

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

4003 Wood Street ● Erie, PA 16509 ● PH (814) 866-2247 ● <http://www.documentimagingreport.com>

February 28, 2020

THIS JUST IN

KOFAX UPGRADES SOFTWARE

Expands and improves IA suite and introduces new A/P cloud platform

When **Kofax** introduced its Intelligent Automation (IA) platform last year, it came with the promise of quarterly updates. The latest update includes integration of its ControlSuite MFP-focused capture and print management software into the platform, as well as upgrades to Kofax's RPA technology. Kofax also recently introduced AP Agility Cloud, a SaaS offering targeting medium- to enterprise-level businesses.

Chris Huff, Kofax's Chief Strategy Officer, explained how AP Agility Cloud complements Kofax's ReadSoft Online invoice processing offering. "ReadSoft Online is a cloud-only solution that was built specifically to address the requirements of the SMB," he said. "It has limited configuration capabilities. AP Agility Cloud is an enterprise-grade solution that we have already deployed on premises, and now we have released a hosted version built on Azure. It's intended for mid-tier to enterprise customers that require a good level of customization and configuration to address a variety of A/P needs, not just base-level requirements."

AP Agility Cloud incorporates features like AI-driven capture, three-way matching, and workflow. "It will support integration into any ERP or payables application and currently has out-of-the-box support for **Microsoft** Dynamics AX, **Infor** Lawson, and **Oracle** Financials," Huff said. "In the coming quarter we will add support for **SAP** S/4HANA."

CONTINUED ON PAGE 8

New Scanner Designed to Expand ibml's Footprint

Vendor hoping to consolidate payment processing market

BIRMINGHAM, AL—Paper use is declining as businesses embrace digital transformation (DX). For example, according to the billing specialist **Billentis**, the volume of paper invoices is supposed to be cut in half over the next 15 years. In addition, according to a 2019 Federal Reserve Payments Study, check payments fell 7.2 percent per year from 2015 through 2018. So, if your business is based on capturing high volumes of paper documents and checks, you might want to start thinking about changing tack, right?

Not if you are **ibml**. In fact, the Birmingham, AL-based vendor is doubling down and recently introduced the fastest document scanners in the market. The new FUSION Series represents the latest generation of ibml's market-leading open track scanners. The FUSION's maximum rated speed at 200 dpi is 730 ppm/1460 ipm for A4 pages in a landscape mode and 938 checks per minute. The FUSION also features new patent-pending image processing, improved document feeding, and changes to improve ergonomics and reliability.

"The reality is that although paper use is declining, it still has a long tail," said Susheel John, VP, product marketing for ibml. "In addition, one trend we see related to revenue processing is that as the number of checks declines, higher-volume reader/sorter devices are disappearing from the market. They are being end-of-lived and maintenance is being picked up by third parties. Check and item processing is a market we don't cover with our current generation of products, but because of its greater speed and some other features, we will be able to address it with the FUSION series."

John noted that while ibml is a market leader in

wholesale lockbox, which involves capturing full-size documents along with payments, it hasn't traditionally participated in retail lockbox, which involves smaller payment coupons and checks. "Our theory is that the FUSION will enable our payment processing customers to consolidate their operations," he said. "Especially, as their paper volumes are decreasing, why would they want to manage the infrastructure to support different types of devices? Many of our BPO and financial services customers are currently utilizing our scanners for wholesale lockbox and reader/sorters for retail. Typically, two-thirds of checks come in with retail payments. Having the ability to offer our customers a single platform that can help them deal with all their different documents was really the theory on which we built the FUSION platform."

A big kick-off

ibml introduced the FUSION to partners and analysts at a November event held at the Barber Vintage Motorsports Museum. The venue has more than 900 motorcycles on display over several floors, as well as a smaller collection of cars, with a focus on Lotus race cars—apparently a favorite of ibml CEO Martin Birch. Adjacent to the museum is a road racing course, on which ibml customers and partners were able to win a lap in a Porsche.

"This is the first time we have ever done a product launch like this," said Birch, during his keynote. "So, why did we come here? Frankly, we could not afford not to. This is the start of something. The FUSION is new and exciting—it looks good and it is good. We couldn't just announce it to the world with a press release or a picture in a trade magazine. We had to have a proper event." (While the launch event was held a few months back, the public announcement of the FUSION was pushed back to February to ensure ibml had the manufacturing bandwidth to handle all the early interest.)

The FUSION is available in three configurations. It has been branded the 7000 series. ibml's previous generation of high-speed open track scanners is the 6000 series, which was introduced in 2014. The individual product names for the FUSION series are based on the number of frames included in the construction. More frames means that the scanner is longer and can include more outsourcing pockets, as well as intelligence. The 7300 is the base unit and is built on three frames. It can include up to four pockets. The 7400 is designed for applications that require inline intelligence such as barcode or MICR recognition for sorting; it can include up to 15 pockets. The 7700 can include up to 24 pockets.

There are also three different speed levels, starting at 321 pages/412 checks per minute at 300 dpi. The middle level has a rating of 484/622 at 300 dpi, with the top

Document Imaging Report

Business Trends On Converting Paper Processes To Electronic Format

DIR is the leading executive report on managing documents for e-business.

Areas we cover include:

1. Document Capture
2. OCR/ICR, AI and Machine Learning
3. RPA
4. ECM
5. Records Management
6. Document Output
7. BPM

DIR brings you the inside story behind the deals and decisions that affect your business.

Vol. 30, No. 3



Editor: Ralph Gammon
4003 Wood Street
Erie, PA 16509
PH (814) 866-2247
ralphg@documentimagingreport.com

DIR is published approximately 15 times per year, by:

RMG Enterprises, Inc.
4003 Wood Street
Erie, PA 16509
PH (814) 218-6017
<http://www.documentimagingreport.com>

Copyright © 2020 by RMG Enterprises, Inc. Federal copyright law prohibits unauthorized reproduction by any means including photocopying or facsimile distribution of this copyrighted newsletter. Such copyright infringement is subject to fines of up to \$25,000. Because subscriptions are our main source of income, newsletter publishers take copyright violations seriously. Some publishers have prosecuted and won enormous settlements for infringement. To encourage you to adhere to this law, we make multiple-copy subscriptions available at a substantially reduced price.

Subscriptions: \$597 (electronic) or \$670 (paper) per year.

level at the 730/938 at 200 dpi rate we quoted earlier. The units are field upgradable for both pockets and speed.

"The FUSION is designed to be a modular platform that will spawn a family of systems and solutions," said Birch. "What you are seeing today is just a start. We will continue innovating and have a hugely exciting roadmap in place."

ibml is investing the profits from a couple record years into the new platform. "This year, 2019 (which fiscally ends for ibml in March) will be another record year," Birch said. "Last year was a record year, however you want to measure it—revenue, EBITDA, systems sold. We have kept our momentum going and our growth has enabled us to invest our profits back into the business. The first wave of that investment has culminated in our unveiling of the FUSION. We will continue to power mission critical applications by extracting information from any source of business input with the industry's fastest and most intelligent technology, along with our deep commitment to customer success."

The nuts and bolts

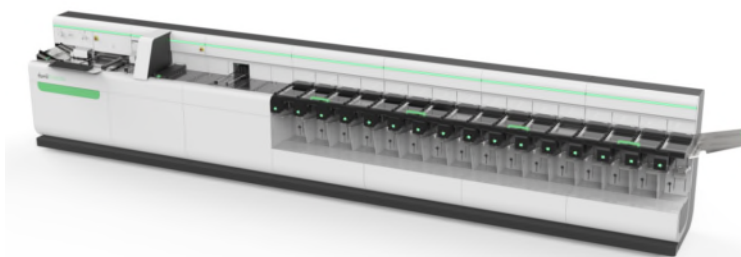
At the event, Pete Rudak, ibml's VP of Engineering, was introduced as "the father of the FUSION." Rudak joined ibml in 2017 after having spent more than 20 years at **Kodak** and **Alaris**. This included a seven-year run in the mid-1990s to the early 2000s as CTO and Director of R&D for Kodak Document Imaging, during which time Kodak introduced some of its most successful scanning products. "When we hired Pete two years ago, I asked him to 'deliver the wow,'" said Birch.

Rudak noted that the FUSION is 67% faster than the ImageTrac 6000 series. "In addition, it can handle everything from checks to coupons, all the way to tri-fold documents, like census forms, all on the same machine," he said. "The FUSION is flexible, scalable, and adaptable, so it can be used to scan in many different applications."

ibml has improved the FUSION's document handling by increasing the width of the track. "We've increased the overall track width from

12.5 inches with a 12-inch viewing area to 13.5 inches with a 13-inch viewing area," he said. "The increased width is especially important in international applications but anyone can take advantage of it because of the greater skew

tolerance we've introduced. This means that even if documents aren't stacked perfectly, the FUSION won't cut off the corners."



The FUSION also includes a

new camera. "It's a CCD that runs 600 dpi natively," said Rudak. "It also runs at a 14-bit depth, which gives it greater precision and dynamic range. We utilized brand new optics for the 13-inch wide viewing areas, which ensures images are sharp edge to edge. This all should combine to give the FUSION greater flexibility and uniformity of what it captures."

With the FUSION, ibml has moved to software-based image processing. "Previously, to keep up with the speed of our scanners, we incorporated two image processing boards, one for the front and one for the back of a document," said Rudak. "Our new patent-pending iQpro software runs in a computer box in the scanner and does all image processing in real time. This enables us to be much quicker with releases like you can be with a software product. It enables us to better capitalize on Moore's Law. "

ibml has incorporated new ultrasonic double-feed detection that can detect sticky notes that might appear in the middle of a documents. "We also have new patented technology that can be used to identify an envelope, which means users can incorporate them in a process in place of cover sheets," said Rudak. "There is also improved document auditing technology including printing support for the full Unicode character set and embedded bar code fonts, as well as improved print height adjustment and higher resolution options."

To improve reliability, ibml has created two different air flows, one for pushing documents through the feeder and one for cooling the electronics. "The number one cause for electrical failure on our scanners is overheating, of which dust accumulation is the number one cause," said Rudak. "The new air flow system will help stop that."

There are also ergonomic improvements such as a better viewing angle for operators, a footrest, and OLED switches. There is a green light that runs across the top of the scanner. It flashes above a module where a jam or another problem is occurring. “We really took a customer-centric approach to design,” said Rudak. “The FUSION has a new look designed to be inviting, intuitive, and leading edge. We found that the people who run these devices care about these factors.”

Defining the opportunity

John did a presentation in which he explained the cost justification of replacing two ImageTrac 5000 series models and two NCR iTRAN 8000 reader/sorters, including their maintenance costs, with two FUSIONS. “The opportunity for the FUSION is not just about consolidating two ibml devices into one, it’s about consolidating multiple applications for customers,” he said. “If they were only doing remittance with a device, they can now do mailroom; if they were doing mailroom, they can do A/P, etc.”

John indicated that about 25% of ibml’s revenue has historically come from new customers or existing customers with new applications. “You’d think there wouldn’t be a lot of net new opportunities in a mature market like high-speed scanning, but we think there are still quite a few out there,” he said. “For instance, historically we’ve focused on the top 30 banks, but now we want to look at what’s happening at 31-100. For BPOs we’ve also focused on the top 20 to 30, but what about the remaining ones?”

ibml has looked closely at the existing reader/sorter market. “Our surveys have indicated that in the U.S. there about 1,000 reader/sorters installed, and another 200 in France, which are the two largest markets,” John said. “A lot of those were installed 10 years ago when check volumes were at about 35 billion annually, but they are still at 15-17 billion. So, you might not need 1,200 reader/sorters, but if you cut that volume in half, that’s still a big opportunity. And a lot of those reader/sorters are installed at customers already using our scanners for wholesale lockbox. That puts us in a good position—even if we win 80% of the business, that’s a potential 450 units over the next four to five years.”

According to John, the increased speed of the FUSION is one element that has helped create a perfect storm of opportunity for replacing reader/sorters. “The speed of our 6000 series

was just not fast enough to process items and checks in the window that users need,” he said. “Most of the reader/sorters run at about 1,000 checks per minute, which we can come pretty close to with the FUSION. “We’ve also improved the ability of our transports to physically handle checks. We’ve made a number of software improvements to complement that. There are also some requirements like stamping that reader/sorters accommodate that are not really requirements today due to the adoption of Check 21.”

John noted that the FUSION’s introduction fits perfectly into ibml’s three-phase strategy. “The first phase is to strengthen our core, which is what we’ve done with FUSION in regards to existing customers and markets,” he said. “Strengthening our core over the next five years gives us a chance to ramp up any new businesses we may need to complement that core.

“The second phase is to expand our market participation—for example, when I talked about going after more mid-market financial services customers and BPOs. It also includes our expansion into desktop scanners. The third phase is building value with solutions. Our mortgage processing strategy is an example of this. It has nothing to do with scanners. It’s focused on our Synergetics software wrapped up with our accelerated capture library.”

John concluded that despite changing definitions in the market, ibml remains focused on providing the same type of solutions. “You always have trends like digital transformation,” he said. “We started at document management, and then called it KM, and then ECM. Then there are technologies like AI, machine learning, and RPA. They are all there to help people achieve a single outcome—getting data and putting it into a business process. That is what we are trying to help them achieve.

“If you look at the vision that Martin has crafted very carefully and deliberately, it’s not just about what we will be in the future. It’s about what we do today and what we want to be in the future. And it’s always about extracting information for mission critical applications. We want to be a niche business focused on mission critical applications, and we are very focused on trying to build on that.”

For more information:

<https://www.documentimagingreport.com/?p=6746>

New CMO Focused on Digital Intelligence

Last summer, **ABBYY** ushered in a new era with its acquisition of TimelinePI. Its annual customer and partner event, held in October, was called the “Content IQ Summit” and there executives discussed how the acquisition was key to the ISV’s expanded focus on what it called the “digital intelligence” market [see *DIR* 11/15/19]. Then, last week, ABBYY announced that Scott Opitz, the co-founder of TimelinePI has been named the company’s Chief Marketing Officer.

Opitz succeeds Jupp Stoepetie who has retired. Stoepetie spent almost 20 years with ABBYY and helped establish the ISV as a worldwide leader in the document capture market. Moving forward, it will be Opitz’s job to widen ABBYY’s footprint to cover a broader space. “The drivers behind the combination of ABBYY and TimelinePI will be at the heart of our marketing plans,” Opitz told *DIR*. “ABBYY recognized that while content intelligence was something that was obviously a major force in the market and something they were quite successful with—it was pretty clear that as the company moved to the next level of process automation and pursued the digital transformation space more aggressively with its partners, adding process intelligence made a lot of sense.”

Opitz said that one key for ABBYY will be bringing to market an offering in which the whole will be greater than the sum of the parts. “This means building something that solves broader problems for customers than just what content and process intelligence do on their own,” he said. “Toward that end, we are launching new messaging around digital intelligence. In addition to offering customers the ability to understand all their content and all their processes, we can help them see how those two things intersect.

“We feel like we have all the product elements to succeed at that. ABBYY has a long history of being able to understand any form of semi- or unstructured data. We can certainly claim at least a tie for first place in that market. Then you bring process intelligence in, which by itself is a great idea and we think TimelinePI is a strong offering in that area. But just like content intelligence doesn’t know much about process, process intelligence doesn’t know the first thing about documents and other things that harbor

payloads from a process.”

Opitz explained how ABBYY is bringing to market more than just a bundle. “When you are able to combine the understanding of the process with deep insights you can get from documents that actually tell you about why a process is behaving a certain way—not just the data they contain but what that data means to



Scott Opitz, Chief Marketing Officer, ABBYY

the performance, efficiency, and operation of a process—that is the one-plus-one equals three result we are looking for,” said Opitz. “You can have the best content and process mining tools, but if they are not integrated in a way that allows you to exploit them in a combined way, you are falling short of the potential. That is really what digital intelligence is about. It’s being able to

understand not only the process but the content that comprises what you are working on in the process.”

The potential of digital intelligence is not constrained by vertical markets or industries. “A straight-forward example might be when someone applies for credit and they are supplying supporting documentation on their identity and financial stability,” Opitz said. “Some of those documents, like a credit report from a Web service, might be in a nice XML format so they don’t require much processing, but some might also come back handwritten or on someone else’s computer generated template, or in a PDF, or on paper. Whatever is inside those documents might be able to tell you why certain applications are taking longer to process than others. It might be something subtle you wouldn’t recognize with process intelligence alone. And if you think about examples like Rocket Mortgage or converting your car insurance, it’s often their speed that differentiates them.

“The complexity can grow dramatically, depending on the process. Think about an insurance claim, where the insurer might have to combine data received from multiple parties: a police report, an adjuster report, statements from people involved in the accident, as well as witnesses. There could be many subtle factors involved, which, when taken in combination cause a process to take three times as long as usual or stall at a certain step consistently.

“Processes do not tend to be simple—they have gotten dramatically more complex over the last decade. This complexity is now what we expect vs. the exception. It’s not guaranteed that the content will have something to do with any issues, but with digital intelligence, you will at least have a chance of figuring out where it’s applicable and, equally important, where it is not, like when it might just be a staff resource issue.”

Marketing strategy

Opitz shared with us two major areas of focus for ABBYY’s marketing efforts:

■ “We have to make sure we help customers and partners understand what’s happening in the marketplace, both with technology and industry trends. There is a lot of technical babble out there related to new capabilities and technologies, which don’t always get tied back into practical use cases.”

■ “We also have to build awareness of what ABBYY brings to the table. This includes working with customers, partners, and internal people. Yes, we will be signing on new logos and customers, but equally important is providing a deeper level of solutions for existing customers.”

At the Digital IQ Summit, CEO Ulf Persson discussed ABBYY’s plans to establish a corporate headquarters in the U.S. We asked Opitz if his being based near Philadelphia (Stoepetie was based in Germany) was significant. “I think it’s beneficial that I and a few other executives who joined the company recently are based in the U.S. because it’s a very significant market for us that has tremendous growth potential,” he said. “But, I also have a number of colleagues around the globe, and I don’t want to downplay the growth we are seeing in Asia-Pac, as well as Europe.”

Opitz indicated that he will retain his title as president of ABBYY Process Intelligence, but that 99% of his day will be consumed by his Chief Marketing Officer duties. “For the first six months or so after the acquisition, my main focus was integrating the technologies and figuring out how the teams went together,” he said. “By the end of 2019, I felt the sales, marketing and product teams were integrated pretty well.”

Going forward, Opitz said ABBYY’s marketing team will be focused on increasing awareness of digital intelligence as a market segment.

“One thing that appeals to us about ‘digital intelligence’ is that we felt previous market definitions were too limiting,” he said. “Even though ‘content intelligence’ was a great fit, as soon as we added process intelligence, it became too limited. We believe that everything on our roadmap for the next two to three years, including some publicly undefined blocks on our wish list, will fit under our vision for digital intelligence. That vision is something we are working to define within the industry. When ‘digital intelligence’ starts to gain traction, I’m sure everyone will claim that they came up with it, but we feel it really fits the nature of what we are doing.”

For more information:

<http://bit.ly/ABBYYOpitzCMO>

Ephesoft Introduces new CDP Platform

At **Ephesoft’s** recent Productivity Summit, which it hosted in Rancho Palos Verdes in Los Angeles County, the ISV introduced a new platform designed to support the emerging concept of Context Driven Productivity (CDP). According to a press release, CDP is a “discipline designed to cultivate the contextual data needed to optimize process automation initiatives.” *DIR* caught up with Ephesoft Founder, CEO, and Chief Productivity Officer Ike Kavas, who explained how the company is approaching CDP and developing products around it.

***DIR*. Can you give us an overview of CDP?**

Kavas: CDP is designed to cultivate the contextual data needed to optimize process automation initiatives. It involves the three-step discipline of acquiring data needed to run an existing processes, enriching that data by building in connections of context, and finally, amplifying the value of that data by getting it to the right people and bots at the right time to increase productivity.

CDP provides a path for organizations to overcome their data challenges in trying to reach autonomous operations. The autonomous enterprise of the future, and the digital workers that will run them, will need rich contextual data. The true power and value of digital transformation (DX) will only be unlocked by the adoption of a semantic data-driven approach, which we call CDP. The future of work will be built on digital workers powered by machine learning, artificial intelligence, and

knowledge graphs. It's not enough for an organization to be "data-driven" any more...they need to become "contextually-driven" to reach an ideal state in their autonomous journey.

DIR: How is CDP different than traditional capture?

Kavas: Traditional capture is only a very small part of a larger picture, while CDP is a brand new way to help DX projects. DX and RPA projects have a high failure rate because there's often no context connected to the data. Traditional capture turns unstructured data into structured data, also known as flat data. CDP solutions take that flat data and add context and meaning to it, not only accelerating processing, but allowing organizations to create relationships and add meaning to that data for better decision-making, insights, and analysis.

DIR: Could you provide an example of a CDP-driven process?

Kavas: Lucy works in accounting and when invoices come in via email, her job just begins. First, she has to check to ensure an invoice is not fraudulent and that the vendor and addresses are valid. If it's from a new vendor, she has to confirm they are authorized and find out the approver and who authorized billing. Because her company works with certain government agencies, Lucy has to make sure the vendor is not in any sanctions databases. All in all, this prep requires working through seven different applications and websites, which can take a few days. Then, the invoice data is entered in the ERP system and the invoice is scanned.

By working with an Ephesoft CDP partner, Lucy's organization can introduce the ability to intelligently capture the invoice data and add context to it. Using this approach, invoices get harvested from Lucy's email automatically. The required data is extracted and goes through an enrichment process that links into web services offered by her old checklist applications. This builds all the required context and allows Lucy to see her approval information in a single "pane of glass" or dashboard window. What previously took her hours, is now accomplished by a quick glance at all the collected information. Behind the scenes, the information is stored and relationships are built to benefit the next employee that needs information about these vendors or anything related to them.

Here's another easy example to make sense of CDP: Imagine a CSI board at the FBI with photos of a cartel and their operations. That's the old

way of connecting relationships and building context. The new way, with CDP solutions, would automate the process of building connections from different data sources (internal and external) and adding the context necessary to solve the crime.

DIR: How is Ephesoft going to bring this new offering to market?

Kavas: Our Semantik Platform is a collection of Ephesoft products and services designed to help organizations complete their journey towards CDP. We envision a world where enterprises, however large or small, can move along their autonomous enterprise journey with ease, without armies of engineers or exorbitant software fees.

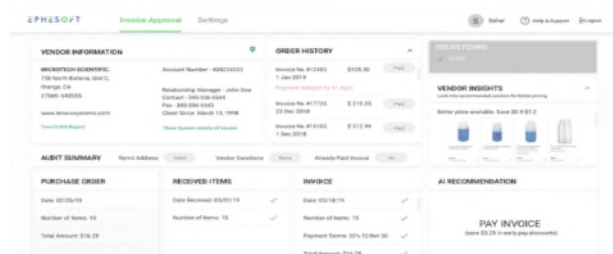
We're developing the platform with a vision to align and integrate key technologies which fall under the three pillars of CDP:

■ **Acquire** – Includes AI-driven data capture and entity recognition for unstructured and semi-structured data sources.

■ **Enrich** – Includes Semantik Extraction to map and create a semantic layer across an organization's dataverse.

■ **Amplify** – A platform that provides the ability to share critical business context and data across a secure network for human and digital workers (i.e. AI) to execute critical business functions via smart APIs and 360-degree dashboards.

We are developing the Semantik platform as a collection of point solutions for a sequenced series of use cases. The first of these is Semantik Invoice. Other industries and use cases identified as ideal targets for next-generation CDP solutions include mortgage origination, healthcare patient records, employee onboarding, tax form and insurance claims processing.



The Enterprise Productivity Summit was the first of several Ephesoft thought leadership events planned to advance the marketing of CDP. Ephesoft plans to host a second conference later this fall, likely at a site in the northeast U.S., as well as a series of webinars and training videos. Ephesoft is also seeking beta testers

and industry partners, including RPA solutions providers, to expand the adoption and use of CDP solutions.

For more information:

<https://www.documentimagingreport.com/?p=6750>

KOFAX RPA, FROM PAGE 1

New RPA features include process discovery and integration with **CyberArk**. “Process discovery is becoming more critical as the concept of ‘hyper-automation’ is taking hold,” said Huff. “Hyper-automation is all about speed to value and developing more intuitive software. Process discovery helps users understand exactly what they are automating, as well as the anticipated ROI.”

Historically, Kofax has partnered with process discovery and mining ISVs **Fortress IQ** and **Celonis**. “Those alliances will continue for customers that want the depth those applications offer, but we also are building out our own process discovery,” said Huff. “It’s not a heavy process mining solution, but if a customer is looking for a Kofax IA solution with embedded process discovery, we now offer it. You can envision it as an agent or application that can monitor what a person is doing throughout the day, studying their mouse clicks and what applications they are spending time in. When their behavior is of a repetitive nature, the software can highlight that as a process that can potentially be automated.”

The CyberArc integration represents a security upgrade for protecting the log-in credentials often required in RPA applications. “This is a critical component especially as cybersecurity and data privacy concerns continue to be at the forefront of the market,” said Huff. “The password store technology we have embedded works great, but as we bring enterprise solutions to market, many of our customers have already made an investment in CyberArc, so building this integration was due. It offers a way to improve governance and identity management within our RPA.”

Huff noted that analyst firms like **Gartner** are taking notice of Kofax’s improving RPA. “A year and a half ago, we dedicated ourselves to putting all our disparate technologies together in an intelligent automation platform, and I think that has proven to be the right move,” Huff said. “Combining our AI-powered technology with our automation got us ahead of the hyper-automation trend. In December, Gartner

published a report on ‘Critical Capabilities for RPA.’ In it, they looked at more than just rules-based automation. They looked at embedded AI, machine learning, and NLP, and how those technologies make RPA smarter so customers can hyper-automate. In that report, we ranked number two out of 18 vendors.”



Chris Huff, Chief Strategy Officer, Kofax

Kofax is also working on a feature it labels as digital workforce management. “What is missing from most RPA applications is the ability to govern what their robots are doing outside of their own applications,” said Huff. “All they can tell you is how many transactions a robot has processed and how many it didn’t. With KTA’s workforce management feature, a user is able to see what a robot is doing as it navigates throughout an enterprise and goes into different systems like ERP and CRM. This is applicable to Kofax, as well as non-Kofax robots.

“These digital workforce management capabilities can be used to connect the business side of an operation, which is where the RPA center of excellence typically sits, with the IT side, which controls the software development lifecycle. Through this connection, the RPA center of excellence can be notified when software changes are being made, so robots don’t break. This will give organizations the ability to coordinate their software updates with any changes that need to be made to the robots to accommodate these updates. We have not seen this yet in the marketplace and we’ve enabled it through a combination of some new features and our dynamic case management.”

Huff added that the addition of ControlSuite, which is a combination of the technology that Kofax acquired with NDI in 2018 [see [DIR 5/3/19](#)], to the IA suite will enable users to add enterprise-level workflow to MFP-driven document processes. “Not only can our customers ingest and digitize information through their MFPs, they can now push it through their organizations,” he said. “That becomes a game changer in that segment of the market.”

For more information:

<https://www.documentimagingreport.com/?p=6784>;

<https://www.documentimagingreport.com/?p=6753>