

# Solving Complex Digital Transformation Challenges

## About Genus Technologies

Genus Technologies is a highly collaborative systems integrator and solution provider with over 25 years of expertise in solving complex digital transformation challenges. Genus has strong partnerships as a Tungsten Automation (formerly Kofax) Titanium Partner, an IBM Partner, a Hyland Nuxeo Partner, and a ServiceNow Premier Partner. Our services expand to assist organizations as a vendor neutral expert for analysis, design, planning, and implementation for Intelligent Automation, Document Automation, Content Services and Digital Asset Management.

Genus has collaborated with over 300 active customers to deliver more than 1,200 successful projects for intelligent document automation, content services, digital asset management, and process transformation. Genus works in cross industry organizations, and has cultivated a strong customer base in the financial, insurance, healthcare, manufacturing, logistics, and government sectors.

Our customers rely on us for a wide range of capabilities, from capturing and managing data from digital or printed content to automating forms processing, to unifying the management of enterprise content including documents, images, audio, and video. With 24/7 customer support options, we continue to add value even after implementation.

## Tungsten Automation

With its TotalAgility® Intelligent Automation platform, Tungsten Automation has enabled Genus to automate many business processes and deliver significant savings to our clients in the financial services industry. By using Process Orchestration, Artificial Intelligence (AI)-driven Document Automation, Robotic Process Automation, and flexible engagement (including mobile), manual processes can be streamlined and the costs associated can be dramatically lowered. The ability to measure and then analyze every step adds new and significant business insights.

For example: At a large banking institution, Genus, in conjunction with bank technology teams, automated the commercial lending back office activities. TotalAgility automated processes to ensure compliant documentation management procedures and effective loan servicing. An early benefit of the implementation was a rapid and timely documented organizational effort supporting the LIBOR variable rate transition.

## TUNGSTEN AUTOMATION

“Genus Technologies is well known for the professionalism and diligence of its team, and we are proud to have them as our long-term partner for all things Tungsten Automation.”

— Jeff Stratton  
Senior Project Manager  
AMN Healthcare



"I really appreciate the partnership with Genus because they have our back. I trust you guys to level with us, which has driven our success."

— IT Manager of Applications



"Genus delivers expert implementations, consulting, transformation offerings, and superior support. The team continually earns new certifications, making them a valuable Premiere Partner."

— Senior Engineer



"Today, we can provide ironclad digital evidence to show regulators that we are managing sensitive records to the highest regulatory standards. Best of all, we achieved this goal without any impact on day-to-day back-office operations."

— Spokesperson  
Leading Healthcare Provider

## Hyland Nuxeo

Development of most content services platforms occurred decades ago and used technology practices that were current at the time. Technology practices moved on, particularly with the advent of cloud computing. Nuxeo took advantage of new, high-performance, cloud technologies to create a leading-edge cloud-native and low-code content services platform. This modern platform has been embraced in financial services, consumer products and retail, and media and entertainment with the Digital Asset Management (DAM) and Enterprise Content Management (ECM) solutions.

For example: A large insurer looked to transition its content services environment to the cloud. Key requirements included an ability to use an existing enterprise API, high-performance content migration, and capabilities to directly support AI-driven analytics. Using Nuxeo, Genus designed and implemented an environment that exceeded the project goals.

## ServiceNow

We understand that streamlined processes are the foundation of a successful enterprise. We help our customers leverage the Creator Workflows of App Engine and Automation Engine, the driving force behind Now Platform's hyperautomation capabilities. With features like IntegrationHub, RPA Hub, Document Intelligence, and Automation Center, we bring you the tools to optimize and automate processes like never before.

**Unleash Innovation with AppEngine:** Our experts are available to provide guidance and assistance throughout the journey, helping to optimize the apps and ensure that every step of your development process is easy, secure, and efficient.

**Intelligent Document Processing (IDP) for Data-Driven Decisions:** Say goodbye to manual document handling and embrace the efficiency of IDP to extract valuable insights from unstructured documents, driving informed decision-making to accelerate business growth.

## IBM

IBM delivers a tremendous amount of capability in the Cloud Pack for Business Automation. Using this set of integrated market-leading applications based on modern containers, cloud and AI technologies, we help our customers to solve the most difficult operational challenges. Key to that offering is the immensely popular FileNet content services platform.

Genus has decades of experience integrating FileNet with other enterprise systems and deploying FileNet in highly scalable ways, including in the cloud. Genus also develops FileNet extensions that simplify management, extend the end-user experience, and lower total cost of ownership.

For example: Operating globally, this healthcare provider faced a complex web of regulatory compliance requirements. Meeting those requirements created challenges because departments were accustomed to working in file shares and they didn't want to change the way people worked. Enter the Genus File Explorer for FileNet (GFEX). With GFEX, the company's business users see a folder structure identical to that in Windows Explorer—but when they "drag and drop" corporate records, the files go directly into the FileNet repository for ironclad control. GFEX's use of this familiar interface creates a double benefit by eliminating the need for any retraining while driving seamless, wide-spread user adoption meeting regulatory compliance.

## Proven Methodology

Genus utilizes a proven methodology to drive the most out of our customer's technology investment. During the first phase of discovery, we will focus on current systems and goals and produce a recommended approach including a resource plan. Once engaged, Genus conducts a workshop that brings the key stakeholders and Genus together to create a blueprint that establishes common understanding of the technology, features, and how they are best applied to meet business goals.

Analysis becomes the first step in an agile development effort with concentration on business and systems to create the use cases used in the development of functionality that can be delivered for quick payback. While the system is in production, Genus works with the team for continuous improvement to make sure the processes are at optimal performance. Genus has found that customer success is much higher with ongoing reliable support and therefore maintains a full-time customer success team to ensure your ongoing operational success.

## Areas of Expertise

Genus Technologies holds over 200 certifications in our core competencies.

**Intelligent Document Automation:** Classification, Extraction, Validation, RPA, Machine Learning, AI, Process Orchestration, Development, Roadmap Design, Digital Transformation Workshops, Mobile, Cloud

**Content Services:** Discover, Enrich, Process, Coordinate, Collaborate, Secure, Store, Publish, Cloud, and Distribute

**Business Process Transformation:** System Orchestration, People Orchestration, Document Automation, Robots, User Experience, and Analytics

## Tungsten Automation Accelerators

Genus has developed Tungsten Automation (formerly Kofax) Services and Framework Accelerators to enhance customer implementation, drive higher success rates, and streamline implementation. Highlighted Accelerators:

**Genus Advanced Table Processor (ATP)** enhances the Tungsten system by utilizing a rules-based engine to extract and validate data located in complex, multi-line entries on business documents such as invoices, utility bills, etc.

**Genus AgiliTeams™**, the integration of Tungsten Automation TotalAgility® for Microsoft Teams, is a Teams App that delivers TotalAgility work queue management capabilities in the workspace many workers rely on most of the business day.

**Genus Konnect** allows organizations to securely scan from anywhere with Kodak Alaris Infuse network scanners, cloud-based management software, and a direct connection to TotalAgility.

**Genus ActiveClaim™** automates the entire electronic claims process for CMS-1500 and UB04 forms by leveraging the extensive capabilities of TotalAgility in a ready-to-deploy solution for health insurance and workers compensation medical claims.

## Customer Support

Genus has a dedicated and certified customer support organization to serve our customers globally. This greatly enhances customer adoption and helps customers to realize full value of their solution and return on investment. Customer service is supported by a responsive, ratable ticketing system (ITSM). The health-check diagnostics reveal opportunities for improvement and assist with proactive engagement.

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