Capture Enabled
Business Process Management
Capture Enabled BPM

Organizations today must deal with a vast amount of incoming information from many different sources. Efficient, automated business processes are critical to managing it, improving productivity and serving customer needs. But getting there can be a challenge. Each step may contain internally and externally generated information, combined with human interactions and decisions that can cause processing delays, introduce potential for error and pose a compliance risk.

Kofax overcomes these challenges through capture enabled BPM solutions, a powerful combination of:

- **Information Capture** enabling organizations reduce labor intensive processes by capturing all types of content for automatic classification, extraction, validation and delivery into applications, processes and repositories.

- **Business Process Management (BPM)** a way of looking at and controlling business processes\(^1\), and combining technology and management discipline to improve how work is done for greater efficiency.

- **Dynamic Case Management** a collaborative and information-intensive process driven by outside events requiring incremental and progressive responses\(^2\), human judgment and coordination.

**How it Works**

When information enters an organization, the Kofax Capture Enabled BPM platform automatically captures, extracts, validates and classifies it through a touchless process. Whether it originates in the form of paper, fax, email, SMS, XML or PDF format... the time required to understand and decide what to do with the information is drastically reduced.

Then, regardless of whether the destination is a business application, content repository, ERP or CRM system, or Microsoft® SharePoint® – the software delivers the information to the right people, processes or devices at the right time, in the right format.

Kofax enables organizations to not only automate the process of capturing information; but also design powerful, flexible business processes to instantly and automatically deliver high-quality, purified information into applications and workflows, across the entire enterprise.

Increased access to purified information enables knowledge workers and case managers to make faster, more informed decisions and better handle exceptions and discrepancies in captured content throughout the entire customer engagement lifecycle. This creates more efficient and dynamic processes. Organizations can achieve greater return on investment on their systems and processes with a lower cost of ownership, while simultaneously reducing operating costs and providing better customer service.

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Capture Enabled BPM Benefits:

- Reduces costs
- Creates more agile and adaptable processes
- Automates and speeds processing
- Improves customer service
- Enhances regulatory compliance
- Provides 12-18 month ROI
- Reduces errors and improves information quality
- Increases productivity and efficiency
- Speeds exceptions resolution
- Increases transparency into business processes and performance
- Improves integration between document management and CRM/case management

Kofax Vision

Kofax Capture Enabled BPM solutions are driven by a strategic vision:

Capture at the Point of Origination Capturing information when it is first available – whether from a customer’s home, a local branch office or even a field representative on a smartphone or mobile device. With Kofax, critical business processes can be initiated immediately, as soon as the information is generated.

Touchless Processing Reducing human intervention and the time required to understand and decide what to do with the captured information. Organizations are able to simultaneously improve information quality by reducing human error and immediately initiate critical workflows to accelerate their business processes.

Enterprise Ready Easily integrating with existing IT infrastructure and applications including ERP, LOB, CRM and other BPM applications. Kofax software is deployable “on premise” and available via a public cloud under a SaaS license subscription model through Microsoft Windows® Azure.
Microsoft Partnership
As a Microsoft Global ISV Partner and Gold Certified Partner, the Kofax platform is tightly integrated with SharePoint and Kofax supports Windows Dynamics, Microsoft developer tools and Windows Phone for mobile applications.

OEM and Channel Partners
Kofax also provides technology to scanner manufacturers on an OEM basis enabling them to improve performance and stay competitive; and to a large community of channel partners who resell Kofax software as a core part of their business.

Services
Our commitment to excellence includes our Ignition Professional Services to deploy Kofax solutions, post installation software maintenance and support to assist customers, and education classes and computer based training to develop skilled resellers and users.