Kofax Customer Onboarding

**ENGAGE DIFFERENTLY**
Customer focused organizations must continually improve their new customer onboarding processes to enhance customer experience, improve process efficiency and meet compliance obligations. Yet people now engage differently with organizations such as banks, insurance companies, and government agencies and digital technology has made better and new types of engagement possible. How does you customer onboarding continually improve in this changing context?

Kofax Customer Onboarding is for service organizations (such as banks, insurance companies, government agencies, HR departments, and others) wishing to streamline new customer onboarding with smart, agile, omni-channel solutions. Kofax Onboarding leverages a broad array of technical capabilities, including robotic process automation (RPA), mobile and omni-channel engagement, information capture, process orchestration, dynamic case management, customer communications management, electronic signatures, and process analytics, to meet complex and changing solutions requirements.

**ACCELERATE ONBOARDING TO A POSITIVE OUTCOME**
Kofax Onboarding is intelligent automation that dramatically reduces process complexity and shortens processing time to improve the onboarding experience for new customers. The solution also enables organizations to reduce application abandonment and fallout, more quickly grow their customer base, shorten the time to realizing revenue from new customers and better comply with fast-changing regulations.

Kofax transforms the front end of traditional, antiquated, and paper-laden onboarding process by actively engaging customers whenever and wherever they choose. This makes it possible to
onboard new customers faster, with dramatically less attrition, and at a lower cost per application.

Kofax Onboarding is a set of extensible and reusable software components empowering organizations to build tailored onboarding solutions that can evolve as customer expectations and business contexts change.

Kofax Onboarding allows flexibility, extensibility, and on-going control over the evolution of the solution, enabling the project acceleration that a flexible foundation makes possible.

Kofax Onboarding uniquely provides a unified set of capabilities from a single source:
- World-leading omnichannel information capture and transformation
- Enterprise-strength robotic process automation (RPA)
- Process orchestration that drives routine processing and more complex case management workflows
- Communication management and e-signature that allow rapid exchange of key contracts and gathering of consent
- Advanced analytics that deliver transparent operational insight and drive continual improvement
- Modular, extensible architecture that allows customization, agility, and on-going control over the evolution of your customer onboarding solution

**BENEFITS**

Kofax Onboarding helps organizations and their solution providers to:

**Improve information visibility**
- Speed info intake with world leading document capture and data integration capabilities
- Improve accuracy and transparency by extracting information from captured documents and providing access where needed in your organization
- Lower cost by streamlining processes, eliminating slow, manual, error-prone tasks

**Achieve operational excellence**
- Automate review and approval processes
- Reduce errors by validating information, automating tasks and standardizing procedures

**Increase customer intimacy**
- Reduce the time needed to onboard new customers
- Enhance your new customers’ initial experience

**Ensure compliance**
- Integrations to third-party services fulfill identity verification, Know Your Customer, anti-money laundering, fraud prevention and other needed authentication and validation checks

**Deliver enterprise agility**
- Build competitive advantage by differentiating your services from competitors
- Rapidly respond to changing market conditions by controlling the evolution of your tailored onboarding solution

**FEATURES**

Kofax Onboarding includes these powerful features:

**Omnichannel operations**
Serves your customers where and when they wish, and on the device of their choice.

**Mobile first design**
While supporting all your channels, the solution is specially suited for your mobile customer engagement initiatives and includes use of mobile devices for identity verification.
Digitizing high-value customer journeys

**Loan application example**

- **CUSTOMERS**
  - Registers via web, mobile app, etc.
  - Submits documents. Reviews/corrects extracted information.
  - Receives confirmation of loan approval.

- **UNDERWRITER**
  - Reviews/corrects information.
  - Approves loan.
  - Ad-hoc step
  - Submit documents:
  - e-sign contracts and other documents.

- **SYSTEMS OF RECORD**
  - Loan origination system: Complete, accurate, verified application submitted to the systems of record.

- **VERIFICATION**
  - Bank verifies applicant via external/internal records.

**Comprehensive platform**

The framework incorporates a uniquely wide-ranging set of capabilities in a unified technology platform: RPA, cognitive information capture, process orchestration, omnichannel stakeholder engagement, customer communications, esignature and analytics—all pre-designed to work in synch.

**Workflow Design**

Workflow designer provides graphical development of end-to-end processes that coordinate people, systems and processes to actively drive toward achievement of onboarding goals.

**Multichannel user interface screens**

Screen layouts for smart phone, tablet and desktop (web browser) formats can be easily created, modified, restyled and extended.

**Ease of use**

Customers are guided through intuitive steps by workflow rules. Forms are prefilled with data extracted from documents.

**Business rules**

Editable business rules determine process flow and ensure approval criteria are applied consistently.

**Reviewer workbench**

Internal reviewers can view the status of new customer applications, inspect documents, request additional documents from applicants, and take needed actions from a consolidated workspace.

**Built-in analytics**

Sample dashboards allow analysis of your new application pipeline and comparisons to historical performance. Process flow diagram and swim lane chart allow identification of bottlenecks and variant process flows.

Discover more about Kofax Onboarding at kofax.com

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**Work Like Tomorrow.**

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