

# Game-Changer:

Why RPA and Cognitive Document Automation Should Be Your New Intelligent Digital Workforce



# RPA Makes a Major Data Impact

Robotic Process Automation (RPA) uses software robots to access and work with massive amounts of data from virtually any internal or external system. RPA releases humans from repetitive, manual tasks, such as copying and pasting between sources.





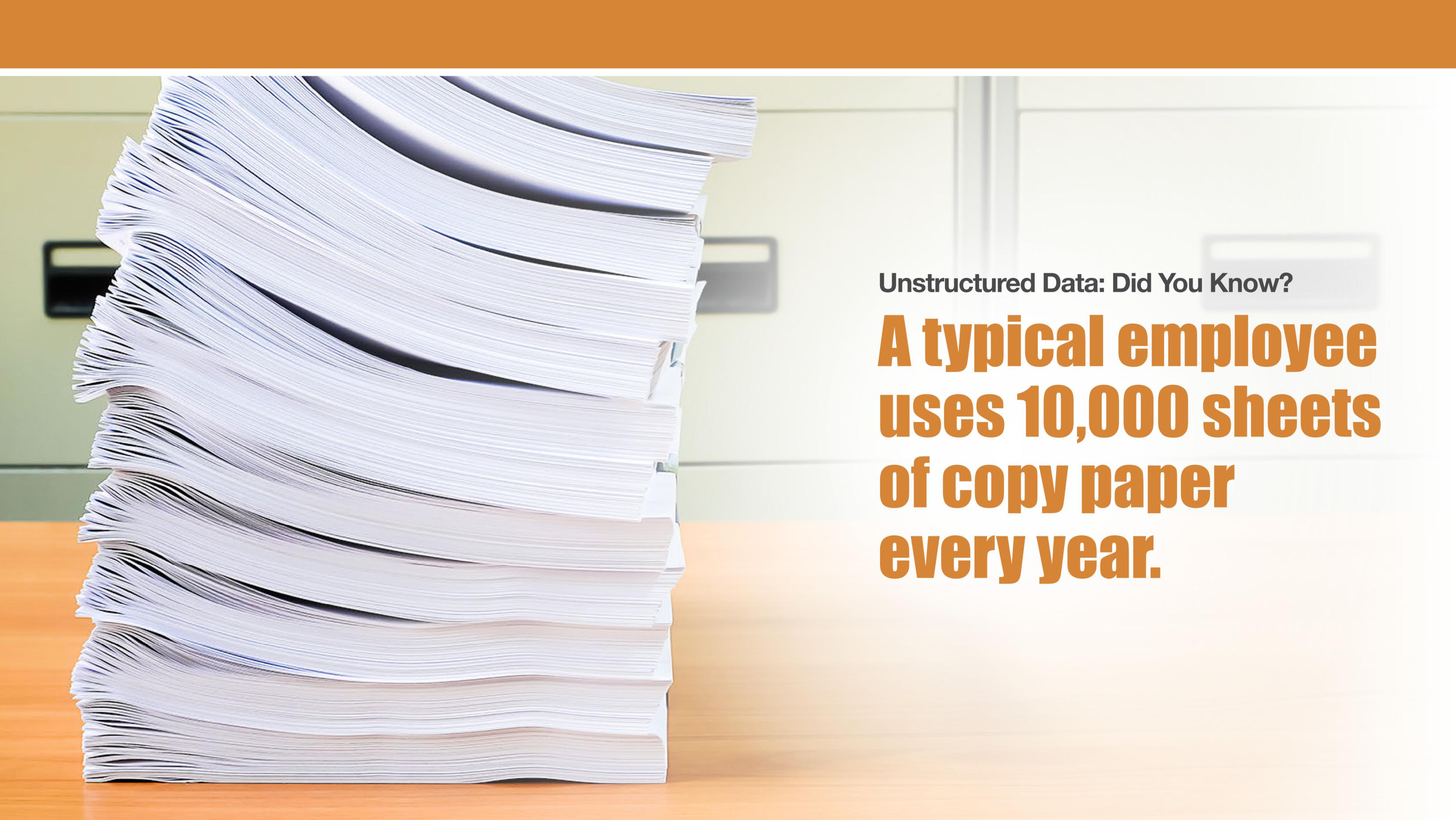
Forrester expects  
the Robotic Process  
Automation market  
to grow to

**\$2.9 BILLION  
BY 2021.**

# What About Unstructured Data?

RPA is ideal for processing structured data from multiple, disparate sources. But businesses also have to process a large amount of unstructured information, including content nested in the body of emails and paper documents, as well as other sources.





Unstructured Data: Did You Know?

**A typical employee  
uses 10,000 sheets  
of copy paper  
every year.**

Unstructured Data: Did You Know?

**The average worker spends 30-40 percent of their time looking for information locked in email and filing cabinets.**



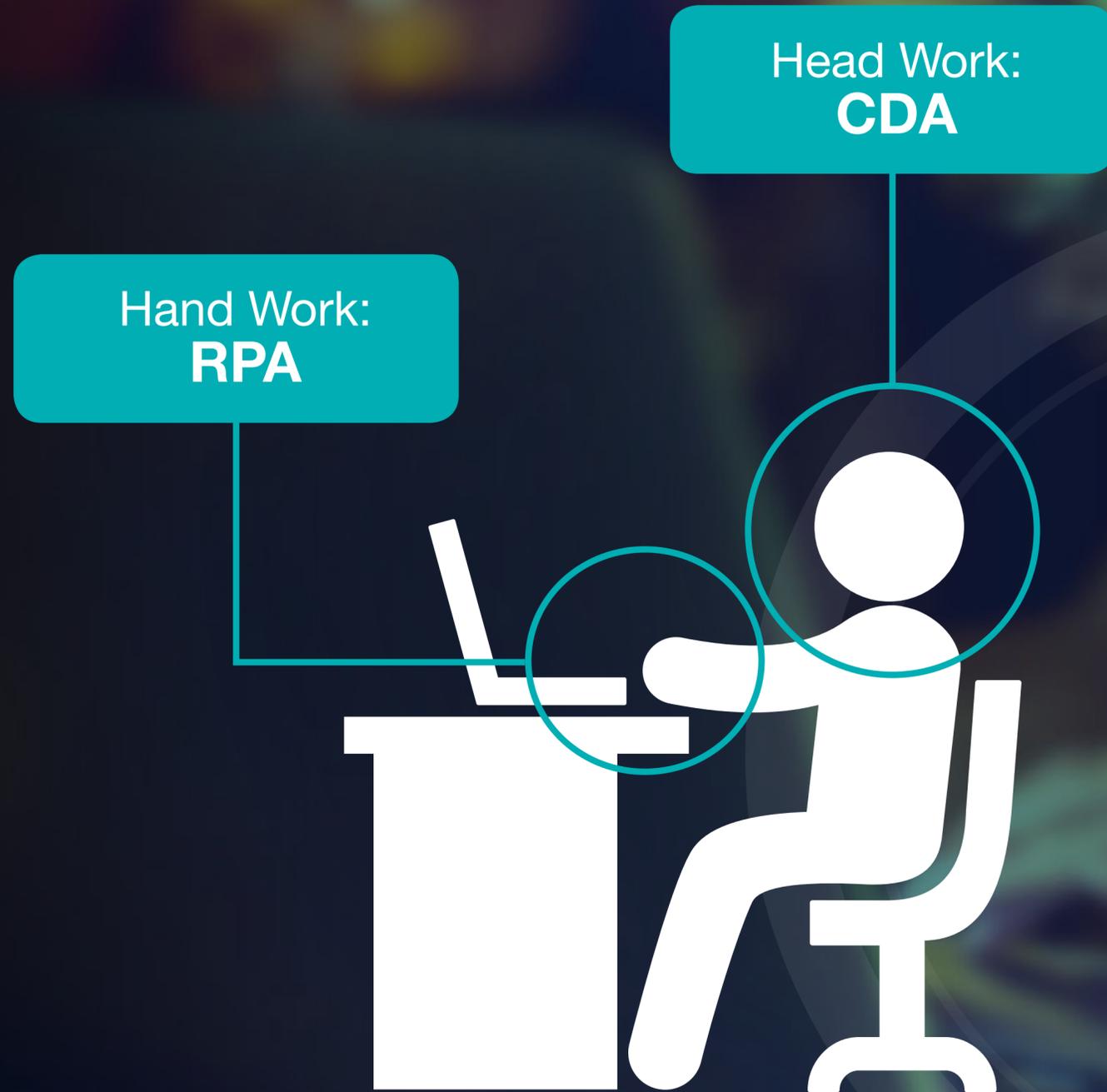
# Don't Forget the Documents

Cognitive document automation (CDA) automates the processing of unstructured data contained in documents and emails:

- Sales orders
- Invoices
- Enrollment forms
- Claims
- Contracts
- Correspondence

Basically, any document of importance to any business process.



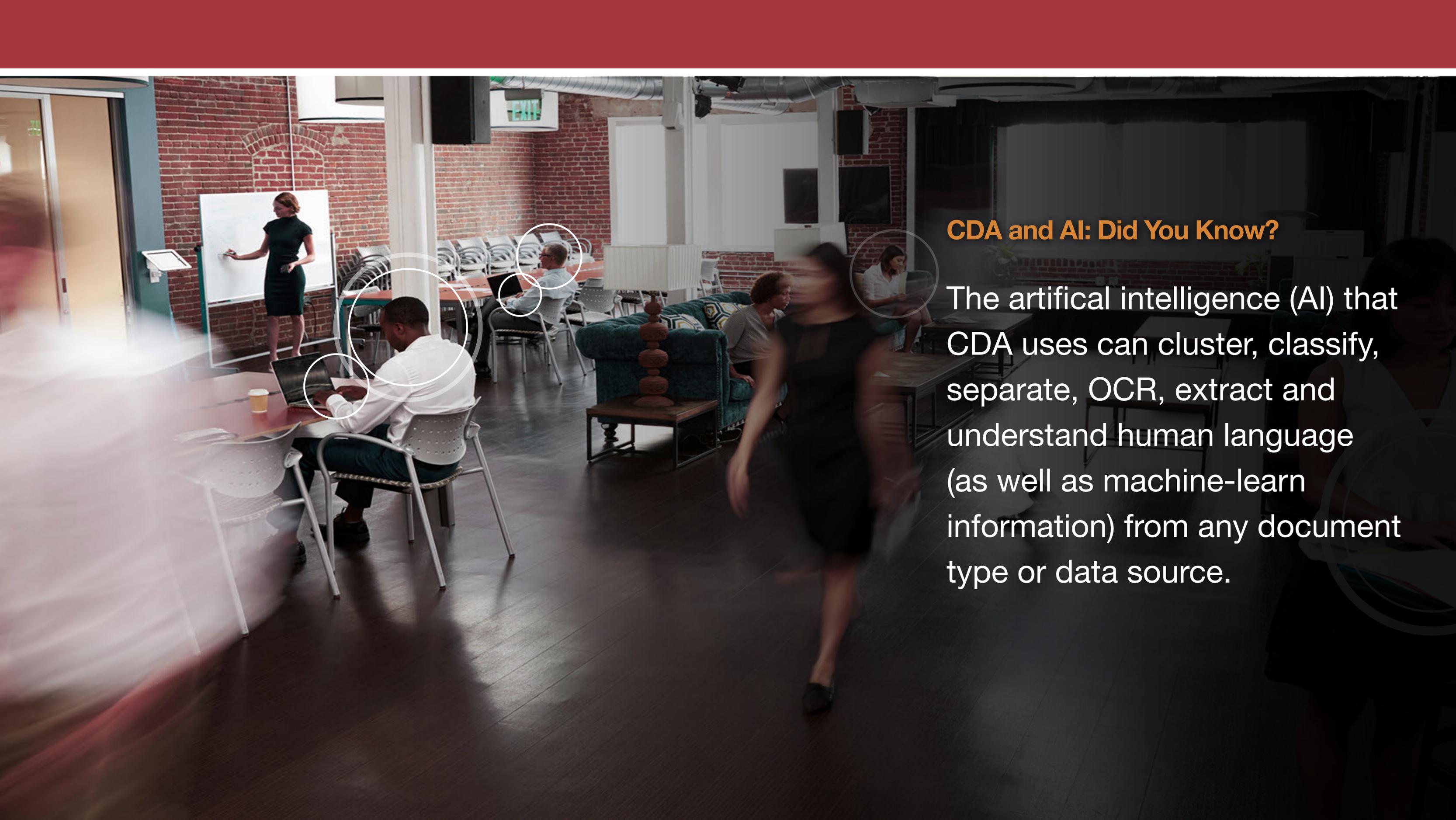


RPA does  
the repetitive

**“hand work”**

and CDA does  
the intelligent

**“head work.”**



## CDA and AI: Did You Know?

The artificial intelligence (AI) that CDA uses can cluster, classify, separate, OCR, extract and understand human language (as well as machine-learn information) from any document type or data source.

# AI and Natural Language Processing

AI is powerful because it can understand context using a concept called natural language processing, or NLP. NLP helps AI interpret nuances in human language to create structured data out of unstructured content.



# The Growing Importance of Intelligent Information Capture

HfS Research projects AI automation spending to **increase from \$1.6B in 2018 to \$2.7B in 2021**, and AI-based information capture will play a big role in this growth.



# RPA + CDA Stage One: **Acquire**

Acquire documents and electronic data from numerous sources

## **Capture Documents**

Paper | Fax | Mobile Devices | Scanners | PDFs |  
JPEG and TIFF | Emails

## **Access Electronic Data**

Databases | Citrix | Websites and Portals |  
Enterprise (SAP, Oracle) and Legacy (AS400, Mainframe) |  
Data Files (Excel, SML, JSON, EDI)



# RPA + CDA Stage Two: Understand

Extract, aggregate and transform data into intelligent, business-consumable content by using machine learning to:

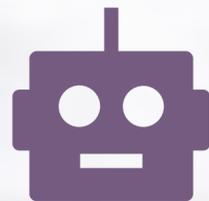
- Recognize document type
- Convert paper to digital
- Extract information
- Transform formats
- Aggregate
- Export

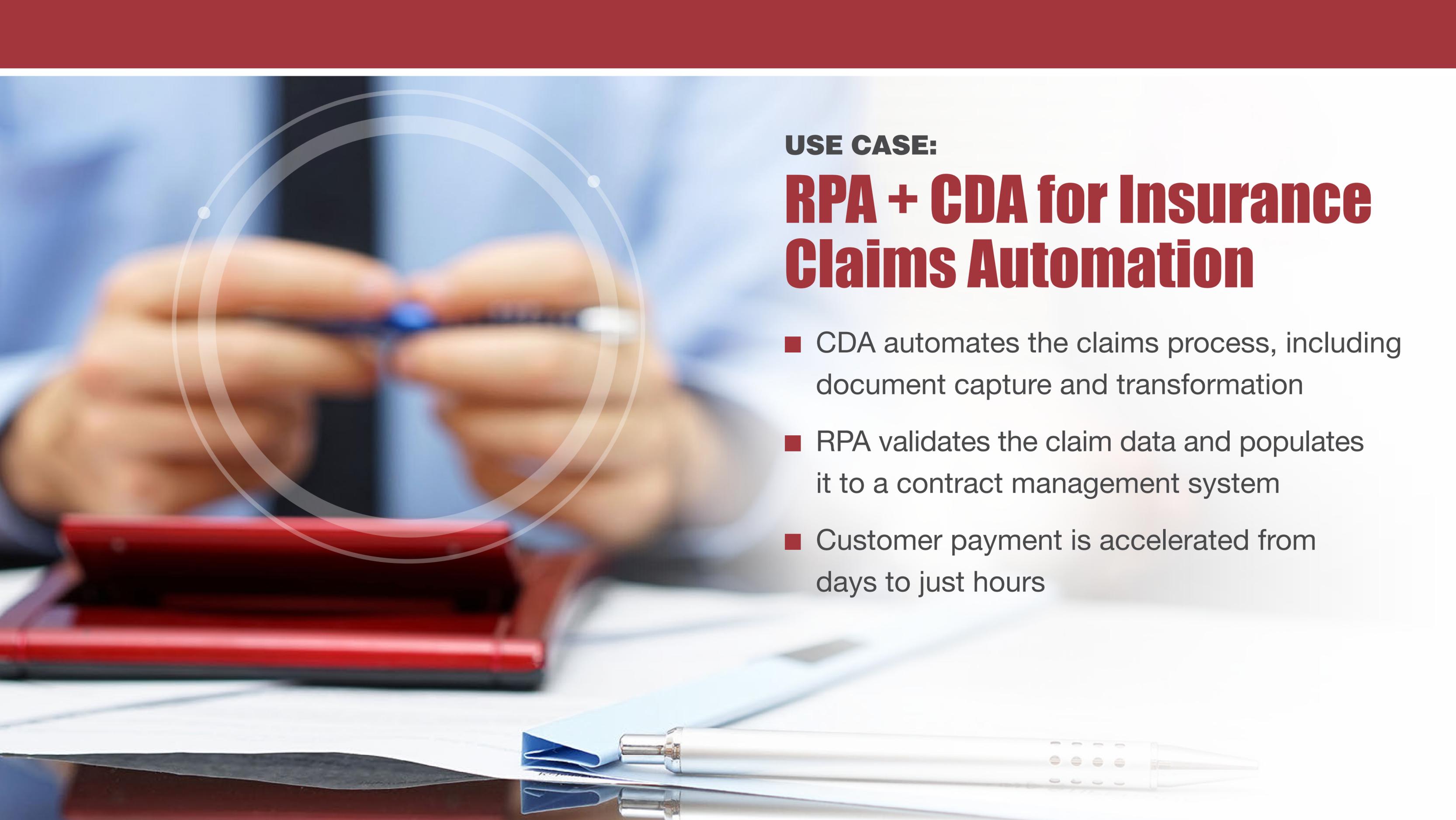


# RPA + CDA Stage Three: Integrate

Deliver the transformed data to the systems and processes that require it. Integrate with:

- ERP/CRM/LOB
- ECM and Records Management
- Databases and Other Archives
- IT and Telecom Infrastructure





**USE CASE:**

# **RPA + CDA for Insurance Claims Automation**

- CDA automates the claims process, including document capture and transformation
- RPA validates the claim data and populates it to a contract management system
- Customer payment is accelerated from days to just hours

## USE CASE:

# RPA + CDA for Financial Services New Customer Onboarding

- CDA automatically extracts and classifies the application
- RPA pulls together credit verifications from the web
- Onboarding time is reduced from days to just hours or minutes



**USE CASE:**

# **RPA + CDA for Invoice Management**

- RPA completes the process by integrating documents and data with an ERP
- RPA downloads invoices and other documents from partner portals
- CDA reads the documents, then categorizes them and sends to employees for approval
- Time-to-payment is reduced

## USE CASE:

# RPA + CDA for Mortgage Loan Processing

- CDA captures, classifies and extracts information from application forms and supporting documents
- RPA adds data from internal and external systems, then delivers it to the system of record
- CDA compares documents and validates them for compliance, then moves through a post-close workflow



# 6 Ways RPA + CDA Make Business Better

1. Increased productivity of document and data handling
2. Reduced operations costs
3. Enhanced data quality
4. Improved compliance
5. Faster customer engagement
6. Minimized cost of ownership

# CDA and RPA are Part of an End-to-End Plan

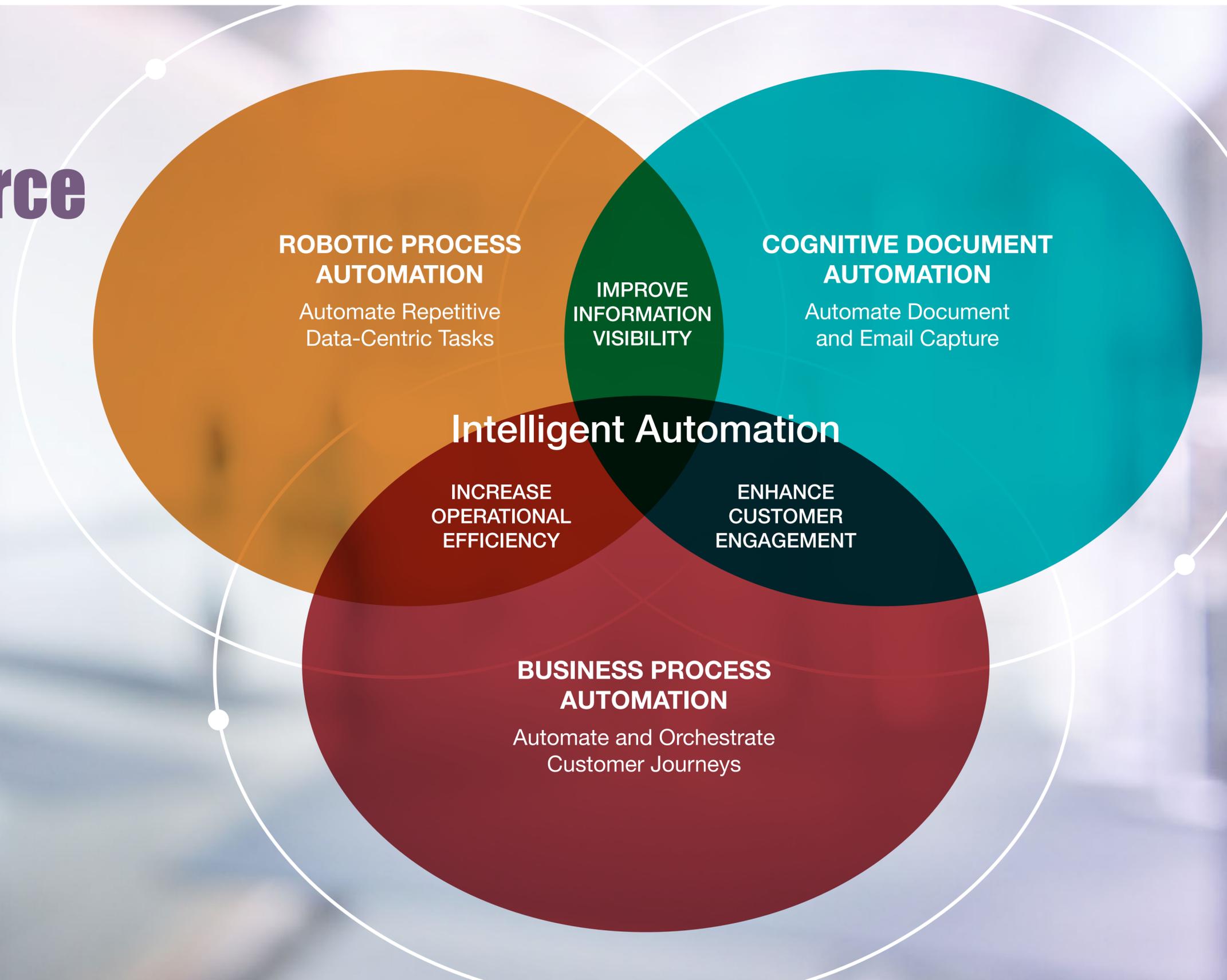
Only Kofax automates documents (CDA), tasks (RPA), and processes (workflow orchestration) in a single, intelligent automation platform.

Automate Documents → Automate Tasks → Automate Processes



**End-to-End Intelligent Automation**

# Build and Manage Your Digital Workforce



Discover how to extend your robotic processes to intelligently automate document processing. Download the eBook, [“Your Intelligent Digital Workforce.”](#)



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