

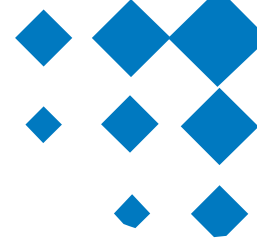


## Bridging the Digital Divide


Dan Marshall – Kofax Account Executive




# Kofax – Company Vision





**“Systems of Engagement”**  
generate real-time, information-intensive communications

Paper 


Faxes 

Mobile Devices 

Portals 

Digital Scanners / MFPs / MFDs 

MS Office / PDF / TIFF / JPEG files 

Emails 

XML / EDI / Data Streams 

To radically transform  
and simplify the  
First Mile™ of business

**“Systems of Record”**  
are enterprise applications  
designed for internal use

ERP / CRM / LOB

ECM &  
Records  
Management

Databases  
& Other  
Archives

IT & Telecom Infrastructure



# Proven FS technology and digital transformation



6,000+

Over **6,000** Financial Institutions use Kofax solutions

x24

**24** of the biggest Financial Institutions are Kofax customers

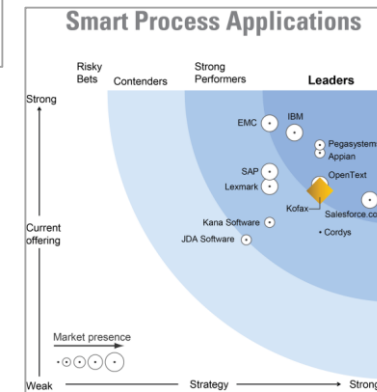
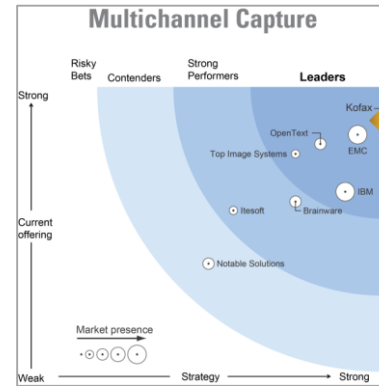
Scale

500,000,000 NHS prescriptions P.A



Kofax has a 70% market share of the Financial Institutions within the Global 500

## Market Leadership



# What is digital transformation?



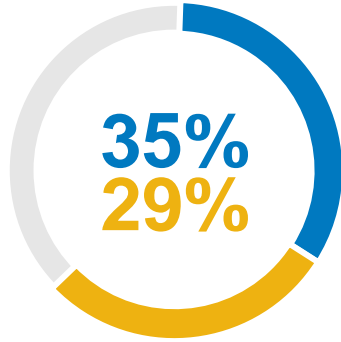
“The use of new digital technologies to enable major business improvements, such as

- ◆ enhancing customer experience
- ◆ streamlining operations or
- ◆ creating new business models.”

– MIT Sloan

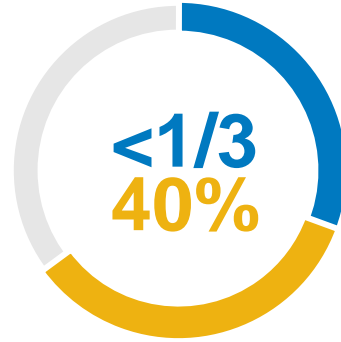


# Industry at a Glance



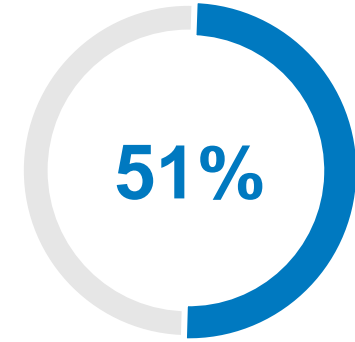
## Thirty-five percent

of insurers are comprehensively investing in digital technologies as part of their overall business strategy, while **29%** are investing in selected business units only.



## Less than one-third

of life insurance carriers allow customers to start a transaction in one channel and complete it in another. Slightly more P&C carriers – **about 40%** – offer that capability.



## Fifty-one percent

of insurers plan to partner with major digital technology and cloud platform leaders within the next two years.

Sources:  
Digital Insurance Era: Stretch Your Boundaries—Accenture  
Global Digital Insurance Benchmarking Report - Bain & Company

# Market Drivers of Digital Transformation in Insurance

Meet the 4 Cs – the primary market drivers of digital transformation



**Customers**—Digital companies like Amazon and Apple have trained customers to expect a seamless, mobile-first omnichannel experience.

In 2008, consumer spending via mobile will top \$626 billion, with nearly half of all e-commerce sales coming from m-commerce.



**Competitors and emerging markets**—New digital-first competitors can serve customers with agility, offering a familiar customer experience.

74 percent of insurers believe that some part of their business is at risk of disruption from insuretech startups moving into their market.



**Costs**—Digitisation of high-volume processes like onboarding, underwriting and claims is a primary driver of ROI.

Less than one-third of life insurance carriers and about 40 percent of P&C carriers allow customers to start a transaction in one channel and complete it in another.



**Compliance**—Increasing and ever-changing regulations add to the cost burden and complexity.

Legislation and exit from EU produce regulatory uncertainty amongst insurers as they face the potential for radical change in taxation and compliance repercussions.

# Key aims of the TOM



- ◆ Improved Efficiency – Making the market faster and more cost effective
- ◆ Better Data – Putting data at the heart of the London market
- ◆ Face to face negotiation supported and facilitated by electronic data capture for all steps in the process including placing, signing, closing, claims and renewals
- ◆ One touch data capture – a global standard to allow re-use by all
- ◆ Enhanced shared central services – providing common non-competitive services



Market collaboration widens the ability to convert paper into electronic data



- ◆ **Structured Data Capture**
  - ◆ Utilising Kofax Software

# How can Kofax Help Digital Transformation Platform



Insurance



Financial Services



Government



Retail



Healthcare



Education



Manufacturing



Transportation



Business Process Outsourcing

## Vertical and Horizontal Industry Solutions

Mobile



Multichannel capture



Extraction & verification

Capture



Case management



Workflow & process automation

Process



Customer communication management



Authentication & facial recognition



E-signature & signature verification

Deliver

Analytics

Integration



Kapow Server Robotic Process Automation



# e-Signature

Capture and verify e-signature, biometrics, click-to-sign, photo or handwritten signatures.

e-signatures are acceptable in most cases where wet signatures are requested today

PC\_Disability.pdf  
Disability form to sign...

Document 1 of 1

Complete the following

0%

Field Witness Signature on pag...  
Guide me

DECLARATION AND AUTHORISATION

I declare that all answers given by me in this form are, to the best of my knowledge and belief, true and complete.

I consent to the Company seeking / providing information about me from / to any medical source, insurance office, organisation or person, governmental organisation and / or regulatory body. A photographic copy of this authorisation shall be as valid as the original.

I agree to bear the fees (if any) payable for any reports obtained for the purpose of processing of this claim. I understand that these reports may not be made available to me and that the Company reserves the right not to release these reports or a copy of these reports to me. I give my consent for the fees to be deducted from the claim that is payable to me, if it is admitted.

Signature of Claimant

Signature of Witness

Name (as per NRIC):  
Date:

If you wish to understand the list of purposes the Statement of Personal Data

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A Manulife Financial Company  
Main Office: 11 Raffles Place, #20-01, Manulife Centre, Singapore  
Tel: 67371721 Website: www.manulife.com.sg

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