



Kofax for Business Process Outsourcing

“We keep adding clients. Now they range in size from 25,000 pages per month to 250,000 pages per month. It all goes into one Kofax system which feeds different workflow systems. It’s great to be on a single platform!”

— ADP

“We know and trust Kofax because they are tried and tested with powerful capabilities that make business process automation truly viable.”

— TransFingo

“Our staff is getting on very well with this software. Productivity has risen by 40 percent in comparison with the previous system.”

— Papierservice Britanniahütte

The Challenge:

Increase Operational Flexibility and Scalability

Global economic challenges are making organizations more open to outsourcing their internal business processes. Companies are accelerating the adoption of business process outsourcing (BPO) to transform their capital intensive fixed cost projects to variable cost operational expenditures, resulting in reduced costs and improved operating margins.

To meet the increasing demand, BPO providers must automate complex business processes and deliver scalable, repeatable solutions and best-practice services to their clients. Providers can no longer rely solely on low-cost labor arbitrage as a competitive strategy. They are increasingly required to support specialized processes and so need to invest in industry specific tools, expertise and resources. BPO providers need a standardized, unified, global delivery model and best-in-class technology that delivers operational flexibility and scalability.

The Opportunity:

Automate Document Driven Business Processes

Documents drive business interactions such as claims, sales orders, proof-of-delivery, approvals, acknowledgements, confirmations, alerts and clarifications. Maintaining and improving the quality and speed of these interactions is a key differentiator that impacts customer retention, loyalty and repeat business. For BPO providers, the automation of document intensive business processes represents a sustainable opportunity to meet increased demand for services by:

- Providing flexible and scalable document capture that supports the processing of any document type from desktop scanners, MFPs and high volume production scanners alike in an integrated fashion;
- Transforming business documents into structured electronic information by automatically classifying documents and extracting data from handprinted and handwritten forms, invoices, checks, correspondence and any other document type on a single platform;
- Coordinating and automatically exchanging information by integrating inbound and outbound communication channels, linking virtually any device such as MFPs and phone systems, and media types like email, fax, SMS, MMS and voicemail;

- Providing real-time performance monitoring and metrics on the operational health of the capture system and remote, real-time management of system performance to meet throughput requirements;
- Integrating with a wide range of workflow and content management applications, including ERP, SCM, CRM, records management and archival applications;
- Incorporating a modular platform that can meet the information capture needs of a specific department and be expanded to meet the complex requirements of a high volume, mission critical enterprise; that can scale from hundreds to millions of documents per day; and that can operate in both centralized and highly distributed environments; and
- Delivering high availability and disaster recovery for mission critical implementations.

Kofax for BPO Providers

Kofax enables BPO providers to process fixed forms, invoices, sales orders, correspondence and virtually any other structured or unstructured document type using the most complete set of classification and extraction technologies available today. Integration with over 140 third party systems, including ECM and ERP, is supported and continually upgraded so the provider's investment is future proofed. Multi-CPU support and parallel processing means high document volumes can be processed while keeping the hardware footprint under control. Flexible licensing and pricing enables the purchase of only the features and volumes needed today, with a simple upgrade path to meet future requirements.

One Capture Platform for Many Business Processes

- Financial, HR, CRM, Mailroom, Procurement, Claims and Contracts, etc.

Scalability and Flexibility

- Ability to route among multiple processing centers.
- Support for blended processes.
- Capacity for millions of documents.
- Easy integration with over 140 enterprise systems.
- Flexible integration with proprietary systems.
- Delivery of process ready data to workflows, CRM, ERP and relevant BPM systems.

Increased Security, Data Quality and Information

Availability

- Automated capture of data from any format, centralized and distributed.
- Automated extraction of business data from structured and unstructured documents.
- Automated detection and correction of data quality issues, including automated communication.

Improved Risk Management and Compliance

- Monitoring and reporting.
- Automation and transparency of data ingestion and transfer at each touch point.

Reduced Cost

- Reduction of onboarding time and manual data entry.
- Payback typically within less than 12 months.
- Implementation within as little as 3 months.

Global Delivery and Support

- Kofax provides multilingual sales and service organizations in 60 countries.

Successful BPO Implementations

BPO providers and their customers report measurable successes:

- A leading BPO provider helps their customers process millions of pages each month, offering services including mailroom management, forms processing, automated data capture, image indexing, mail scanning, accounts payable and receivable data processing. By defining, automating and streamlining business processes and by standardizing on a Kofax enterprise-wide distributed capture system, this BPO firm has helped its customers significantly increase efficiency, reduce costs, manage risks, comply with internal and external regulations (such as Basel II, HIPAA and Sarbanes-Oxley) and gain competitive advantage in their industries.
- A leading global telecommunications company has streamlined and automated its invoice and claims processing, eliminating the risk of loss and cost for shipping documents while accelerating business processes at the same time. By additionally outsourcing finance and HR processes, existing resources are now available to focus on other revenue generating activities, and hiring new people became unnecessary.

About Kofax

Kofax plc (LSE: KFX) is the leading provider of document driven business process automation solutions. For more than 20 years, Kofax has provided award winning solutions that streamline the flow of information throughout an organization by managing the capture, transformation and exchange of business critical information arising in paper, fax and electronic formats in a more accurate, timely and cost effective manner. These solutions provide a rapid return on investment to thousands of customers in financial services, government, business process outsourcing, healthcare, supply chain and other markets.

Kofax offers scalability from departmental to enterprise systems, from local to global deployments, from front office to back office applications. Our market leading technology provides a strong enterprise-wide platform on which to standardize all of an organization's document and forms capture processes.

Kofax delivers these solutions through its own sales and service organizations, and a global network of more than 1000 authorized partners in more than 60 countries throughout the Americas, EMEA and Asia Pacific.

For more information, visit www.kofax.com.