

Use Case

Kofax Enabled BPO BPO20*



*Note: To illustrate the problems and solutions for a Business Process Outsourcing (BPO) customer, this story combines real scenarios from several Kofax customers under a fictitious company called BPO20.

Phase 1

BPO20, one of the top business process outsourcing providers in the world, won a new opportunity: a large back-scan of documents required for an urgent legal case. At the time, BPO20 was one of the largest mailroom services providers (by volume) in the US and was also a significant provider for outsourced document processing.

The Challenge

BPO20 needed to meet legally imposed Service Level Agreements (SLAs) requiring 100% document capture and ultra-high quality of scanned output in terms of clarity, legibility, detection of blank pages, etc., for a variety of complex documents within a 90-day timeframe.

The Solution

BPO20 enlisted Kofax to help set up and configure the scanning operations using

- **Kofax Capture**, the world's leading information capture platform, which automates capture from scanned paper or imported documents, and
- **VirtualReScan (VRS)** software to provide the best possible image quality.

The documents were shipped to BPO20 for centralized scanning and to comply with legally imposed security requirements. Within the 90-day timeframe, the project was completed, successfully meeting the stringent SLAs.

Phase 2

BPO20 then recognized the profit potential offered through digital mailroom services, utilizing Kofax solutions. Digital mailroom services offered BPO20 clients significant opportunities to innovate, reduce costs and provide better customer service.

The Challenge

BPO20 needed to deliver corporate mail digitally to email boxes of a huge bank within 24 hours, while providing transparency and tracking. The goals were to reduce the costs of physical document storage and facilitate document retrieval.

The Solution

With Kofax-Enabled BPO, documents are quickly scanned and automatically categorized. The software then facilitates the delivery of data and images directly into client servers in electronic format via a range of secure transmission options. This initiative incorporated Kofax Capture and VirtualReScan (VRS), and added:

- **Kofax Transformation Modules**, which work with Kofax Capture to streamline the transformation of business documents into structured electronic information by automating the processes of document classification and data extraction. Using advanced algorithms and databases, Kofax Transformation Modules accurately extract data from multiple document types and formats.

- **Kofax Monitor**, which manages, monitors and assesses Kofax Capture operations, including service-level metrics, historical performance data and real-time capture processing status. Real-time monitoring helps identify bottlenecks, thus reducing the risk of failing to meet SLAs for processing time and productivity.

Data is ready for processing according to client SLAs (which can require performance as quickly as within a few business hours the same morning received). Lost mail was dramatically reduced and response times were reduced by more than 75%, thereby measurably improving customer service. Document storage and retrieval costs were slashed by over 80%. As a result, BPO20's revenue and share price likewise experienced a notable uplift.

Phase 3

BPO20's positive experiences with Kofax solutions caused them to begin marketing capture services to more of their client base, leading to the rapid expansion of new and more advanced service offerings.

For every new opportunity, Kofax was able to scale and extend BPO20's capture solution to each BPO20 client scenario to meet requirements and provide advice on best practices and benchmarking. BPO20 was impressed that the Kofax solutions were implemented and configured each time with such ease and that there was a simple upgrade path to add volume and features. High-availability features such as failover and clustering technology using industry-standard Windows clustering technologies minimize the risk of failing to meet SLAs.

The Impact of the Global Delivery Model

BPO20 won a large contract to provide procurement and accounts payable document processing for a multinational financial services corporation. This was a departure from BPO20's traditional, centralized capture business, with over 8 million documents and attachments to be collected and scanned monthly in 52 locations in 11 countries around the globe. The invoices could be in many formats and in over 9 languages. Shipping documents to a central facility for processing was not an option due to processing time and document security requirements. The goal was a simple process for distributed capture requiring low levels of training for operators, coupled with a robust technology platform that could manage the entire service. Once again, BPO20 turned to their trusted partner, Kofax.

The Challenge

BPO20 needed to provide a standard capture solution over a wide area network, and to have the option to outsource some of the scanning operation to third-party providers in specific countries. The solution also had to enable some of the smaller offices to scan their own invoices on their existing multifunction devices. In addition, BPO20 needed to meet high-level SLAs for security, transparency and tracking.

The Solution

BPO20 implemented an enterprise-wide distributed capture system using Kofax-Enabled BPO. Each of the separate processing sites now operates with a complete Kofax Intelligent Capture & Exchange configuration, which includes Kofax Capture, VirtualReScan (VRS), Kofax Transformation Modules and Kofax Monitor, plus:

- **Kofax Document Exchange Server**, which enables the capture of documents and data from an organization's remote offices directly into the central Kofax Capture system.
- **Kofax Communication Server**, which coordinates and performs the automated exchange of information by integrating inbound and outbound communication channels. It links virtually any device, such as MFPs and phone systems; media types like email, fax, SMS, MMS, voicemail and telex; and applications such as SAP, IBM WebSphere MQ and Kofax Capture products.

BPO20 is able to monitor the entire service from a central location, whether a document was scanned in the client office, the outsourced bureau or the BPO20 document conversion center. BPO20 has immediate visibility to the image volumes, location and quality. BPO20 can now expand the scanning operations to additional countries that had enough volume to justify setting up a branch.

Operators can log in to the BPO20 servers to perform any required exception handling in the capture process. BPO20 also uses the VRS Server to dramatically improve image quality, no matter where a document was scanned, thus increasing accuracy of the extracted data.

Security is enhanced because the entire process is managed by BPO20 and data never actually leaves the BPO20 servers. Where external parties access that data, certain fields are blocked to ensure no operator has a full picture of the document. In addition, the solution controls and tracks access and usage on the individual document level.

Invoices are checked against the client's purchase orders and matched where possible. BPO20 is now able to automate this match processing and has achieved a match rate of more than 75%, allowing straight-through processing of a large number of invoices without the need for human intervention or approval. As a result, the client is now able to take advantage of early payment discounts for invoices and has improved their vendor relations dramatically.

The Results

Because they chose to standardize on the Kofax platform for intelligent document capture, BPO20 has grown rapidly. Their loyal clients are impressed that new services are added quickly, and the on-boarding period is surprisingly short. Kofax appears to have a solution for every client need. Even complex processes that require extensive integration to a number of back-end systems, such as SAP, Oracle and Microsoft are implemented quickly and efficiently. This close collaboration between Kofax and BPO20 has resulted in greatly improved efficiencies in the end-to-end process.

- 40% of BPO20's new business comes from their existing client base as clients continuously find new processes that can be better outsourced and managed by BPO20, using the capabilities of Kofax-Enabled BPO.
- Over \$450 million in annual revenue is now generated through deployment of Kofax-Enabled BPO.
- BPO20 has achieved 100% ROI on each new client or new piece of business deployed with Kofax-Enabled BPO within 4-14 months.
- BPO20 has deployed Kofax-Enabled BPO automation, capture and transformation capabilities in over 18 countries, across 7 industry verticals, and has automated the processing of over 20 million complex documents each month.
- Clients' SLAs are met (and exceeded) consistently.
- Clients' cost-reduction goals are met.
- Clients' document-intensive workflows are 50-80% faster, utilizing up to 40% fewer resources.

The Future

BPO20 continues to strategically leverage their successes with Kofax-Enabled BPO:

- The close working relationship with Kofax enables BPO20 to stay ahead of the curve on the latest developments and innovations that allow them to offer even greater value to their clients.
- BPO20 and Kofax now frequently co-present new opportunities to BPO20 clients and to new prospects, providing an unparalleled depth and breadth of strategic perspective.
- Kofax-Enabled BPO consultants provide in-depth scope and strategic recommendations at a preliminary stage for new clients or new initiatives from existing BPO20 clients, resulting in more complete specifications, pricing and recommendations.

Visit <http://www.kofax.com> for more information on why Kofax-Enabled BPO is the de facto choice for the BPO provider's next initiative or upgrade of current systems.

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