Kofax TotalAgility® enables BPO providers to reduce the cost of provision while improving customer satisfaction.

The Challenge:

Increase Operational Efficiency, Flexibility and Scalability

Companies are accelerating the adoption of business process outsourcing (BPO) to transform their capital intensive, fixed cost projects to variable cost operational expenditures, resulting in reduced expenses and improved operating margins. The global economic challenges that initially drove organizations to adopt outsourcing have intensified. BPO providers must adapt to a new era where increased competition, evolving customer needs and experienced buyers present new challenges.

To meet new demands, BPO providers must automate increasingly complex business processes and deliver scalable, repeatable solutions and best-practice services to their clients. Providers can no longer rely solely on low-cost labor arbitrage as a competitive strategy. Relentless, competitive forces and experienced buyers are making it imperative for BPO providers to continually find greater efficiencies in their cost of provision and more innovation in their service offering. While BPO providers need a standardized, unified, global delivery model, they also need best-in-class technology that delivers new levels of operational efficiency, flexibility and scalability.

The Opportunity:

Automate Document Driven, People Intensive Business Processes

Documents drive critical business interactions such as claims, sales orders, new account applications, service requests and contract renewals. Also crucial to these interactions are the people involved, such as the claimant or claim processor.The human aspect of the interaction is where efficiency and opportunity are often lost. Improving the quality and speed of these interactions is a key differentiator for business process outsourcers and impacts customer retention, loyalty and repeat business. For BPO providers, the automation of document- and people-intensive business processes represents a sustainable opportunity to meet increased demand for services by:

- Providing flexible and scalable document capture that supports the processing of any document type captured at any point in a business process, and from any input device (mobile devices, desktop scanners, MFPs or high volume production scanners)
- Transforming business documents into structured electronic information extracted, irrespective of document type, including handprinted and handwritten forms, invoices, checks, new account applications, service requests, correspondence, etc.
- Increasing the productivity of workers as they quickly process inbound documents and efficiently deal with exceptions, trailing document requests, etc.
- Engaging customers in a responsive fashion by coordinating and automatically exchanging information in inbound and outbound communication channels, linking virtually any device type (smartphones, tablets, web browser pages, MFPs, etc.) and media type (paper, email, fax, SMS, etc.)
- Providing real-time performance monitoring and metrics on the operational health of the outsourcing platform and actionable analytics that drive performance improvement
- Integrating with a wide range of in-house and third party systems and applications, including ERP, SCM, CRM, records management and archival applications
- Incorporating a scalable platform that can meet the needs of small/medium enterprises and the complex requirements of high volume, mission critical enterprises; this includes scaling from hundreds to millions of documents per day and operating in both centralized and highly distributed environments
- Delivering high availability and disaster recovery for mission critical implementations

Kofax TotalAgility for BPO Providers

Kofax TotalAgility enables BPO providers to reduce the cost of provision while improving customer satisfaction. Outsourced business process run more intelligently and efficiently, reducing costs of ownership and allowing BPO providers to compete more effectively.

TotalAgility processes virtually any structured or unstructured document type using the most complete set of document classification and information extraction technologies available

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today. The critical interactions between document submitters, processing staff, case workers, and others are streamlined, cutting latency from the process and improving responsiveness to the customer. And TotalAgility supports continual reduction in the costs of provisioning through built-in, multi-tenant management and other features.

Integration with over 140 third party systems, including ECM and ERP, is supported and continually upgraded so the provider's investment is future proofed.

Total Cost of Ownership Advantages, Immediately
- In a single, unified product, TotalAgility delivers capabilities only otherwise available through expensive integration of separate capture, BPM, case management, business intelligence and integration products

One Platform for Many Business Processes
- Financial, HR, CRM, mailroom, procurement, claims and contracts, etc.

Reduce Costs of Provision
- Design and manage a common process that is then efficiently shared between multiple customers in a multi-tenant environment
- Efficiently provide tenant-by-tenant customization while preserving the integrity of shared process components

Differentiate and Compete Better
- Gain competitive advantage over those who can only offer a "one-size-fits-all" process solution
- Use the TotalAgility tenant management system to gain flexibility in the packaging and provisioning of solutions to customers

Multichannel Document Capture
- From any device—mobile phone, table, multi-function printer (MFP), web browser page, etc.
- Any capture mode—batch, production, ad-hoc, point-of-service, application specific
- Any point in the process—beginning, middle, and conclusion

Scalability and Flexibility
- Ability to route among multiple processing centers
- Capacity for millions of documents and customer interactions
- Easy integration with over 140 enterprise systems
- Flexible integration with proprietary and third party systems
- Delivery of process ready data to workflows, CRM, ERP and relevant line of business (LoB) systems

Increased Security, Data Quality and Information Availability
- Automated capture of data from any format, centralized and distributed
- Automated extraction of business data from structured and unstructured documents
- Secure permission-based workflows with audit logging, process control and "who did what when" transparency

Improved Risk Management and Compliance
- Monitoring, reporting and actionable analytics
- Automated enforcement of in-house policy and external regulatory requirements

Global Delivery and Support
- Kofax provides multilingual sales and service organizations in 75 countries

Successful Kofax BPO Implementations
BPO providers and their customers report measurable successes:
- A leading BPO provider helps its customers process millions of pages each month, offering services including mailroom management, forms processing, automated data capture, image indexing, mail scanning, accounts payable and receivable data processing. By defining, automating and streamlining business processes and standardizing on a Kofax enterprise-wide distributed capture system, this BPO firm has helped its customers significantly increase efficiency, reduce costs, manage risks, comply with internal and external regulations (such as Basel II, HIPAA and Sarbanes-Oxley) and gain competitive advantage in their industries.
- A leading global telecommunications company has streamlined and automated its invoice and claims processing, eliminating the risk of loss and cost for shipping documents while accelerating business processes at the same time. By additionally outsourcing finance and HR processes, existing resources are now available to focus on other revenue generating activities, and spending money to increase staff became unnecessary.

About Kofax
Kofax® is a leading provider of smart process applications for the business critical First Mile™ of customer interactions. These begin with an organization's systems of engagement, which generate real time, information intensive communications from customers, and provide an essential connection to their systems of record, which are typically large scale, rigid enterprise applications and repositories not easily adapted to more contemporary technology. Success in the First Mile can dramatically improve an organization's customer experience and greatly reduce operating costs, thus driving increased competitiveness, growth and profitability. Kofax software and solutions provide a rapid return on investment to more than 20,000 customers in financial services, insurance, government, healthcare, business process outsourcing and other markets. Kofax delivers these through its own sales and service organization, and a global network of more than 800 authorized partners in more than 75 countries throughout the Americas, EMEA and Asia Pacific.

For more information, visit kofax.com.

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