Governments Agencies Turn to Kofax to Streamline Operations and Deliver World-Class Citizen Services

Governments around the world face a common dilemma: How to meet the rising demand for services in an era of tightening budgets. Making it even tougher is the proliferation of new regulations, including mandates around transparency, accountability, and environmental sustainability. All kinds of public sector organizations are impacted, from social services and public health agencies to police and fire departments to courts, defense, and more.

That’s why more government agencies are modernizing and streamlining their business processes using Kofax solutions. Organizations large and small now have the technology and tools they need to boost service levels while insuring transparency, safeguarding privacy, and meeting the growing demand for services—all within their existing budgets.

Harnessing the Power of Smart Capture

The Kofax advantage starts with digitally capturing documents at the Point of Origination™ and follows through with rapid, touchless review and approvals all within a workflow processes that can help accelerate and optimize your delivery of citizen services. Along the way, you eliminate manual, paper-based routines, drive collaboration, and easily integrate Kofax technology with your existing enterprise infrastructure.

Kofax gives governments the power to:

- **Speed service delivery**, and support rapid multi-channel citizen communications,
- **Increase efficiency** by automating data entry and enabling touchless processing™ of documents, cross-departmental collaboration, dynamic case management, and workforce mobility
- **Control costs** by delivering more services within the same budget constraints
- **Streamline regulatory compliance** by tracking data from the Point of Origination to final archive—enabling fast, accurate audits

“Understanding these are difficult times and many of our clients are in need, we wanted to provide a ‘no wrong door’ approach to ease access to benefits for eligible recipients.”

— Patty Sanchez, IT Services Manager, Application Development for the County of Ventura, California
Improving Citizen Services
Citizens today are demanding more services and also expect new levels of convenience and speed. For more governments, the solution involves leveraging enterprise smart capture, process management, analytics and mobile technologies to:

- **Handle inquiries and applications faster** with Point of Origination document capture and touchless processing
- **Streamline services** with Kofax solutions that drive collaboration
- **Provide greater leverage of communication channels** including online citizen portals that provide access to services, resources and real-time alerts over multiple devices

Speed Processing of Benefit Claims with Dynamic Case Management
In a challenging economy, many governments are becoming overloaded with claims for benefits ranging from food stamps to housing allowances and healthcare to unemployment assistance. Governments turn to Kofax to streamline how they manage growing case loads and deliver more services at less cost.

With Kofax, agencies:

- **Process claims and resolve cases faster** with capture and dynamic case management in a single platform
- **Efficiently balance and scale case loads** through efficient process management
- **Easily integrate Kofax solutions with existing IT systems**, allowing for rapid return on investment

Mailroom Automation
Government agencies today are struggling to cope with a rising tide of documents entering their offices every day. From letters and emails from citizens, to applications and correspondence of every kind, the volume of incoming documents is exploding. Kofax solutions help government agencies cope through mailroom automation that handles the flow in a highly efficient, scalable, and compliant fashion. Kofax-based mailroom automation helps agencies:

- **Automatically classify, separate and extract information**, regardless of the document type as it enters the organization
- **Save time and resources** by automatically initiating business processes based on intelligent recognition of incoming mail
- **Significantly reduce processing time and errors** with highly accurate, self-learning document classification technologies

Fast, Accurate Invoice Processing
Taking a page from the private sector, more government agencies are discovering the benefits and savings from invoice automation and electronic integration with suppliers. Kofax’s solutions are specifically engineered to help agencies:

- **Increase efficiency and reduce costs** with an automated, end-to-end invoice processing platform that enables, fast approvals, exceptions handling, and seamless integration with existing ERP systems
- **Remove paper from financial transactions**, enabling finance organizations to improve cash flow and gain the benefits of EDI at a fraction of the cost and complexity
- **Improve visibility into payables**, including invoices in process, cash requirements, and productivity metrics

Governments Streamline with Kofax
- A criminal lab deployed Kofax to eliminate delays in retrieving results of crime scene lab work and deliver results to police investigators faster
- The New York Department of Motor Vehicles improved the efficiency of a ticket imaging system that processes traffic violation tickets from various policing agencies
- The state of Utah’s Office of Recovery Assistance deployed a Kofax system to accelerate verification of insurance coverage on more than 250,000 Medicaid recipients, helping avoid more than $208 million in Medicaid costs
- The city of Calgary automated processing of property tax documents for 350,000 home and business owners, enabling faster assessments

About Kofax
Kofax® plc (LSE: KFX) is a leading provider of innovative smart capture and process automation software and solutions for the business critical First Mile™ of customer interactions. These begin with an organization’s systems of engagement, which generate real time, information intensive communications from customers, and provide an essential connection to their systems of record, which are typically large scale, rigid enterprise applications and repositories not easily adapted to more contemporary technology. Success in the First Mile can dramatically improve an organization’s customer experience and greatly reduce operating costs, thus driving increased competitiveness, growth and profitability. Kofax software and solutions provide a rapid return on investment to more than 20,000 customers in financial services, insurance, government, healthcare, business process outsourcing and other markets. Kofax delivers these through its own sales and service organization, and a global network of more than 800 authorized partners in more than 75 countries throughout the Americas, EMEA and Asia Pacific.

For more information, visit www.kofax.com.