

# THE GILBANE REPORT

*Content Technology Works!*

Vol. 11, No. 8  
October 2003

[www.gilbane.com](http://www.gilbane.com)

Published by:  
Bluebill Advisors, Inc.  
763 Massachusetts Ave.  
Cambridge, MA 02139  
USA  
(617) 497.9443  
Fax (617) 497.5256  
[www.bluebilladvisors.com](http://www.bluebilladvisors.com)

Editor:  
Frank Gilbane  
[frank@gilbane.com](mailto:frank@gilbane.com)  
(617) 497.9443

Editors Emeriti:  
Tim Bray  
[tbray@textuality.com](mailto:tbray@textuality.com)  
(604) 708.9592  
David Weinberger  
[self@evident.com](mailto:self@evident.com)  
(617) 738.8323

Senior Editors:  
Sebastian Holst  
[sebastian@gilbane.com](mailto:sebastian@gilbane.com)  
Bill Trippe  
[bill@gilbane.com](mailto:bill@gilbane.com)  
(617) 497.9443

Recent Contributors:  
Kathleen Reidy  
[kathleenoreidy@yahoo.com](mailto:kathleenoreidy@yahoo.com)  
Bob Doyle  
[bobdoyle@skybuilders.com](mailto:bobdoyle@skybuilders.com)

Production Assistant:  
Sarah G. Dionne  
[sarah@gilbane.com](mailto:sarah@gilbane.com)  
(617) 497.9443

Subscriptions:  
[sales@gilbane.com](mailto:sales@gilbane.com)  
(617) 497.9443

Customer Service:  
[customersevice@gilbane.com](mailto:customersevice@gilbane.com)

Consulting Inquiries:  
[consulting@gilbane.com](mailto:consulting@gilbane.com)  
(617) 497.9443

Gilbane Report White Papers:  
Sebastian Holst  
[sebastian@gilbane.com](mailto:sebastian@gilbane.com)  
(973) 543.8267

Speaking Engagements:  
[speakersbureau@gilbane.com](mailto:speakersbureau@gilbane.com)  
(617) 497.9443

## MICROSOFT, ADOBE & XFORMS TO SHAKE UP ELECTRONIC FORMS MARKET

Our title this month reads like a news headline on purpose. There are a number of new, and upcoming, developments in electronic forms (eForms) technology that should be grabbing your attention. Some of these are of major importance on their own, but taken together, they signal the start of a major improvement in businesses' ability to easily collect, integrate, and process information.

"Electronic forms" have been around for years, but the term refers to a wide variety of technologies – from scanned image applications to HTML forms – that are not at all similar and far from equal in their ability to accelerate and smooth business processes. What eForm technology has shared is: a level of difficulty that kept it out of the reach of office professionals who were comfortable enough with documents and spreadsheets, but scared-off by forms, and proprietary data formats that made information integration costly and complex. This month Bill explains why all this is changing. The effects of new eForm technology will be far-reaching, and we will be looking closely at eForm developments in these pages as well as in our conferences. This is a critical technology for improving content management and information integration capabilities and ROI. Stay tuned.

## CONTENTS

Microsoft, Adobe & Xforms to Shake Up Electronic Forms Market .....	2
Table of Representative eForms Vendors.....	10
Industry News.....	11
Conference Update.....	26
Back Issues .....	27
Subscription Form & Calendar .....	28