



Making the First Mile™ of Business Smarter

This is the Age of the Customer. Today's customers are sophisticated, connected and empowered. They expect ease-of-use, intuitive self-service and fast response. They demand collaboration, a voice and visibility into the process. And they want to interact on their terms. On their device... from anywhere, or any time they want. Fail to offer that, and they'll likely do business with another company... with a simple click or the swipe of a finger.

Whether it's opening a new account, applying for a loan, filing a claim or admitting a patient, the initial, information-intensive interactions are where the battle for lifetime brand loyalty begins. The challenge is most of these First Mile™ interactions are manual, complex, time-consuming processes that are prone to error, which can sour the experience. Today "good enough" will simply not suffice. Organizations that make their First Mile smarter will enjoy a huge competitive advantage and thrive in the Age of the Customer.

Transform and simplify the First Mile of real-time, information-intensive customer interactions.

Kofax software simplifies business-critical interactions regardless of how, when and where they occur. Information from virtually any source can be captured, extracted, perfected and instantly integrated at any point in a business process to simplify the First Mile of customer interactions.

Multichannel Capture & Mobile

Paper documents and forms are captured using production scanners for high-volume, batch processing needs. Multi-function peripherals and desktop scanners are used at distributed sites. And smartphones and tablets capture information virtually anywhere. Electronic content is captured from faxes, emails and attachments, web portals, text messages and EDI or XML data streams. Once captured, the content of those interactions is automatically extracted and perfected.

Business Process Management

Kofax software then initiates and executes the downstream processes needed to collaborate with customers to resolve inconsistencies, capture missing or trailing information, obtain necessary approvals, and act upon the information or send it to the appropriate systems of record. This includes the ability to automate unpredictable, loosely structured processes that are subject to change. With Kofax, everyone is more informed for faster, better decisions.

Business Intelligence & Analytics

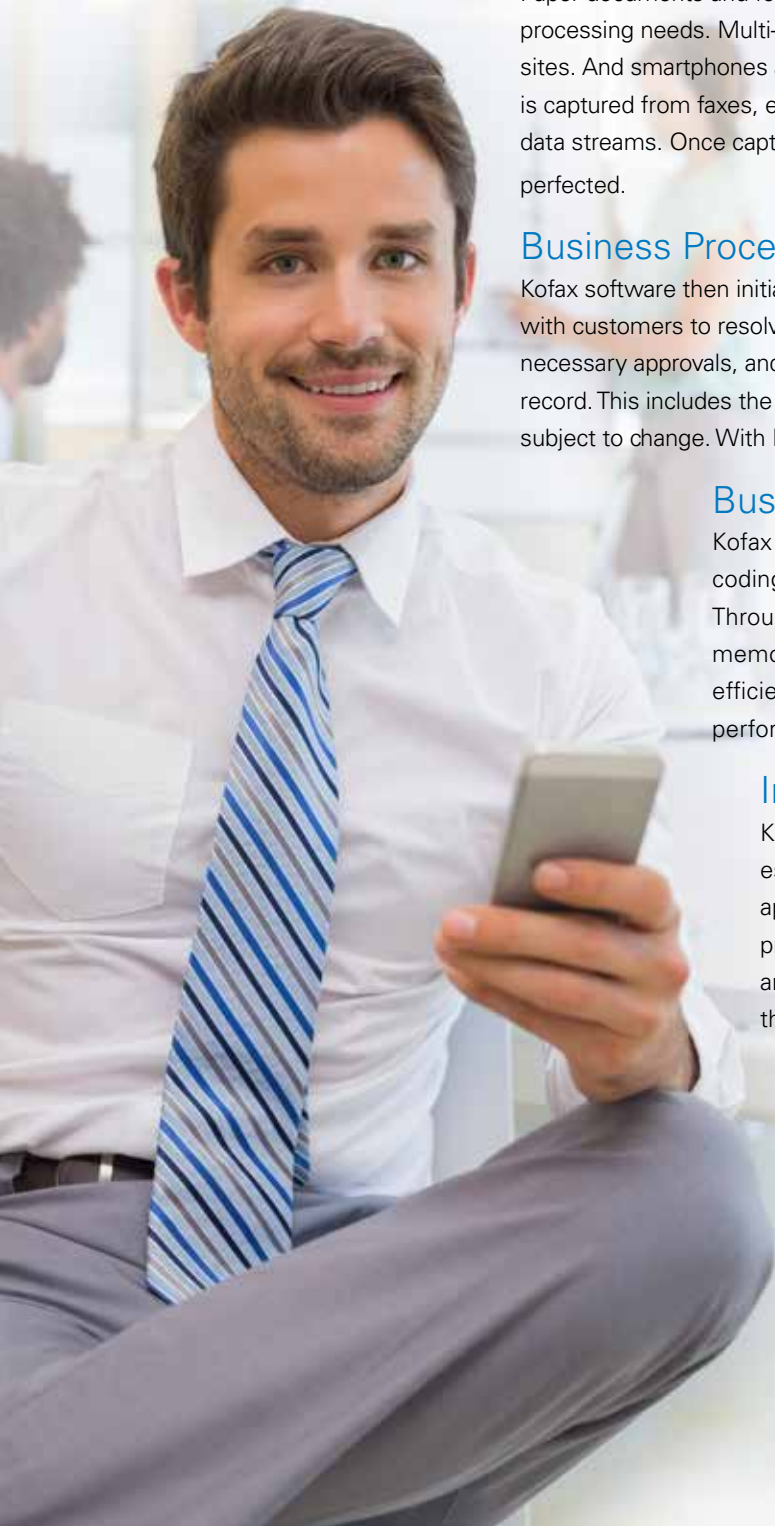
Kofax provides business intelligence and analytics software with rapid, no-coding development of near real time reporting and dashboard applications. Through the use of a data integration and analytics engine utilizing in-memory techniques, we deliver optimized dashboards that elevate the efficiency of your capture solution with interactive views into system performance, accuracy and productivity.

Information Integration

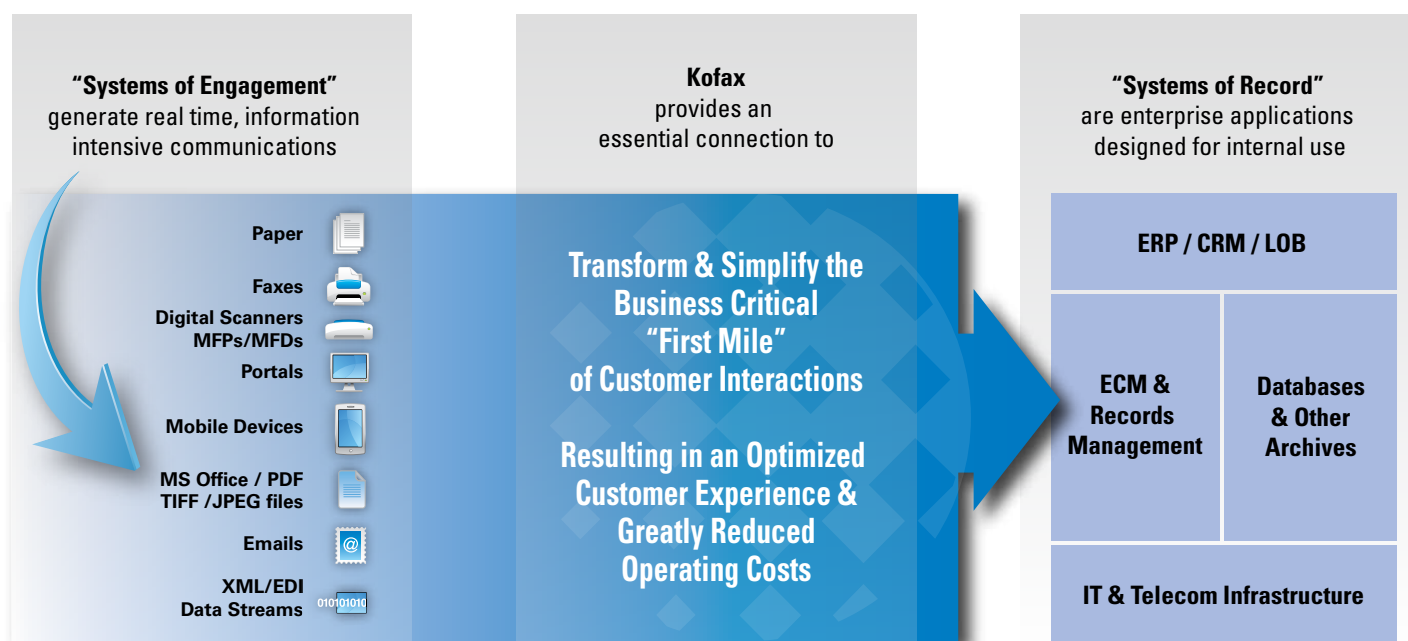
Kofax automates the acquisition and integration of information, especially from websites and portals, to an organization's business applications—all without manual coding. Our software accelerates the process by accessing hard to reach data and files from disparate sources and connecting the information to enterprise applications through APIs that make it easily accessible, regardless of where it resides

E-signature & Signature Verification

Many interactions require signatures. Kofax software speeds, simplifies and instills confidence by enabling you to offer a fully secure, streamlined and vastly superior digital customer experience while reducing operating costs. By accelerating processes, eliminating errors, and protecting against manipulation, our signature verification, fraud prevention and electronic signature solutions give you a competitive edge.



Kofax Smart Process Applications



New Technology to Communicate with Today's Customer

Today's customers expect ease of use, self-service, fast response times, collaboration and process visibility—from any device, anywhere. But tasks like filing a claim, applying for a mortgage and patient admissions are still often labor intensive, slow, prone to error and leave the customer frustrated.

This occurs because the backbone systems that run most businesses— systems of record, such as ERP, ECM, BPM and CRM—don't provide a high level of interactive self-service, speed, awareness, collaboration or adaptability. And they are usually expensive, time consuming and difficult to modify. But today's business demands more from your systems, and so should you.

To address these challenges, visionary organizations have begun building smart process applications that create an essential link between systems of record and systems of engagement, positively impacting the ways they interact with customers in person and online. They support people-intensive activities that are loosely structured and subject to change. This has helped make the First Mile experience better for customers. But it has historically required purchasing, integrating, deploying and administering different capture, business process management, case management, collaboration, mobile and analytics software—making it difficult and costly.

But that has changed.

The Unified Platform for Smart Process Applications

TotalAgility® is the world's first unified process automation platform for developing and deploying smart process applications. Smart process applications support business activities that are people-intensive, highly variable, loosely structured and subject to frequent change.

It combines capture, process management, data integration, analytics, electronic signature verification and built-in mobile capabilities for streamlined development and faster time to market. With Kofax, you invest in a single, scalable solution to optimize and automate both predictable and unpredictable processes.

It is centrally installed, deployed, administered and maintained for a lower total cost of ownership and faster return on investment, without the need to modify systems of record.

For capturing information in batch from a centralized mailroom or at the point a transactional occurs, Kofax TotalAgility eliminates the need to integrate disparate products.

Kofax TotalAgility includes:

- Drag and drop, GUI-based, integrated application development environment
- Easy HTML5 interface for mobile apps that are fully integrated into smart process applications
- Advanced processing data analytics for effective decision making and business insight
- Service oriented architecture for easier installation, deployment, administration and maintenance
- On-premises or hosted SaaS subscription (as a multi-tenant or with a dedicated instance) for faster startup and lower initial costs
- Simple, value-based pricing model

This platform opens a new world of possibilities for superior service. For example, after an automobile accident, a customer can initiate a claim via smartphone with a few quick pictures of the damage, the accident report, driver licenses and insurance cards. The latency of providing paper documents is removed from a mortgage application by using a tablet to take pictures of the documents and extract the information. And the sea of medical paperwork associated with new healthcare providers is calmed by using a smartphone to send a picture of the enrollment forms and your insurance card in advance of the appointment.

TotalAgility enables you to engage customers when and how they want to engage. It extends the power of your processes to the customer for a higher level of service. It makes those First Mile steps in the relationship fast, easy, simple... *smart*.

The result: increased responsiveness for a significant competitive advantage, lower operating costs and a faster growing business.



Smart Process Applications Make the First Mile Smarter For:

Financial Services

Accounts Payable / Invoice Processing
Customer Onboarding / New Account Opening
Check Processing / Branch Capture
Customer Correspondence
Mortgage Lending and Servicing
Lockbox Services
Trade Confirmations
Credit Card Services
Compliance Management

Insurance

Accounts Payable / Invoice Processing
Insurance Claims Processing
New Business / Underwriting (Onboarding)
Policy Administration
Customer Service Management

Healthcare

Accounts Payable / Invoice Processing
EHR – Clinical Documentation Processing
Revenue Cycle Management
Laboratory Information Management
Medical Reporting Compliance
Patient Onboarding

Government

Citizen Benefit Enrollment
Social Services Delivery
License, Permit Applications and Renewals

Significantly increase customer responsiveness...
provide a higher level of service...
gain competitive advantage...
better manage and grow your business...
all while reducing costs.

Every industry and organization has its own specific business processes and requirements. With a worldwide customer base and deep vertical market expertise, Kofax has solutions for your industry.



Financial Services

Banks, credit unions and other financial institutions are looking to improve liquidity, restore investor confidence, increase customer retention, be more competitive, and address regulatory compliance. Kofax enables these institutions to reduce processing costs, improve customer service and achieve regulatory compliance for their core processes.

Insurance

With declining incomes, rising claims and fraud risk, insurance companies can only compete and thrive if they have the most accurate and up to date information on customers, policies, risks and claims. Kofax solutions streamline information flow, reduce cost and risk, increase sales efficiency and customer service, and help maintain regulatory compliance.



Healthcare

Healthcare organizations are challenged with improving quality of care while simultaneously reducing costs. Kofax securely captures patient and financial data, transforms it into actionable information, and securely routes it to the point of care. Organizations can capture and process any type of document, including admissions, claims and EOB forms, invoices, reports, charts, MRIs, EKGs and X-rays.



Government

Government agencies contend with ever-competing demands and simultaneously look to expand services, provide better service and comply with privacy and environmental regulations—all while controlling costs. Kofax helps agencies increase efficiency, improve case management capabilities, reduce costs and paper, improve service and become greener.



Partnerships

Microsoft Partnership

As a Microsoft Global ISV Partner and Gold Certified Partner, the Kofax platform is tightly integrated with SharePoint. Kofax supports Windows Dynamics, Microsoft developer tools, Microsoft Azure and Windows Phone for mobile applications.

Microsoft Partner

Gold Independent Software Vendor (ISV)

OEM and Channel Partners

Kofax also provides technology to scanner manufacturers on an OEM basis, enabling them to improve performance and stay competitive, and to a large community of channel partners who resell Kofax software as a core part of their business.

Services

Our commitment to excellence includes Kofax Professional Services to deploy our solutions, post-installation software maintenance and support to assist customers, and education classes and computer based training to develop skilled resellers and users.

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