Introduction

Optimized for enterprise-wide usage, Kofax Capture is a modular application. Right out of the box it can support the needs of a small or medium sized business or a single department, or it can expand to meet the needs of a high-volume enterprise.

Kofax Capture’s flexible design makes it easy to incorporate customizations that perform highly specialized tasks to accommodate unique enterprise requirements.

The Kofax Capture platform offers exceptional compatibility with scanners and other capture devices, content and document management systems, workflow applications, and databases. No matter what hardware or enterprise applications are implemented, Kofax Capture ensures consistent capture, indexing, and validation of the information needed by an enterprise.

As the capture industry leader, Kofax has the experience and expertise to address the needs of any size enterprise. To do so, Kofax adheres to the following precepts:

- **Leverage Industry Standards to include:**
  - High availability
  - Standard platforms and communication protocols
  - Minimal operator training

- **Offer customization enhancements such as:**
  - Sample custom modules
  - Fully commented and self-documented source code examples
  - Extensive API libraries

- **Provide business process flexibility**

- **Optimize capture and data extraction**
Enterprise Implementation

An expanding business provides opportunities for the entire enterprise to grow, including the IT department. When managing this growth, the IT department, and in particular IT management, should consider the following factors:

- **Deployability** – Is the new system easy to deploy, even to remote locations?
- **Compatibility** – Is the new system compatible with existing infrastructure and industry standards?
- **Stability** – Does the new system have high availability features and follow industry standards to ensure stability?
- **Customizability** – Can the new system be customized to meet specialized or changing business requirements?
- **Scalability** – Can the new system be easily scaled to meet business demands?
- **Maintainability** – Is maintenance easy to perform using existing IT staff knowledge?
- **Security** – Can IT staff members easily perform system security and control user accounts?
- **Supportability** – Is it easy to provide user support?
- **Affordability** – Is the new system affordable and can it provide a good return on investment?

Kofax Capture provides a definitive, state of the art solution in all these areas.

The following sections of this white paper address each of the questions on the prior page and explain how the Kofax Capture solution aids an enterprise’s IT department in implementing a new capture system.
Deployability

Is the new system easy to deploy, even to remote locations?

The ease in which a new system is deployed and integrated into an existing system is important to the IT manager. The following are deployment points the manager should consider:

- **Ease of Installation** – Does the new hardware and software follow industry standards to easily integrate into an existing system?

- **Platform Options** – Is the system flexible with regard to operational platforms, and can run on hardware and operating systems already familiar to the IT staff?

- **Development/Test System** – If desired, can a development or test system be implemented to allow procedural validation prior to full implementation?

- **Central Administration** – In a geographically distributed system, is central administration available; thus eliminating the need for local or traveling administrators?

Enterprise class organizations benefit greatly from simple, streamlined installation options. Kofax Capture has been designed to be highly flexible, while minimizing the time and effort required for large, distributed systems to become fully operational.

When there are hundreds, or possibly thousands, of workstations to configure, a few minutes saved per station translates into big savings. If the IT staff can manage the installations from headquarters instead of traveling from site to site, the savings increase dramatically. Therefore, a variety of installation options have been provided. Three of the options are automatic. The fourth option is a manual installation.

Installation Options

Kofax Capture offers both automatic installation options and a manual option.

When installing and configuring multiple workstations, the automatic installation methods offer the best combination of speed and flexibility. Automatic installations leverage the extensive knowledge and experience of the IT staff. This allows a typical user to perform an installation without central site assistance.

Automatic installation methods available are:

- Kofax Capture Deployment Utility
- Silent Installation Method
- Non-Interactive Installation Method
**Kofax Capture Deployment Utility**

By using a 3rd party application to create a “ghost” image of a Kofax Capture workstation it is possible to take the image, install it on a computer, and create a new workstation. However, as with most systems, every Kofax Capture remote installation has unique settings, such as station name and ID. The IT staff can preset these unique settings on the target computer at a central facility. This amounts to a centralized “assembly line” so that many computers can be efficiently configured. The configured computer can be shipped to the remote site, where it arrives ready to go.

This option is most applicable to installing many small sites where network connectivity is poor or nonexistent.

**Silent Installations**

The Silent Installation feature of Kofax Capture is often used as part of a larger, customized deployment package (frequently with a customized user interface) to install other software in addition to Kofax Capture.

With the Silent Installation method, settings are determined by the IT staff and specified in an initialization file (which can also launch 3rd party installation applications).

The benefit of Silent Installation is the IT staff has complete control of the installation. The installing user is not presented with prompts or progress messages, thus ensuring a standard IT configured installation.

**Non-interactive Installations**

The Non-interactive Installation is similar to the Silent Installation. The installing user still does not have to respond to prompts, but this time progress and status information is displayed. The Non-interactive Installation method allows the installing user to monitor the progress of the installation and report any necessary information to IT.

**Manual Installation**

When performing a Manual Installation, the installing user responds to prompts, and directs the installation application as needed. This method works best for installations where users can be relied upon to make appropriate decisions during the installation process or to install servers with unique setup requirements.

**Flexible Platforms**

Kofax Capture can be deployed and made accessible to users via a variety of methods. This flexibility aids the IT manager in aligning the new hardware and software with the current installation, while providing users with the access they need to do their jobs.
Kofax Capture takes advantage of a 3-tier architecture: communications, applications, and storage. The communications tier may be IIS (Windows) or WebSphere (UNIX/J2EE) based. The applications tier runs on Windows, while the Storage tier may run on Windows, UNIX, Linux, or AIX.

Web Access

Kofax Capture Network Server allows remote sites to be fully integrated participants in the Kofax Capture workflow. Batches and batch data are seamlessly transferred between the central and remote sites using the Internet.

In order to provide maximum flexibility and convenience, either WebSphere (on UNIX/J2EE or Windows) or IIS (on Windows) can support Web server functions. Both of these Web servers enjoy broad industry acceptance and can be used to mediate the transfer of information between central and remote sites.

Application Environments

As a Windows based application, the entire suite of Kofax Capture applications runs on the most popular, professional grade, versions of the Windows operating system. As new releases of Windows are made available, Kofax performs extensive testing to ensure Kofax Capture is certified to run on these new releases.

Kofax Capture also supports remote application operation through Citrix and Terminal Services. Many organizations, particularly at the enterprise level, have a large number of existing clients with a variety of configurations. Citrix and Terminal Services support makes it possible to run Kofax Capture modules from any of these clients.

Databases

To accommodate business needs, Kofax Capture also offers database flexibility. The industry standard database engine (MSDE) is included with Kofax Capture.

For businesses with greater storage, performance, or manageability needs, Kofax Capture offers fully integrated support for IBM DB2, Microsoft SQL Server, Microsoft SQL Server Enterprise, and Oracle databases.

Development/Test System

Kofax Capture makes it easy to test a deployment before sending it to the field. Few things can be more disruptive or costly to an enterprise than having to roll back a massive deployment.
The testing and verification can be done in a controlled environment so that installation instructions, custom modules, Web server settings, and many other aspects of the system are validated before they are sent to production sites. Kofax Capture provides an easy method to export these settings from your development system and import them into your production system.

The ability to do system development and testing minimizes surprises during field deployment.

**Central Administration**

When an enterprise has remote sites scattered across the nation, or even the globe, a certain amount of management, maintenance, and administration is necessary to keep it functioning smoothly. Having IT staff travel from site to site is inefficient and costly. Alternatively, trying to convey technical details and instructions to remote users by phone or email is fraught with risk and uncertainty.

Kofax Capture addresses this issue by providing the means to administer remote sites from a central site. Batch classes (i.e. workflow and document definitions) are centrally controlled and automatically deployed to remote sites. Visible batch classes can be limited based on remote site and/or user. Remote users only need to understand how to use Kofax Capture to do their job.

For example, it is possible to assign each remote site a page volume or processing task. These assignments are automatically transmitted to a remote site each time it synchronizes with the central site.
Compatibility

Is the new system compatible with existing infrastructure and industry standards?

An IT manager considers compatibility between the new system and an existing system. Non-standard components may require additional IT resources for operation or maintenance.

Likewise, network and communications protocols in the new system should adhere to industry standards to maximize reliability, ensure security, and simplify integration of the new system.

When adding hardware or software to an existing system it is advantageous to ensure the new system adheres to industry standards. Compatibility with industry standards promotes reliability, stability, and predictability within a system.

Kofax Capture ensures compatibility with a wide variety of standard software components and application environments. This compatibility ensures maximum productivity and minimum downtime.

Standard Components

- **Windows Operating Systems** – Kofax Capture works with the most popular professional versions of Windows. Executables conform to standard Windows programming practices to ensure stable operations that minimize the impact of adding Kofax Capture to an existing system.

- **Terminal Services** – Citrix Terminal Services and Windows Terminal Services are both supported by Kofax Capture. These services add functionality that improves manageability, scalability, security, and flexibility. Specific capabilities include: secure transmission of data across the Internet; access to applications and information from virtually any client platform; management of disparate groups of servers from a central location; optimization of Terminal Server’s scalability; and a common interface for accessing applications, information, and people.
  Kofax Capture supports the use of Citrix and Windows Terminal Services so as to maximize flexibility of user access while minimizing the need for IT staff to learn new applications.

- **Web Server Software** – Kofax Capture Network Server traverses the Internet using either WebSphere or Microsoft Internet Information Services (IIS). These two applications enjoy widespread use, and are well understood by IT staff, thus minimizing the need for specialized training.

- **Standard Databases** – Kofax Capture is all about the transformation of data into usable information, so it stands to reason the underlying databases are critical to stability and performance. Kofax Capture supports several standard databases, IBM DB2, MSDE, Microsoft SQL Server, Microsoft SQL Server Enterprise, and Oracle.
• **XML** – Standard XML is the data transfer protocol within Kofax Capture. XML files can be created manually, or custom modules can be created that intercept and modify the XML files automatically generated by Kofax Capture.

• **Production Scanners** – Consistent use of industry standards by Kofax Capture extends to both workgroup and centralized production scanning hardware. Kofax has partnered with a number of premier scanner manufacturers to ensure our software works with their equipment, thus allowing an enterprise to select the scanner that best integrates into its operations. The roster of scanner partners includes such luminaries as Avision, Böwe Bell + Howell, Canon, Epson, Fujitsu, Kodak, Panasonic, and Visioneer. Visit Kofax.com for a complete listing of all the supported scanners.

### Network and Communications Protocols

When it comes to networking and communications protocols, Kofax Capture adheres to the most widely accepted standards. Since standard communications ports, TCP/UDP, HTTP/HTTPS, SSL, and Standard Windows Networking, are implemented, it is easy for IT staff to configure business specific security policies and firewalls.
Stability

Does the new system have high availability features and follow industry standards to ensure stability?

A stable system is key to successful IT operations, and to business processes supported by IT. A new system should enhance an already stable system.

Since the purpose of a new system is to expand or improve existing business processes, any new infrastructure must be resilient so as to ensure high availability for business users. When addressing stability, the IT manager also looks at system or network load. For business processes to be efficient and cost effective, the new system must appropriately balance loading.

Few things are more important to the enterprise than system stability and availability. Kofax Capture supports a number of high availability features that maximize system uptime.

Resilience

A system has resilience when it is capable of performing its tasks with virtually no downtime. Such a system will continue to function even if one or more of its components fail. Kofax Capture has an array of features that work with, and take advantage of, a resilient computer system.

In case of a failure, Kofax Capture traps errors and automatically switches to an alternative resource (i.e. database server). Transactions are automatically processed by the alternative resource. This eliminates the need for a user to deal with errors, or redo any work, thus making the recovery transparent.

In order to achieve this transparency, Kofax Capture utilizes an array of redundant technologies in which all core processes are duplicated in real time. Because this duplication occurs on independent systems, should one of the components fail, its “twin” is positioned to immediately assume the workload.

Kofax Capture makes use of the following high-availability techniques:

- Failover - Failover is the act of automatically switching to redundant or standby hardware if the active equipment fails. Kofax Capture provides failover via several mechanisms.
Microsoft Cluster Services allows a group of servers to be managed as a single system for higher availability and with greater scalability. A minimum configuration would consist of two servers connected by a network, a mechanism for sharing disk data, and cluster software. The cluster software provides failure detection and recovery, as well as the ability to manage the servers as a single system. The data storage mechanism of the cluster ensures that there is no data loss if a single component fails.

Another form of failover is provided when Kofax Capture uses a primary and one or more backup license servers. If the primary license server fails, the system automatically switches to a backup license server. The system uses this backup license server while the primary system is being restored.

- **Automatic Batch Recovery** - If a failure occurs while a module is processing a batch, Kofax Capture automatically recovers the batch as long as at least one other Kofax Capture application is running. The running application will detect the failure and initiate the batch recovery process. This automatic batch recovery preserves batch data and minimizes production delays.

- **Client Resiliency** - Kofax Capture is not content to merely recover a failed batch and send it along the workflow in an unknown state. Depending on the nature and timing of the problem, the contents of the batch may have been altered. To mitigate this risk, Kofax Capture resumes processing the batch in the exact state it was in at the moment of the crash, thereby recovering any lost work, maintaining batch integrity, and ensuring the batch is up-to-date with the most recent transactions.

- **Disaster Recovery** - Despite all the best precautions, on rare occasions it may be necessary to recover from an unanticipated disaster. With Kofax Capture, if an enterprise’s central site should become inoperative, remote sites are automatically re-routed to remaining central sites to resume critical business operations with no loss of data.

**System and Network Load**

In large installations, the load on a corporate network can have a significant impact on business processes. Kofax Capture is capable of handling millions of pages per day, and data is constantly moving through the network and across the Internet.

Kofax Capture is designed to minimize the impact of production on the network by using its resources as efficiently as possible.

- **Reduced Image Size** - VirtualReScan, whether used at the scanner or from within Kofax Capture, provides a powerful set of features that can be used to optimize the quality and handling of images. For example, the VRS QC Later feature allows operators to defer the handling of bad images to a convenient time or workstation.
- **Batch Routing** - Batch routing is used to specify where batches are processed. This feature can be used to route batches to specific resources that are more specialized in handling certain types of documents, thereby decreasing errors and increasing overall productivity.

- **Remote Database Validation** – The Remote Database Validation feature populates a document’s index fields with known values stored in a lookup table. For example, if Kofax Capture has extracted a customer ID from a form, the ID can be used to locate additional customer information. This reduces the time spent during character recognition, and increases information accuracy.

If the lookup table is located on the central site server, every lookup request generates network and/or Internet traffic. Kofax Capture eliminates this additional load by allowing replicas of the tables to exist at remote sites. This not only eliminates the network traffic associated with repeated database searches, it reduces the response time for the query.

- **Network Load Balancing** - Kofax Capture Network Server supports Microsoft Network Load Balancing in Web farms with multiple nodes. Network load balancing allows Kofax Capture Network Server to distribute its workload across multiple servers. This smoothes and improves performance, and also provides failover support. If one Web server fails, the others in the “farm” take up the extra workload.

- **File Caching and Data Storage** – Kofax Capture uses file caches to temporarily hold batches from remote sites until they can be inserted into the Kofax Capture workflow at the central site. The caches can be striped across multiple disks almost anywhere on the network, thus allowing peak load management and optimum network performance.

It is also possible for image files and databases to be striped in a similar manner. It is even possible for the database to be on a separate disk from the image files.

- **Remote Site Load Balancing** – Kofax Capture Network Server provides remote site load balancing which distributes images and data across multiple central sites to improve system performance.

- **Thin Connectivity** – Wherever possible, Kofax Capture takes advantage of thin connectivity to further reduce the load on the network. An example is support for Citrix, as mentioned earlier.
Customizability

Can the new system be customized to meet specialized or changing business requirements?

Kofax Capture is highly customizable and can be configured or modified to accommodate a wide range of business requirements. Through customization, it is possible to implement processes that meet the most complex and specialized requirements.

Even though various customization aids are included with Kofax Capture, business requirements may demand a level of customization beyond what these aids offer. If this is the case, an extensive set of programming interfaces is also available to meet these specialized application requirements.

The following features and technologies provide for flexible customization of Kofax Capture.

Specialized Applications

With Kofax Capture, it is possible to create and deploy special applications (custom modules) that can be used to replace and/or augment the default functionality that comes with Kofax Capture.

Custom modules allow the system to be tailored to a customer’s workflow and/or business processes by deploying capabilities that meet unique business needs. For example, custom modules might be created to recognize a special language unique to special business operations or perform automatic indexing.

A custom module can operate alongside the standard set of Kofax Capture processing modules, or it can replace a standard module. Typically a custom module performs its task at a single point in the Kofax Capture workflow.

Given the power and flexibility of custom modules, it may save time and effort if customization begins from a known starting point. Kofax Capture provides what is referred to as a Custom Standard Module. This Custom Standard Module can be used as a starting point when creating a custom module so as to take advantage of existing panels, menus, and other features.

For example, the Custom Standard Module includes scanner support, which could be cumbersome to implement. It also comes with a complete online Help system that can be rewritten as needed.
**Workflow Agents**

A Workflow Agent has the ability to examine and modify batch data, as well as to change the routing and status of a batch. However, unlike custom modules that work at a specific point, workflow agents can perform their tasks at multiple points in the Kofax Capture workflow.

For example, maybe the normal workflow dictates a batch always goes from the Recognition module to the Validation module. Suppose some batches require different routing because they were processed before a special date, or were scanned at a particular location. A workflow agent can identify these batches and redirect them to a destination other than the Validation module.

**Setup OCXs**

With a setup OCX, it is possible to create menus, dialog boxes, and publish checks that work with custom modules. A setup OCX may also be designed without an associated custom module. This can be done to provide an alternate means of accessing Kofax Capture’s built-in options and settings.

For example, a custom module might require settings to map Kofax Capture index fields to other fields used within the custom module. A Setup OCX could be created to provide a dialog box so the user can set the mappings.

**Scripts**

Scripts can customize the way Kofax Capture processes batches. With Kofax Capture it is possible to create custom validation, recognition, and release scripts.

Some examples would include:

- **Validation scripts** to aid in the processing of data in the Validation and Verification modules. They can perform common validation tasks. For example, a custom validation script could verify that the sum of two fields was equal to the entry in a third field.

- **Recognition scripts** to modify or expand data in the Recognition Server module. For example, a custom recognition script could take a zip code and expand it to a city.
• **Release scripts** to export images and data to long-term storage after all Kofax Capture processing is finished. Kofax offers release scripts for many popular document storage systems. However, a business might have its own in-house storage application that requires special processing or handling. A custom release script could appropriately export the images and data to this in-house storage.

Any of these scripts can be created automatically or manually. Manual script development may be done with Microsoft VB.NET.

When scripts are created automatically, Kofax Capture creates a fully commented, internally documented, framework script. This generated script can then be customized with a text editor to fine tune the tasks performed by the script.

**COM Interface**

The Kofax Capture COM Interface can create custom modules without ever having to alter the source code of the original module. The following custom elements can be added to the Scan, Quality Control, Validation, and/or Verification modules:

- **Custom Panels** – Custom panels can be added to a standard Kofax Capture module. Each panel must be developed as an OCX. Different panels can be used for each custom module.

- **Custom Menu Items** – In conjunction with a custom panel, custom menu items can be implemented.

- **Custom Import Applications** – This API can create custom applications that automatically generate batches and documents.

By taking advantage of the extended features of the COM Interface it is also possible to create stand-alone custom applications that act as import scripts. The Kofax Capture Import Controller supports virtually any type of custom import application.

**Service-Oriented Architecture**

SOA (Service-Oriented Architecture), an open standards based architecture, enables software functions to exchange data on demand, and without a persistent connection.

The Kofax Capture Import Connector – Web Services, an application that sits between Kofax Capture and other applications, is SOA based. The Web Services Import Connector, by following SOA standards, accepts documents from anywhere using the Internet or a network connection and delivers them directly to Kofax Capture. Using SOA, any third party application (including custom modules), digital copier, or multi-function peripheral can be integrated with Kofax Capture.
.NET Framework

The .NET framework (automatically installed with Kofax Capture) has quickly become the new standard for developing and executing Windows based applications. Since the Kofax Capture environment supports the .NET framework, it is easy to integrate custom applications with Kofax Capture, even if the applications use a variety of languages and libraries. The use of the .NET Framework standard dramatically reduces learning curves and development times for the IT staff.

Kofax Import Controller API

Documents are normally created in the Scan module by using a scanner or importing existing files. With the Kofax Import Controller API it is possible to develop applications that can eliminate the need to use the Scan module. Instead the application can directly import image files into Kofax Capture as documents.

The Kofax Import Controller API provides a set of objects, properties, and methods that makes it easy to develop these sophisticated import applications.

XML Auto-Import

The XML Auto-Import feature streamlines the creation of batches by automatically reading information from industry standard XML files. It can be run as an unattended module, a service, a process, or on demand.

Depending upon options selected, the application either polls for XML Auto-Import files or opens a specified XML file. After opening an XML file, XML Auto-Import reads the batch information, creates the batches, and makes them available to Kofax Capture. Once the batches are created, they are processed through the Kofax Capture workflow just like batches created with the Scan module.

The XML Auto-Import process automatically populates index field values based on specifications in the batch class.

The XML Auto-Import log file provides a means of monitoring the batches imported into the system.
Scalability

Can the new system be easily scaled to meet business demands?

When expanding a business, a scalable system that can meet future business needs is essential. Scalability includes the ability to expand hardware as well as any licensing requirements that impact production. Enterprises want a system that is easily scalable, and can readily adjust to business requirements. Kofax Capture is flexible and can meet these changing requirements.

Workstations

Kofax Capture workstations are easily added to a system, allowing scaling from just a few to thousands. Workstations can be dedicated to full time operation, or they can be part-time workstations by using a thin client connection. It is also possible to take advantage of Kofax Capture companion products (such as Kofax Capture Network Server) to distribute the workload right to the desktops of operators who are highly knowledgeable about the information being processed.

This flexibility means reliability and peak efficiency for an enterprise using Kofax Capture.
Modular Approach

Kofax Capture provides a modular approach to scalability. An enterprise only needs to purchase what is required for their operations.

There are many ways to approach this. Kofax Capture is offered as either a standard version or an enterprise version. These versions are pre-defined tiers that provide a set of features appropriate to the needs of the business.

It is also possible to choose among specific features. For example, if a business relies on bar codes, they may need the Enhanced Bar Code license to process bar codes directly from color images. Or, a business may want to take advantage of the features of like QC Later by licensing VRS.

Multiple Instances of Unattended Modules

Kofax Capture’s flexibility allows for multiple instances of certain Kofax Capture modules (such as the Recognition Server or Release modules) on the same machine. This feature allows the system to automatically scale with workload and take full advantage of excess hardware capacity and multi-processor computers.
Maintainability

Is maintenance easy to perform using existing IT staff knowledge?

It is not enough to deploy a compatible, stable, and scaleable system. Any new system must be easy to maintain. Some of the key points to ensure maintainability are:

- **Updates** – Are software updates easy to implement while keeping the system at a high level of availability?
- **Upgrades** – Is it easy to do an upgrade to the system to ensure users have the latest hardware or software configurations?
- **Troubleshooting** – Is it easy to diagnose the system? Are remote diagnostics available?
- **Data Backup** – Is data easy to back up and retrieve to ensure operations are not affected?

Ease of maintenance is critical in today’s high speed, ultra-competitive markets. A business cannot afford to slow production because of maintenance. Kofax Capture is designed for ease of maintenance.

Updates and Upgrades

Updates and upgrades are highly automated. Scripts are recertified to verify any new functionality or new backend processes. Kofax Capture Service Packs are released periodically. They are designed so that if a service pack is removed, the system automatically reverts to its previous state, thus ensuring ongoing operation.

Troubleshooting

If a problem should arise it needs to be resolved quickly. To ensure fast resolution, Kofax provides access to the latest troubleshooting and diagnostic information in an extensive, and frequently updated, knowledge base at the Kofax Web site (www.Kofax.com). This online information can serve as the IT department’s first line diagnostic aid.

Other support options, including Kofax’s Technical Support department, are also available to aid in diagnosing problems. Finally, Kofax maintains peer supported product forums located at http://forums.kofax.com.

Image File Storage

Backing up critical data is an essential task that should be routinely performed. To ensure ease of use and maximum reliability, Kofax Capture uses the backup capabilities built into the industry standard IBM DB2, Microsoft SQL Server, MSDE, and Oracle databases. By using these built-in capabilities IT staff can perform backups using known and trusted processes.
Security and User Account Management

Can IT staff members easily perform system security and control user accounts?

Once deployed, system access control (security) and user account management become important. Maintaining user accessibility and security must be simple and should follow industry standards. By following industry standards, IT staff can use known procedures to manage user accounts; thus increasing efficiency and reducing the need for IT staff to learn new procedures.

Centralized user management is also desirable. It ensures consistent account structures and system access.

Data access and data security are key to ensure businesses keep their information private. IT staff can handle security and account management (system access) through a variety of mechanisms that balance tight security with ease of use.

Windows Standard Authentication

Windows standard authentication processes and security features are used throughout Kofax Capture. User groups and user accounts can be created and made unique to Kofax Capture. It is also possible to link existing Windows and network accounts via the Windows domain or Active Directory; functions already known to an IT department.

Kofax Capture Administration

Administrators can provision security settings so they can be managed centrally or locally. This means the IT department can control how and where accounts are managed so that it is not necessary to depend on the one administrator to manage administration.

Single Sign On

The Single Sign On feature is one way Kofax Capture maximizes ease of use while keeping the system secure. With this feature, Kofax Capture uses individual security settings each time a staff member launches a Kofax Capture module so that it is not necessary to log in each time.
Access Control

Kofax Capture enhances file and folder security with the SecurityBoost feature. To use SecurityBoost, permissions are set so operators have no access to certain files and folders. At the same time, a “special user” is created who can access these items. When SecurityBoost is enabled, Kofax Capture becomes the special user and thus, can access the required items. However, operators cannot get to the files or folders from other applications.

Database Security

Most businesses are concerned about database security. Kofax uses only recognized, industry leading, databases such as IBM DB2, MSDE, Microsoft SQL Server, or Oracle to ensure business benefit from the inherent security capabilities of these products.

Statistics and Reporting

Kofax Capture offers a wide array of reporting options that summarize system and user statistics. There are two major options: Turnkey Reports and Advanced Reports.

Turnkey Reports

The Turnkey Reports provide easy, instant access to Kofax Capture statistical data. These reports provide organized, useful information and are readily customizable.
The turnkey reports include:

- Batch Summary
- Average Processing Time per Document
- Module Productivity
- Total Processing Time per Module
- System Status
- Pages per Module

**Advanced Reports**

The Advanced Report Package includes all standard reports plus an additional set of reports that provide information about documents processed during a specified date range. These reports include statistics on the accuracy of index field data extracted from documents.

The advanced reports include:

- Invoice number by invoice date by vendor number
- Invoice number by vendor number by invoice date
- Vendor number by invoice date by invoice number
- Vendor number by invoice number by invoice date
- Invoice date by vendor number by invoice number
- Invoice date by invoice number by vendor number
- Field accuracy summary by vendor number
- Field accuracy per batch
- Field confidence by form type by batch class
Supportability

Is it easy to provide user support?

User support and assistance is key for a new system. Users must quickly learn to be, and stay, productive. User support and assistance is usually the role of the IT helpdesk.

When implementing a new system, IT managers look for user assistance items such as:

- **Error Logs** – used by IT staff to determine how to improve user operations
- **Online Help** – provides real time assistance to users
- **Quick Reference Cards** – highlights procedures that make users more productive with little or no training
- **Tutorials** – trains users in the basics without the need to involve IT staff
- **Bundled Documents** – provides detailed instruction and presents concepts that clarify user tasks
- **Web Support** – provides easy access to troubleshooting information, system documentation, service packs, and other downloads.

Kofax Capture offers an array of features that make it easy to support. For example, a variety of logs are kept, including a central error log on the Kofax Capture server.

User tracking can be enabled so that Kofax Captures records vital statistics for each user and workstation. Access to this statistics database is done directly, through an integrated reporting tool or via custom SQL queries. The database contains indicators such as document processing times and operator keystrokes that can be used to determine processing efficiency.

It is also possible to create reports to parse and display the data in ways unique to specific business needs, or standard reports that ship with Kofax Capture can be used instead.

Using third party tools, it is also possible to take these standard reports and modify them as desired.

User Assistance Resources

Kofax Capture takes the burden off the IT Helpdesk by providing system administrators and users with a broad array of tools and information resources.
Online Help

Kofax Capture ships with a highly detailed, context-sensitive online Help system. This massive Help system, with over a thousand topics and tens of thousands of links, is organized into user and task based “knowledge hubs” that isolate the user from unwanted information or detail.

For example, a scan operator could open the Help to the knowledge hub for the Scan module, and never visit unrelated topics. The full content of the Help system is available through index or keyword searches, but the hub puts the most relevant information at hand.

Unlike many other products where the online Help is an afterthought, the Kofax Capture online Help is the main, definitive source for all documented information, except installation and troubleshooting.

Finally, to ensure government compliance, the online Help (along with all the Kofax Capture modules) complies with Section 508 standards and guidelines.

With all this information available at every workstation, there should be little need for users to solicit aid from coworkers or IT staff.

Quick Reference Cards

Several handy quick reference cards are included in the documentation set. These cover the most common tasks for the most widely used modules.

These cards contain critical and frequently used information, and may be easily distributed. Since Kofax Capture is easy to learn, these cards may be the primary training aids for many users.

Tutorials

For administrators who are new to Kofax Capture, available tutorials will get them knowledgeable quickly. Typically, it takes about 4 hours to get through all the tutorial lessons. The self-paced study guide teaches the basic techniques of setting up a batch class, cleaning an image, and processing batches through the workflow. It even provides an introduction to customizing validation and release scripts with a Visual Basic like programming language.

For more elaborate training, Kofax also offers professionally taught classroom training and certification available at many locations within the United States and Europe.

Computer based training (CBT) is another option. The CBT programs make it possible to be trained and certified in Kofax Capture (and other Kofax products) without leaving the office.
Bundled Documents

A complete set of documents is bundled with Kofax Capture. These can be found on the Documentation CD, which has an easy to use interface and links to the entire Kofax Capture documentation set. Easy access to this information means fewer calls to the helpdesk.

Sample Custom Module and Workflow Agent

Certain types of customization require specialized knowledge. Developers new to Kofax Capture need to get past the initial learning curve as quickly as possible. To aid in this effort, Kofax Capture includes the source code for a sample custom module and workflow agent. IT developers can learn the techniques of the pros by exploring these samples.

Customized Standard Module

The customized standard module is yet another aid that allows developers to be independent learners. This module comes with a complete context sensitive help system that can be modified as needed.

Web Support

The support pages of the Kofax Web site are an abundant and detailed source of information. The knowledge base has hundreds of troubleshooting hints and tips. There is also information on how to configure scanners, and integrate Kofax Capture with its companion products.
Affordability

Is the new system affordable and can it provide a good return on investment?

In some cases, upper management has already decided upon the system to implement for business enhancement. In other cases, upper management looks to the IT management staff to assist in determining the most cost effective approach. In either case, the IT manager must look at implementation costs with regard to the benefits provided to the business. Often, elements such as excellent customer service, reduction in labor costs with regard to content capture and management, and IT staff effectiveness in dealing with industry standard systems must be considered.

Flexible Licensing Structure

As mentioned earlier, Kofax Capture has an extremely flexible licensing structure. The licensing structure can be tailored to business needs. Kofax Capture is highly affordable since a business only purchases what it needs for its specific operations.

Multiple Instance Support

Running multiple instances of certain Kofax Capture modules on the same computer, minimizes hardware costs, and fully leverages the usage of the hardware in the system. This capability is especially useful on multi-processor computers.

VirtualReScan

With VirtualReScan perfect scans occur the first time, every time. Capturing the information from paper documents and forms is an important part of the overall business process. With VirtualReScan, businesses maximize scanner operations. Advanced VirtualReScan technology ensures scanning is both efficient and easy.

VRS is easy to use, and in many cases is built right into the scanner. The VRS interface is integrated into Kofax Capture and can be accessed from the Quality Control or Scan modules so that operators can repair bad scans in real-time, thus eliminating the need for later processing.

The result - VRS rapidly and dramatically improves the quality of images and the capture of information from paper documents and forms. This means lower scanning and data entry costs, better character recognition, reduced validation and verification times, less impact on the network, and overall increased productivity.
Conclusion

Kofax Capture, a modular application optimized for enterprise-wide usage, can meet the data capture needs of virtually any business, large or small.

The wide range of features and customization options ensures higher productivity and improved throughput. Kofax Capture’s modular architecture allows a business to quickly scale its operations to meet ever-changing business needs.

The use of industry standards simplifies system deployment, promotes stability, and enhances maintainability. All of these factors ensure the IT staff can quickly make use of their current knowledge and skills to maximize their effectiveness.

Comprehensive statistical tracking and a large variety of reports allow a business to track user and system activity on demand.

Kofax Capture and its companion products are the cost effective solution to your business process automation needs.