

# Kofax TotalAgility

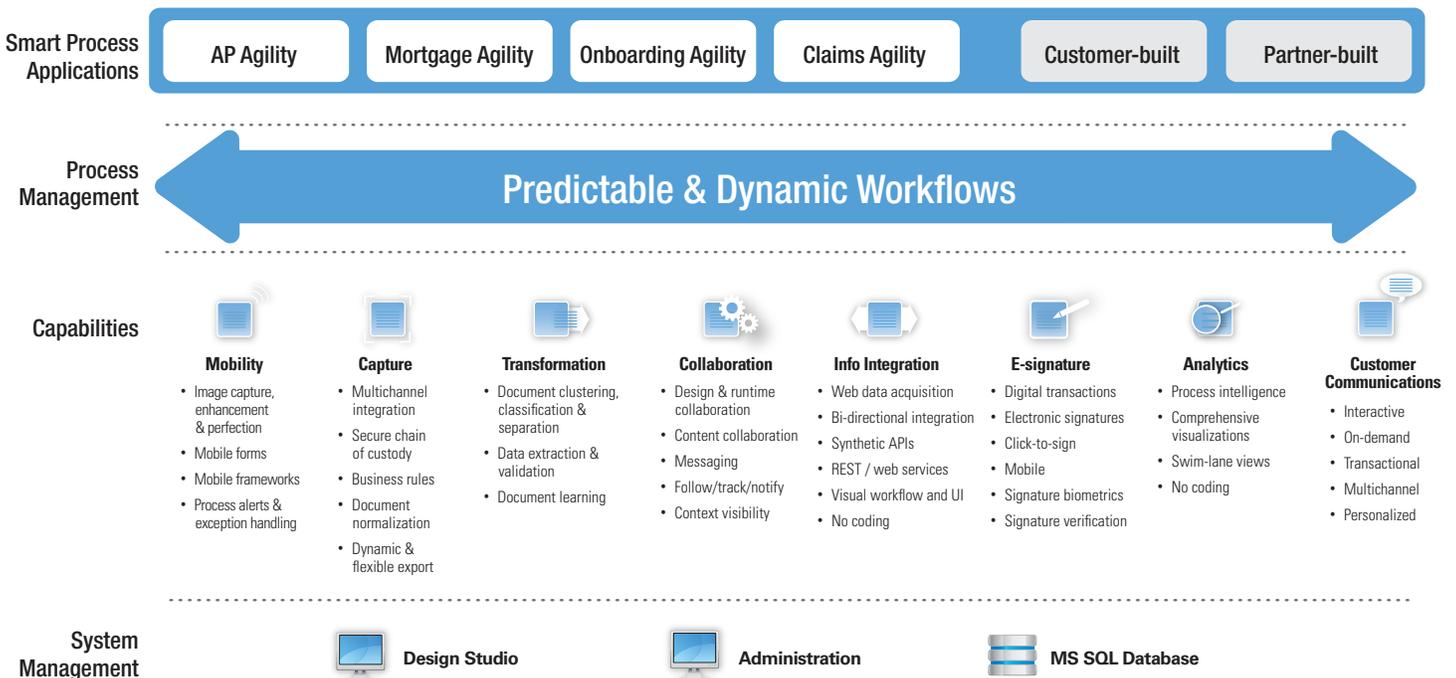
“Kofax TotalAgility breaks down the traditional walls between capture & our client’s line of business systems. We’re now able to talk about a broader spectrum of offerings—with benefits such as accelerating new customer onboarding & improving collaboration throughout the entire lifecycle of a transaction.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

–Peter Ortiz, Technical Director, Capital Capture

Organizations face new challenges in meeting the expectations of today’s customers. The backbone “systems of record” that run most businesses were never designed to provide the high level of interactive self-service, speed, awareness, collaboration and adaptability necessary to thrive in the age of today’s connected, fast-moving customer. Organizations must now engage customers in the manner they prefer in order to remain competitive.

Kofax TotalAgility® enables organizations to meet these challenges by providing an essential link between enterprise applications and repositories and “systems of engagement”—the ways organizations connect with customers, including the preferred mobile, SMS, email, web and social channels, as well as fax and paper-based communications.

TotalAgility is a versatile, low-code platform for developing and deploying smart process applications. It combines intelligent business process and dynamic case management capabilities with market-leading multichannel capture, mobile, analytics, e-signature, content integration and interactive customer communications.



Kofax TotalAgility is the world’s first unified smart process application development and deployment platform.

TotalAgility delivers power functionality to engage customers and improve operational agility:

**A Versatile Platform with Multiple Deployment Models –**

TotalAgility provides business process and dynamic case management, multichannel capture, mobile and analytics capabilities in a single, fully-integrated platform with the flexibility to deploy on-premise or in the cloud.

**Superior Mobile Customer Experience –** By delivering responsive, dynamic business processes that maximize self-service engagement via browsers and mobile devices, TotalAgility improves responsiveness and enhances the customer's experience.

**Simplicity –** TotalAgility is a low-code environment that enables you to develop and deliver faster and more frequent process innovation without relying on expensive IT-delivered, code-based alternatives. It features standard, mobile-ready web browser-based forms and automated document and email generation.

**Off-the-Shelf Flexible Integration –** TotalAgility includes a variety of pre-built connector and web services that enable you to accelerate implementation and to leverage your existing software assets. TotalAgility utilizes the power and flexibility Kofax Kapow™ to access web and digital data.

**Robust Capture Services –** TotalAgility provides full multichannel capture capabilities that enable you to digitize paper for archival and compliance. Supported sources include TWAIN and ISIS scanners, mobile devices, MFPs, email, fax, watched folder, and web services.

**Custom Transformation Services –** TotalAgility provides better access to document-based information in digital, process-ready format by classifying, separating, extracting, and validating content from structured, semi structured and/or unstructured documents for faster, more accurate processing at a lower cost. It supports all Kofax Capture™-supported export connectors including IBM/FileNet, EMC Documentum, OpenText, Oracle, Microsoft SharePoint, and third party developed connectors. TotalAgility also provides LOB connectors for Microsoft SharePoint, Dynamics CRM, Exchange, Dynamics AX, HP TRIM, and CMIS.

**Insightful Business Intelligence and Actionable Analytics –** TotalAgility leverages the power of Kofax Insight™ to provide near real-time content and process data analytics for faster, more informed decisions and the information necessary to optimize processes. It empowers workers to instantly change an in-flight process without IT assistance, for better, faster service.

**Digital Transaction Management –** TotalAgility leverages Kofax SignDoc® to remove the need for "wet signatures" – the last barrier between hybrid paper/digital and fully digital processes.



## A Versatile Platform

TotalAgility delivers process and case design, execution, monitoring and optimization through two thin client user interfaces: the TotalAgility Designer and the TotalAgility Workspace. All functionality is seamlessly accessible across these two environments, providing one integrated tool for managing business processes.

## TotalAgility Designer

TotalAgility Designer is an easy-to-use visual environment for modeling, design, analysis, simulation and testing of processes and cases. Construction of the solution is performed graphically using a "drag-and-drop" approach designed to support faster model-to-deployment time and to deliver "low code" systems. Pre-built configurable components are provided for Capture, Kofax Transformation Modules™, Kapow, and SignDoc activities, as well as numerous connectors to popular products.

## TotalAgility Workspace

The TotalAgility Workspace delivers the right work to the right person at the right time. Workspace enables the user to engage in process execution, monitoring and optimization in a role-appropriate manner. Workspace allows process participants to work efficiently, effectively, intelligently and transparently, while also delivering the ability to improve the processes designed in the TotalAgility Designer.

### Process Execution

TotalAgility Workspace guides process execution toward completion, orchestrating the combination of system and human activities. TotalAgility can react to changes in throughput, capacity, workload and utilization to modify workload scheduling, routing and processing. As exceptions occur, it can automatically respond with new processes and avoid the cost of manual intervention.

### Process Monitoring

TotalAgility Workspace supports human decision making. By facilitating easy reporting and visualization of a process, Workspace enables the user, manager or business analyst to measure process and business performance and identify bottlenecks and opportunities for improvement. It provides business activity monitoring, a configurable dashboard and customizable performance metrics reports.

### Process Optimization

Process Optimization capabilities enable manual and automatic intervention to in-flight business processes to quickly adapt to changing circumstances. It provides the flexibility to execute a process differently or, depending on circumstances, initiate a different process (for example, during periods of unprecedented demand in a service organization).



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