



Vi optimerer jeres processer



Kofax Total Agility

What is case management

Case management = people and information intensive processes

“Case management is management of long-lived collaborative processes that require secure coordination of knowledge, content, correspondence and resources to achieve an objective or goal.

The path of execution cannot be predefined fully. Human judgement is often required in determining how to proceed, and the state of a case can be affected by external events.”

Unified platform for case management

Omnichannel Capture.

Ingest and understand any document and its information in a business process

Process Management.

Streamline business process and case management, efficiently integrating people, procedure, policy and systems

Customer Communication.

Generate any digital or paper correspondence, closing the customer engagement loop with faster, more targeted, less expensive customer interactions

Process Intelligence & Analytics.

Use end-to-end process visibility, discovery and monitoring to drive compliance and increase customer satisfaction

eSignature.

Capture and verify eSignature, biometric, click-to-sign, photo or handwritten signatures for maximum customer flexibility and business compliance

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Mobile.

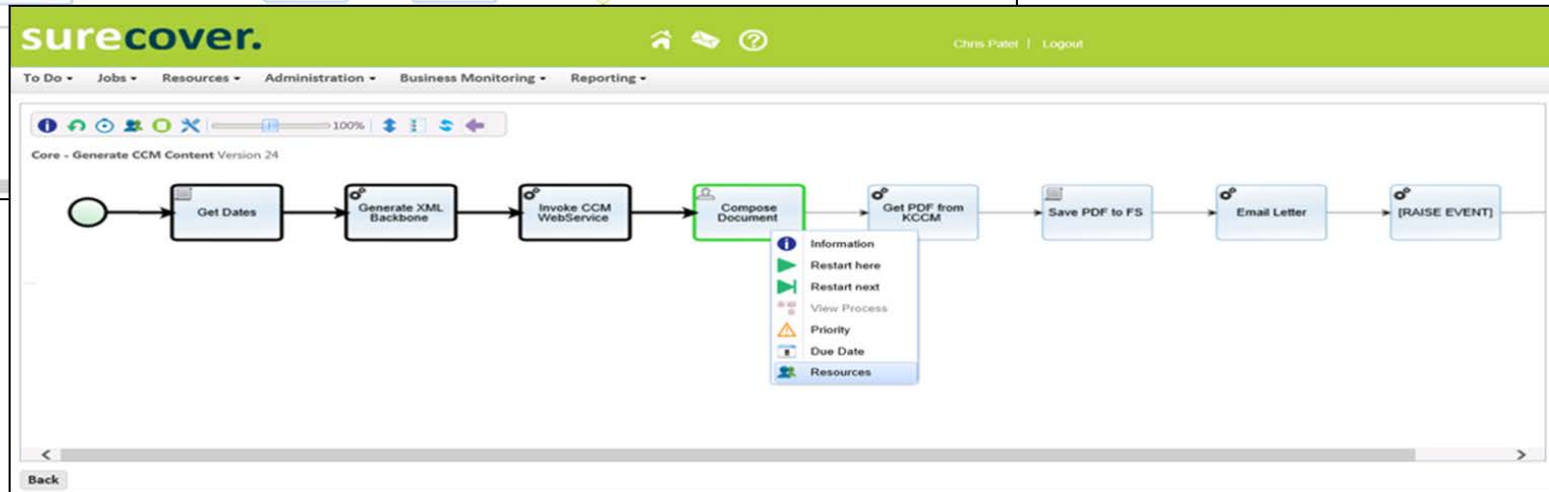
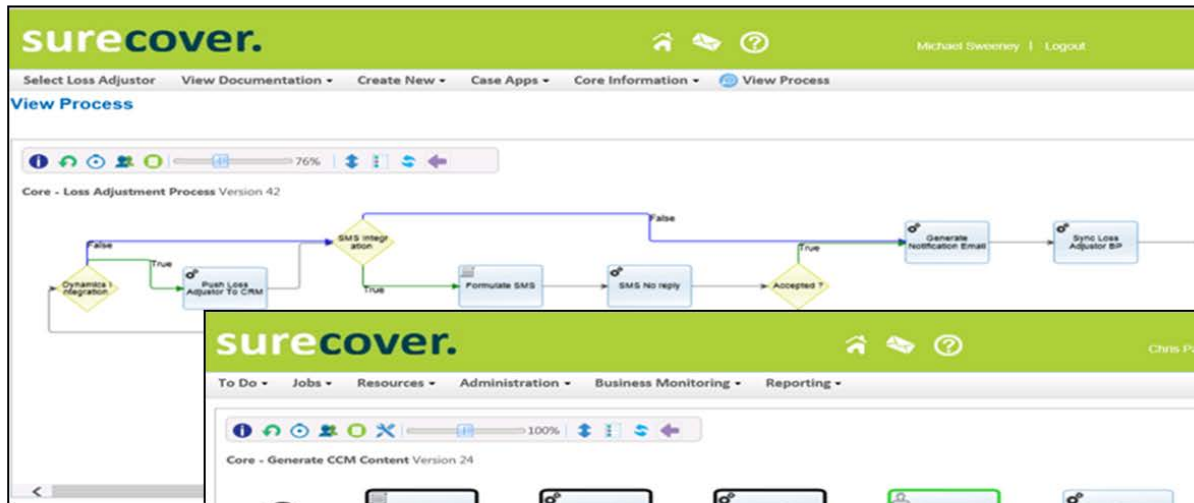
Put actionable information in the hands of your customers, partners, suppliers and employees

Robotic Process Automation.

Automate the acquisition and integration into a business process of information from websites, portals and other hard-to-reach data sources

Process Management

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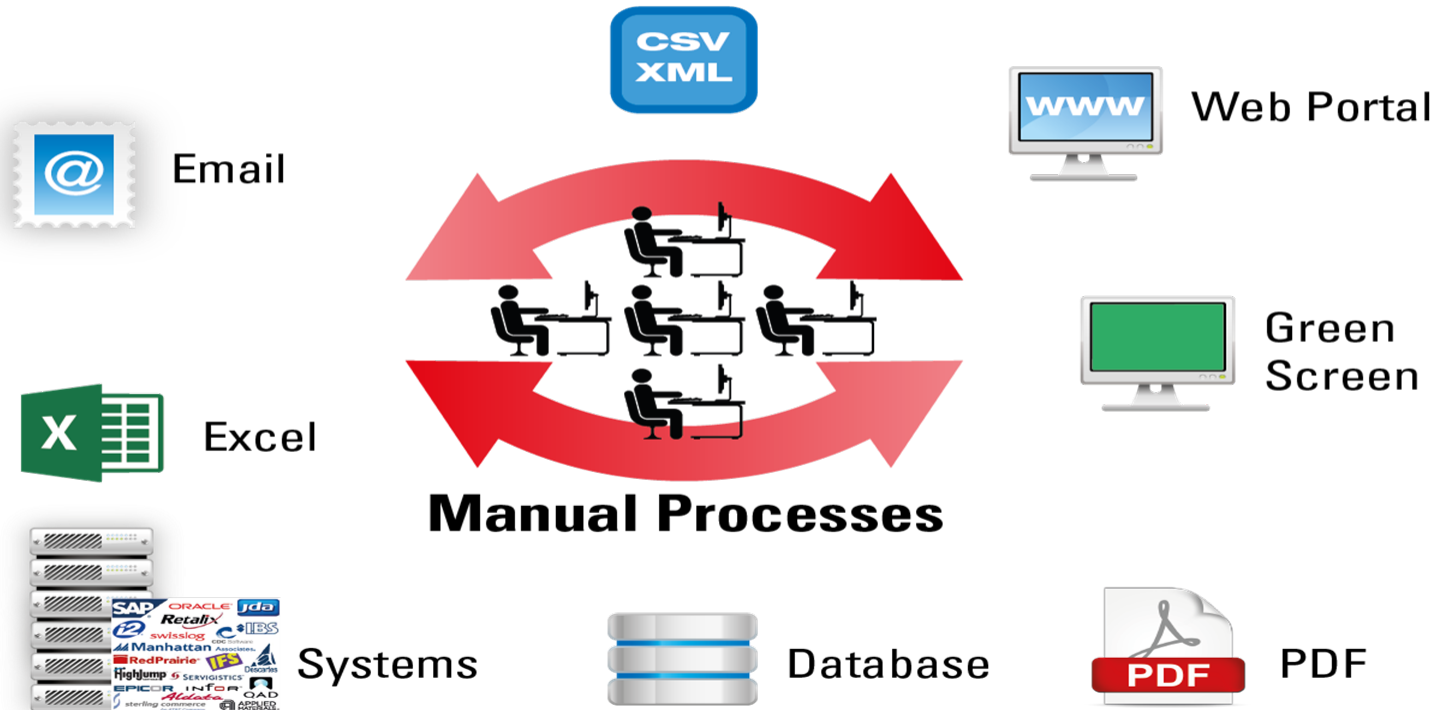


Robotic Process Automation

Robotic Process Automation.

Automate the acquisition and integration into a business process of information from websites, portals and other hard-to-reach data sources

- Remove Human “Swivel-chair” Integration



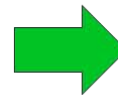
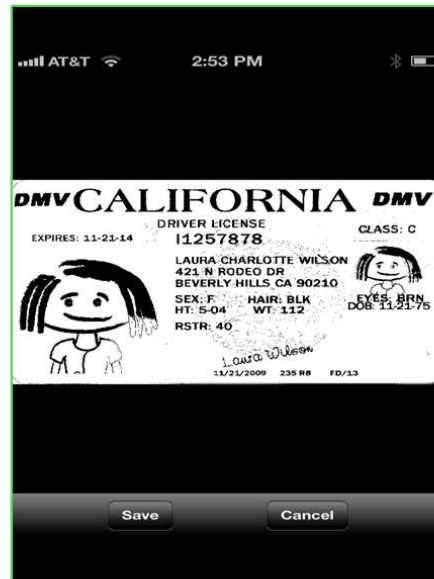
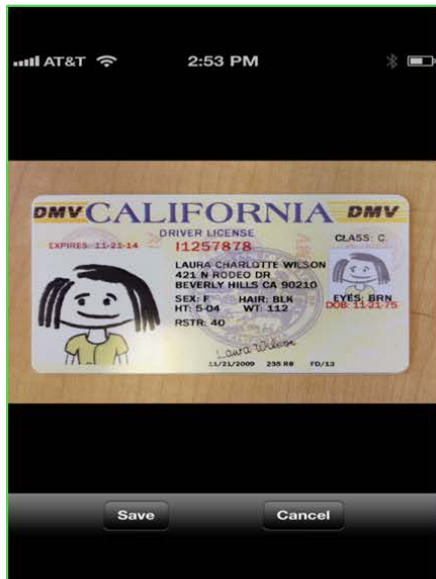
Mobile Working

Mobile. Put actionable information in the hands of your customers, partners, suppliers and employees

- Capture data from documents
- Automatically pass data into automated processing
- Allow any work task to be actioned on a mobile device

Use Cases:

- Customer Onboarding
- Insurance Quote/Claim
- New Account Opening
- Citizen Benefit Enrollment
- Know Your Customer (KYC)



Data

Name: Laura Charlotte Wilson
Address: 421 N Rodeo Dr
Beverly Hills, CA 90210
Birth: 11/21/1975
DL #: I1257878
Expire: 11/21/2014

Omnichannel Capture

Omnichannel Capture. Ingest and understand any document and its information in a business process



Paper



Social



Electronic



Mobile



Process Intelligence & Analytics

Process Intelligence & Analytics. Use end-to-end process visibility, discovery and monitoring to drive compliance & increase customer satisfaction.

