Enable comprehensive management of information with long-term benefits for customer experience, business continuity and compliance.

The world of unstructured information is expanding with video, audio, handwritten information and the exponential growth of content creation. Governing, managing and leveraging diverse content to automate and inform enterprise systems and improve the customer experience is unsustainable with legacy systems incapable of supporting modern content workloads and integration requirements.

While many organizations have found ways to capture and store their content, most have difficulty consistently surfacing it in relevant business processes and systems of engagement to drive competitive advantage. In the age of the customer, enterprise content is often key to knowing the customer, and knowing the customer is key to competitive differentiation and customer loyalty.

OVERVIEW

The Perceptive Content Platform

Enterprise Content Management (ECM) enables you to systematically collect, capture, store, and use content throughout its lifecycle. At its basic level, ECM simplifies the management and usage of enterprise content, but it can also enhance business processes with contextually-relevant information, empower the distributed workforce with advanced and intuitive tools, and enable compliance, security and governance across the entire content lifecycle.

Kofax Perceptive Content™ is a scalable content services platform offering an integrated set of related services and tools that is capable of managing the entire content lifecycle from capture to disposition. Flexible functionality across multiple business applications, integration with virtually any business application with no coding and a simple-to-use interface make Perceptive Content a leading ECM that ultimately transforms internal processes and the customer experience.

Perceptive Content lets users work with relevant business context applicable to the task at hand by surfacing content in context. Digital documents can be viewed simultaneously, promoting enhanced collaboration and communication among employees, customers and vendors. Locating relevant documents in the context of a business process increases customer satisfaction and employee productivity. And the ability to comply with records and retention policies with automated information lifecycle management and controls reduces risk and costs for compliance.

Capture Information from Virtually Any Source or Device

Perceptive Content captures information automatically and with intelligence, helping you take control of the content that surrounds your organization. Perceptive Capture offers flexible options to collect all types of documents and data from any source, from electronic data like email and e-forms to rich media, enterprise applications and smart multi-function printers and scanners. Documents are captured as a single image or entire scanned batches using an enhanced scan quality via advanced image processing and an optional OCR integration.

Connect People and Information Anywhere, and in the Context of Business Processes

Once captured and processed, content is delivered directly into your workflow processes, where it is instantly available to the people, business systems and processes that need it most. Flexible routing options can direct documents to work queues based on linear and parallel process steps; business conditions; specific data inside the documents, e-forms or databases; and more.
Automate Processes Across the Entire Organization

Unlock the full potential of the Perceptive Content platform by automating content-centric business workflows and tasks across the entire organization. Automating processing steps, simplifying work tasks and providing real-time monitoring to advance any document-based business routine improves process efficiency and accuracy and reduces cycle times and costs.

Manage Content in Any Format Across Its Entire Lifecycle

One of the biggest barriers to business productivity is the proliferation of unsecured, untracked, unmanaged and redundant documents. The Perceptive Content platform allows you to manage the entire content lifecycle, which improves findability and insights, enhances efficiency, protects document integrity and enables regulatory compliance.

FEATURES AND BENEFITS

Document Imaging and Capture

Document imaging is essential technology for organizations today, providing structure to all of the unmanaged information needed to make processes more efficient and people more productive. Kofax products for document imaging go far beyond the traditional, document-scanning approach to provide a complete foundation for collecting and retrieving all types of enterprise content. Because in all industries, departments and roles, the amount and complexity of unstructured data—email, electronic files, multimedia, XML and hundreds of other formats in addition to scanned documents—continue to multiply even as technologies like ERP systems are deployed.

Through extensive experience and research, Kofax has built innovative document imaging products that remove information obstacles and help you operate at peak efficiency. Users across your organization can capture, store and index a virtually unlimited amount of content, creating a unified platform that fits seamlessly into your existing IT infrastructure.

- Capture all types of content easily from virtually any source enterprise-wide
- Make it accessible immediately to users within the context of a business process
- Consolidate information in one repository yet sync it with other technologies

Distributed capture

- Capture documents on demand from virtually any input device in any location
- Empower early information capture so users and processes benefit right away
- Automatically monitor and import email, files on the network and faxes
- Convert data and print streams into readable documents to improve usability
- Apply bar codes, patch codes and OCR/ICR for sophisticated processing
- Ensure high quality images with advanced cleanup technologies

Automated indexing and linking

- Automatically attach perfect metadata for fast, accurate content retrieval
- Link information automatically to related business applications and transactions
- Easily index content with unique requirements using unlimited metadata options

High volume and ad-hoc capture

- Utilize high-volume document scanning devices and process large data files and print streams

"Perceptive Content has effectively scaled to store more than 20 million medical documents for National Guard personnel in all 54 states and territories and in conflict scenarios in Iraq and Afghanistan. As we have increased the scope of this project, system performance has been unaffected."

George Nebeling
Vice President, ASM Research, Inc.
Capture single documents directly from MFPs, desktop scanners or PCs
Collect large volumes of information from geographically dispersed locations

Document Management
Organizations like yours rely on business-critical information found in a wide variety of file types. And without the right system to manage this content, one of the biggest barriers to productivity takes over—the proliferation of unsecured, untracked, unmanaged, and redundant content across your organization.
Perceptive Content enhances information accessibility, promotes organized collaboration via workflow processes and secures content in all its forms.

“With Perceptive Content, we are bringing together information, people and processes across departments and campuses to help teams work more efficiently, freeing them up to focus on helping students and shaping a better educational experience.”
Janna Kruckenberg
Lead Application Analyst, North Dakota University System

Granular security
A secure, central repository is the backbone of our electronic document management system, Perceptive Content, which is built around a security model that is engineered to let you:
Grant and revoke individual and group rights to each distinct system function
Restrict documents and document types based on a user’s point of access
Conceal confidential data while preserving a document’s original integrity
Organize all enterprise information in a secure, central electronic repository

Flexible organization
Effective document management systems require the proper classification or indexing of captured information.

Our integrated Content Models are built on industry requirements and best practices to help you capture, secure, process and locate content. It also lets you structure, manage and preserve content to best fit your business needs.
Configured in combination with standard technologies such as LearnMode™ and Pretrieve™, as well as Web services-based integration technologies, Content Models provide an essential tool for rapidly associating unstructured information with records in your core business systems.

Library services
As users across an organization create, edit and maintain documents using any desktop application, they can easily apply version control and library services directly from a variety of interfaces, including Interact applications and Web services clients. It’s all made possible through the Document Control Suite.
At any point in a business process, users can check out the latest version of a document, check in a new version, review a history of revisions, digitally sign the document and more:
Promote a previously saved version of a document to the current version
Detail a document’s chain of custody through powerful auditing capabilities

Search
Perceptive Content includes flexible saved, ad hoc and integrated search options that makes locating key information simple, straightforward and quick. Users can rapidly access the information they need and then take action—completing a task, solving a problem or advancing a business process.
Access managed documents instantly within the context of a predefined process
Locate specific documents using system-assigned values or manually entered metadata
Perform full-text searches across large repositories
Effectively analyze, extract and manage metadata to make videos and other forms of rich media easily findable
Locate relevant content before you even ask for it with our exclusive Pretrieve feature
E-forms technology completes the capture strategy of your enterprise content management system. It enables the online entry and collection of raw data in electronic forms that are accessible from web pages, mobile devices, portals, software applications and more. Incorporate this information immediately into your business process to automate steps, validate data accuracy and support application transactions.

E-forms products from Kofax make electronic data capture quick and simple, empowering users to gather the information needed to simplify virtually any task. Customizable forms fit right where you need them so anyone—employees, customers, even non-system users—can complete and submit information one time, effortlessly.

Content collected in e-forms is validated, stored, organized and secured independently, enabling you to route it through workflow, apply version control and more. Support for industry-standard data formats and technology also maximizes the versatility of e-forms.

With Before we had Perceptive Content, it took 70 days from the time an opportunity was created until the contract was executed... just 10 months into deployment, it’s down to nine days. That translates to an increase of $5 million in net present value of our cash flow on an investment of $600,000."

Brett Williamson
Director of Customer Lifecycle Management,
Safety Kleen

E-forms products from Kofax offer the following features that enable seamless, secure electronic data capture to support your business routines:

**User experience**
- Enable anyone to submit forms and data, even customers and external users
- Attach documents to a form, sending them directly into the content repository
- Use formulas and database values to validate and augment form data
- Customize the layout of a form based on the user’s role
- Complete forms online or offline and from mobile devices like iPad and iPhone
- Enhance any process requiring signatures with support for digital signatures

**Data options**
- Collect data entered in the form or pulled automatically from other sources
- Streamline processes by validating and correcting information electronically
- Enhance workflow using collected forms to route information intelligently
- Store, organize and manage forms independently like any other document
- Share captured forms data with external business systems
- Integrate data with any database via ODBC, JDBC or standard web services

**Forms design**
- Create standards-based forms easily using intuitive design tools
- Build forms using mainstream web technologies like HTML, XSLT and CSS
- Convert paper forms into electronic replicas, keeping their original structure
- Publish forms to websites, intranets and portals directly from the forms designer
- Design forms once and then use them anywhere, even on mobile devices
- Lock forms and field data and protect forms with built-in encryption
Records and Information Management

Paper dependency. If you have it, you’re no stranger to the disadvantages it poses. Staff struggle to store and locate paper records across multiple folders, boxes and locations, resulting in lost productivity and missing information. Not to mention the significant security and compliance risks paper-based records present.

Perceptive records and information management (RIM) is part of a complete process and content management framework that supports the entire lifecycle of important business content—from capture and retention to archiving and destruction. Customers across all industries apply our RIM functionality to operational processes like human resources, accounting, and contracts management.

This helps staff concentrate on day-to-day business activities while fulfilling specific records management and compliance needs. In fact, our technology is certified to achieve legislative, operational and regulatory compliance established by DoD 5015.2.

Our RIM products help you effectively manage your most valuable information assets, and as a result:

- Ensure compliance with government and industry records retention requirements
- Reduce risk in the event of civil litigation or government investigation
- Minimize storage costs and free up server space for critical information
- Reallocate staff resources for more useful business activities
- Organize paper and electronic information for immediate retrieval
- Protect mission-critical information against loss or unintended destruction

Functional highlights of our RIM products include:

**Records management**

- Create and manage file plans to manage records, increasing accessibility, accuracy and compliance with regulatory requirements
- Perform record declaration with additional access, modification and deletion security to ensure records are retained according to policy

**Retention policy management**

- Quickly define time- and event-based document retention policies with multiple phases
- Manage and track electronic and physical documents in a single system
- Generate a certificate of destruction and produce a chain of custody

**Automated dispositions**

- Destroy, transfer to storage (online/nearline/offline) or retain data permanently
- Require a user, or users in a set order, to approve transfers or destruction

**Secure legal and audit holds**

- Easily create holds that prevent the modification or deletion of information
- Maintain instant accessibility and provable integrity of document content

Discover more about Kofax Perceptive Content at kofax.com