



PRODUCT SUMMARY

# Kofax TotalAgility Cloud

## The First Mile Challenge

Kofax TotalAgility® addresses the First Mile™ challenge of effectively processing real-time, information-rich customer interactions such as filing a claim, applying for a mortgage or admitting a patient. Processes like these can be labor-intensive, slow, error-prone—and can adversely affect customer perception.

## TotalAgility Overview

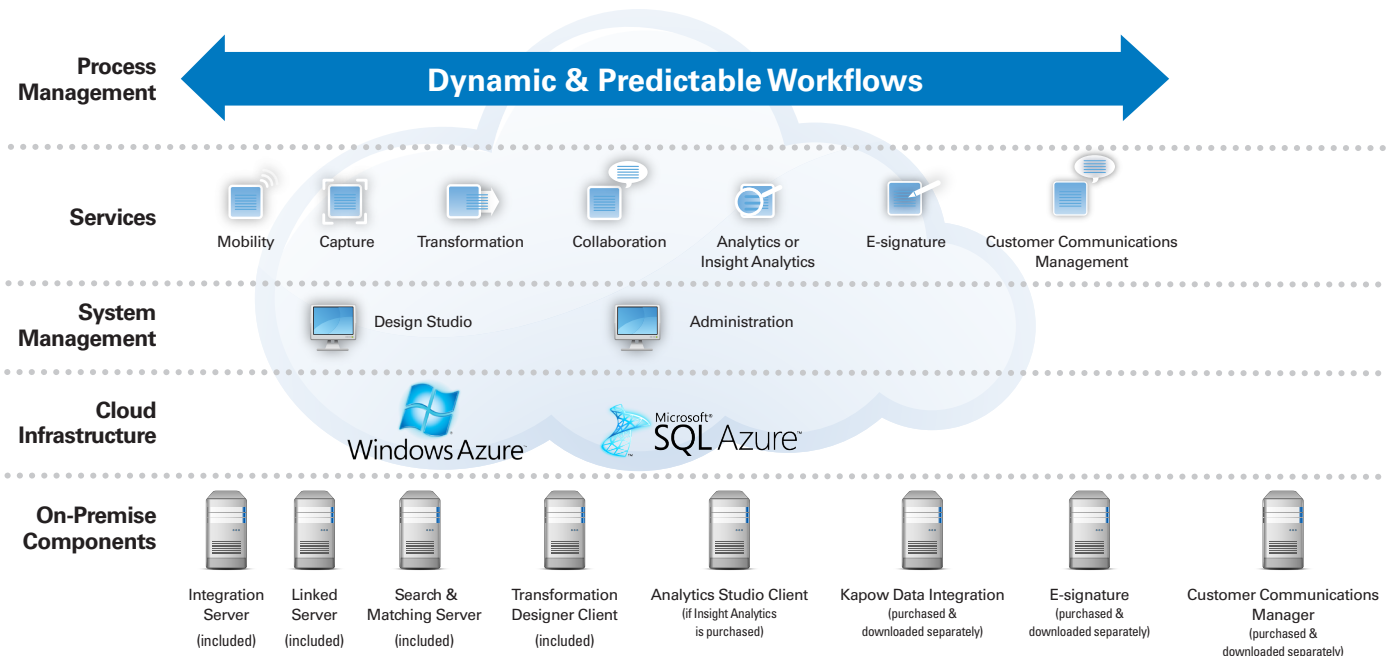
TotalAgility is the world’s first unified “smart process application” development and deployment platform. Smart process applications represent a new category of software designed to support business activities that are people-intensive, highly variable, loosely structured and subject to frequent change.

The platform combines mobility, information capture, process management, analytics, e-signature, and customer communications management to create an essential link

between your systems of engagement (the ways in which you interact with customers) and the systems of record that run your business.

TotalAgility helps you increase responsiveness to customers, improve service to gain competitive advantage, and better manage and grow your business. This unified platform enables you to achieve a lower TCO and faster ROI without the need to modify your systems of record.

*“ Kofax TotalAgility Cloud delivers the world’s first unified smart process application development and deployment platform, Kofax TotalAgility, as a multi tenant or dedicated instance Microsoft Windows Azure hosted Cloud subscription offering.”*



### Introducing TotalAgility Cloud

TotalAgility Cloud delivers the TotalAgility smart process application development and deployment platform as a multi-tenant or dedicated instance Azure® hosted Cloud subscription offering. TotalAgility Cloud enables enterprises to dramatically transform and simplify the business critical First Mile of real time, information-intensive customer interactions by exploiting the time-to-market, resource savings, and cost-of-ownership benefits of a hosted Cloud subscription offering.

### TotalAgility Deployment Options

Kofax TotalAgility is available in a wide array of deployment options. These include:

- ◆ **TotalAgility software perpetual license on premise:** dedicated infrastructure, or multi-tenant for BPOs, service bureaus and shared service centers
- ◆ **TotalAgility Cloud hosted Cloud subscription service:** public tenant or dedicated instance

### Industries

TotalAgility Cloud addresses the smart process application needs of line of business and IT managers who want to better meet the demands of their customers, without having to modify their systems of record.

- ◆ **Financial Services:** Customer onboarding or account openings, investment account transfers, mortgage and loan applications, capturing trailing documents
- ◆ **Insurance:** Customer onboarding or new account applications, new policy quotes, claim submissions, capturing trailing documents
- ◆ **Healthcare:** New patient onboarding, claim submissions, explanation of benefits, capturing trailing documents
- ◆ **Government:** Citizen benefit enrollments, claim submissions, license and permit applications and renewals, capturing trailing documents
- ◆ **Supply Chain:** Accounts payable automation (invoices, purchase requisitions and receiving documents), orders, proof of delivery, waybills and airbills
- ◆ **Other Verticals:**
  - ◆ **Construction:** Stage of completion for loan funding
  - ◆ **Energy:** Real-time production site reports
  - ◆ **Telecom:** New customer onboarding or account openings

Offering	ON-PREMISE		CLOUD	
	TotalAgility		TotalAgility Cloud	
Platform	Customer supplied			
Cloud-based	No		Yes	
Infrastructure	Dedicated		Dedicated	Multi-tenant
Deployment Options	Dedicated infrastructure	Multi-tenant	Dedicated Instance	Public Tenant
Use Case	End customer software	BPO, service bureaus/centers	End customer service	End customer service
License Type	Perpetual		One year subscription	
Support	Separate support contract		Included	
Managed Infrastructure	No		Yes	

## TotalAgility Cloud Benefits

TotalAgility Cloud offers these business benefits, which are in addition to those provided by the TotalAgility on-premise software:

- ◆ **Unified platform in the cloud:** Combine market-leading capture, BPM, DCM, collaboration, mobile, analytics, data integration, e-signature, and customer communications management capabilities in a single, cloud-based platform—allowing organizations to minimize the total cost of ownership and accelerate solution development by not having to install and integrate platform components.
- ◆ **Rapid prototyping and deployment:** Rapidly prototype and deploy a solution without needing to purchase, install, configure and maintain hardware and software.
- ◆ **Avoid capital expenditures:** Meet line of business objectives through operating budgets rather than capital expenditure budgets.
- ◆ **Low startup costs:** Benefit from low initial cost compared to perpetual software licenses and hardware, or business process outsourcing.
- ◆ **Remove IT dependencies:** Better meet the demands of customers without having to depend on limited IT resources.
- ◆ **Avoid software upgrades:** Take advantage of the latest software innovations with the option to always run the most recent TotalAgility version without the associated upgrade cost.
- ◆ **Unified legacy system integration:** Integrate TotalAgility Cloud securely and efficiently to other on-premise systems, through a single firewall entry to a proxy server.
- ◆ **Certified security, reliability and business continuity:** Protect sensitive information and ensure business continuity by leveraging Microsoft Azure's cloud infrastructure, which provides a secure and scalable environment with high availability and automatic load balancing.
- ◆ **Flexible deployment options:** Choose a dedicated instance Microsoft Azure hosted Cloud subscription offering to address concerns that may be associated with a multi-tenant environment.
- ◆ **Subscription-based pricing:** Avoid long-term commitment with a simple, all-inclusive subscription.

## Cloud Service Details

### Microsoft Azure for global availability

- ◆ Best performance of major cloud providers per independent research
- ◆ Currently operating from West U.S. data center

### Subscription includes (for both production and test/dev)

- ◆ Service Provisioning of TotalAgility platform
- ◆ Standard or 24x7 support

### Service Level Guarantees

- ◆ 98.5% availability for TotalAgility Cloud
- ◆ 95% availability for Analytics cloud component

### Data and image storage included in each subscription

- ◆ Azure SQL (500 GB) for TotalAgility data – Live and Dev
- ◆ Azure SQL (500 GB) for LOB data – Live and Dev
- ◆ VM-based SQL (1 TB) for Analytics data – Live and Dev
- ◆ 10TB image storage for capture

### Backup/recovery included in each subscription

- ◆ Point in time SQL backups with 1 week historical window for restore
- ◆ Microsoft data center site backup/DR (geo-redundant)
- ◆ 2 full system restore events per year

### Security

- ◆ Single sign-on with SAML Identity Provider
- ◆ Optional encrypted image storage
- ◆ Optional highly secure encrypted data in transit (TLS 1.2 or higher with AES 256 cipher)

### Cloud Sandbox Environment available for evaluating TotalAgility Cloud

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Discover more about Kofax TotalAgility Cloud at [kofax.com](http://kofax.com)

