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Kofax Enterprise Capture Solutions Enable Document-driven Business Processes in SharePoint

Today, information has two faces: On the one hand, it is the basis for most business processes and can create a decisive competitive advantage. On the other hand, the sheer volume and complexity of business information and its tendency to get lost within large organizations can put the brakes on productivity, waste resources and overtax the IT staffs deployed to support the relevant systems. So, before being overrun by information, organizations should develop and implement strategies to capture and manage the enormous amounts of incoming information from a variety of sources and integrate it into their business processes.

Critical business information reaches companies in many forms – from paper and faxed documents to email with attachments and electronic content. And all of it must, at some point, be converted into intelligent content for use in content management, enterprise resource planning (ERP), customer relationship management (CRM) and other business systems. Organizations often try to meet these challenges by deploying isolated solutions where the immediate need is greatest, but they soon find they have created a large number of individual solutions that have not solved the underlying problem and actually might have made it worse.

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Microsoft SharePoint, when implemented with an enterprise information capture solution, offers a way to solve today's information challenges. With this approach, organizations can more effectively capture and make the best possible use of a large number of documents and a wide variety of information.

An Operating System for Business Processes

Microsoft CEO Steve Ballmer called SharePoint 2010 "the next big operating system." However, unlike Microsoft Windows, SharePoint isn't about getting business software applications up and running. It is about getting business processes up and running. SharePoint harnesses the functionality and pervasiveness of Microsoft Office applications and provides a platform that links information created across desktop computers and programs. All employees work with the same information. They have access to all the data they need to do their everyday tasks, they have the same knowledge at their disposal and they communicate with each other across distant continents and time zones.

SharePoint is also a platform on which customized solutions can be developed and deployed. Users can link distributed data silos, integrate technology with business processes and customize information for groups and individuals.

With SharePoint 2010, Microsoft has turned SharePoint into a comprehensive ECM tool for business. But Microsoft relies on ecosystem partners to deliver some of the key technologies needed for a complete ECM solution. Capture is one of these technologies.

Capture Is Not Widespread Among SharePoint Users

In a 2010 study, *Capture and Business Process: Drivers and Experience of Content-driven Processes*, the independent organization AIIM (www.aiim.org) concluded that 40 percent of the 493 businesses surveyed are using SharePoint to introduce an ECM platform to their organizations for the first time. More than half of the SharePoint users (58 percent) stated that they do not use SharePoint to capture scanned images. This is astonishing considering that capture is known to provide one of the quickest ROIs of all IT initiatives. Apparently, the reasons for this lie primarily in SharePoint's lack of built-in capture functionality. Also, before SharePoint 2010, the product was regarded more as a department solution than something for enterprise wide use. The AIIM study also asked about each organization's adoption of automated capture in general. At least 52 percent had not automated capture at all and therefore had by no means exhausted the potential for process improvements.

Why is this a problem? In its 2010 study, *Managing Documents for Success in the New Business Information Paradigm*, IDC (www.idc.com) discovered that much time is wasted by companies looking for information and not finding it. Knowledge workers spend 7.4 hours a week searching fruitlessly for and reformatting multi-source data to make it usable. IDC calculated that these efforts cost about $12,000 per employee, per year.

Different Methods for Capturing Data

With a local capture system, employees can scan documents into SharePoint and distribute them electronically or exchange them with team members. However, until recently there has been no solution for the centralized management of such information capture or the complete automation of document processes. These

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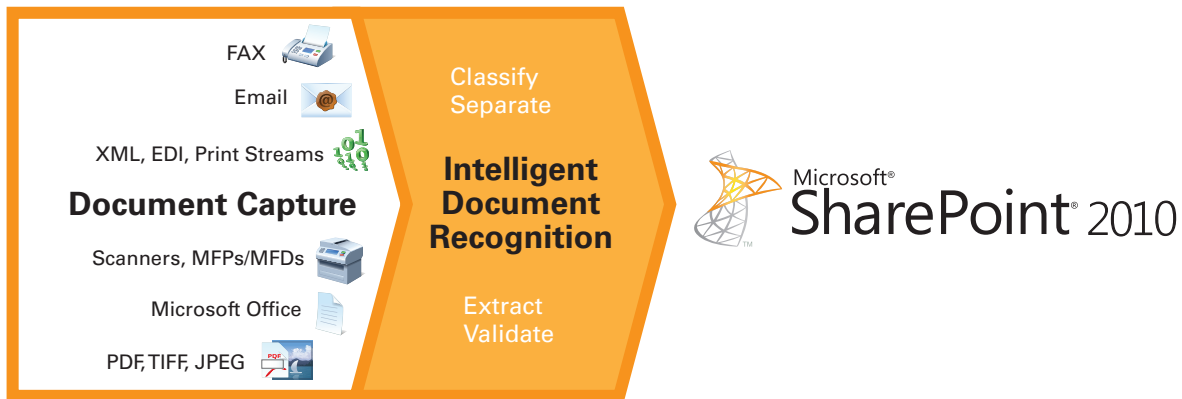
are enormously important for enterprise wide installations. Only then, with an enterprise wide application, for example, can defined classes of documents be assigned to a team or employee automatically, or documents processed further in workflows or various transaction systems – or even discarded in a consistent manner.

An enterprise ready capture solution for SharePoint should also capture content in other ways, including:

• From the front panel of a multi-function printer (MFP): Users can launch a capture workflow with a single click on the printer's control panel, leveraging indexing and metadata information from Kofax Capture.

• Through a browser-based client: Remote users can scan and index from within a Web client.

• From a desktop computer: Users should be able to capture single documents or even entire batches of documents with a desktop solution. Advanced capture solutions can integrate such local processes into an overall corporate infrastructure to provide all the advantages of an enterprise wide installation.

"SharePoint has made enormous progress and is used by more companies every day – and with good reason. But the manual capture of documents is slow, error prone and not really productive. It has persisted until now in the SharePoint world as a kind of blind spot," notes Dean Misenhimer, Senior Director, Product Marketing at Kofax.
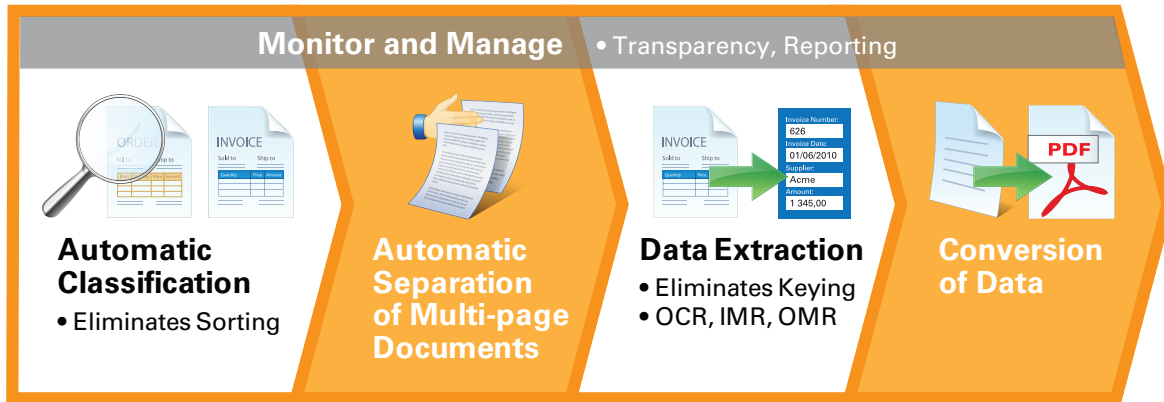
Enterprise Capture

Enterprise information capture offers the ability to significantly reduce errors through capture automation and touch-less processing. In general, the more intelligence that can be applied to a piece of information when it enters a process, the more effectively the process can proceed.

In common usage, capture is often equated with scanning, but the concept of enterprise information capture actually encompasses the following five areas:

Capture

Information capture goes beyond the scanning and imaging of paper documents. It includes the capture and conversion of a wide variety of document and information formats into actionable electronic information, whether the original documents are structured, unstructured or partly structured, and whether they arrive from a scanner, a fax machine, an email system or any other electronic source.

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TRANSFORM *Any Document Type*

Monitor and Manage • Transparency, Reporting

Automatic Classification
• Eliminates Sorting

Automatic Separation of Multi-page Documents

Data Extraction
• Eliminates Keying
• OCR, IMR, OMR

Conversion of Data

Classification

Automated classification uses sophisticated technologies to analyze each incoming document and automatically identify what type of document it is —an invoice, an order form, a letter, etc. — without the need to separate them manually with divider sheets or bar codes. The system classifies each document based on its text and/or its scanned image. Automated classification is learning-based and enables the intelligent distribution of documents into business workflows, thereby significantly reducing manual handling.

Extraction

Once a document has been captured and classified, the information it contains is extracted by means of optical character recognition (OCR) for handwritten and typewritten text, or optical mark recognition (OMR) for, say, check boxes. Beyond OCR, some systems can also use intelligent character recognition (ICR) to learn, for example, how to improve its accuracy. A sophisticated system can automatically find tables in documents and extract data from the rows and columns, and can extract all relevant information from orders, invoices and complex forms for automatic processing.

Validation

Validation ensures that the information extracted from a document is correct. Verification can be done manually or

automatically. Automatic validation ensures accuracy by comparing extracted information, such as a customer number, against another data source, such as a database or enterprise application. If the information does not match, the system can notify a person who can check and correct the error manually.

Delivery

An intelligent enterprise capture solution can export information to other enterprise systems in a variety of formats. Scanned images can be saved as PDF, PDF/A, JPEG, TIFF or other formats. The capture system can also use ODBC for compatibility with SharePoint and any other ODBC-enabled system such as Microsoft SQL Server and Oracle.

Intelligence Makes the Difference

Enterprise information capture is most effective in a SharePoint infrastructure when it is installed at the front end of an organization's business processes. It follows that the capture system needs to deliver content into the enterprise infrastructure, such as ERP and CRM systems, into SharePoint, or into a combination of these.

Kofax offers an enterprise information capture platform that can be integrated quickly and easily with SharePoint. The Kofax solution can capture every kind of information

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as it arrives, whether as paper, electronic documents, email, fax or even streamed from printers. Kofax technology can understand and classify what has been captured, extract information from it and then validate it. The information can then be transferred to the correct SharePoint locations based on column/metadata, and further processing and workflows can be launched via SharePoint 2010 features such as drop folders and content organizer rules. This reduces the workload associated with workflows, and enhances and extends process automation in SharePoint and other enterprise systems.

The Kofax system also dramatically simplifies the communication of outgoing, process related messages or alarms, whether by SMS, fax, email or telex. Finally, it can be administered, configured and monitored centrally, and it can bring enterprise capture functions to the farthest corners of the enterprise.

Capture for Every Application

Organizations realize the greatest advantages when they deploy information capture across the enterprise. Kofax enables a wide variety of applications throughout the enterprise, capturing information to drive applications as diverse as new account applications, sales orders, employment applications, insurance claims and customer service correspondence.

Kofax Capture supports the capture of documents from many different sources, automated recognition and indexing, and delivery of the captured documents to SharePoint and other enterprise systems. Kofax Front Office Server works with Kofax Capture and enables the use of MFPs to capture information to drive business processes. Kofax Transformation Modules also works with Kofax Capture and intelligently classifies, separates and extracts information from documents, using sophisticated learn-by-example technologies. For

applications that require only scanning to archives, Kofax Express enables the scanning of documents in batches. And for processes that begin with document scanning, Kofax VRS technology optimizing document images on high volume batch scanners and multifunction printers.

Integration with SharePoint

Kofax Capture can export information to some 120 back end systems. As a result, customers can readily extend an existing installation to SharePoint and use the same rules and configurations they already have in place. Likewise, they can implement their capture infrastructure with SharePoint and then extend it to other systems.

Kofax Capture can export to both SharePoint 2007 and 2010. Integration is based on Windows .NET and uses native SharePoint web services, so no additional software needs to be installed on the SharePoint server — a huge plus for administrators.

Potential for Savings

Projects for clients such as British Waterways validate that the combination of SharePoint and Kofax quickly pays for itself. British Waterways is responsible for protecting and maintaining waterways and various wildlife sanctuaries in England, Scotland and Wales. It also owns monuments, bridges and historical parks. After selecting a new headquarters building with very little document storage space, the organization looked for a cost effective solution for archiving their inventory of paper documents and establishing electronic access to them.

The answer was a combination of SharePoint as a central collection point for documents and Kofax Capture as an enterprise wide solution for capturing the content. Today, users can manage documents through their entire life cycle and access the information anytime, from anywhere. British Waterways can now respond more

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quickly to business requirements and, because of a uniform infrastructure, saves considerably on costs. Internal calculations have revealed that more than ten million euros a year have been saved as a result of this solution.

"The automation of business processes is the order of the day in any company's IT department because it is the ultimate way to reduce costs in organizations," says Misenhimer. "But companies also realize that it is not just about optimizing existing workflows, but also about extending them into the real world. With SharePoint, we support a promising additional platform for driving business processes."

About Kofax

Kofax plc (LSE: KFX) is a leading provider of capture driven process automation solutions. For 25 years, Kofax has provided award-winning solutions that streamline the flow of information throughout an organization by managing the capture of business critical information arising in paper, fax and electronic formats in a more accurate, timely and cost effective manner. These solutions provide a rapid return on investment to thousands of customers in banking and financial services, insurance, government, business process outsourcing and other markets. Kofax delivers these solutions through its own sales and service organizations, and a global network of more than 800 authorized partners in more than 70 countries throughout the Americas, EMEA and Asia Pacific.

For more information, visit www.kofax.com.

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