

The KOFAX logo is displayed in a bold, white, sans-serif font in the upper left corner of the slide. The background features a dark blue gradient with abstract, glowing cyan and yellow lines that create a sense of motion and data flow, particularly on the right side of the slide.

KOFAX

Customer Examples and Case Studies

Intelligent Content Solutions, LLC

Use Cases

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TUNGSTEN
AUTOMATION



Financial Services Use Cases

- New Account Opening
- Loan Applications
- Document Archival
- Mortgage Origination
- Know Your Customer (KYC) Compliance
- Fraud Detection



Lower Operating Costs

Digitize and scale processes, remove manual processing, and enable straight-through-processing



Manage Fraud & Risk

Protect your financial institution's assets and reputation, foster customer trust and reduce revenue loss due to fraud



Improve Customer Experience

Enable personalized transactions, seamless operations, and faster engagement times ensuring customers feel valued, understood, and efficiently served



Financial Services Case Study

ISSUE

KYC controls relied on manual processes and due diligence checks, leading to:

- High operational costs
- Compliance risks
- Added time to loan origination process

IMPACT

Marginalen Bank automated background checks for fraud prevention, customer account applications and internal payroll process, almost eliminating risks associated with manual errors

8

Hours per day saved by automating security checks

13

Key business processes streamlined

ACCELERATED Background Checks



Insurance Use Cases

- New Policy Onboarding
- Claims Processing
- Account Maintenance
- First Notice of Loss
- Underwriting
- Fraud Detection
- Customer Due Diligence



Improve Customer Experience

Enable personalized transactions, seamless operations, and faster engagement times ensuring customers feel valued, understood, and efficiently served



Manage Fraud & Risk

Protect your insurance organization's assets and reputation, foster customer trust, and reduce revenue loss due to claims fraud



Lower Operating Costs

Digitize and scale content-intensive processes in claims and policy management



Insurance Case Study

ISSUE

2 Million
Contracts Per Year

Several Days
To Process
An Auto Claim

IMPACT

Safe-Guard achieved increased customer responsiveness with 100% automation of the claims handling process:

75%

Time reduction to process a claim

25%

Call reduction from customers checking on claim status

15%

Customer satisfaction increase



Healthcare Use Cases

- Patient Onboarding & Engagement
- Medical Billing and Coding
- Electronic Health Records (EHRs)
- Claims Processing
- Clinical Trials
- Compliance



Streamline Patient Onboarding

Streamline patient onboarding with automated data capture, intelligent forms processing, and seamless integration, reducing administrative burden and ensuring accurate information for improved care



Enhance Medical Records Management

Digitize and automate medical records for efficient data extraction, categorization, and retrieval; to enhance accessibility, security, and decision-making



Improve Claims Processing

Automate claims workflow, from data extraction to validation and adjudication, resulting in reduced manual effort, errors, and processing time and optimized efficiency and accuracy



Healthcare Case Study

ISSUE

4,000

Timecards Submitted
per Week

8,000

Hours To Process
Timecards Annually

200

Missing Time
Cards per Year

IMPACT

AMN Healthcare automated its timecard processing activities:

68%

Time Saved Processing Timecards

5400

Hours saved annually

0

Lost time cards and missed payments



Public Sector Use Cases

- Citizen Services
- Immigration
- License and Permit Applications
- Records Management
- Procurement
- Compliance
- Taxation



Enhanced Citizen Services

Provide faster, more accurate services to citizens, improving satisfaction and engagement



Improved Compliance and Security

Ensure compliance with regulations and data security standards, safeguarding sensitive information and protecting against breaches



Process Efficiency

Streamline processes, automate tasks and reduce manual effort for improved efficiency and cost savings



Public Sector Case Study

ISSUE

4,000

**Warrants Issued
per Year**

**Manual Process
lengthened time-
sensitive approval
process**

IMPACT

Marion Superior Court implemented an electronic warrant system

REDUCED

Time to issue warrants
from hours to minutes

FREES

Time for officers to focus
on public safety

TRANSPARANT

Warrant processing
ensures justice

Source: Marion County Helps Law Enforcement and Judicial Officers
Work More Efficiently with Electronic Warrants

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Supply Chain Use Cases

- Purchase Orders and Invoices
- Route Planning and Dispatching
- Inventory Management
- Shipping and Order Tracking
- Maintenance and Repair



Enhance Efficiency

Streamline and automate manual processes in the supply chain, reducing human error, improving accuracy, and speeding up operations. This leads to increased efficiency, productivity, and cost savings.



Improve Visibility and Control

Digitize and centralize data for real-time visibility into supply chain activities, empowering informed decision-making and proactive management.



Make Faster Decisions

Make rapid data-driven decisions, identify bottlenecks, optimize processes, and respond to market changes swiftly.



Supply Chain Case Study

ISSUE

14,000

**Invoices Manually
Processed per Year**

1 Hour

**Processing time
for complex
invoices with
required details**

IMPACT

This construction company digitized invoices and automated workflows:

97%

Faster Invoice Processing

100%

Data accuracy when capturing item descriptions, quantities and prices

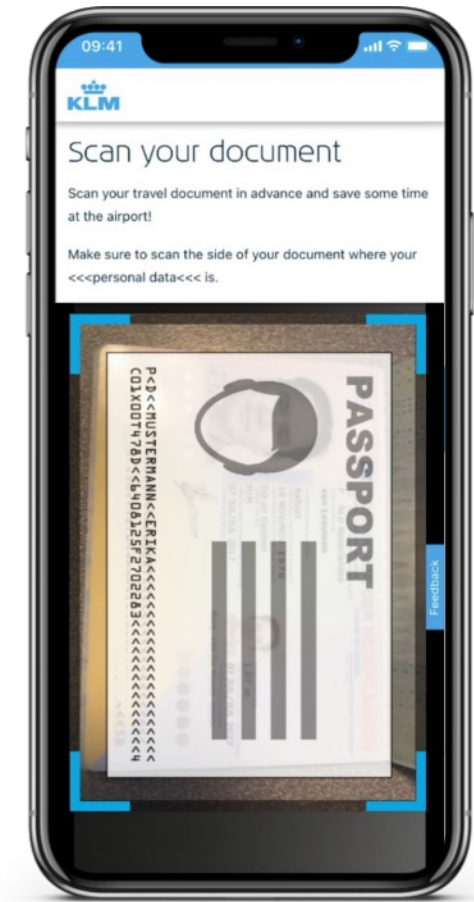
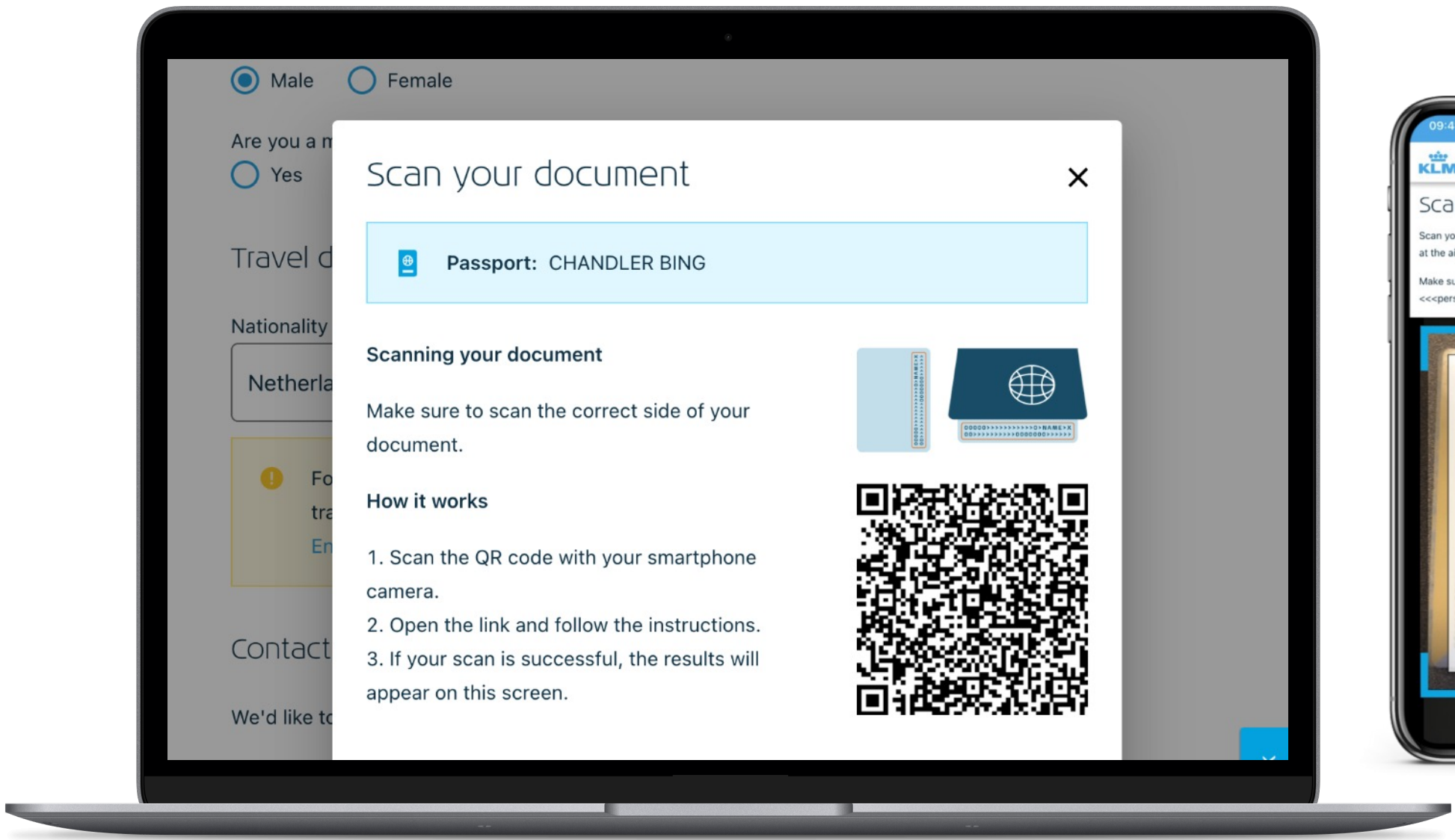
ENABLES

Real-time cost analysis and on-time payments

Customer Examples

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Payment Authorizatoin Form

Payment Type*

- Debit (Invoice)
- Credit (credit note)

Airline*	Business Area*	Country/Organization*	Business Area CoCo*	Currency*
KLM ▾	PAX ▾	Cygnific BV ▾	PSK16	EUR ▾

VendorID*	VendorName*	Bankaccountnr	PaymentMethod*	Already Paid
2506	Kofax	INB13452876	Z ▾	<input type="checkbox"/>

InvoiceID*	InvoiceDate*	LPReference	Approval CC*	Approval DepartmentCode
8765 <input type="checkbox"/> G	11/8/2022	CASH	PBMKK1	G_GS_PBMKK

Controller/BSC Initiating payment*

Reason for absence of source document*	Attached Invoice *	Uploaded
<input type="text" value="Damage Goods"/>	<input type="text"/> Browse	<input type="checkbox"/>

Booking Instruction:

BA-CC	SAP acc.nr.	Cost Centre	Net Amount	+VAT or -WHT	Description (...)	Assignment (...)	REF2 (max 12...)	REF3 (max 20 char.)	Total
									<input type="text"/>
									Netam
									<input type="text"/>
									VAT



TotalAgility Addresses a Wide Range of Use Cases for KLM



Item Passenger Onboarding

KLM Cargo

HR & Finance

Engineering & Maintenance

- Passenger check-in and ID verification via KLM and mobile

- Automate labor- and data-intensive cargo manifest process

- Personnel Documents
- Expenses/Reports
- Global Invoice Capture
- Payment Authorizations

- Brexit increased border control
 - Certificates/invoices
 - Prove part legitimacy
 - Prove part certification
- Process orchestration
 - Scanning/ingestion
 - Post document to SharePoint
 - RPA: post link to doc in SAP

5-10k PASSENGERS DAILY

3-4 MILLION PER YEAR

600k INVOICES PER YEAR

200k DOCUMENTS PER YEAR

CASE STUDY

SAFE-GUARD Products International, LLC

Safe-Guard Transforms Contract Payments and Claims Processing with Kofax.

To increase customer satisfaction and improve the payment process, Safe-Guard aimed to eliminate any sticking-points in the customer journey that could cause contract and claims requests to be delayed. Today, the Kofax Intelligent Automation Platform allows Safe-Guard to automate the contract process and accelerate the end-to-end claims lifecycle, from submission to payment. The solution extracts 86 data points from the 14 claims documents, eliminating the need for assessors to manually review them.

75%
REDUCTION IN
ADJUDICATION TIMES

100%
AUTOMATION INCREASES
RESPONSIVENESS TO CUSTOMERS

15%
INCREASE IN
CUSTOMER SATISFACTION

Work Like Tomorrow.™

KOFAX

CASE STUDY



Arteris Paves the Way to More Productive and Profitable Operations.

Brazil-based highway management company Arteris has started its journey to shared services supported by intelligent business process automation and analytics solutions from Kofax and TR Process. Shared services teams can count on streamlined, digitized processes and rich analytical insight to deliver support for key business services quickly, reliably and efficiently—driving down costs and helping Arteris pave the way to profitable growth.

40%
SMALLER WORKFORCE ENABLED

Offers
END-TO-END PROCESS VISIBILITY

Accelerates
MONTH-END CLOSING AND
SUPPLIER INVOICING

Work Like Tomorrow.™

KOFAX

CASE STUDY

Large European Insurance Company Cuts Claim Processing Times.

A major European insurance company wanted to reduce the time it spent processing medical investigation reports. To reduce the workload of its claims teams, the company deployed Kofax TotalAgility®. The solution cuts report processing times by 80% and frees up staff to focus on more value-add tasks.

80%

CUT IN CLAIMS PROCESSING TIMES

15

FEWER EMPLOYEES REQUIRED

Reduces

ERROR-RATES THROUGH
STANDARDIZATION

Work Like Tomorrow.™

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CASE STUDY



Marion County helps law enforcement and judicial officers work more efficiently with electronic warrants.

Cumbersome manual processes for obtaining warrants often made it difficult for the court to issue large volumes of these documents in a timely, efficient manner. Working with BerkOne, Marion County harnessed Cognitive Capture, Mobility & Engagement and Process Orchestration technologies, key pillars of the Kofax Intelligent Automation platform, to deliver an innovative electronic warrants system. By replacing paper files with digital documents, Marion County is streamlining the submission, review and authorization processes.

Cuts

TIME TO ISSUE WARRANTS FROM HOURS TO MINUTES

Frees

TIME FOR OFFICERS TO FOCUS ON PUBLIC SAFETY

Transparent

WARRANT PROCESSING HELPS ENSURE DELIVERY OF JUSTICE

Work Like Tomorrow.™

KOFAX

CASE STUDY

KOPPEN

CONSTRUCTION

Koppens Developments Gains Unprecedented Insight into Costs by Automating AP.

Koppens Developments transformed accounts payable (AP) into a highly efficient, automated function by working with Data Capture Experts to deploy Cognitive Capture, Mobility & Engagement and Process Orchestration capabilities, key pillars of the Kofax Intelligent Automation platform. Today, the company has cut invoice processing times from hours to minutes, sharpening its pricing strategy. By gaining unprecedented insight into operational costs, the company is keeping tight control over projects—helping it bring in key construction projects on time and within budget.

100%

DATA CAPTURE AND
OCR ACCURACY

95%

FASTER INVOICE PROCESSING

Enables

REAL-TIME COST ANALYSIS

Work Like Tomorrow.™

KOFAX

Case Study



HMI Performance Incentives Drives Loyalty Program Engagement with an Easy Claims Process

Loyalty programs are a powerful way to foster engagement—and HMI Performance Incentives aims to help its B2B clients achieve this goal. To inspire more customers to engage with its clients' rewards programs, HMI Performance Incentives enhanced its OnDemand Engagement Platform with intelligent automation from Kofax: empowering customers to submit their proof of purchase using a smartphone camera.

91%
Faster Claims Submission,
Reducing Friction

44%
Increase in Claim Activity,
Driving Engagement

90%
Revenue Boost, Enhancing Loyalty
Program Outcomes

Work Like Tomorrow.™

KOFAX

Case Study



Krungsri Consumer Boosts Customer Service Responsiveness with Automation

In Thailand's retail banking space, competition for customers is more intense than ever. To stand out from the crowd, Krungsri Consumer is using automation from Kofax RPA to deliver more responsive services. With an 85 percent increase in productivity across the business, the bank is freeing up time to delight its account-holders and attract new customers.

24
Robots Deployed

5,500
Hours per Month Saved on
Administration Tasks

85%
Boost in Productivity
Across the Business

Work Like Tomorrow.™

KOFAX

CASE STUDY



AMN Healthcare Frees Up Time for Value-Added Patient Services.

AMN Healthcare, working with business partner Genus Technologies, uses the Kofax Intelligent Automation platform to automatically process healthcare workers' timecards and key credentials. The solution ensures that healthcare workers can fill "high-needs" positions and receive their pay on time, while also reducing workload for the company's back-office staff—allowing them to focus on more value-add tasks.

100%
SYSTEM UPTIME

5,400
PERSON-HOURS SAVED

Eliminates
LOST TIMECARDS AND MISSED
PAYMENTS

Work Like Tomorrow.™

KOFAX

Case Study



Meopta Begins its Digital Transformation with Accounts Payable Automation from Kofax

With invoice volumes growing year-on-year, the accounts payable (AP) department at high-tech optics manufacturer Meopta found itself buried in time-consuming manual work. Using Kofax TotalAgility, Meopta automated its invoice approval workflow: boosting efficiency, cutting approval times in half and avoiding a 30 percent increase in AP headcount.

50%
Faster Invoice Processing

30%
Cost-Avoidance on Extra
AP Personnel

Releases
Time for Value-Added Activities

Work Like Tomorrow.™

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