



Kofax TotalAgility

Organizations face new challenges in meeting the expectations of today's customers. The backbone "systems of record" that run most businesses were not designed to provide the high level of interactive self-service, speed, mobility, awareness, collaboration and adaptability necessary to successfully engage today's always-connected, fast-moving customer. To stay competitive, organizations must now engage their customers in the manner they prefer.

Kofax TotalAgility® enables organizations to meet these challenges by providing an essential link between enterprise applications and repositories and "systems of engagement" – the ways customers connect with organizations, including the preferred mobile, SMS, internet portal, email, web and social channels, as well as fax and paper-based communications.

TotalAgility is a unified, enterprise-scale software platform that dramatically transforms and simplifies high-priority, information-intensive interactions with customers, providers or partners – interactions like new customer onboarding, claims processing, patient experience, student transcript processing and citizen services. The result is sustainable competitive advantage, continually reduced operating costs and satisfied, loyal customers.

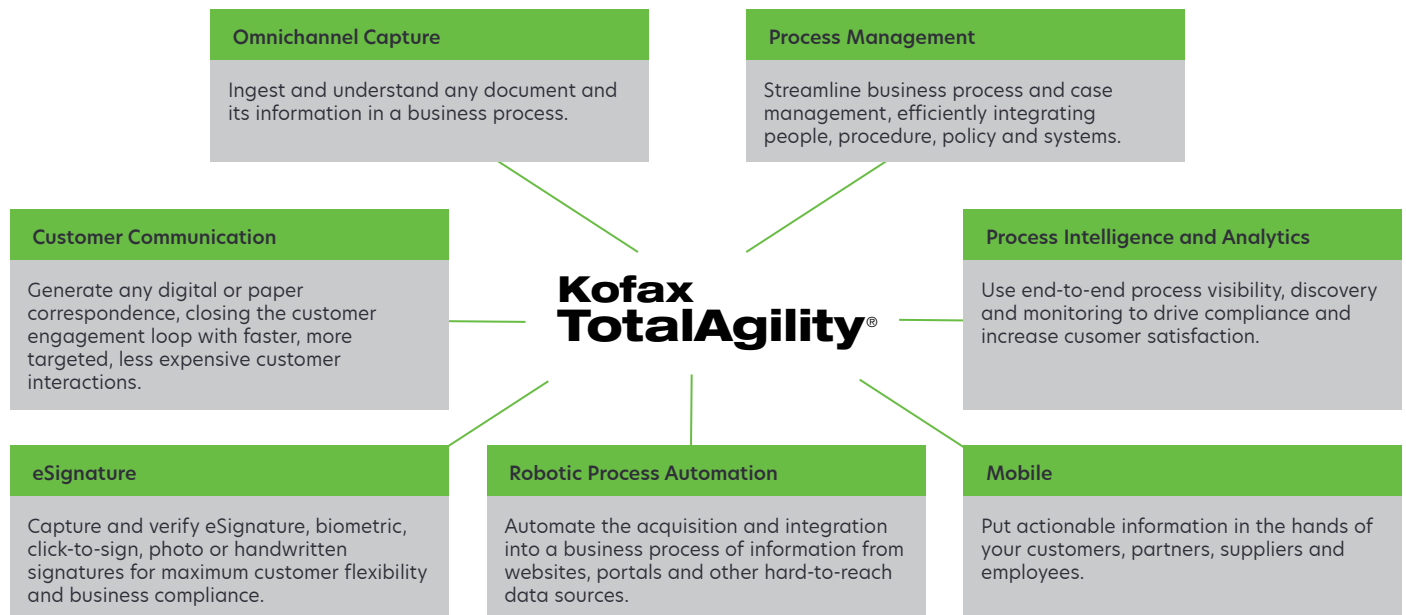
Unified Platform

TotalAgility delivers a unique combination of capabilities unified in an open technical architecture.

"Kofax TotalAgility breaks down the traditional walls. We're now able to talk about a broad spectrum of offerings— with benefits such as accelerating new customer onboarding and improving collaboration throughout the entire lifecycle of a transaction. It elevates the value from just 'cost savings' to helping our clients also grow revenues. In short, TotalAgility is a game changer for us and our clients."

Peter Ortiz,

Technical Director, Capital Capture



Omnichannel Capture allows any document from any source to be ingested into and understood by a business process - automatically. Supported capture sources include TWAIN and ISIS scanners, mobile and tablet devices, MFPs, email, fax, watched folders, and web services.

Process Management integrates people, systems and business policies to add momentum, streamline workflows and increase process visibility.

Insightful Process Intelligence and Actionable Analytics provides near real-time analytics of process, content and business data, which helps businesses make informed, effective decisions sooner, as well as providing valuable insight to optimize processes.

Mobile is supported as a primary channel in an omnichannel engagement capability, allowing your business processes to extend literally into the hands of individual customers, partners, suppliers and employees while also supporting other digital and physical channels.

Robotic Process Automation grabs information from websites, portals and virtually any hard to reach data source and automatically pulls it into your business process when you need it. This eliminates the people-intensive, manual integration still in place in many organizations.

Customer Communication accelerates engagement by delivering low-latency, two-way, omnichannel customer communication that's faster, more targeted and less expensive.

eSignature makes crucial agreements possible faster while allowing customers the flexibility to use any signature format they wish.

Versatile and Open

A Versatile Platform with Multiple Deployment Models

TotalAgility provides a modern, open architecture and is specifically designed to give organizations the flexibility to deploy either on-premise or in the cloud.

Off-the-Shelf Flexible Integration TotalAgility offers a variety of pre-built connectors, web services and synthetic API methods that allow customers to accelerate implementation of their solution and leverage and extend their existing software assets.

Design for Compliance and Agility

TotalAgility Designer is an easy-to-use visual environment for modeling, design, analysis, simulation and testing of business-critical customer engagement processes. Control and compliance

goals can be met by designing processes to ensure enforcement of policy, procedure and regulation. Business agility goals can be met by enabling process flexibility at execution time, so key interactions can be orchestrated while processes are "in-flight".

User Experience Drives Productivity and Improvement

The TotalAgility Workspace delivers the right work to the right person at the right time, enabling people to engage in process execution in a manner appropriate to their role. Process participants work efficiently, effectively, intelligently and transparently, and can participate in process improvement as they innovate daily with customers, partners and others.

Process Optimization

TotalAgility enables manual and automatic intervention to in-flight business processes to quickly adapt to changing circumstances. TotalAgility can react to events and changes in context, throughput, capacity and workload. As exceptions occur or case-by-case differences in requirement must be handled, TotalAgility can automatically respond with new processes and/or empower knowledge workers to intervene productively.

Discover more about Kofax TotalAgility at kofax.com

