

# Kofax TotalAgility

## Engage Differently

People want to engage differently with banks, insurance companies, government agencies and other organizations because digital technology has made better and new types of engagement possible. The proliferation of mobile devices, internet connectivity and social technology has changed expectations and behaviors of how we act, as customers and also as workers, managers, business partners or suppliers. To benefit from these new expectations and behaviors organizations in every industry are involved in a digital transformation, urgently adopting digital technology to enhance customer experience, streamline operations and exploit new business opportunities.

## Accelerate to a Positive Outcome

Kofax TotalAgility® accelerates high-value business journeys to a positive result, journeys such as new customer onboarding, claim processing, loan automation, citizen service provision, supplier management, and more. TotalAgility orchestrates individual touchpoints in those journeys, for example the gathering or sending of documents or the digital signing of new contracts, and cuts latency between the touchpoints.

TotalAgility delivers more value at each human touchpoint and links traditional and digital channels. It intelligently automates touchpoints that previously required human intervention and can remove the need for analog and paper-based interactions entirely.

By accelerating high-value business journeys, TotalAgility increases customer satisfaction, improves operational efficiency and creates competitive advantage.

# KOFAX



## TotalAgility Core Capabilities

Kofax TotalAgility accelerates high-value business processes by orchestrating digital workflows and automating touchpoints that previously required human intervention, removing the need for analog and paper-based interactions entirely.

**Document Intelligence:** TotalAgility brings its market-leading cognitive capture capabilities to the hands of business analysts and non-technical users to solve content-centric challenges, including classification and extraction from financial documents, contracts, forms and other information-intensive documents. Your organization can accelerate information-intensive workflows by applying cognitive capture and artificial intelligence to unstructured data in order to automate and extract information and unlock data insights.

**Connected Systems:** TotalAgility brings together your business systems (applications, legacy, chatbots, mobile, etc.) across internal and external business processes. Our ability to connect systems lets you streamline data across your operations, bringing new, innovative business models to market—faster.

**Process Orchestration:** TotalAgility makes it simple to add and manage digital workforce capacity on-demand, with the flexibility and agility you need to scale and optimize service levels. This frees up bandwidth so your people can move away from mundane, repetitive tasks and focus on high-value, strategic work, improving employee satisfaction and productivity.

**Embedded Artificial Intelligence:** The AI embedded in TotalAgility hyper-accelerates your automation efforts and gives customers more flexibility in how they want to analyze content and more power to process and understand complex unstructured documents. With no coding required, you can easily deploy advanced Natural Language Processing (NLP) and Machine Learning (ML) technologies to think, act upon and interpret data for uses such as content classification, summarization, sentiment analysis and more.

**Low-Code:** Low-code enables business users and citizen developers to build smarter and configure solutions on TotalAgility. Low-code is achieved on the platform by providing intuitive design, preconfigured functionalities, components of services and simplified integration with third-party applications. In addition, the TotalAgility designer features a drag and drop interface for creating solutions and facilitating the configuration of business logic (rules, forms, conditions, loops, etc.).

## Unified Intelligent Automation

TotalAgility provides pre-built integration to other capabilities of the Kofax Intelligent Automation Platform, seamlessly orchestrating intelligent automation solutions that transform the capacity and performance of your operations.

**Process Insights** and system monitoring provide advanced and actionable analytics for any business process, helping your business make informed, effective decisions sooner, and providing valuable insight to drive process optimization.

**Mobile & omnichannel** access engages customers, partners, suppliers and employees on any device at any stage of a business process, delivering rich experiences on mobile devices and supporting the broad spectrum of digital and physical channels your business must support.

**RPA Workforce of Choice** extends our market-leading cognitive capture capabilities to third-party RPA vendors. Your organization can get more value from your RPA investments, regardless of RPA vendor, with the ability to process unstructured data, faster and more accurately.

**Customer communications** accelerates engagement by delivering low-latency, two-way, omnichannel customer communication that's faster, more targeted and less expensive.

**E-signature** makes crucial agreements possible faster, while allowing customers the flexibility to use any signature format they wish.

**“Kofax TotalAgility breaks down the traditional walls. We’re now able to talk about a broad spectrum of offerings—with benefits such as accelerating new customer onboarding and 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 and our clients.”**

**Peter Ortiz**  
Technical Director, Capital Capture

## PRODUCT SUMMARY

### ➤ Deploy On-Premises or in the Cloud

TotalAgility provides a versatile, modern, open architecture and is specifically designed to give organizations the flexibility to deploy either on-premises or in the cloud with these deployment options:

#### Your premises – single tenant

Deploy and manage TotalAgility on your own premises to empower your employees, customers and suppliers to cognitively capture unstructured content, and automate and orchestrate the processes that use that content.

#### Your premises, or your cloud – multi-tenant

Install TotalAgility on-premises or in your preferred cloud, and service multiple tenants with a single TotalAgility installation. TotalAgility's multi-tenanted architecture ensures each tenant's data and application configuration stays completely isolated from other tenants on the same system. Efficiently provide cognitive capture services to multiple internal departments, or offer cognitive capture services to your customers.

#### The Kofax Cloud

Rely on Kofax to take care of the installation and configuration of the systems that support TotalAgility, by subscribing to the TotalAgility Cloud service running on Microsoft Azure. Get started developing your intelligent automation application immediately without the hassle of installing and configuring hardware and software. Achieve faster time to value, increased scalability and business agility, lower cost and reduced IT dependency.

#### A Kofax partner cloud

Leverage the expertise of regional Kofax partners offering cloud subscription services for cognitive capture and benefit from their local presence, specialized solutions and vertical industry focus.

#### Docker container

Simplify and accelerate deployment of your TotalAgility software and projects by creating and deploying a Docker container into any Docker-supported on-premises or cloud-based environment.

### ➤ Off-the-shelf flexible integration

TotalAgility offers a variety of pre-built connectors, web services and synthetic API methods that allow customers to accelerate implementation of their solution and leverage and extend their existing software assets.

### ➤ Design for Compliance and Agility

TotalAgility Designer is an easy-to-use visual environment that supports high productivity application development. It supports modeling, design, analysis, simulation and testing of high-quality customer engagement processes. Control and compliance goals can be met by designing processes to ensure enforcement of policy, procedure and regulation. Business agility goals can be met by enabling process flexibility at execution time, so key interactions can be orchestrated while processes are "in-flight."

### ➤ User Experience Drives Productivity and Improvement

The TotalAgility Workspace delivers the right work to the right person at the right time, enabling people to engage in process execution in a manner appropriate to their role. Process participants work efficiently, effectively, intelligently and transparently, and can participate in process improvement as they innovate daily with customers, partners and others.

### ➤ Process Optimization

TotalAgility enables manual and automatic intervention in in-flight business processes, so they quickly adapt to changing circumstances. TotalAgility can react to events and changes in context, throughput, capacity and workload. As exceptions occur or case-by-case differences in requirement must be handled, TotalAgility can automatically respond with new processes and/or empower knowledge workers to intervene productively.

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Discover more about Kofax TotalAgility at [kofax.com](https://www.kofax.com)

*Work Like Tomorrow.™*