

KOFAX

Kofax TotalAgility

Review From A Customer

From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Kofax KTA Tech Lead Consultant at a tech services company with 10,001+ employees

Vairavamuthu M

WHAT IS MOST VALUABLE?

MFD integration Business processes Transformation and UI experience

HOW HAS IT HELPED MY ORGANIZATION?

Most customers benefit from multichannel capture, business processes, along with image processing capabilities, and centralized administration and reporting. In addition, reduced failure points.

WHAT NEEDS IMPROVEMENT?

User interface.

FOR HOW LONG HAVE I USED THE SOLUTION?

20 months.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

No.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

No, scalability was not an issue both at platform and solution level.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Excellent.

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WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?

We used KC, KTM but KTA provided better workflow capabilities along with better UI and imaging capabilities.

HOW WAS THE INITIAL SETUP?

Less complex. Most were on-premise installations.

WHAT OTHER ADVICE DO I HAVE?

KTA, as a platform, can do more than conventional image processing.

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