



BUYERS LABORATORY INC.

Solutions Report

A Buyers Laboratory Document Imaging Software Assessment

Toshiba e-BRIDGE Re-Rite



Overall	★★★★★
Value.....	★★★★★
Ease of Use	★★★★★
Ease of Administration	★★★★★
Hardware Compatibility	★★★★☆
Software Integration.....	★★★★★
Security	N/A
Dealer Support and Training	★★★★★
Customer Support and Training	★★★★★
Documentation.....	★★★★★
Global Business Readiness	★★★★★
Upgrade Path	★★★★★

SOLUTIONS

Overview

Toshiba e-BRIDGE Re-Rite is a unique OCR solution that integrates with many, but not all Toshiba MFPs to enable one-touch automatic OCR and conversion of paper documents into editable digital documents that can be sent to shared network folders, e-mail addresses or FTP sites.

Re-Rite is far more efficient than desktop OCR software. With desktop solutions, after scanning a document at the MFP, a user has to go back to a PC, launch the OCR application, open the scanned image file in that application and then save that document as a particular file type. Many users simply won't bother with this process, which will lead to a hoarde of uneditable and unsearchable TIFF files on the network. With Re-Rite, the user simply presses one key on the MFP to scan the document. Once the document is scanned, OCR is performed and the document is saved as the desired file type in a network folder or delivered to their e-mail account. Re-Rite also converts incoming faxes into formats such as searchable PDF so content can be searched.

Re-Rite supports both black-and-white and color scanning, and allows for document conversion to any of 17 common searchable/editable formats, from plain text files (TXT) to PDFs. Since these are commonly used formats, users can employ any search tool to quickly find the documents they need. Since many search tools, such as Google Desktop, provide indexing of stored files, users can quickly find the documents they need by entering key words contained within it.

Re-Rite was developed in Australia by Redmap Networks exclusively for Toshiba. Although e-BRIDGE Re-Rite was released just two years ago, more than 12,000 server licenses have already been sold worldwide.

Product Profile

Product: Toshiba e-BRIDGE Re-Rite

Software Developer: Redmap Networks; Irvine, CA

Version: 6.0

System Requirements: Windows 2000/XP/2003, 500-MHz Pentium III, 128 MB of RAM

Supported Devices: Toshiba e-STUDIO MFP with scan function and e-BRIDGE controller

Programming Languages: C++

Suggested retail price: \$2,695 per network server

What we Thought



Toshiba claims that e-BRIDGE Re-Rite is well suited to organizations across a wide range of industries, and we couldn't agree more. This solution is ideal for industries that need to store copies of orders and other documents that frequently come in as faxes since Re-Rite can be configured to automatically convert received faxes into editable file formats like PDF and save those files to network folders. A small sampling of the organizations that could greatly benefit from this feature include brokerage firms, title companies, real estate offices, law enforcement agencies and product distributors.

Many operations, such as purchasing departments, can benefit just as significantly from Re-Rite's ability to scan paper-based documents, like purchase orders, as searchable PDFs that are easily accessed on the network. This puts the information workers need right at their fingertips, while eliminating the need for storing hard copies of documents in filing cabinets. Storing these documents as PDFs also provides for a simple means of data backup—just save a copy of the appropriate network folders to a CD-R, DVD-R, tape backup or another server.

For marketing companies, employment agencies, law firms and other organizations that

need to edit hard copies of documents for content and reformat them for layout before reprinting or publishing them, Re-Rite's ability to automatically perform OCR on documents after they're scanned to the server in order to make them editable and save them in common file formats like DOC, Rich Text Format (RTF) or WordPerfect (WPD) on the local area network is invaluable.



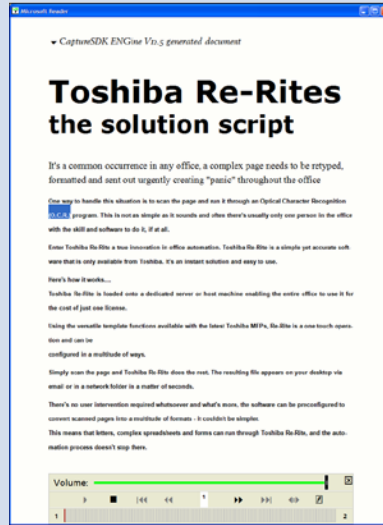
Scanned documents can be converted into the DOC format.

Re-Rite also offers significant labor savings to organizations like manufacturers and schools that need to scan paper documents and publish them on their Web sites. Re-Rite helps these organizations by enabling scanned documents to be automatically converted into HTML and saved to network folders accessible from their Web sites.

Thanks to Re-Rite's ability to automatically convert scanned documents into XLS, CSV and TAB, this solution is perfect for use with financial spreadsheets. Among others, this is a welcome feature for banks, accounting departments, mortgage lenders and sales teams.

ITEM	LOCATION	DESCRIPTION	CONTRACT NO.	DATE	PRICE	UNIT	STATUS
1001	Storage	1001	1001	1001	1001	1001	1001
1002	Storage	1002	1002	1002	1002	1002	1002
1003	Storage	1003	1003	1003	1003	1003	1003
1004	Storage	1004	1004	1004	1004	1004	1004
1005	Storage	1005	1005	1005	1005	1005	1005
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1137	Storage	1137	1137	1137	1137	1137	1137
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1139	Storage	1139	1139	1139	11		

One unique feature of Re-Rite that might be overlooked by dealers is its support for the open e-book file format (LIT). While this capability is a boon to organizations that want to publish large documents as e-books that can be read using software such as the free Microsoft Reader, this format has another use. When Microsoft Reader is augmented with Microsoft's free Text-to-Speech Package, it can read text aloud, making it a great tool for the visually impaired. As a result, Re-Rite's ability to automatically convert paper documents into audible e-books makes it very well suited for use in locations such as special education institutions, hospitals and retirement homes.



Scanned documents can be converted into audible e-books.



Value



Unusual for an MFP-based solution, Re-Rite isn't licensed per user or per MFP. Instead, it's licensed per server and allows access from as many MFPs and workstations as an organization has connected to a Re-Rite-enabled server. This licensing method makes Re-Rite a much better value than competing solutions that offer pricing by the workstation, particularly since it costs just \$2,695 per server.



Ease of Use



e-BRIDGE Re-Rite is very intuitive for end users to operate. The procedure for saving scanned documents in various file formats is simple. The user scans a document on a compatible Toshiba e-STUDIO MFP by pressing a button for one of the preprogrammed templates displayed on the touch-screen control panel, such as Scan to Word. Up to 12 template buttons are displayed onscreen at once, but pressing the Next button reveals another page of up to 12 templates.



Re-Rite is very simple for users to operate on an e-STUDIO MFP's touch-screen control panel.

The e-STUDIO scan function allows up to 12,060 templates to be created for converting documents into various file formats and either storing them in a network folder and/or sending them via e-mail. This enables users to have their own set of custom templates for scanning paper documents into specific file formats and sending them to the network destinations or e-mail addresses of their choice with the touch of a button.

The user can press one of many customizable buttons, including Scan to PDF, Scan to Word, Scan to Excel, Scan to eBook (Microsoft Reader) and Scan to HTML (saves the document as a new Web page).

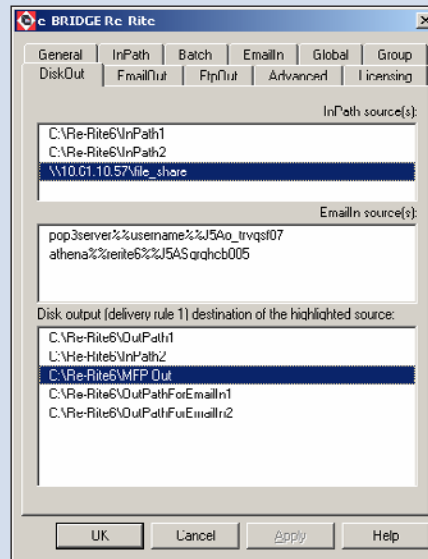
After the document is scanned, it's converted into a TIFF image file and stored in a network capture folder or e-mail account. The Re-Rite server software regularly polls these and automatically performs OCR and converts the image file into the selected file format. Depending on the template used, Re-Rite will either store the newly created document in a network folder, send it to an FTP site or send it to an e-mail address. User can also choose any combination of two of these destinations.



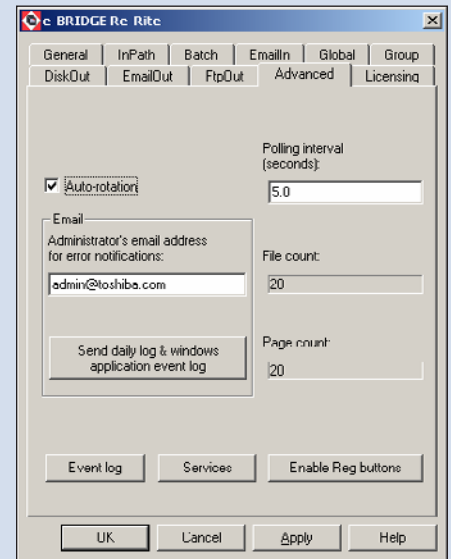
Ease of Administration



Administrators can use the Re-Rite control panel, which is accessible from an icon in the system tray, to create new InPath folders to store captured TIFF images, enter e-mail accounts to poll for TIFF attachments to convert, create new DiskOut folders to store the converted files and enter e-mail addresses where converted documents can be sent. The polling interval can be quickly changed through the Advanced tab of the Re-Rite control panel.



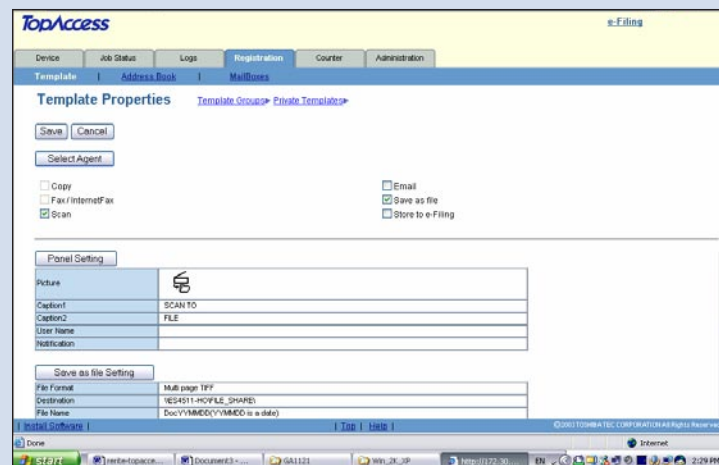
Administrators can easily configure folders and e-mail addresses for capturing and outputting documents.



Administrators can change the polling interval used to check for scanned documents.

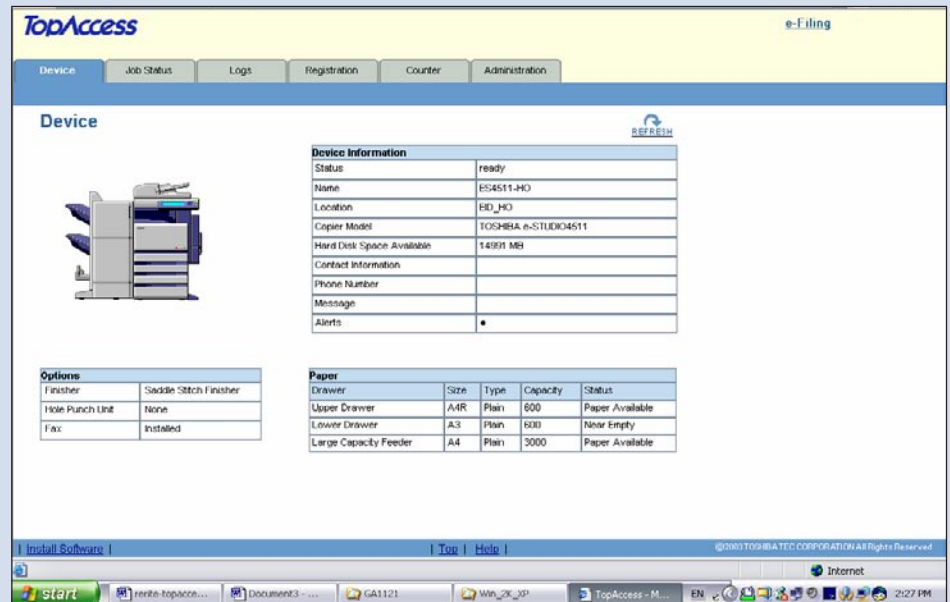
Once the document sources and destinations have been set, an administrator can create public or private MFP scan templates that offer one-touch shortcuts to these output folders and e-mail addresses from an MFP. To do this, an administrator enters the IP address of the MFP into the address bar of a Web browser. This will launch the device's TopAccess utility, which is a web-based management tool for network administrators.

Toshiba's TopAccess utility offers exceptional customizability and administrators can create a file of template settings for uploading to other e-STUDIO MFPs, enabling these settings to be cloned from one MFP to another. This capability reduces the setup time if more than one MFP is being configured with similar templates. Typically, the dealer sets up Re-Rite for a customer through TopAccess, but the customer's IT administrator can perform this task if he's familiar with the TopAccess portal. Toshiba says that installing Re-Rite generally takes from 10 to 30 minutes, depending on the configuration.



Administrators can create new touch-screen buttons through the TopAccess utility.

TopAccess's Registration tab contains the Template Groups. Clicking on any template labeled as Undefined will open the Group Properties screen where administrators can enter a name for the template, enter a destination folder and select an icon and label for the button that will appear on the MFP.



The TopAccess utility allows administrators to create touch-screen templates.



Hardware Compatibility



This solution is called e-BRIDGE Re-Rite because it requires an MFP outfitted with an e-BRIDGE controller, which is installed in most, but not all, of the models in Toshiba's e-STUDIO line of MFPs. This all-in-one technology provides scan, fax and monochrome copy and print on a single hardware platform, enhancing communications capabilities while simplifying networking.



Currently, the list of MFPs that includes an e-BRIDGE controller is:

- e-STUDIO202L
- e-STUDIO232/282 (with scan option)
- e-STUDIO352/452 (with scan option)
- e-STUDIO520/600/720/850 (with scan option)
- e-STUDIO281C/351C/451C
- e-STUDIO2500c/3500c/3510c

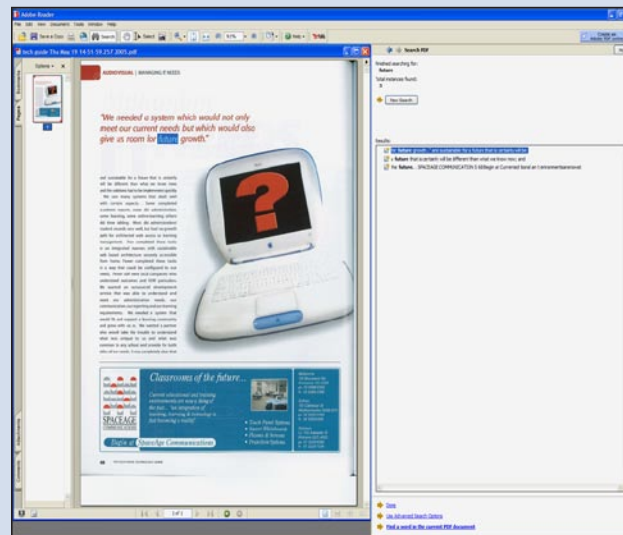


Software Integration



Re-Rite supports a wide array of third-party software applications through the 17 OCR file output formats that it supports. For word processing, there's the DOC format for Word and WPD for WordPerfect, as well as RTF, which works with virtually any word processing application.

Three types of PDF file formats enable document viewing in Adobe Reader, as well as editing in Adobe Acrobat. In addition to PDF Text for text-only documents, Re-Rite supports PDF Text on Image, which works by splicing in images to replace low confidence portions of the document, and PDF Image on Text, which saves each page as an image with text stored underneath. The latter option is ideal for archiving a perfect representation of an original document.



Scanned documents can be converted into PDFs.

For spreadsheets, Re-Rite can convert documents to XLS for use in Excel, as well as CSV and TAB files for comma-separated values and tab delimited text files, respectively, that can be used with other spreadsheet software.

Support for the LIT format accommodates e-book readers, while formatted text (FTXT) and unformatted text (TXT) are supported for applications requiring raw data. Able to save scanned documents as HTML (Hypertext Markup Language) files, Re-Rite supports document viewing through any Web browser, including Microsoft Internet Explorer and Mozilla Firefox.

Re-Rite offers both ANSI and Unicode encoding of TAB, CSV, TXT and FTX files, which brings the total number of supported file formats to 17.

Support for WordPerfect is new in version 6.0 of Re-Rite.



Security

Not Applicable

Re-Rite works with the security features that are available from an MFP's e-BRIDGE controller and enabled through the TopAccess portal.

Company Profile

Vendor:	Toshiba America Business Solutions (TABS), Inc.; Irvine, CA
Status:	Toshiba America Business Solutions Inc., is a subsidiary of Toshiba America, Inc., which is wholly owned by Toshiba Corp., a company listed on the Tokyo, Osaka, Nagoya and London Stock Exchanges.
Founded:	1875. The name Toshiba Corporation was adopted in 1978. The company opened its US subsidiary in 1965.
2006 Revenues:	Toshiba Corp.: \$55 billion. Toshiba America, Inc.: \$6.7 billion
Employees:	161,000 worldwide
Availability:	Authorized Toshiba dealers only
Service:	Provided by dealers
Support:	The TABS InTouch Center offers free dealer and end-user support from 7 am to 4 pm PST, Monday to Friday



Dealer Support and Training

★★★★★

Supporting this solution is simple, requiring the same skill set needed to set up an e-STUDIO MFP for scanning to network folders. As a result, no service authorization training is required for Re-Rite. The dealer need only be trained on the e-STUDIO MFP on which Re-Rite will be configured. Dealer sales personnel may attend e-learning sessions hosted by Toshiba America Business Solutions (TABS), while dealer service personnel may have web training provided by Redmap, the developer of Re-Rite.

The TABS InTouch Center is available from 7 am to 4 pm PST Monday through Friday. We called the support number at various times during these hours and never waited more than a few seconds to reach a friendly, helpful representative. During our calls, the

support representatives told us that if dealers or customers contact them via e-mail, a representative will often—but not always—be able to call back promptly in response to questions placed outside of normal business hours.

Toshiba provides dealers with additional materials to help them use Re-Rite as a tool to sell more equipment. This includes a showroom demo script, showroom setup guide, poster, brochure, animation videos and a demonstration CD. There is also a dedicated website at www.rerite.com for both customers and dealers. Dealers have a special login page where various marketing materials are available.



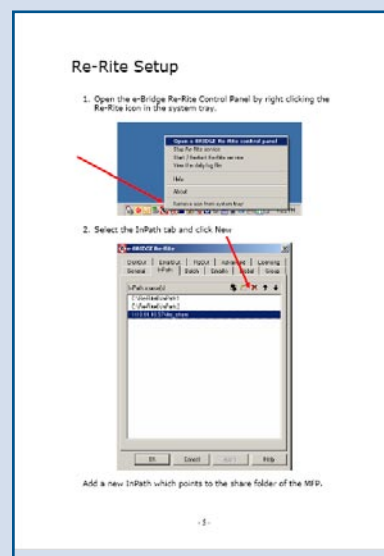
Customer Support and Training ★★★★★

Dealers have the option of providing their own support to customers or offering it through the TABS' InTouch Center. If service is provided through InTouch, customers receive the same telephone support provided to dealers described above. Service contracts are currently provided only by dealers, with an MSRP target of \$500 annually, but Toshiba states that service contracts may also be provided directly by the vendor in the future.



Documentation ★★★★★

The documentation provided with Re-Rite is excellent, consisting of a 38-page Setup Guide and 15-page Installation Guide that are available as PDFs both on the Re-Rite installation CD, as well as from Toshiba's intranet site. Both guides provide easy-to-follow step-by-step instructions with screen shots to lead administrators through the process of installing Re-Rite.



The PDF setup and installation guides are very easy to follow.

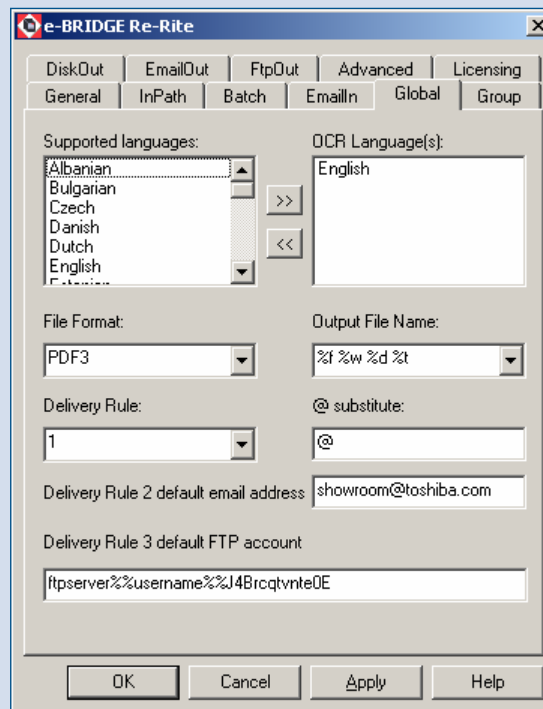
Information on configuring templates through TopAccess isn't included in either of these guides, but this information can be readily found in the documentation included with the e-STUDIO MFP on which Re-Rite is being installed.



Global Business Readiness



Toshiba is a multinational corporation with \$55 billion in annual sales and 161,000 worldwide employees. e-BRIDGE Re-Rite is available worldwide and offers OCR in these 29 languages: Albanian, Bulgarian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Macedonian, Maltese, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovenian, Spanish, Swedish, Turkish, Ukrainian and Slovak.



Re-Rite supports OCR in 29 languages.



Upgrade Path



Re-Rite offers a very inexpensive upgrade path. When new employees come into an organization, there's no need to buy an additional license. Likewise, when new MFPs



are deployed, no additional license is needed. Organizations only need to buy a single Re-Rite server license for \$2,695. The caveat is that all these MFPs must be connected to the same server.

On the downside, while we expect that a manufacturer's software solutions won't work with other vendors' devices, Re-Rite's inability to work with some of Toshiba's own MFPs, such as those sourced from other manufacturers, might be an issue for some organizations.

However, since e-BRIDGE offers several desirable features, such as e-FILING, which allows documents to be scanned to shared folders, and the ability to add new functionality by simply inserting an expansion key into a USB port, this technology is certain to appear in an increasing number of Toshiba MFPs, which will enable Re-Rite to operate with a larger number of devices.

Toshiba states that free updates are released as required.