



Kofax Case Study

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– Allan Winter, ICT Systems Manager at Exmoor National Park Authority



Situated in the southwest of Britain, Exmoor National Park contains an amazing variety of landscapes within its 267 square miles. The park is a unique blend of moorland, woodland, valleys and farmland, shaped by people and nature over thousands of years. Visitors enjoy views of high cliffs plunging into the Bristol Channel and delicious local produce served at the park's cosy restaurants, pubs and tearooms.

Exmoor was designated as a National Park in 1954. Since then, the coordination of work to achieve National Park purposes has been undertaken by local government, first by the county councils and, since 1997, by a free-standing authority. The Exmoor National Park Authority (NPA) decides what measures can and should be taken to achieve the park's purposes.

Exmoor National Park Authority Uses Kofax Express to Help Optimize Efficiency

Open Connections Helps Historic Park Simplify Correspondence Processing

The Challenge

The 30-40 pieces of mail arriving at the Exmoor NPA office each week were often distributed immediately, but the correspondence tracking system used by the office was a rudimentary spreadsheet that was cumbersome to update. If a correspondence sat on an employee's desk for too long with no action, the administrative staff would have to chase that person down for status updates. And if a response was remitted quickly, it was not unusual for the administrators to be unaware, or for some pages of the document to be lost in the paper shuffle. The challenge was replacing a manual processing approach that was error-prone, time intensive and at times, frustrating to the staff.

“I wanted to completely remove the human element of staff having to chase people down for answers,” said Allan Winter, ICT Systems Manager at Exmoor NPA. “We knew SharePoint could look after the correspondence workflow once they were in our system. Our challenge was getting documents into SharePoint as quickly, easily and cost-effectively as possible.”

To help identify and implement the right technology solution, Winter sought the assistance of Open Connections, a UK-based Kofax partner that specialises in ECM solutions for government.

The Solution

After meeting with Winter to understand the specific situation and his objectives, Open Connections recommended Kofax Express™ as the Exmoor NPA's SharePoint connector.

Kofax was selected specifically for its:

- **Ease of Use**
 - o Kofax Express leverages a Microsoft-like look and feel with which the office staff is very comfortable using.
 - o A desktop Fujitsu fi-6130 scanner is used to scan the A4 documents.

- o Kofax Express can import large scale planning documents scanned by Exmoor's MPD's.
- **Speed and Accuracy**
 - o Kofax Express embeds the use of VRS (Virtual Rescan), which makes difficult to read or damaged documents legible automatically.
- **Automation Capabilities**
 - o Kofax Express helps capture documents and data and deliver them to SharePoint for further workflow automation.

"While we knew deploying Exmoor's enterprise capture platform, Kofax Capture™, for this application would not be cost-effective, utilizing Kofax Express made good sense," said Martin Allan, Business Development Executive at Open Connections. "Kofax Express is a powerful, state of the art, all in one, scan-to-archive software package created precisely for less complex applications like Exmoor's application. It makes it easy for anyone to quickly scan, index, and export documents for fast and easy retrieval."

"Working with the Open Connections team was a brilliant experience," said Winter. "We came at the problem from different perspectives and met in the middle, which was the right place for Exmoor to be. Having their expertise play off ours was very valuable."

The Results

Today, with the help of Open Connections, Exmoor NPA is processing correspondence with maximum efficiency. The implementation of and training on Kofax Express took less than a week. According to Winter: "Kofax Express is so easy to use, anyone with 15 minutes of training could pick it up."

Since the implementation, Exmoor NPA no longer has problems locating mail. The mail comes into the post room, the documents are scanned and indexed into SharePoint, and an email containing a link to the file in PDF format is sent to the staff member responsible. Once the staff member has responded to the correspondence, they complete a 'task' in SharePoint. If the task is not completed within the target timeframe, an automatic reminder is sent by the workflow system and a senior manager is also informed.

The staff has embraced the new, seamless, automated process because it has eliminated office conflict. Administration is no longer required to chase their colleagues to keep things moving.

"Kofax Express just works, which is fantastic," Winter summarized. "It is very simple to use and straightforward. It solved our challenge and the staff are a lot happier."

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.

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