

A Brief on DocPath Corp

Company Background

DocPath Corp was founded in 1992, with USA operations based in Atlanta (GA), European operations in Madrid (Spain), Latin American operations in Sao Paulo (Brazil) and partners around the world. DocPath has created a complete solution to cover the entire document cycle that is used mainly by large organizations around the globe.

Focused on corporate customers and large organizations, DocPath's solutions have always been designed to run, and be supported, in large and complex environments where remote support and control are a required feature.

The company's early days were focused on eliminating pre-printed forms in banks and insurance companies' networks but the solutions have evolved to be document centric, where electronic presentation, distribution, archival, etc., are now the main stream of the products sold.

Profile

DocPath Corp liked to define itself as "a company of engineers for engineers." The aim was to produce technologically advanced products that fitted seamlessly in large and complex organizations providing the technical staff a complete set of tools that was easy to use, had great connectivity, offered advanced functionality and had a low implementation cost because it did not require modifications to the existing infrastructure or the development of additional software.

The current aim is different because the company acknowledges the evolution of the technology and the fact that the users no longer want a technical product but a tool that allows them to convert into reality their ideas about documents for their own customers, and use them to provide the information but at the same time take advantage of the new technologies to improve the delivery of marketing information (i.e. Transpromo).

The company has been careful not to show a high profile because it has been necessary to stay behind partners, like IBM, and not publicize the name of our customers to avoid conflicts with the use of their brand names. DocPath Corp has considered that, because the type of products the company produces and the partners that it has, there is not a real need to be known in the mass market.

Technology

The original core technology was developed using C/C++ programming languages and it expanded continuously in functionality to cover new customer needs.

Besides the quality and friendliness of the design tool, one of the most appreciated features of DocPath solutions has been the connectivity features that the products offer, which allow to integrate the solutions in complex, multilayer and multi-platform environments.

During 19 years those products and solutions have run with the entire satisfaction of the customers in more than 20 countries.

However, in the last three years a large investment has been made in order to develop a new core technology based in Java for the production engine, and .Net for the process definition and document design tool.

The use of web services and TCP/IP protocol, the scalability of fault tolerance provided by the Java platform, makes the new technology an excellent platform to support a wide variety of new solutions for the market.

The new technology, while providing the capability to be deployed on Application Servers and being suitable to support the technological paradigm that is today's modern solutions approach, also uses the previous DocPath Controller to provide the connectivity with legacy applications using the standard Operating Systems platforms.

Products and Solutions

The core technology is the base for different solutions offerings that, including all the required components, are designed to solve specific customer problems. Such an approach makes the implementation of DocPath's products a simple task because usually it requires none or very little application modifications, reducing the implementation time frame and, obviously reducing the total cost of the solution.

IBM's need to provide its customers a migration path for the aging InfoPrint Designer product and the fact that the old JetForm product did not receive support neither a viable migration path from Adobe Inc., has convinced DocPath Corp that a mass of thousands of customers are needing a modern and well constructed migration alternative are waiting to be served. For that reason an important investment has been made to develop tools that are able to convert the existing resources avoiding the need for re-designing the existing electronic templates.

Additionally, the existing solutions are now offered in versions based on the new technology and a whole set of new solutions are being prepared to expand market coverage.

Partners

Soon after the start of the delivery of the first solutions, IBM invited DocPath Corp to work with them in some large banks' network projects where a document generation tool was required. After some projects in Europe, the partnership expanded to Brazil, where some banks run extensive networks with thousands of branches covering the huge country's territory.

Today, DocPath Corp directly sells and supports its products and solutions to customers in Spain and the USA only. Sales in other countries are done through a network of partners that covers the Americas, Europe and Asia/Australia, RICOH and IBM being the most important partners.

Customers

DocPath Corp has more than 600 customers worldwide, 200+ in the USA after the acquisition of one of its partners.

The following is a limited list of customers that use DocPath's solutions in one of several countries to provide electronic documents to their offices networks.

Banks

BBVA – BBVA Compass (several countries – 8,000+ branches)

HSBC (one country - 2000+ branches)

Banco Santander (several countries – 11,000+ branches)

Banco do Brasil (one country – 4,500+ branches)

Banco Itau -Unibanco (Brazil) (one country – 4,000+ branches)

Insurance Companies

ACE Insurance (several countries and 5,000+ locations)

Liberty Insurance (one country and 1,000+ locations)

Mapfre (one country and 2,500+ locations)

Groupama Mutual (one country and 1,000+ locations)

Other types of customers

IBM (to provide services to some of its customers and its service bureaus)

DHL (logistics – to serve its online document generation in distribution centers)

AAA (to generate documents for its members)