

Kofax Support

“Lightning struck our facility three times and a transformer blew, but we did not lose any information from software problems, and Kofax Support helped our speedy recovery”

– US Army



The screenshot shows the Kofax Support website interface. At the top is the Kofax logo and a navigation menu with links for Software, Solutions, Services, Support, Distribution, Partners, and Investor. Below the navigation is a 'Support' section with a sidebar containing links for 'By Product', 'Documentation', 'Downloads', 'Tools', and 'Support Options'. The main content area is titled 'Technical Support Overview' and includes a paragraph about customer pressures, a 'Key Support Features' list, and a 'Technical Support Staff' section.

Key Support Features

- 24 hour access to the Kofax Knowledgebases, which contain answers to customer questions
- Technical Support Web site containing:
 - Informational product Web pages
 - Product Documentation
 - Product Downloads, including available service packs and patches
 - Support Tools
- Quick response time to initial request
- Experienced, knowledgeable and customer focused staff
- Constant communication and updates on open incidents
- Accelerated response time for production incidents

Technical Support Staff
The Kofax technical support team is a highly talented group who are constantly learning, providing the best answers, troubleshooting guidelines, best practices. They are skilled at providing a Kofax solution.

Extensive online support services include a knowledge base, scanner configurator, product and documentation downloads, and forms for submitting incidents.

Kofax provides customers with continuously increasing value for their products through Kofax Support.

Kofax Software Maintenance is included in all Kofax offerings and comprises

- updates delivered via service packs, which include fixes to product usage issues; and
- upgrades delivered via minor and major releases, which provide new functionality that enhances the value of the Kofax product.

Kofax has implemented a consistent lifecycle policy across its products, giving customers a scheduled plan for service packs and minor or maintenance releases. Maintenance releases can be downloaded directly from the Kofax Web site or ordered through the customer's reseller or Kofax Account Executive.

Kofax Support offers comprehensive high value technical support for customers with strategic business systems. Kofax Support includes two primary options: Standard Support and 24X7 Support.

Standard Support

Kofax Standard Support is offered during normal business hours and includes assistance with configuration, installation, usage, performance and issue diagnosis.

Standard support is generally provided by a certified Kofax Reseller when the product and support are bought through the reseller. Kofax in turn provides support to partners as needed; for example, to provide defect fixes. Standard Support can also be provided directly to the customer by Kofax when the customer, partner and Kofax agree and engage in a direct support agreement.

Standard Support provides telephone, Web and sometimes email access to technical analysts for problem diagnosis, resolution, status reporting, documentation clarification, and technical guidance. Standard Support is typically available 11 hours a day, 5 days a week, Monday through Friday. Times vary by region; check the Kofax Web site for actual hours of support.

For major migrations and other large projects, customers can also purchase **single-use, after-hours support** to supplement Standard Support. Kofax provides 24X7 support for a specified duration of time to assist in events like off hours migrations. Time increments are available for weekdays, weekends, holidays, or any other after-hours time frame that meets the customer's business need. Kofax Technical Support requires at least one week advanced notification for this type of support.

24X7 Support

Kofax 24X7 Support provides the same level of support as Standard Support, plus extended telephone access 24 hours a day, 7 days a week, 365 days a year for Severity 1 issues. 24X7 Support is provided in English.

Qualified Support from Partners and Kofax

Kofax and its partners have made substantial investments in training and certification for the products they support. Kofax Resellers must attend Kofax training and pass a certification test for the products supported. Kofax Technical Support in turn provides partners with advanced support and an interface with the R&D team.

Support requests to Kofax are resolved by Kofax Technical Support engineers who have access to a comprehensive, in-depth collection of Kofax product information and diagnostic processes. They also have access to R&D engineers when required. All cases are customer prioritized using a set of predefined severity levels that reflect the impact on the customer's business.

Case Escalation

Kofax Technical Support works with partners and customers to resolve problems quickly. If the priority of the issue requires faster progress, Kofax engages documented escalation protocols and alert management so that additional skills can be added. During any support resolution process, partners or customers may also contact Kofax Technical Support to escalate their case to management's attention.

Online Services

Kofax also provides extensive support services online at www.kofax.com, including

- a knowledge base, which includes over 6,000 postings and is updated daily with tips and techniques for successful use of the products, instructions for advanced uses of the products, and much more;
- a scanner configurator, which helps customers match Kofax software with appropriate scanners for optimal performance;
- product and documentation downloads; and
- Web forms for submitting cases easily.

About Kofax

Kofax plc (LSE: KFX) is the leading provider of document driven business process automation solutions. For more than 20 years, Kofax has provided award winning solutions that streamline the flow of information throughout an organization by managing the capture, transformation and exchange of business critical information arising in paper, fax and electronic formats in a more accurate, timely and cost effective manner. These solutions provide a rapid return on investment to thousands of customers in financial services, government, business process outsourcing, healthcare, supply chain and other markets.

Kofax delivers these solutions through its own sales and service organizations, and a global network of more than 1000 authorized partners in more than 60 countries throughout the Americas, EMEA and Asia Pacific.

For more information, visit www.kofax.com.