

Kofax TotalAgility

ENGAGE DIFFERENTLY

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.

ACCELERATE TO A POSITIVE OUTCOME

Kofax TotalAgility® accelerates high-value business journeys to a positive result, journeys such as new customer onboarding, claim processing, loan automation, citizen service provision, supplier management, and more. TotalAgility orchestrates individual touchpoints in those 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. It automates touchpoints that previously required human intervention and can remove the need for analog and paper-based interactions entirely.

By accelerating high-value business journeys, TotalAgility increases customer satisfaction, improves operational efficiency and creates competitive advantage.

TOTALAGILITY CORE CAPABILITIES

TotalAgility delivers cognitive capture and process orchestration, streamlining information-intensive processes by building greater efficiency, visibility and control into operations and reducing manual labor and potential for error. This results in reduced costs, improved cycle times and enhanced regulatory compliance.

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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 Ortiz
Technical Director, Capital Capture

PRODUCT SUMMARY

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

UNIFIED INTELLIGENT AUTOMATION

TotalAgility provides pre-built integration to other capabilities of the Kofax intelligent automation platform, seamlessly orchestrating intelligent automation solutions that transform the capacity and performance of operations.

Process intelligence and system monitoring provide advanced and 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.

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.

Robotic process automation empowers organizations to build a digital workforce that offloads repetitive and information-intensive tasks from knowledge workers. 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 architecture 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.

Work Like Tomorrow.™

Discover more about Kofax TotalAgility at kofax.com

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