



*Work Like Tomorrow.™*

**Bringing Efficiency and Success to Federal Missions Through Intelligent Automation**

**KOFAX**

## SOLUTION OVERVIEW

More than ever, federal agencies want to automate operations to extract more value from existing IT investments and improve workforce productivity. This shift from low-value to high-value work is key to providing better mission outcomes for agencies and better experiences for the constituents they serve. Many executives know that at least half of the menial work within their organizations can be automated, according to a recent Forbes Insights study.<sup>1</sup> But as they explore modernization options, agency decision-makers also want to avoid replacing existing IT systems with entirely new ones—a strategy that typically lengthens deployment timelines, increases costs, requires extensive training and imposes burdensome maintenance commitments.

So how can agencies achieve their modernization objectives? Intelligent automation delivers dramatic digital transformation results by automating and streamlining a wide array of federal agency operations and workflows. These include government benefits enrollment, contractor enrollment, procurement processing, citizen communications, new employee onboarding, real-time reporting of business operations, case management and citizen service delivery.

### Our Approach and Philosophy

At Kofax, we passionately serve our government and deliver world-class automation to help solve some of the nation's most challenging problems. We are a mission-focused team with extensive experience across federal civilian and defense agency customers.

Recognizing there is no "one size fits all" approach, we solve our customers' automation challenges differently. Kofax's Intelligent Automation platform supports a wide spectrum of use cases by combining key automation technologies that include:

- **Robotic Process Automation:** Reliably automates routine, repetitive tasks at scale, and leverages cognitive capabilities within our AI-enabled platform
- **Process Orchestration:** Drives successful outcomes by coordinating multiple actions, people, software robots, policies and systems
- **Cognitive Capture:** Ingests and understands any document and its information in any format, through any channel, leveraging AI and Natural Language Processing (NLP)
- **Analytics:** Produces and crunches data to provide visibility, process intelligence and insight to agencies, robots and constituents
- **Mobility and Engagement:** Engages and transacts in efficient, effective and trusted ways with e-signature, facial recognition and on-demand communications



Kofax's integrated approach to automation means moving beyond simple task automation using RPA, to more complex, AI-driven workflows to solve a broader range of use cases. This results in improved performance and higher levels of satisfaction for both employees and end users. The platform amplifies agency workforces by adding organizational capacity and creating value through blending human and digital capabilities. In essence, it brings people, processes and technology together so federal agencies can automate a greater and more diverse set of problems while reducing total cost of ownership.

Kofax Intelligent Automation also enables modular deployment so agencies can pick and choose one or more capabilities as needed, such as RPA, to solve a business problem. As an agency's needs expand, so too does the utility of the platform. Flexible licensing allows an agency to start with a pilot project and then scale to full enterprise deployment as additional return on investment is validated.

### Kofax Understands Federal Government Needs and Use Cases

Kofax has been a leading provider of automation solutions for federal agency clients for more than two decades. Kofax federal customers include:

- 14 out of 15 federal departments
- 39 agencies (civilian, military and intelligence)
- 350 different federal government sites, processing 100+ million pages per year
- 28 percent of federal software robotic automations in the federal space
- A broad partner network that includes Leidos, GDIT, CGI Federal, Booz Allen Hamilton, Deloitte and many medium- and small-size businesses as well

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With a 90 percent renewal rate, we are committed to our federal customers' success. Kofax Professional Services brings best-in-breed delivery capabilities to federal projects and supports national deployment through hundreds of U.S.-based professional services staff. Our partner network extends our reach, with certified Kofax personnel able to deliver and manage platforms for our federal customers.

We also offer professional training options to support agency staff that manage and operate the Kofax platform. Multiple training options include remote, onsite and self-paced online. Kofax also provides multiple levels of technical support—up to 24/7—depending on mission requirements.

### About Kofax

For over 25 years, Kofax has been recognized as the world leader in intelligent automation, with more than 25,000 customers globally. 86 of the top global 100 companies use Kofax in industries such as banking, insurance, healthcare, supply chain, higher education, transportation and business process outsourcing, as well as in top agencies in government. As a global company with over 2,400 employees and 850 partners worldwide, Kofax supports some of the largest institutions in the world. We are highly profitable and privately held (not venture capital-backed).

Kofax is committed to continual improvement of its automation platform through significant R&D investments. More than 550 staff (more than 25 percent of our total headcount) focus on R&D, ensuring we continually enhance our products and maintain our leadership position in intelligent automation.

Our focus serving government agencies is well-established. Kofax has been providing solutions to the government market since 1997, and we have a broad installation base in the federal marketplace including more than 350 unique sites across civilian, defense and intelligence community agencies. Key customers include: Census Bureau, National Geospatial-Intelligence Agency, Defense Intelligence Agency, Department of Veterans Affairs, Transportation Security Administration, Department of Homeland Security Headquarters, U.S. Air Force, U.S. Army, U.S. Navy, U.S. Coast Guard, and the Centers for Medicare & Medicaid Services.

To ensure our products can be easily purchased by federal customers, Kofax partners with Carahsoft. As the sole Kofax distributor in the federal marketplace, Carahsoft enables federal customers to purchase Kofax products from the GSA IT-70 schedule and NASA SEWP. The Carahsoft website for Kofax products can be found at :

<https://www.carahsoft.com/vendors/kofax>

We look forward to the opportunity to meet with you, answer your questions and learn more about your intelligent automation goals. Please reach out to [federal@kofax.com](mailto:federal@kofax.com), and we will connect you with a member of our team.

<sup>1</sup>Forbes Insights, "[Accelerating Business Value With Intelligent Automation: The 2019 Kofax Intelligent Automation Benchmark Study](#),"

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