenge, and why?

Almost uniformly, our clients are searching for new methods to reduce costs through automation. In particular, they want innovative ways to automate their current workflow processes. For example, our clients in the public sector want to implement an intelligent docu-

ment recognition solution to match W-2 and 1099 information to monitor and detect any possibility of fraud. Or take the case of our clients in the transportation industry who would like to be able to increase their revenue opportunity by utilizing intelligent document recognition for accounts receivable matching. The trend continues throughout our base of clients as well as new prospective clients. They want us to deliver emerging technologies that can increase efficiencies within their operation, eliminate the cost associated with manual processes and reduce the demands on a short-handed staff.

2. What is your company doing to address this challenge?

In today's environment, our clients need higher Return on Investment (ROI) and a faster payback on their investment in order to get their projects funded, so they are looking for J&B Software to provide solution alternatives that enable and provide for broad operational impact to their organizations. Additionally, they are often looking for a single solution provider that is capable of addressing all of their document management requirements – from traditional transaction based payments to full page documents and forms that are associated with the payment. J&B Software provides an integrated solution that can address the full life cycle of any organization's document capture, data extraction, indexing and archiving requirements. And, because of the integrated nature of the solution, additional efficiencies are achieved and management costs are reduced.

3. What do you believe will be the major storyline in payments automation, distributed capture or document processing over the next 12 months, and why?

First of all, the convergence of payment processing data and document management information will continue its aggressive growth path. In addition, the industry will continue to evolve to where the key solution providers

in the document processing space will need to further enhance their system capabilities to address new requirements. Because of the operational impact of some of these new emerging technologies, payment solution offerings will become more affordable to a larger segment of the market. With the availability now of a solid business case, more mid-tier organizations will have the opportunity to implement a company-wide document management and payment processing solution across their organizations.

4. Looking over the horizon, what do you believe will be 'the next big thing' in payments automation, distributed capture or document processing, and why?

I think the "next big thing" that I see gaining momentum is that the marketplace is starting to require solution providers to be able to deliver and implement different types of payment solution options. For example, J&B Software is able to offer both in-house technology and workflow solutions as well as outsourcing alternatives (including hybrid solutions which are a combination of both), so we are better able to address the specific requirements of each client. This kind of flexibility will enable our clients to maximize their investment and design customized solutions that work best for their particular needs.

5. What's the most interesting thing in the payments automation, distributed capture or documents processing space that you've read about recently (that wasn't put out by your own company)?

There are many new and interesting developments that are taking place in the industry today. As we all have been reading, there have been some new advances in the remote deposit capture space with the utilization of mobile cell phone technology to capture payments from a remote environment. Also, the use of standard office scanning equipment, i.e. standard flatbed scanners or multi-purpose (scan/copy/fax) devices that can now be used to capture payments and source documents from any remote location.

We have also seen the emergence of organizations that want to implement a fully integrated, enterprise-wide solution that addresses their specific requirements for a payment/transaction processing solution combined with a traditional Enterprise Content Management system. As part of this requirement, the industry has also seen the adoption of Intelligent Document Recognition as the key component of this solution that truly automates the data capture and data extraction processes.

Jim McShea is EVP Sales and Marketing of J&B Software, Inc. For more information, visit the J&B Software website at www.jbsoftware.com.