

## **Kofax plc**

**Kofax** plc (LSE: KFX) is the leading provider of Intelligent Capture & Exchange solutions, providing application software and OEM/POS software worldwide as well as hardware distribution in Europe, the Middle East and Africa.

For more than 20 years, Kofax has provided award-winning solutions that **automate document-driven business processes** by managing the **capture, transformation and exchange** of business-critical information arising in paper, fax and electronic formats in a more accurate, timely and cost-effective manner. Kofax solutions provide a verifiable return on investment to thousands of customers in financial services, manufacturing, retail, government, healthcare, business process outsourcing and other markets.

Kofax plc delivers these solutions to 10,000 customers through a global network of more than 1,200 Certified Solution Providers, worldwide, via its own sales and service organizations in more than 60 countries throughout the Americas, Asia Pacific and EMEA.

Previously known as the DICOM Group, in July 2007 the Shareholders decision was announced to adopt Kofax as the new Global Name. The conclusion to unify and streamline communication with shareholders was an attempt to eliminate any confusion between the disparate brands that had been associated with the company as a result of growth and acquisitions.

Kofax can be summarised into the following areas –

### **Software**

Intelligent Capture & Exchange products from Kofax work directly with your existing business applications and IT platforms to automate the capture and exchange of documents and information. Our solutions, products and technologies improve the speed, cost, accuracy and efficiency of your business processes and transactions by enabling your organization to exchange information automatically with anyone, anywhere, in any format

### **Solutions**

Every organization has its own specific business processes and industry regulations. That is why Intelligent Capture & Exchange solutions from Kofax adapt to the unique needs of each organization to streamline and accelerate its document-driven business processes: from claims processing for an insurance company, to proof-of-delivery for a logistics firm, to new account opening for a bank, to case management for a government agency, to invoice processing for almost any organization.

### **Services**

Kofax has always had a strong commitment to providing the total capture solution. A complete solution includes more than just the application software; it also includes professional quality education and consulting services to make the most of your solution.

*Professional Services*

Professional Services works with our Certified Solutions Providers to get the most from any Kofax Capture solution. This team of qualified technicians can analyze, tune and customize Kofax Capture installations, and strengthen integration with content management and other enterprise systems.

### *Training*

Kofax Capture training sessions are taught by seasoned technologists who are also skilled educators. Our classes receive exceptional marks from graduates not just for the knowledge transfer but also for the enjoyable experience

### *Maintenance*

Kofax maintenance ensures that our software customers are always up to date with the latest releases.

For example, Kofax Capture software assurance is an annually renewable program available to all Kofax Capture users. Upgrade assurance includes standard releases containing improvements or modification to the software, where the improvements or modifications are not priced as separate new products or options.

The goal of the program is to help partners and users by keeping a comprehensive record of all a user's licenses so the user can quickly and easily request an upgrade to the most current version of Kofax Capture at any time. All Kofax Capture products, with the exception of page count licenses, are included in this program.

## **Support**

### *Support before you Buy*

Our Inside Sales department is an available resource before you purchase Kofax products. The Inside Sales team works with our regional sales managers and regional sales engineers as well as with the Certified Solution Provider reseller channel.

Our Professional Services Group is also available to assist in more complex endeavors in support of your project.

### *Support After You Buy*

The support you receive will depend upon the Kofax product you purchased and the functionality you are using. The information below contains details regarding the after sales support available.

## **Distribution**

Our EMEA distribution network brings imaging and archival storage products to partners in more than 40 countries. The Kofax EMEA team consists of over 25 nationalities speaking more than 30

languages. Kofax's close contact with industry leading manufacturers ensure that we offer the best range of document scanners and archival storage solutions available on the market.

### ***The Partnership with Added Value***

Our success is based on years of expertise in the document capture industry and a perfect understanding of our partners' business. Our specialized sales team is at hand to provide professional advice.

### **Partners**

Kofax has more than 1200 partners and 70 distributors worldwide. Our partner network spans more than 60 countries, allowing us to offer local support and services in most parts of the world. Along with the specialized knowledge of our partner organizations, Kofax is able to exercise our business communications solutions through out the world.

### ***Technology Alliance***

The Technology Alliance Partners (TAP) program includes a select group of software, technology and application vendors who are in alignment with Kofax corporate goals.

### ***Solution Provide Program***

The Certified Solutions Provider (CSP) Program includes systems integrators and value-added resellers with experience within a specific industry or vertical market.