



## Kofax for Financial Services

“Kofax’s technology enables complete control over the loan processing workflow and consistently delivers high quality images of customer loan data. With the reduction in errors we’re seeing, the bank can process loans faster and move our customers closer toward home ownership.”

— Large U.S. Regional Bank

### Driving a World-Class Customer Experience in the New Era of Financial Services

As the financial industry bounces back from several years of turmoil, banks are adapting to a changed marketplace— one that rewards rigorous cost control and risk management. At the same time, banking leaders are dealing with a newly empowered consumer—one who expects better service and more convenience, including easy access to Web and mobile communication channels.

That’s why more financial institutions are modernizing their critical customer-facing business processes with capture enabled content management solutions from Kofax. Now you have the power to deliver breakthrough levels of service and efficiency, from hassle-free account openings to fast and compliant loan processing—all while significantly lowering your operating costs.

### The Power of Smart Capture

Kofax solutions are a powerful combination of information capture and business process management and powerful analytics. With Kofax solutions, financial institutions can automatically capture, classify, extract and validate information through a fast, touchless process—and then insert the right information into business processes, applications, and content repositories. Kofax’s best-in-class platform manages every type of document, including paper forms and records, faxes, e-mails, texts, Web downloads, and more.

With Kofax, financial institutions are serving customers faster and more effectively, reining in costs with efficient workflows, and driving revenue with smart, proactive customer communications.

- **Enabling next-generation customer service.** Impress customers and spark sales with fast, hassle-free account openings and timely, relevant communications through every channel and device.
- **Lower risk.** Systematically conform with regulations, protect data, and speed audits by tracking documents and data from the point of entry to archive.
- **Increase efficiency and reduce operating costs.** Dramatically cut processing delays and boost staff productivity with automated workflows that connect multiple tasks and departments—and enable reduced spending on document sorting, distribution, and storage.

## Enabling Next-Generation Customer Communications

In the new era of financial services, customers are flocking to banks that communicate the way they do—in real time, over any device, and through every channel. Kofax helps banks build world-class customer communications platforms that drive customer satisfaction and sales.

- **Drive satisfaction and loyalty** by proactively communicating to customers over Web, social and mobile channels and leveraging a single, consolidated view of customer documents.
- **Build new revenue streams** through enhanced sales and marketing programs that exploit capture-driven data and workflows.
- **Streamline correspondence** and save on staff expense by implementing automated, touchless document flows.

## A Better, Faster Way to Onboard Customers

Opening a new bank account used to be a slow and painful process. No longer. With Kofax, banks are speeding customers through the enrollment process while also ensuring total file accuracy. Now bank managers can spend more time building customer relationships and less time shuffling through files. With the Kofax Customer Onboarding Solution, banks can:

- **Thrill customers** with a fast, smooth onboarding experience—about 80 percent faster on average—along with timely follow-ups through any channel and device.
- **Boost data accuracy and eliminate lost documents** by deploying advanced data classification, transformation, and tracking technologies that dramatically reduce human handling and error.
- **Become agile and protect margins** by scaling out the customer onboarding process to match business growth.

## Transform Mortgage Processing

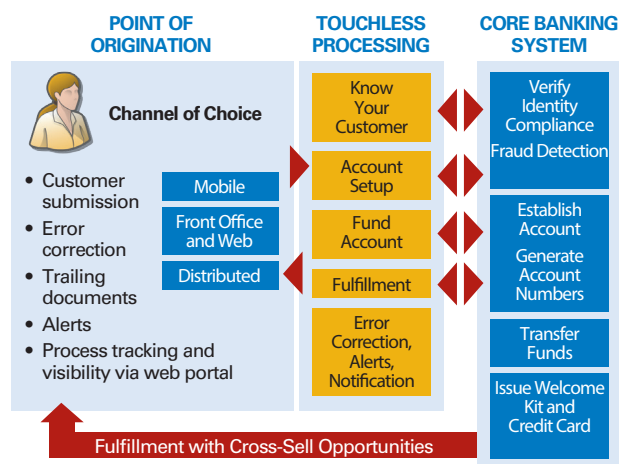
As the financial industry searches for ways to strengthen its balance sheet, banks are taking a closer look at one of their most profitable business lines: mortgage lending. Innovative institutions are forging a competitive edge by deploying enterprise capture technologies to automate and accelerate the mortgage application process from start to finish.

The Kofax Mortgage Processing Solution helps banks, financial institutions and credit unions:

- **Close loans faster** with built-in approval workflows, streamlined exceptions management, and real-time access to all mortgage-file documents.
- **Build customer trust and loyalty** with accurate information, proactive communications, and greater process transparency.
- **Consistently meet compliance goals** by providing clear audit trails from the point of origination, across each touch point, to the final archive.

## Banks Power Performance with Smart Capture

- A major bank tripled new business closings by automating the capture process and linking real-time data capture with product experts and branch personnel
- A financial institution processing 30,000 loans per month achieved savings of GBP4.32 million per year, improving customer service at the same time
- By capturing new applications from 480 branch offices and submitting them electronically to headquarters, an investment firm saved \$1 million per year compared with overnight shipping
- A leading lender eliminated a six million page backlog in 45 days
- A credit union increased its scanning volume from 20,000 to 156,000 per month with no increase in staff



Streamlined Customer Onboarding

## About Kofax

Kofax® plc (LSE: KFX) is a leading provider of innovative smart capture and process automation software and solutions for the business critical First Mile™ of customer interactions. These begin with an organization's systems of engagement, which generate real time, information intensive communications from customers, and provide an essential connection to their systems of record, which are typically large scale, rigid enterprise applications and repositories not easily adapted to more contemporary technology. Success in the First Mile can dramatically improve an organization's customer experience and greatly reduce operating costs, thus driving increased competitiveness, growth and profitability. Kofax software and solutions provide a rapid return on investment to more than 20,000 customers in financial services, insurance, government, healthcare, business process outsourcing and other markets. Kofax delivers these through its own sales and service organization, and a global network of more than 800 authorized partners in more than 75 countries throughout the Americas, EMEA and Asia Pacific.

For more information, visit [www.kofax.com](http://www.kofax.com).