



PRODUCT SUMMARY

# Kofax TotalAgility

People want to engage differently with banks, insurance companies, government agencies and other organizations because digital technology has made better and new types of engagement possible. The proliferation of mobile devices, internet connectivity and social technology has changed expectations and behaviors of how we act, as customers and also as workers, managers, business partners or suppliers. To benefit from these new expectations and behaviors organizations in every industry are involved in a digital transformation, urgently adopting digital technology to enhance customer experience, streamline operations and exploit new business opportunities.

Kofax TotalAgility® is a digital transformation platform that accelerates high-value customer journeys to a positive result, journeys such as new customer onboarding, claim processing, loan automation, citizen service provision, supplier management, and more. The platform digitizes individual touchpoints in those customer journeys, for example the gathering or sending of documents or the digital signing of new contracts, and cuts latency between the touchpoints. TotalAgility delivers more value at each human touchpoint and links traditional and digital channels to efficiently serve omnichannel customer journeys. It automates touchpoints that previously required human intervention and can remove the need for analog and paper-based interactions entirely—so Kofax customers operate much more efficiently and their customers are happier.

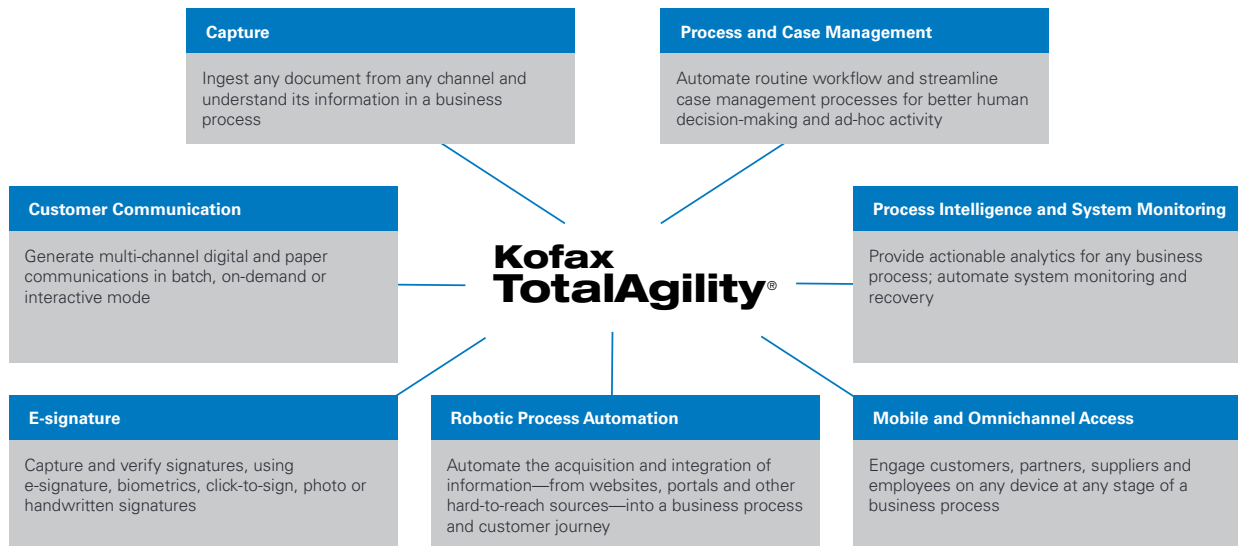
By accelerating high-value customer journeys, TotalAgility increases customer satisfaction, improves operational efficiency and creates competitive advantage. Uniquely, TotalAgility not only provides the digital technology to transform entire customer journeys, but we support an “adopt and extend” model that allows our customers to adopt TotalAgility at a pace that aligns with their overall transformation goals.

## Unified Platform

TotalAgility is a digital transformation platform that delivers a unique combination of capabilities unified in an open technical architecture.

**Capture** allows any document from any source to be ingested into and understood by a business process—automatically. Supported capture sources include TWAIN and ISIS scanners, mobile and tablet devices, MFPs, email, fax, watched folders, and web services.

**Process and case management** automates routine workflow and streamlines case management processes for better compliance, human decision-making, ad-hoc activity and process visibility.



**Process intelligence** and system monitoring provides actionable analytics for any business process, helping businesses make informed, effective decisions sooner, and providing valuable insight to drive process optimization.

**Mobile & omnichannel access** engages customers, partners, suppliers and employees on any device at any stage of a business process, delivering rich experiences on mobile devices and supporting the broad spectrum of digital and physical channels businesses must support.

**Robotic process automation** automates the acquisition and integration of information —from websites, portals and other hard-to-reach sources—into a business process and customer journey. This eliminates the people-intensive, manual integration still in place in many organizations.

**Customer communication** accelerates engagement by delivering low-latency, two-way, omnichannel customer communication that’s faster, more targeted and less expensive.

**E-signature** makes crucial agreements possible faster while allowing customers the flexibility to use any signature format they wish.

### Versatile and Open

**A versatile platform with multiple deployment models**

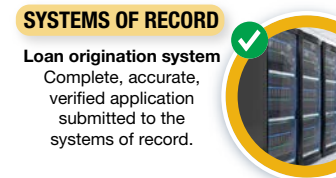
TotalAgility provides a modern, open architecture and is specifically designed to give organizations the flexibility to deploy either on-premise or in the cloud.

**Off-the-shelf flexible integration**

TotalAgility offers a variety of pre-built connectors, web services and synthetic API methods that allow customers to accelerate implementation of their solution and leverage and extend their existing software assets.

### Design for Compliance and Agility

TotalAgility Designer is an easy-to-use visual environment that supports high productivity application development. It supports modeling, design, analysis, simulation and testing of high quality customer engagement processes. Control and compliance goals can be met by designing processes to ensure enforcement of policy, procedure and regulation. Business agility goals can be met by enabling process flexibility at execution time, so key interactions can be orchestrated while processes are “in-flight.”



## User Experience Drives Productivity and Improvement

The TotalAgility Workspace delivers the right work to the right person at the right time, enabling people to engage in process execution in a manner appropriate to their role. Process participants work efficiently, effectively, intelligently and transparently, and can participate in process improvement as they innovate daily with customers, partners and others.

## Process Optimization

TotalAgility enables manual and automatic intervention in in-flight business processes, so they quickly adapt to changing circumstances. TotalAgility can react to events and changes in context, throughput, capacity and workload. As exceptions occur or case-by-case differences in requirement must be handled, TotalAgility can automatically respond with new processes and/or empower knowledge workers to intervene productively.

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

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***“Kofax TotalAgility breaks down the traditional walls. We’re now able to talk about a broad spectrum of offerings—with benefits such as accelerating new customer onboarding and improving collaboration throughout the entire lifecycle of a transaction. It elevates the value from just ‘cost savings’ to helping our clients also grow revenues. In short, TotalAgility is a game changer for us and our clients.”***

Peter Oritz, Technical Director, Capital Capture

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