Dell Document Hub vs. Brother ControlCenter4

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EXECUTIVE SUMMARY

Buyers Lab LLC (BLI) was commissioned by Dell Inc. to conduct a comparative evaluation of Dell Document Hub (tested on a Dell C2665dnf Multifunction Color Laser Printer) and Brother International Corp.'s comparable bundled utilities for creating scanned, editable documents and delivering them to various cloud storage services (tested with a Brother MFC-9970CDW). BLI was contracted to assess the two software offerings in several key areas: Features, User Experience, Workflow, Document Processing Performance, and Cost Analysis.

Dell Document Hub is an MFP- and cloud-based document processing, routing and printing solution that can be accessed from an "app" resident on supported Dell MFPs (to date, the C2665dnf Multifunction Color Laser Printer, with other models to follow). It allows users to easily scan documents to, and print documents from, popular online repositories (Box, Dropbox, Google Drive, SharePoint Online, and SkyDrive) right from the MFP's control panel. Thanks to available OCR (optical character recognition) processing, users can create searchable, editable files in popular office formats (PDF, RTF, DOC, DOCX, XLS, PPTX) in addition to the more common image formats (static PDF, TIFF, JPG) that most capture programs can create. Notably, that OCR processing occurs in the cloud; there is no need to load or launch software at the user's desktop to accomplish this. The OCR service is available free of charge during the solution's initial trial phase (until March 2014), at which point Dell will start charging a fee for processed pages.

For creating searchable/editable files, the Brother MFC-9970CDW comes bundled with Brother's ControlCenter4 (CC4) desktop utility along with PaperPort 12 SE, a desktop OCR package from Nuance Communications that delivers capture, OCR and document management features. These applications get loaded during the default installation routine on the host PC and allow the user to capture hardcopy documents via the MFP's scanner and automatically create editable files in popular office formats (TXT, HTML, TXT, WPD, XLS, and RTF for use in Microsoft Word and other word processors) as well as static image file formats (JPG, TIFF, PNG, and image PDF). A user can employ the default scan tasks delivered in CC4, or create and save scan tasks with custom settings. Note that these scan tasks are initiated from the desktop, not at the MFP control panel. Similarly, a user can launch the PaperPort 12 SE program at the desktop to initiate scan tasks; convert scanned documents to editable formats via the program's OCR engine; share those files via email or fax; deliver them to a specified folder or printer; or open them in Adobe Reader, Nuance PDF Viewer Plus, Microsoft Paint, Microsoft WordPad, Notepad, or PowerPoint.

The Dell and Brother solutions each have their strengths. When specifically addressing the features, functionality and workflow associated with scanning documents to, and printing documents from,

various cloud storage services (the thrust of this report), BLI feels Dell Document Hub is the superior solution. Dell's offering supports delivery directly to cloud services from the MFP control panel. The Brother MFP tested does not offer this capability. In addition, Dell's available cloud-based OCR processing means users can deliver searchable, editable file formats to the desired cloud destination. If searchable/editable files are desired from the Brother solution, users need to employ the included desktop software to process the documents, and then load the processed files from the desktop, which adds complexity and time to the capture workflow. Moreover, BLI found that Dell's OCR processing created documents that were more true to the original for documents with moderate- to heavy formatting. So in general, for creating editable/searchable documents Dell Document Hub delivered better OCR accuracy with an easier, less time-consuming workflow, which can mean greater productivity for users. Also, Dell Document Hub allows users to retrieve and print files stored in the supported cloud services at the MFP, and search across multiple cloud services at once for those files. The tested Brother MFP does not have those capabilities at the MFP. (Note that some Brother MFPs, such as the MFC-9340CDW, offer Web Connect functionality that does enable scanning to and printing from supported cloud services. This solution is covered in a sidebar in this report.)

In its favor, the Brother bundle includes a full-featured OCR program, PaperPort 12 SE, that offers more power and flexibility than Dell's automatic OCR processing, and customers own the software so do not have to pay extra for OCR processing. In addition, Brother's CC4 utility enables the user to create and store custom scan jobs that can be initiated from the desktop, along with giving users the ability to control most MFP functions (copy, scan, fax) from the desktop. While Dell offers a similar utility, called the Dell Document Hub App, it is currently only available for Microsoft Windows 8.0 and later (including Windows RT, which is used on tablets and other mobile devices). Brother's CC4 utility runs under Windows 7 and later as well as Max OS X. Also, in terms of the hardware devices selected for this report, the Brother entry delivers faster rated print speed, single-pass duplex scanning/copying, a larger touchscreen, wireless networking standard, a higher rated monthly duty cycle and higher rated standard toner yields. While these hardware aspects of the devices were not the thrust of this report (and hence not tested), some of these features do ultimately impact user experience, workflow and TCO addressed in this report.

Findings At-a-Glance	Dell Document Hub	Brother utilities
Range of cloud services supported	√	
File formats supported for capture	√	
Search for stored files	√	
Print from cloud services	√	
Scan-to-email functionality	√	√
Additional software capabilities		√
Scanning static (image) files to cloud	√	
Scanning editable files to cloud	√	
OCR accuracy: text documents	√	
OCR accuracy: spreadsheet documents	√	
OCR accuracy: PowerPoint document	√	

Dell Document Hub Advantages over Brother Solution

- Access to popular cloud storage services from the MFP control panel for scanning documents directly to those services, and searching and printing documents from those services, with no PC required
- OCR processing in the cloud delivers editable Office documents and searchable PDFs to destination folders, rather than requiring learning and use of third-party software at the user desktop and subsequent manual uploading of OCRed files
- Users can create OCRed documents from any Dell Document Hub device; they are not reliant on scanning to the PC where the OCR software is installed
- An unlimited number of users can access Dell Document Hub and its OCR capabilities, not only those with a licensed desktop OCR application
- For file retrieval and printing at the MFP, users can search across all associated cloud services, rather than having to search each one individually
- Includes E-Mail Me function for scanning a file to the user's email address based on their Dell Document Hub login
- Includes Business Card Reader function for capturing business cards to vCard format and delivering to the user's email address for import into Outlook, Gmail, or any application that can import vCards
- Superior document-formatting retention for complex files scanned to Excel and Word format with default settings

Brother Solution Advantages over Dell Document Hub

- Bundled PaperPort 12 SE desktop application delivers more OCR functionality and control than does Dell Document Hub's cloud-based automatic OCR processing, with no per-page OCR charges
- Brother ControlCenter4 utility (enabling control of MFP functions, including pre-set and custom scan tasks, from the desktop) runs under more operating systems than Dell's similar utility

DETAILED ANALYSIS

Following is a detailed analysis of Dell Document Hub and how it compares to the analogous bundled Brother solutions in the areas contracted by Dell to be evaluated by BLI.

Features

Scan to cloud services at the MFP: Dell Document Hub supports scanning to Box, Dropbox, Google Drive, SharePoint Online and SkyDrive, directly from the control panel of supported MFPs. The Brother MFC-9970CDW tested for this evaluation does not support Brother's Web Connected functionality, and hence does not offer the ability to scan to cloud services. **Advantage: Dell**

File formats supported for capture at the MFP: From the MFP's control panel, Dell Document Hub's Scan to Me and Smart OCR Scan tasks support scanning to static image file formats (PDF, JPG, and TIFF) as well as searchable/editable files formats (searchable PDF, encrypted PDF, DOC, DOCX, PPTX, RTF, XLS, and XLSX). The native scanning function available from the control panel of the tested Brother MFP supports scanning to static image file formats (PDF, JPG, TIFF, BMP, MAX); processing via the included CC4 desktop utility or OCR desktop software is required to create searchable/editable files formats. **Advantage: Dell**

Print from cloud services at the MFP: For retrieving and printing documents from the MFP, Dell Document Hub offers a Search for Files task that allows the user to enter a keyword search term. The app then searches the filenames of documents stored on all of the cloud storage repositories the users has associated with his or her Dell Document Hub account, which means the users can query multiple cloud services with a single search. The search results list shows the list of documents that match the search term, an icon representing the service it resides on, an icon for the file type, and the file name. The results list can be sorted alphabetically, reverse alphabetically, or by service. The user then selects one or more files from the list and presses Print to print those files. The Brother MFP tested does not support the ability to retrieve and print files from cloud services. **Advantage: Dell**

Scan-to-email functionality at the MFP: Dell's solution offers an "Email Me" task in the Dell Document Hub menu. When that button is pressed, a scan-to-email job is initiated with the user's registered email address pre-filled as the destination. The user then selects the desired file format for the attachment (PDF, TIFF, JPG, RTF, DOC, DOCX, XLS, XLSX, PPTX, searchable PDF) and enters a subject line for the email message. The user is not offered the opportunity to name the file attachment; it gets the name "img-" followed by a generic string of numbers. The user presses Send, and the message and attachment are sent. The message then appears in the user's registered email system's Inbox with the "From" field populated with "Dell Document Hub." The MFP also offers native scan-to-email functionality via the Scan menu, where the user can set scan settings for the attachment, enter recipients, and so on.

The tested Brother MFP supports scanning to an email server, which enables users to select a destination address from the control panel of the MFP.

Advantage: Tie

Additional software capabilities: The Dell C2665dnf comes bundled with the typical assortment of utilities for controlling the settings of the MFP, including an Address Book Editor, Scan Settings Tool, and Scan-Button Manager.

The Brother MFP comes with similar utilities, but also bundles the CC4 utility and PaperPort 12 SE application. CC4 is unique in that it allows the user to control scan, copy, fax and photo print settings from his desktop, rather than having to be at the MFP. Moreover, it allows the user to save frequently used job profiles in the utility for quick access and execution in the future. When it comes to document capture and processing (the focus of this report), CC4 is particularly robust. The utility's default Scan tab (when the program is loaded in "Advanced" mode at the time of install) includes four pre-built scan-job profiles: Image, OCR, Email and File. Settings for each can be customized as follows:

Image: The user can initiate a scan job and select the file type (JPG, TIFF, PNG, image PDF, compressed PDF, secure PDF), page size, scan resolution, color depth, duplex scanning, brightness and contrast.

OCR: The user can initiate a scan job and select the file type (TXT, HTML, XLS, WPD, searchable PDF), target application for the file (Notepad, or Microsoft Word if it is installed on the PC), destination file path, OCR language (a choice of 20), page size, scan resolution, color depth, duplex scanning, brightness and contrast.

Email: The user can have the document scanned and appended as an attachment to a newly created email message.

File: The user can initiate a scan job and have it automatically saved to the predefined local or network folder, as well as select the file type (JPG, TIFF, PNG, image PDF, compressed PDF, secure PDF), page size, scan resolution, color depth, duplex scanning, brightness and contrast.

In addition to these pre-built scan jobs, the user can use the Configuration link on the CC4 interface to create up to three new tabs adjacent the utility's default Scan, PC Copy, PC Fax, Device Settings, and Support tabs. Each of these new tabs can then in turn be populated with up to five customized job profiles. For example, BLI technicians quickly created Scan to Color PDF, Scan to B&W PDF, Scan to Word, and Scan to Excel tasks, with all desired settings in place so those scan jobs could be initiated with the click of a mouse. (Again, note that these custom scan jobs are accessible via the CC4 utility on the user's desktop, not at the MFP control panel, which is less convenient in a shared environment where the MFP may not be adjacent to the PC where the utility is loaded.)

The Brother MFC-9970CDW also comes with Nuance Communications' PaperPort 12 SE desktop OCR application. Like CC4, this program allows the user to initiate a scan process from the desktop to create editable, searchable documents in a range of file formats. (Indeed, the same OCR engine underlies both programs.) PaperPort delivers other features, too, including the ability to search for and retrieve documents, enhance scanned images (tools include deskew, rotate, resize, convert colors, convert to black and white), and share documents or folders or set security on them. A user can also use drag-and-drop actions to "send" files to a printer, a fax number, email, PDF, Microsoft Paint, WordPad, NotePad, PowerPoint, or an FTP site.

Advantage: Brother

User Experience and Workflow

Installation and sign-up: Because Dell Document Hub is completely MFP- and cloud-based, there is no software to install. To get started, the user enters the provided URL (www.dell.com/dochub) into a browser on their PC and signs up for a free account. Alternatively, the user can press the Dell Document Hub entry on the MFP's menu and then select New User. The message on the next screen asks for an email address and informs the user that an email with further instructions will be sent to that address. That email arrived very promptly (within minutes) and the message explained the benefits of the service, along with a link to activate the account. Clicking on the link opens a new browser window where the user is prompted to enter their desired username and password to be used as their Dell Document Hub log-in. The user can also opt to join an existing company account, which is convenient for small businesses that maintain shared accounts on cloud services that multiple employees access. The next page on the site prompts the user to select which of the available cloud services (Box, Dropbox, Google Drive, SharePoint Online, SkyDrive) to associate with the Dell Document Hub solution, and asks for the associated usernames and passwords. The user can associate one of the supported services, or several. A confirmation message indicates that the service(s) has been successfully added to the Dell Document Hub account. From the initial MFP interaction to this confirmation screen, BLI technicians found the process well-thought-out, and it took less than 5 minutes to set up.

Installing the CC4 and PaperPort 12 SE applications that ship with the Brother MFC-9970CDW is very straightforward. The wizard-driven installation routine installs the print drivers, and then each of the bundled applications. (Note that this installation routine does not gain the user scan-to-cloud support.)

Advantage: Tie

Workflow for scanning static (image) files to online repository: Scanning a document from the MFP to the desired online service with Dell Document Hub is straightforward thanks to the on-screen prompts, and can be accomplished in approximately five button presses (not including entering log-in credentials) on the MFP touch screen in less than 15 seconds. To deliver scanned files to an online repository with the tested Brother MFP, a user must first scan the file to email or a folder (by using the commands found on the MFP control panel, or the desktop CC4 control utility) then upload the file manually to the cloud service using the service's web interface. This process took BLI technicians approximately 1 minute. **Advantage: Dell**

Workflow for scanning and delivering editable files to cloud repository: The Dell Document Hub solution features optional in-cloud processing that can deliver searchable/editable files (file format support includes searchable PDF, DOC, DOCX, PPTX, RTF, XLS, and XLSX) to the user's chosen cloud destination or email Inbox in approximately five button presses at the MFP control panel, and no need to use desktop software to convert the scans. Scanning a printed document to a cloud service in Microsoft Word format took approximately 15 seconds.

With the Brother MFP tested, a user must invoke the CC4 utility or PaperPort 12 SE application at the desktop to scan a file and convert it to the desired editable format, then upload it to the desired cloud destination manually. Using the pre-built OCR task choice found in the Scan tab of the CC4 utility, it took BLI technicians approximately 2 minutes to scan a printed document to Word-friendly RTF format (native DOC/DOCX is not a choice) and upload it from the selected destination folder to the desired cloud destination. An alternative is to use the MFP's native scan-to-folder function to deliver a static image PDF to the destination folder, using PaperPort 12 SE at the desktop to process the file into the desired editable format, and uploading the file to the desired cloud service manually. Once BLI technicians were familiar with the PaperPort interface, it took approximately 3 minutes to scan the file at the MFP, launch PaperPort, navigate to the scanned file, drag-and-drop it to the WordPad icon (which kicks off the OCR processing automatically), save the file as an

RTF file and upload it to the cloud service. Note that these desktop-focused workflows may be preferable in environments where most scanned documents need to then be edited by the user, but they nonetheless require extra steps if the ultimate goal is to deliver files to an online repository.

Advantage: Dell (ease of workflow); Brother (desktop processing flexibility)

Workflow for scanning to several online repositories: If a user needs to scan documents from the MFP to multiple online services, Dell Document Hub requires that the scans be repeated sequentially; a user cannot select multiple destinations for a single scan job. But the user does not have to enter login credentials for each service, since logging into Dell Document Hub at the MFP acts as "single sign-on" for all the associated cloud services. Scanning a document to two cloud services took BLI technicians approximately 30 seconds. With the tested Brother MFP, the user can scan the document once to a destination folder, but then needs to return to his desktop and log onto to each desired service sequentially and upload the file manually. Scanning a document and then uploading it to two cloud services took BLI technicians approximately 2 minutes. **Advantage: Dell**

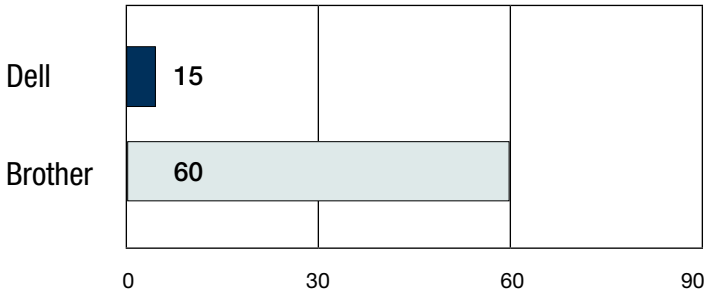
Workflow for searching and printing from online repository at the MFP: Dell Document Hub features a Search for Files task that allows the user to enter a keyword search term, and the service then searches the file names of all cloud repositories associated with that Dell Document Hub account and returns a list of matches; this took about 10 seconds in BLI's testing. Alternatively, the user can start with the Browse for Files task, select the desired service, and then scroll through the list of folders and files that appears onscreen. The results list can be sorted alphabetically, reverse alphabetically, or by service. Once a file or files are selected the user can hit the Print button to have the MFP print the file(s).

The Brother MFC-9970CDW does not offer the ability to print files directly from cloud services. A user must log onto the desired service or services at his desktop and download and print from there.

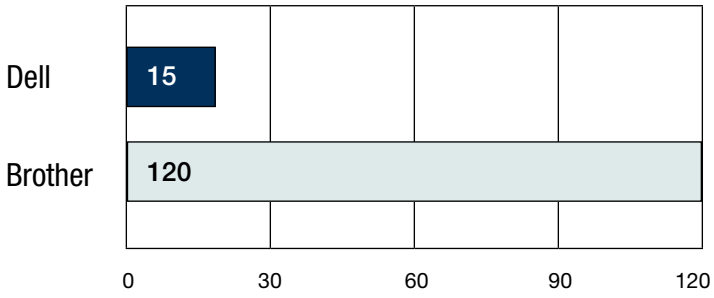
Advantage: Dell

Time to Complete Workflows

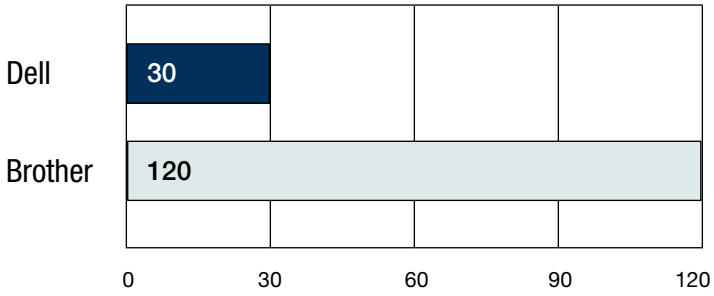
Scanning static (image) file to cloud (in seconds)



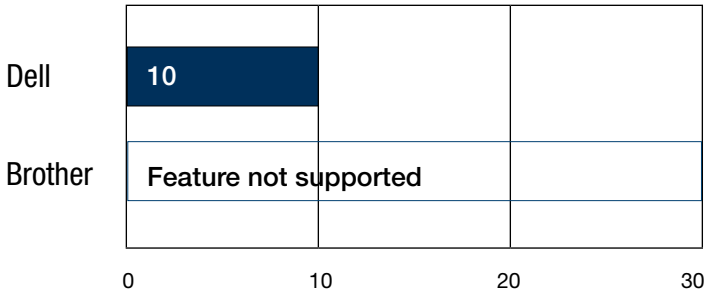
Scanning editable Word files to cloud (in seconds)



Scanning editable files to multiple cloud services (in seconds)



Searching online cloud service for file to print (in seconds)



Document Processing Performance

The accuracy of the OCR processing is an important consideration for a document capture solution, since more accurate character-level translation and format retention means knowledge workers will spend less time manually correcting the editable files the OCR engine creates. For this evaluation BLI scanned printouts of a range of typical business documents. For Dell Document Hub, BLI technicians chose the desired output file format as offered at the MFP control panel, and evaluated the resultant files. For the Brother MFC-9970CDW, BLI technicians scanned the documents via the ControlCenter4 desktop utility using custom scan profiles created to scan documents to the desired file formats.

OCR accuracy for simple text document: When processing a simple three-page text document and outputting a Microsoft Word (.docx) file, Dell Document Hub's cloud-resident OCR engine produced a file with perfect character recognition: no errors in the 7,390 letters, numbers and spaces the document contained (a 100% accuracy rate). Layout retention was very good; the only issue was that the OCR engine failed to recognize line breaks on the third page, which the user would have to correct manually. Brother's CC4 OCR processing delivered nearly perfect character recognition (four errors out of 7,390 characters, for a 99.95% accuracy rate). Layout retention was very good: The OCR engine recognized line breaks, but failed to recognize page breaks and simply ran the pages together, which required manual intervention to correct.

Advantage: Dell

OCR accuracy for medium-complexity text document (contract): When processing a fairly complex three-page contract document and outputting a Microsoft Word (.docx) file, Dell Document Hub's cloud-resident OCR engine produced a file with nearly perfect character recognition: one error in 8,784 characters (a 99.99% accuracy rate). Layout retention was very good; the OCR engine failed to recognize line breaks in bullet lists, which the user would have to correct manually. The Brother CC4 utility delivered nearly as good character recognition (three errors out of 8,784 characters, for a 99.97% accuracy rate). Formatting retention was good but not perfect, with several misplaced page breaks, no line spaces between paragraphs, and no indenting for bullet lists present in the original and hence requiring some manual intervention to correct.

Advantage: Dell

OCR accuracy for complex text document (invoice): When processing a complex one-page invoice and outputting a Microsoft Word (.docx) file, Dell Document Hub's cloud-resident OCR engine produced a file with nearly perfect character recognition: three errors in 2,680 characters (a 99.89% accuracy rate). Layout retention was excellent, with all rows and columns intact and text placed in the proper location relative to the original scanned printout. Capturing the same document via Brother's CC4 utility, the solution's OCR engine delivered nearly as good character recognition: 5 errors (a 99.80% accuracy rate). However, layout and formatting retention were poor, with misplaced line and paragraph breaks and poor reproduction of the original invoice's tabular nature, requiring a good deal of manual re-keying and re-jiggering to recreate the original. **Advantage: Dell**

OCR accuracy for complex text document (brochure): When processing a very complex one-page brochure and outputting a Microsoft Word (.docx) file, Dell Document Hub's cloud-resident OCR engine produced a file with nearly perfect character recognition: five errors in 2,208 characters (a 99.77% accuracy rate). Layout retention was very good; the document needed a few line breaks corrected and fonts adjusted manually to more closely match the original printout. The Brother CC4 utility produced a document with 10

character errors (a 99.54% accuracy rate). However, layout and formatting retention were very poor; the engine did not retain any of the original formatting, requiring the formatting, columns and layout to be recreated from scratch. **Advantage: Dell**

OCR accuracy for Excel document (simple): When processing a simple one-page spreadsheet and outputting a Microsoft Excel (.xlsx) file, Dell Document Hub's cloud-resident OCR engine produced a file with perfect character recognition: no errors in the 955 letters, numbers and spaces the document contained (a 100% accuracy rate). Layout retention was also perfect, with all rows and columns of the original scanned printout reproduced faithfully. Capturing the same document via the Brother CC4 utility produced a document with very good character recognition (four errors, for a 99.58% accuracy rate) and perfect layout retention. **Advantage: Dell**

OCR accuracy for Excel document (complex): When processing a more complex one-page spreadsheet and outputting a Microsoft Excel (.xlsx) file, Dell Document Hub's cloud-resident OCR engine produced a file with perfect character recognition: no errors in the 393 letters, numbers and spaces the document contained (a 100% accuracy rate). Layout retention was also perfect, with all rows and columns of the original scanned printout reproduced faithfully. Capturing that document with a CC4 OCR task delivered a document with nearly perfect character recognition (3 errors, for a 99.75% accuracy rate). But layout retention was poor, with entries not appearing in the rows they were in the original and requiring a good deal of manual intervention to recreate the original. **Advantage: Dell**

OCR accuracy for PowerPoint document: When processing a 17-page printout of a PowerPoint presentation and outputting a Microsoft PowerPoint (.pptx) file, Dell Document Hub's cloud-resident OCR engine produced a file with nearly perfect character recognition: one error in the 12,720 letters, numbers and spaces the document contained (with rounding, a 100% accuracy rate). Layout retention was very good; some line breaks were incorrect and some entries' fonts needed to be adjusted manually to match the original. The Brother CC4 utility does not offer PowerPoint as an output format. **Advantage: Dell**

File sizes for captured documents: The OCR processing engines of both solutions produced file sizes that are in line with what would be expected of native Word, Excel, and PDF documents. **Advantage: Tie**

Cost Analysis

Dell Document Hub is a free solution that comes bundled with select Dell MFPs, such as the Dell C2665dnf Multifunction Color Laser Printer ($599 list price) used for this evaluation. The ability to scan static files (image PDF, JPG, TIFF) to supported cloud services is a capability that is made available at no charge for as long as the customer has a registered Dell Document Hub account. The ability to create and deliver searchable/editable file formats (Word, Excel, PowerPoint, searchable PDF) is included free of charge for all customers until March 2014. Thereafter, new customers will be offered a free trial for the OCR processing service. After the free trial expires, customers will be charged a per-page fee for OCR processing; that fee was not yet set at the time this report. Customers will not be limited as to the number of users or devices that can submit scanned files to Dell Document Hub for processing, and there are no further user license fees or

device license fees. Since the fee structure for Dell Document Hub's OCR processing has not yet been set, BLI cannot estimate the likely TCO for OCR processing in a typical small business environment. However, because the solution is MFP- and cloud-based, there are no "soft costs" associated with IT overhead for installation and maintenance, and thanks to the straightforward nature of the solution, little to no training for end users should be required. Moreover, the streamlined workflow afforded by the automatic in-cloud OCR processing, as opposed to a manual workflow, will result in increased worker productivity and time savings, which also must be figured into the total-cost calculation.

The Brother CC4 and Nuance PaperPort SE 12 applications come free of charge with many Brother MFP models, including the MFC-9970CDW ($699 list) used for this evaluation. Customers will be able to employ the bundled programs at no charge, and can load the included CC4 utility on as many user desktops as desired. The PaperPort license is only for one user; this version of the software can be found at online retailers for around $30, or customers could purchase a 5-user license pack directly from Brother for $49.99. Installing the software is straightforward enough that IT personnel do not need to get involved. Learning to use the software most effectively will require about an hour of training and trial-and-error (more for users not comfortable with desktop software), via video tutorials that are available online.

Advantage: Not rated (Pricing for the OCR proceessing for Dell Document Hub was not yet set at the time of this report.)

Recommended Improvements

During the course of testing, BLI technicians noted a few areas where the Dell Document Hub solution could be improved:

- Support for more cloud destinations, including Evernote
- Support for scanning to PDF/A format in addition to the other available file formats
- The ability to scan to multiple destinations—such as two cloud services or email and a cloud service—with one scan task
- The ability to enter a filename for the file attachment when using the "E-mail Me" task
- The ability to enter additional email recipients In the "E-mail Me" task
- The ability for the Search for Files results list to be sortable by upload date, so the newest files can appear on the top of list
- The availability of the desktop control utility for a wider range of desktop and tablet operating systems, including Windows Vista, Windows 7, Mac OS X, iOS and Android

Brother Web Connect Feature

While the Brother MFC-9970CDW tested for this evaluation does not deliver direct access to cloud service from the device's control panel, the company does have other models (such as the MFC-9340CDW) that come with the Brother Web Connect feature. This solution lets a user scan documents to, and print documents from, popular online services. The list of supported services includes SkyDrive, Box, Google Drive, Evernote, Dropbox, Facebook, Picasa and Flickr—a wider array of services than is supported by Dell Document Hub at the present time. Users can also download files from those services to storage media on the MFP, or upload files from such media onto the services. However, unlike Dell Document Hub, Brother Web Connect delivers only static image files to those cloud services. If searchable/editable files are desired, the user must employ software at the desktop or rely on OCR that some of the cloud services (such as Google Drive) might offer.