As classic scanning apps age, Thin Scanning becomes even more desirable

Just like the Pontiac Firebird classic car (last manufactured in 2002), or Froot Loops Cereal Straws classic food (discontinued in 2009), or the Microsoft 98 classic operating system (extended support ended on July 11, 2006), eventually there comes a point in time where the laws of diminishing return come into play for classic products.

These were all great products that were very popular in their time but, as with most things and especially technology-related, there comes a time where newer and more modern versions are demanded by consumers.

This consumer demand for modern versions of products causes manufacturers to shift technology investment, R&D and product development to more modern solutions and cut-back on maintaining these classic products.

Thin Scanner technology is on the rise

Thin Client Scanning has already been desirable for many reasons including the cost savings of not having to use a PC as well as the IT support burden to maintain PC's. Therefore, the value of a PC-less solution was primarily a benefit for the IT department and not generally a tangible benefit that could be measured for the more general business units within an organization.

Example of tangible cost savings with Thin Scanner technology

Quantity of Computers	10	50	200	500
PC Hardware	$ 850	$ 800	$ 750	$ 700
Operating System software	$ 50	$ 45	$ 40	$ 35
Anti-Virus software	$ 25	$ 20	$ 15	$ 10
Total Cost	$ 9,250	$ 43,250	$161,000	$372,500

The challenges of maintaining classic document scanning technology

While the value for IT remains as described above, what the TWAIN Working Group (TWG) is now seeing as a trend is more often technical issues with classic desktop scanning applications that are now causing lost productivity for business users. After all, if an accounting worker (for example) can't scan their documents efficiently then this typically receives a lot of unwanted attention within an organization because payables and receivables are not being updated in real-time.

These technical issues are caused by various factors but primarily it's just because of less support for these classic technologies such as 32-bit or 64-bit scanner drivers. Or Windows Updates causing unexplained and intermittent USB crashes, or desktop scanning applications programming language updates not being applied. As you can tell, maintaining these sorts of classic document scanning applications is a daunting task which is expensive and relies heavily on vendors to maintain their code. With so many technology variables it's hard to pinpoint the cause of issues, which creates a lot of finger-pointing and frustration.

TWAIN Direct RESTful API to overcome classic technology issues

At the TWAIN Working Group (TWG), we are seeing a sincere shift from classic desktop document scanning applications to Thin Client/web-based document scanning applications, and this was one of the main considerations when we created the TWAIN Direct RESTful API specification.

Since TWAIN Direct is an API specification, it eliminates so many potential issues that had to be considered with classic applications. For example, there is no 32-bit or 64-bit driver version consideration because there IS no software driver installed on a traditional computer! TWAIN Direct requires only a network connection and is completely operating system agnostic.

Also, since Thin Scanner is a web-based application, one server can support many users, is easily updated in real-time and there is no software installation! This means that organizations can literally deploy Thin Scanner to hundreds or thousands of users in minutes and then provide updates/enhancements without the traditional time-consuming task of updating classic desktop applications one computer at a time.

Events to learn more about the Thin Scanning megatrend

As the Thin Scanner technology trend continues to gain momentum, end-user organizations, technology enthusiasts and technology providers should participate in industry groups and events to fully understand best practices for creating these new types of modern document capture solutions.

Two events that the TWAIN Working Group would advise attending are the Infosource Capture & IDPConference 2023 on September 6th and 7th in Chicago and the second is our very own, -TWAIN Direct Developers Day 2023 on June 6th and 7th in Safety Harbor, Florida. Both events are focused heavily on the topic of capture but also slightly different with the

Capture & IDP Conference providing a higher-level, broader view of the market with a full day of expert presentations including case studies and industry research data.

Whereas TWAIN Direct Developers Day is a full-day primarily focused on hands-on software development using the TWAIN Direct RESTful API protocol plus simultaneous business roundtable discussions of several hot industry topics. Each of these events is equally valuable in that they both provide excellent personal and business networking opportunities.

We hope to see you at Capture & IDP 2023 and Developers Day! For more information, please contact erin.dempsey@twain.org.

How much is your legacy document capture system REALLY costing you in tangible hard and soft dollars?

Now it's time for you to participate and provide some feedback on our unofficial survey of "*How much is your legacy document capture solutions costing you in tangible hard and soft dollars*?" We ask for you to participate in several ways:

1. Send your response via email to Bryant Duhon directly at bdu@info-source.com

2. TWAIN Working Group survey on costs of legacy capture system
    a. <<<< Survey Monkey URL goes here >>>>

3. Join the TWAIN Working Group (TWG) webinar on Thursday, March 30th at 1pm ET for a TWAIN Direct update and Developers Day 2023 preview
    a. <<<< Zoom registration URL goes here >>>>
    b. In appreciation of your registration for the webinar, and any feedback on this topic, TWG will send you a copy a worksheet that you can use to model your own real costs of your capture system.

How much is your legacy document capture system REALLY costing you in tangible hard and soft dollars?

	Total number of units used daily	Percentage of units affected	Internal IT support (per hour labor)	Time to resolve issue (minutes)	Internal IT expense	Knowledge Worker (per hour labor)	Time Utilized (average minutes per day)	Knowledge Worker expense
Single purpose Document Scanners								
General USB issues (conflicts, disconnects)	Calculation of B3*C3	xx% based on research	Average iT salary per hour	Time based on research	Calculation of labor per hour/minutes * number of units affected	Average Knowledge Worker salary per hour	Time based on research	Calculation of labor per hour/minutes * number of units affected
Extra clicks for scan-to-folder (instead of direct to application)	Calculation of B3*C4	xx% based on research				Average Knowledge Worker salary per hour	Time based on research	Calculation of labor per hour/minutes * number of units affected
Driver Incompatibility	Calculation of B3*C5	xx% based on research	Average iT salary per hour	Time based on research	Calculation of labor per hour/minutes * number of units affected			
Driver Updates (i.e Windows 11)	Calculation of B3*C6	xx% based on research	Average iT salary per hour	Time based on research	Calculation of labor per hour/minutes * number of units affected			
				Subtotal IT burden	Sum of F3:F6		Subtotal Lost productivity	Sum of I3:I6
MultiFunction Copiers	Total number of units used daily	Percentage of units affected	Internal IT support (per hour labor)	Time to resolve issue (minutes)	Internal IT expense	Knowledge Worker (per hour labor)	Time Utilized (average minutes per day)	Knowledge Worker expense
Machine down not related to scanning function	Calculation of B9*C10	xx% based on research	Average iT salary per hour	Time based on research	Calculation of labor per hour/minutes * number of units affected	Average Knowledge Worker salary per hour	Time based on research	Calculation of labor per hour/minutes * number of units affected
Operating system updates	Calculation of B9*C11	xx% based on research	Average iT salary per hour	Time based on research	Calculation of labor per hour/minutes * number of units affected			
Extra clicks for scan-to-folder (instead of direct to application)	Calculation of B9*C12	xx% based on research				Average Knowledge Worker salary per hour	Time based on research	Calculation of labor per hour/minutes * number of units affected
				Subtotal IT burden	Sum of F10:F12		Subtotal Lost productivity	Sum of I10:I12
				Typical Work Days per Year	250		Typical Work Days per Year	250
					Sum of (F7+F13)*F14			Sum of (I7+I13)*I14