

# Kofax Intelligent Automation Platform

## KOFAX INTELLIGENT AUTOMATION PLATFORM

For business and IT executives who need to apply artificial intelligence (AI), robotic process automation (RPA) and other digital technology to transform the capacity and performance of their operation, Kofax intelligent automation is a software platform that transforms information-intensive business operations from start to finish. It streamlines processes, reducing manual work and errors, minimizing costs and driving compliance; and it empowers organizations to improve customer engagement and exploit new business opportunities.

## THE INTELLIGENT AUTOMATION OPPORTUNITY

Artificial intelligence, RPA, internet connectivity, mobile devices, and other digital technology have created new opportunity to:

**Digitally transform operations:** adopt digital to be more productive, more reliably compliant to regulation and policy, more responsive to customers, and more competitive.

**Improve customer experience:** Exceed customer expectations by ensuring every interaction is easy, impactful and satisfying. Accelerate end-to-end customer journeys to a positive outcome.

**Create the future of work:** Increase the productive capacity of the organization while improving the work-life of employees.

**Manage the digital workforce:** Govern the growing population of software robots as a digital workforce.

**Exploit AI for automation:** Adopt machine learning, natural language processing and other AI technologies to learn faster, make better decisions and empower customers, employees and partners.

# KOFAX



## KOFAX INTELLIGENT AUTOMATION PLATFORM

Five interoperable capabilities that help Kofax customers work like tomorrow, today, and eliminate the cost and complexity of a multi-vendor approach



### PRODUCT PLATFORM SUMMARY

#### OVERVIEW: KEY CAPABILITIES

Kofax Intelligent Automation Platform is a flexible combination of automation software that delivers a unique range of interoperable and pre-integrated capabilities from a single supplier:

- ◆ **Artificial Intelligence**, to automatically recognize people and documents, understand the content of customer communications and documents, and access knowledge centers for better decision-making
- ◆ **Robotic Process Automation**, to reliably automate routine, repetitive tasks
- ◆ **Cognitive Capture**, to ingest & understand any document and its information via any channel and in any format
- ◆ **Process Orchestration**, to drive successful outcomes by orchestrating multiple actions, people, software robots, policies & systems

- ◆ **Advanced Analytics**, to provide visibility, process intelligence and insight to customers, employees, robots, and business partners
- ◆ **Mobility and Engagement**, to communicate and transact in efficient, effective, and trusted ways with e-signature, facial recognition and on-demand communications

### AI AND KOFAX

**AI-enablement:** Kofax intelligent automation enables integration of 3rd party AI in Kofax solutions. Through technology alliances, pre-built AI connectors, partner solution, reusable solution components and its open platform architecture, Kofax equips our customers to employ the wide ecosystem of AI available in market.

**Best Practice Kofax AI:** Kofax provides its own market-leading AI built for special cases, e.g. understanding unstructured information.



## A PLATFORM DESIGNED FOR FLEXIBILITY

Technically and commercially, the Kofax Intelligent Automation Platform is designed to enable Kofax customers to “adopt and extend” intelligent automation capabilities that meet their organizational priorities. Flexibility is at the core of Kofax’s modern platform.

What does flexibility mean in practice? One customer’s first application may exploit RPA and cognitive capture, to streamline the gathering and verification of claim information. Another may add a mobile customer engagement channel to verify identity and eligibility in an account opening process. Another may generate documents for e-signature in a contract renewal. Yet another may digitize an entire beginning-to-end customer journey. Whatever the Kofax customer’s path to pervasive intelligent automation, the Kofax Intelligent Automation Platform supports the automation journey that addresses those priorities.

No other single supplier offers the range of capability Kofax provides and we invest on our customers’ behalf in pre-integrating those capabilities. What’s more, the Kofax Intelligent Automation Platform is designed to easily plug and play with your current systems and those of your business partners.

**The result?** Kofax customers implement intelligent automation solutions quickly and can address a wider range of use cases at a lower total cost.

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Discover more about Kofax Intelligent Automation at [kofax.com](http://kofax.com)

*WORK LIKE TOMORROW.™*

## CUSTOMERS WORLDWIDE CHOOSE KOFAX INTELLIGENT AUTOMATION

**US Bank** – increased capacity and scalability with process orchestration, RPA and intelligent document automation, while integrating 3rd party analytics to deliver new insight into operational effectiveness.

**US Healthcare Company** – automatically manages time of a high-skilled workforce, processes timecards and key credentials and ensures staff receive their pay on time, using cognitive capture, process orchestration and RPA.

**European Insurer** – reduced the workload of its claims teams, cutting report processing times by 80% and streamlining the automation of insurance claim forms and medical reports with intelligent process orchestration.

**UK Logistics Company** – transformed inventory and order tracking with RPA and cognitive document automation to provide customers on-demand insight into stock and shipments.

**African Telecoms provider** – accelerated contract processing and service activation so customers get up-and-running with their new mobile service in just minutes, via mobile, analytics and e-signature automation.

**South African bank** – disrupted market with an innovative mobile app that increased account openings by 50 percent, capturing documents and driving workflow.

**Asian FinSvcs provider** – achieved 70-80% straight-through-processing (STP) for outpatient healthcare claims, leveraging mobile customer engagement and eliminating delays.

**South American FinSvcs provider** – automated the new account opening journey for customers, putting a new embossed card in a customer’s hand in as little as 10 minutes, orchestrating a digitized process that captures, processes and e-signs required documents.