

Verbella Content Management Group

ISIS drivers remove the headaches from scanner applications



Business overview

Verbella Content Management Group (CMG) is a systems integrator and consultant specializing in SAP-based content management solutions. Verbella's solutions are based on the SAP Content Server or other third-party content management system such as EMC® Documentum®. The company's focus is on improving document-intensive business processes, adding value through document image storage, the ability to instantly retrieve required documents, and automation through the use of SAP workflow and OCR (optical character recognition). Verbella CMG has an extensive relationship with top scanner manufacturers, including Fujitsu, to ensure that optimal scanning technology is delivered with each SAP document imaging solution.

Challenges

Scanning plays an integral role in nearly all of Verbella CMG's projects for clients, most of whom are high-volume, large Fortune 1000 companies running SAP. Verbella CMG needed a solution that would reduce the time and costs of a typical project by overcoming the common incompatibilities of scanners and scanning applications. Often, trying to pair a new scanner to an existing application would take many hours and involved creating large volumes of custom code. For example, hooking up a SCSI cable and writing the necessary SCSI drivers to make the system work would often take days, since few scanners provided native SCSI support.

"When you've got the scanner plugged in and you've installed all the software you're supposed to, and then you click the scan button and nothing happens, you're often at a loss. It can be the worst feeling in the world because you don't know where to turn for troubleshooting assistance," said John Walls, president of Verbella CMG. "We needed a plug-and-play solution that would overcome these connectivity issues and help us deliver projects more quickly and with less hassle."

EMC solution

For the solution, Verbella CMG turned to EMC Captiva® ISIS® (Image and Scanner Interface Specification). ISIS is an industry-standard enterprise-level interface that unites scanners with software applications. By allowing scanners to run at their rated speeds or higher, ISIS is the only imaging solution that enables users to take full advantage of the power inherent in scanners and other imaging machines. ISIS drivers are available for more than 300 document, book, check, and large format scanners from more than 50 scanner hardware manufacturers worldwide.

Consistent time savings

Verbella CMG supplies ISIS drivers with each of its scanner installations, to shave time and effort off the initial implementation. "The scanners with ISIS drivers work the first time, right off the bat," said Walls. "Whether our clients need to scan 2,000 or 200,000 pages every month, we can be sure we can meet their needs and get them up and running as quickly as possible. It's worked as consistently as the sun coming up for at least six years."

Plug-and-play flexibility

With its near-universal scanner support, ISIS brings new levels of flexibility and ease of use to each of Verbella CMG's client projects. "I can use my laptop to install drivers from multiple scanners and they never conflict with each other. For instance, I'm currently running a Fujitsu scanner from my laptop, but last week, I did training on Kodak scanners and had to load several Kodak drivers," said Walls. "Also, I never have to spend time going out on the Web to locate updated drivers. ISIS is truly a plug-and-play solution."

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Summary

The EMC Captiva ISIS interface has brought enhanced flexibility, ease of use, and time savings to Verbella CMG's client engagements—enabling the company to deliver projects more quickly and operate more competitively. "The ISIS driver has definitely strengthened our business," said Walls. "It really provides a conduit for a company to plug in any type of scanner and have it work seamlessly with any other scanner."



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