

Louella Fernandes ([00:13](#)):

Hello and welcome to In the Spotlight with Quocirca, the definitive podcast on digital disruption in the printing industry. I'm Louella Fernandes the director of Quocirca. And today I'm joined by David Fung of Process Fusion, Inc. Today we'll be discussing how Process Fusion offers an integrated cloud platform for both print and document capture and how this is helping organizations disrupt paper and automate inefficient processes in their organization. So welcome, David. It's great to have you here on the show.

David Fung ([00:44](#)):

Thank you very much Louella. It's our pleasure.

Louella Fernandes ([00:47](#)):

I know you've got a background in, um, telecoms and also IT, um, and it's really interesting background. So maybe you could tell us a bit about yourself and your role at Process Fusion.

David Fung ([01:00](#)):

Sure. So I have been, uh, in the IT industry for awhile and, I saw a quite a number of years ago, actually almost 30 years ago. And IT solution reseller actually started with networking and that's how I got into the industry. I always, we started, with a few people, my first company, we started with three, four people, and then we grew to a couple of hundred and then we sold it to, not a company then get out. And then now, um, uh, involved with the, uh, process company as another Rancho of mine. And I'm the CEO of a company

Louella Fernandes ([01:52](#)):

It's a Process Fusion as a company has, um, evolved quite a bit over the past two years. And I know it's a merger of two companies, UniPrint and CapturePoint. So could you maybe explain the background to that merger, how that came about and perhaps how the company's evolved to how it is today?

David Fung ([02:10](#)):

That's a very good question, actually. Um, so UniPrint as, uh, what started, uh, back in, uh, the year 2000. And it was a division of my company at the time and as a Citrix reseller, uh, we discovered that at, at the time printing is a major issue for districts. So we created this universal printer driver called UniPrint, and we then used that SL solution for our customers to resolve printing driver crashing Citrix servers at that time. And over the years, it just, uh, and our universal printer driver actually, it's very simple is a PDF-based solution. So of course as everybody knows, PDF is a standard and is being supported by a lot of different companies and printers and so on and so forth. So it just grew to be a global software company.

David Fung ([03:15](#)):

We are part of the ecosystem. And then of course, uh, over the last few years, uh, I would say started, um, near 2012, we saw that people are printing less and Citrix, universal printers systems are also getting better and better. And we focus on a specific niche market, like, healthcare, secure printing, and mobile printing. But as we all know, you know, in the technology business, it never stops. I always say that once you're in the technology business is almost like you're on a treadmill, you cannot stop running. And the moment that you stopped then you just fall off the treadmill, right? So you gotta keep innovating. And so on. So four years ago, a friend of mine and a very good friend for more than 20 years as well, they own process fusion, and which has a capture point solution is an intelligent document capture.

David Fung ([04:20](#)):

And when they convert a physical piece of paper, they convert it into PDF and over dinner. And my friend Daniel Chang, who is now my partner, we talk about, Hey, that's a common enemy between the two solutions, the printing solution converted to PDF and document solution converted to PDF. So that must be something we can do to take the company to the digital world. And now we can print to digital print or print to physical. So that's how we merge the two companies. October 1st, 2018 was the official date that we combined, the two companies,

and almost two years and a half years later, we now have one integrated company going after the digital transformation market. Essentially, that's how that's where we are today.

Louella Fernandes ([05:28](#)):

Yeah, no, that's really interesting how you've kind of brought together that the printout, the document capture side into it to one platform. So, so what would you say, um, you know, I guess you've got a lot of customers that run that digital transformation journey, and, you know, maybe would you be able to share your perspective on how the printer is part of that digital transformation journey, or how are you seeing that play out in your customers?

David Fung ([05:51](#)):

That's a very good question. Whenever I attended a trade show. It is a Citrix, uh, uh, uh, synergy or VM world, uh, or hymns, you know, the healthcare. I always ask the, you know, the people who attend these walking by our booth, I always ask why do you print? And people who said, well, we wish that we don't, but the reality we still print. And I think the bottom line is printing is still very ubiquitous in a lot of different industries, especially healthcare. And, and the way I see it is because, uh, everybody's talking about digital. Everybody is talking about digitalization, digital transformation, or that kind of buzzword that is very, um, uh, popular nowadays. But when you look at people, one of the biggest challenges, how do you integrate do's change without a lot of disruptive workflows.

David Fung ([07:00](#)):

And the way that we look at it is that people, everybody knows how to file and print. So why do they print? Do they print to archiving? Do they print to a workflow? Do they print for approval? At the end of the day, people still need to print something. Recently, we talked to a healthcare organization and they have 8,000 employees and 500, 600 printers. They still print 1.5 million print jobs a week. So how do you convert them and take them down that digital journey, the way that we see it is you can print to a physical paper for whatever reason, but it, okay. You can also print to digital. So you can print to our capture point platform, which has a very intelligent

digital workflow that allows them to take that piece of paper to the next process, for example, invoice, right?

David Fung ([08:05](#)):

Instead of printing an invoice, you can print to our platform and then go into the CapturePoint cloud, which is a, by the way, both of our platforms, the printing platform or the capture platform can be on-prem or cloud. So it's easier for them to take that digital journey in my opinion, right? And we have seen that actually with our customers as well. And, and one of the best examples I can give you is in healthcare. Imagine, so in every hospital or healthcare organization, they all have some kind of, uh, you know, chronic health, record system. The core is already pretty digital, but when you have patients coming in, these are all patients referrals by the clinicians, the doctors, the smaller clinics, you know, I'm sure in the UK the same thing as in Canada. The doctors will print something, fax it out. Instead of doing that, now they can just print to our CapturePoint platform, which is then integrated with the EHR system. Now the whole digital journey will save a lot of time, save a lot of manual entering data. Can you imagine the fax coming into the hospital? And then somebody has to enter the data. So that's what I see. Print is very important in the digital journey.

Louella Fernandes ([09:38](#)):

Yeah. And it's really interesting that you talk about that kind of file prints workplaces.

David Fung ([09:42](#)):

Yeah. Well, and this resonates with a lot of our customers too, because we were talking to one of the hospitals, as you said, you know, like, you know why we have not digitalized everything, David. It's not because of technology, the technology is here. It's just that the doctors and the conditions and healthcare workers, they're used to what they do with file print. And if you need to do well, of course, they embrace our technology because of that file print to digital. So we have not changed the way that they work. It just the way that pieces of papers now process digitally using our platform.

Louella Fernandes ([10:32](#)):

Yeah. And I think I've read, um, in some of your, your website material, you sort of talk about disrupting paper and, um, you know, I guess reducing or improving the efficiency of processes. And I guess that's what it is about. It's keeping paper where it's needed, but automating it to, you know, make processes more optimized and efficient.

David Fung ([10:51](#)):

Yeah. You used the word right. It's disrupting the paper, right. Because, um, it's not only a physical paper, it could be even a digital document. So now, you know, people who stop using the term digital and non-digital, but at the end of the day, it's all about workflow is how you take that. Because every business is all about information, people sharing information moves, and whether that information is unstructured data or structured data like an invoice, right. And another use case is one of our customers in Canada is a very large grocery chain. And as you know, grocery chains, they do with many many, not even hundreds, maybe even thousands of vendors. And some of the vendors are small vendors and they would, you know, ship the document, ship the goods, and then send an invoice as a piece of paper.

David Fung ([11:52](#)):

And so, we've decided that, Hey, why don't they use our UniPrint InfinitySend, which is a universal printer driver, again, it's a PDF. Instead of, you know, they, they file to print the invoice and then attach it into the email. Now the file print is sent to our CapturePoint Cloud platform. And then, which is integrated with the ERP system, like SAP. So the whole process shortens the number of days, you know, getting the paper invoice and all that. And also the more importantly, the people that need to enter those data. And, and there's room for error, but with all this is hundred percent accuracy, zero error. Right. And that is really what resonates with our customers.

Louella Fernandes ([12:48](#)):

Yeah. And it sounds like you're working with very large enterprises because of the print volumes you mentioned, and, you know, clearly, there's real importance in terms of the change management, I guess, that's needed in those organizations. So would you say that change management is a key offering as part of your platform and how do you work with your customers?

David Fung ([13:12](#)):

Absolutely. We always go in and of course, now it's much easier because it's all about change management, is it all about how do you manage the process? What has happened, uh, actually like the pandemic as we all gone through in the last 18 months,. Fortunately, I can see the end of the tunnel because the vaccine is everywhere yesterday, our province, where I live, they announced that more than 65% had one shot. So that's good news, right. As pandemic has changed the way businesses operate, right. You're not going back to the office anymore. And now, how do you manage the document? How do you have access to the document? You know, I can give you an example as an example. So why people now all rushing in and say, okay, how do we centralize that document?

David Fung ([14:13](#)):

How do we send that document from here to there? And so on? So the change match management is happening, the workflow is happening. So what we need to do to give you another example is one of the blood banks, and it happens all the time and other government agencies, but our focus on a blood bank in this particular example. So they have a fax coming in that the fax results in blood testing or requisition to test the blood and so on. They all come into the fax machine, but nobody is in the office. Nobody is printing the fax. So the fax server actually in some of the printers overflow, and then stopped accepting fax. So how do you then get that fax to auto departments and so on? So quickly they get into getting our platform, and then we take the fax and they go through our CapturePoint platform and then using the digital workflow, now intelligent route those document to the appropriate department, or we could also extract the data and then pass it through to another system. So the pandemic, of course,

has hurt the industry or had hurt the economy at the same time. We push a lot of different changes within different organizations.

Louella Fernandes ([15:44](#)):

Yeah, no, and it sounds like Process Fusion is well-positioned to capitalize on that opportunity because it has, the prints and the capture side in terms of helping them with that transition. So based on that, you know, you're working with some of the major OEMs, at all, say it, MSPs, because obviously you've come from that sort of it services background with Citrix. So could you maybe share a bit more about how Process Fusion is working with those suppliers?

David Fung ([16:13](#)):

as I mentioned, in our early days, because we started into IT, so we understand IT resellers, right? And we work with them and so on and so forth. And then as the digital transformation and digitalization journey goes through, as everybody in the audience will know, look at how many people go back to the printing, right? How many people go back to the office? And it just so happened. We have partnered with a couple of major print vendors, like Xerox, like Ricoh, right. They see that, and of course, they have been trying to get into the digital workflow, document management, and all that, but they are not a technology. They build software, but they also partner with third-party software vendors. And one of them is us, right? So, we actually then work with them and provide the solution, we are the technology enabler.

David Fung ([17:19](#)):

We have the embedded app in those machines, so that the customer, if they are in the office, they can, they can scan the document and then use our platform. Non we partner with them to go after what's interesting is also that in some of the organizations, because they kept the data and the data would allow us to look at that. And one of your previous guests I believe is Intuit, actually talked about print data. How do you look at print data? And based on bread print data, how do you help the company or customers to streamline that workflow, streamline their business process? And this is what our partners like Xerox or Ricoh were able to do because

they know, Hey, how come that particular department is printing so much and so on and so forth. Right? So we are helping the MPS partners and their customers tackle all these business processes. And everybody, like 95% of an organization that we talked to. All of them are now talking about how to improve the business process. Because even though we are almost at the end of the pandemic, but the people work environment, guess what is changing. Right. And that's what is going to be very interesting. I'm looking forward to this because as we introduce more and more solutions, whether it's a digital mailroom, whether is invoice processing, whether it's order administration is all about, you know, building solutions that solve the problem based on our platform.

Louella Fernandes ([19:16](#)):

So one key trend we're seeing is the impact and disruption of cloud, not only in the print market but, you know, generally, could you talk a bit about your, your cloud offering within InfinityCloud and perhaps what direction you're taking with apart from that?

David Fung ([19:31](#)):

That's very interesting. You've done a lot of homework. You can even talk about our product, like InfinityCloud too. So five years ago, we decided that our platform has to go into the cloud, right? When Microsoft Azure came out, we were one of the first solutions to be available on the Azure marketplace, right? Basically, you spin up your VMs and we have the software there already. You can just activate your license and so on and so forth. So cloud, and of course the pandemic has also pushed a lot of organizations into the cloud. And not that organizations have not started to look at it, but it accelerates that process. But the cloud is allowing us to scale up our solution. And so five years ago, we decided we would get our platform to be both on-prem and cloud both the InfinityCloud as a platform, also capture point as a cloud platform.

David Fung ([20:40](#)):

The reason is people are now very comfortable with cloud technology. Initially, everybody said, oh yeah, right. The availability? What is the downtime and so on? I mean, Microsoft giving you



99.9% availability, right? I mean that question goes away. And then another one is security. Well, we all do pay very much attention to security, right? ISO 27,001, SOC2 TYPE2 or GDPR. This is part of our practice day today. So that goes away. So now people are saying, why are we not into the cloud? So InfinityCloud is a platform if you can imagine, just look at Telecom, Telephone systems in the old days, maybe 10 years ago, most small business or large organizations, all have that PBX.

David Fung ([21:55](#)):

Now they don't. Similarly, you used to have print servers and file servers in your environment. Why do you keep that? You don't, you put it all into the cloud then, because of their scalability, because of the economy of scale, now, you don't need to manage print servers who want to manage print servers who want to manage print drivers, who want to manage print queues. These are just it support team, just it, they don't want to manage it. Now, without the platform, we can manage it all for you, right? Using our tools. You can, we can, you've been manager down to the end-user level. And we, we, we introduced that tool to some of the IT MSPs. And they now go back to their customers. It MSP used to say, Hey, printers, I don't care. That's not my problem. Go back to your MPS vendors.

David Fung ([22:51](#)):

But the customers just want to say, I just want to pick up the phone and call one person. So the IT MSP is saying, okay, well, how can we do that? Well, without the tool, they can now say, Hey, we could manage their print queues. We can help them map their printers, expansionary in a lot of organizations that have a lot of changes all the time. You know, the biggest challenge for any IT support personnel. If you ask them is to moves, adds, and change, right? They call it Mac, you know, especially with new people coming in, moving from one office to another, like if I'm London, England. And I have my printer set up right now, come back to my Toronto office. I have a different set of printers set up as an end-user, I don't care. I just want to be able to print to the printer wherever I am. That's what our tool can do. That's what InfinityCloud can help the ITM and MSPs to reduce the costs of support for their customers. So it's a win-win situation.

Louella Fernandes ([24:00](#)):

Yeah. And I think that's a really interesting point. You mentioned the ITMs piece, because, you know, obviously we're seeing a lot of OEMs making acquisitions in that space

David Fung ([24:10](#)):

For it reseller or the MPS reseller. They need to look at it and say, okay, what is our company going to be like in five years? Right? Because you cannot, and I've been in business long enough to look at it. If you don't change, somebody will change for you. If you don't grow, that's a slow death, right? So you need to look at it and then say in five years, who and what, and where we will be. And then they would then look at them, of course they can always look at the marketplace. What the channel community got is they know their local market. They know the customers, that's the most valuable asset, second to their people. Then they can look at that and analyze it. Hey, maybe we should specialize in a legal firm. Maybe we can verticalize or whatever.

David Fung ([25:05](#)):

Right. So they can then embrace and adopt our technology and go after that market. So I see a lot of it, MSP is actually located, and say, we can then take our tool whether it's InfinityCloud as a tool to expand their offering to their customers. Some of the IT MSP saying, Hey, for the SMB, especially right. Because they look at it and say, Hey, you have a hundred users, 200 users. I could be your IT CIO. I can come in and give you one price per month per user, or if that's happening in the marketplace. So for us, it's just another component. So that for a couple of hundred dollars per user, I'm just picking it up, is everything. And Tyra's desktop management upgrades, including printing. So as far as the business who concern about this, the business owners and the partners, all they need to do is now focus on their core business because its support is not their core.

Louella Fernandes ([26:17](#)):

Yeah, absolutely. I think, yeah, I agree. There's so much opportunity for these companies to innovate and to adapt. You know, as you say, future proof their business, because if they, if they're not relevant, you know, in a couple of years, they won't.

David Fung ([26:31](#)):

Exactly. The key term is relevant, right? Because the customers are changing. And if you are in that space while you're, if your customers are changing and you change, guess what somebody is going to be able to, even though you have a long-term relationship with their customer for more than 10 years, they could move away. So you add a partner or you become the solution for them. Right. I mean that's just the business.

Louella Fernandes ([27:04](#)):

Yeah. It's all about companies disrupting them, sell this before they're disrupted.

David Fung ([27:09](#)):

Exactly, exactly. Either being the disruptor or being disruptive.

Louella Fernandes ([27:14](#)):

So on that basis, just going back to, um, we discussed the merger at the beginning of our conversation. So can you share a bit more about the Process Fusion 360 platform, which brings those two products together?

David Fung ([27:27](#)):

Well, that's a very good question. I'm impressed. So the process 360 platform is our end to end, uh, platform because we use a 360 is end to end, not just 180, right? Because we look at it and say, okay, when you have the print platform, and then you have the CapturePoint platform, guess what you like, both platforms need to know the networking authentication, proxies, firewall, and so on and so forth. All the complexities in the backend are huge, right? That's why printing problems that we walk into get just skipped you an example. Uh, we w we would say,

somebody, said, Hey, I cannot print. And of course, if they use our software, they say, okay, call you UniPrint, call Process Fusion. And then when we drove down and they find out that, well, it's not our software, it's the DNS within the organization that is not working properly.

David Fung ([28:31](#)):

So when you print, of course, you cannot see the printer because of that guess what we have to solve that problem. So knowing that and when we talk, go to the customer and say, Hey, you can print to digital or print to physical as an end-user. If I'm on your platform, I want to authenticate once. So that's how we decided that the two platforms have to be integrated. So if I'm using capture point to do workflow with the document, where does digital or non-digital document, I only authenticate once. And while you are using the print side is the same. So we integrate the two. So, to the end-user, the most important aspect for any end-user is to use experience. I don't need, and I don't want to sign on, on my platform. And then once I got it, I have to sign on and not of the platform. Right. It's just like, it doesn't make sense. So we, we created this integrated platform so that we can deliver the unique user experience and the same user experience today and user, whether they would be using our platform could capture or for the print and sooner or later, they will use both anyway. Right. Because they basically would see the value and then have the one platform. And that's what we created the process fusion 360. And we are, we are getting people to try it out and so on and so forth. And it is very interesting.

Louella Fernandes ([30:08](#)):

Yes. So, and I guess it's, um, for many organizations that may be using a bit of a siloed approach towards prints and capture. So are you finding that those customers are now, like you say, looking at, um, the 360 platforms as a way to stop using those kinds of, you know, individual applications and use this as an integrated platform, or would they still need those, um, separate platforms as well?

David Fung ([30:35](#)):

That depends on the organization. Depends on where they are in the digital journey. And, uh, we, we are very interesting. We, uh, have helped a lot of organizations looking at each different department because on the print side, we always deal with it department on the digital side, on the capture point side, we deal with the business unit owners, right, where it is finance, where there's legal, where there are all the men, so they have their own need, but they don't talk to them, it people that much by, by us going in, they actually then look at the whole company holistically, look at the whole process holistically. Right. So, um, we, we, we, uh, obviously we have our internal subject matter experts because its technical staff and the workflow, uh, uh, uh, solution specialist is not the same people. Right. Because you have to, you walk into accounting, the controller doesn't want to talk to, I T guys who don't know what his major challenges are.

David Fung ([31:55](#)):

Like, I got paper all with a map. I don't know where my suppliers offering me a discount that I have taken advantage of or whatever. Right. So that makes it very interesting for us. And we were able to now help them look at the overall process and, and help them go through that workflow, business automation, people talking about hybrid automation, and all that. But again, I don't like to use buzzword myself because I always want to focus on what does the customer want to do? What are, what is the challenge that they want to solve? And that's how we can help

Louella Fernandes ([32:38](#)):

Them. Yeah. So that's very much focused on being customer-centric and business outcomes.

David Fung ([32:44](#)):

That's correct. That's why we have, we have very different channels, right. Some channels are very good at it. Some channels are very good at digital workflow and it all depends on the channel. They may be able to, uh, go through that learning process. That's like we do, that's where we could help.

Louella Fernandes ([33:06](#)):

Yeah. And I'm curious because you mentioned about the SEO marketplace, um, that you, you were already participating in quite a while, backends, I'm just interested to know how you're using that tool meant to you or your sales channels and whether you're seeing opportunities come through that, um, for kind of larger enterprise engagements.

David Fung ([33:27](#)):

Yeah. So, as we move our platform into Azure, we slowly recognized that we are, we, we, we now have a partner manager from Microsoft to look at us and help us, you know, scale up our platform. So to speak, of course, Microsoft would love everybody to use all office 365 wed. I mean, they make it so easy. And then they created this Microsoft universal printer driver or Microsoft universal print right. Solution. And is, Hey, if you're compatible with Microsoft universal print, then you'll be fine. But the world is not like that. Right. We don't have, uh, the majority of organizations do not have a homogeneous platform or device, right. Uh, I mean, there are a lot of organizations now it used to be 90% windows, 10% Mac, guess what? In the last two years, three years is now 70% windows, 30% Mac, some of them, even 50 50.

David Fung ([34:42](#)):

So Microsoft universal print will not work for that. Right. Or secure print or whatever, right. Or mobile print. They don't have that. So with our platform, which we can offer all these solutions, now, the customers, when they subscribe to Microsoft, WPD, or my source of universal print, we will have an add on to that marketplace. So the channel that will bring the users to WPD or old 365, and they have more than just windows device, they can then advise to customers to say, Hey, use this subscribe to process food, should the Rosso, uh, unit print infinity. So we'll get that up there so that the channel can now help us broaden our scope and scalability. Of course. And we recently got, got it approved. Now, we're going to be part of, uh, our goal is Microsoft. Co-sell ready. That's a special term.

David Fung ([35:52](#)):

And that means your software goes through the testing, goes through the, it sets its vacation, and then your Cosell ready. So now they can print for secure printing, mobile printing, and so on. And then the other one is our capture point platform. Now we could also say, Hey, instead of just file and print to a physical printer, you can use our same agent infinity sand to send to a digital workflow platform called a capture point cloud. Right? And so of course, now we opened up the same ecosystem for us. Of course, it broadens our channel partner program. And we're working on that part as well. And at the end of the day, just make ourselves available where the partner is number one, and the customer's number two will be there. And, and my, you look at the cloud platform, you have a lot of different clouds, solution providers, too, right? Ingram micro has a Kyle marketplace, uh, in, in, in the UK, we talking to the west coast as another cloud service for wider. And then you, in North America, we have, uh, apps smart and, and, and, you know, the the the the other component also, because we are vendor agnostic, we create a CU Google workplace suite that allows you as a Chromebook user, you can use our infinity cloud and, and print as well. So it's, it's all happening.

Louella Fernandes ([37:37](#)):

Yeah. So, given your background in the telecoms industry, are you seeing that the print industry is evolving similarly? What do you think next for the print industry?

David Fung ([37:46](#)):

So again, the telecom industry is all about networks all over the world. And you look at the print industry, or the document capture industry is all about the network as well. And Microsoft is one of the key players, and of course, we are Microsoft, uh, ISV. But if you look at AWS, you look at Google, these two go growing also exponentially. So users have a choice and all these networks around the globe become a huge network, right? So where you are, I mean, the world is flat, so it's a streak, right? Wherever you are, you want to print something, you want it to, uh, capture something where you introduce mobile capture. We call it via an app on an iOS device or Android device. So you are traveling, you've got a document and you need to capture, you

know, why can't you just use that, your phone to capture one or not a high volume of course, but, you know, one or two pages of the document and then scan it right to the network that is here today, right? You can, uh, similarly with, you know, we, uh, we use our cell phone anywhere and, and same similarly with print and capture. Uh, that's, that's just a natural, in my opinion. And, and technology will allow us to do that. And then there will be more and more solutions that we haven't even thought of today that would come out as people, Hey, why can't I do this? And then, you know, that be a sentence like us, we would say, Hey, yeah. Why can't we do that? That's a big debt.

Louella Fernandes ([39:39](#)):

Yeah. And I think, the benefit of, you know, being a software company and a sort of hardware-centric industry is that you can add to the innovation BMS as well. So, yeah. So that's been great. It's been great to sort of hear how to process fusion has come together and how it's focusing on prints, hand capture, and, you know, he had those customers. Yeah,

David Fung ([39:59](#)):

Well, we are learning a lot from our customers. We may Luella like we just sign up recently about a year and half a year ago, uh, with a real estate company called home services of America is one of the largest real estate agency in us. And, you know, uh, they have to corporate employees and then they have the real estate agents were independent, less and less paper, how, but paid, still need to capture the document, signed a document printed document. Our platform is

Louella Fernandes ([40:35](#)):

Perfect. I just had a final question, cause obviously, we were talking about, you know, work post-pandemic and, you know, in the UK, at least, you know, the measures are starting to be relaxed. So in terms of travel, you're based in Canada. Do you have any plans to travel? Post pandemic?



David Fung ([40:53](#)):

Oh yeah. So my wife and I, love cruises. So we've been doing a lot in Europe and Asia before the pandemic. I booked a trip in October 2020 to go from Dubai to Bangkok, Singapore. Right. And of course, that trip got canceled. So now I'm looking forward to maybe do it in November. I don't know where to, by November it will be okay. But it will be definitely on my list to do in 2022.

Louella Fernandes ([41:33](#)):

Yeah. Brilliant. Sounds like a fantastic trip I think is crossed, but thanks ever so much again for your time, David. That was interesting. That was great. Thank you. So thank you for joining today's in the spotlight with the Clarisonic episode, for more information, please go to Quocirca.com and be sure to subscribe to our YouTube channel. Thanks again for joining. And I'll see you in the next episode.