

About Us ■

Company Overview

For over 16 years DoxTek, Inc. has partnered with its customers to deliver dependable, cost-saving document management and process automation solutions to solve their business problems. Our award-winning solutions are used by organizations in many markets across North America. DoxTek's focus on doing the right thing, at a fair price and with the best people results in over 150 organizations placing their trust and confidence in DoxTek and its solutions. Our customers drive value due to our unique blend of technical expertise, product strategy, and exceptional customer care – a rare and unique combination in today's marketplace. To better service North America, DoxTek has completed multiple business mergers/acquisitions and has expanded its operations to include staff and offices in Utah, Southern California, Denver, and Metro Atlanta, with more to come.

Our Focus and Priority

DoxTek is focused on solving critical business problems and improving the speed, cost and quality of how they engage with their customers. DoxTek can deliver its award-winning solutions either as an on-site premise software license or via our secure Cloud Solution. We achieve this speed and quality by working with the best software providers and by being able to integrate with most systems, for the following areas:

Financial Services – Banks, Credit Unions, Wealth Management

DoxTek delivers solutions that dramatically improve customer interaction, retention and confidence. Our institutional customers benefit from lower costs per transaction and increased compliance and regulatory transparency. DoxTek specializes in solutions that allow institutions to interact with their customers through all channels (mobile, web, text, social network) using our agile platform.



Energy

DoxTek recognizes that energy is not produced or distributed through paperwork, but failure to have the right information, at the right place, at the right time in the energy industry can lead to inefficiencies, regulatory fines, and forced outages. DoxTek can help you capture, organize, store and retrieve both production and compliance data to help eliminate the multiple copies of paperwork at the corporate office, plant facilities and remote locations.

Education

DoxTek uses world-class software to help educational entities deal with the peaks and valleys of information flow while decreasing the time needed to process and act on applications, transcripts, and financial aid documents. Whether through transcript scanning and evaluation, student financial records management, or by integrating with existing Student Information Systems (SIS), DoxTek has helped K-12 organizations and institutions of higher education simplify and optimize their information processes, and enhance the student experience.





Public Sector

DoxTek has a long history of delivering world-class solutions for State and Local Government customers. DoxTek's Tax Assessor, Land Records and Court Record solutions are used to improve operations, lower costs and simplify constituent access.

Healthcare

The healthcare customers use DoxTek solutions to improve the quality of care, lower costs, and have a meaningful impact in patient accounting, medical records, clinical and improved integration with patient records and information management platforms currently used. Our Analytics and Process Intelligence solutions are used to reduce compliance and risk impacts.



Insurance

DoxTek delivers case management and advanced document solutions for our carrier and agency customers in the life, property and casualty, and annuities markets. DoxTek's solutions lower the cost of operations, allow mobile and channel of choice interaction, and assist in lowering risks due to fraud, non-compliance and privacy issues.

Cross-Industry

DoxTek delivers advanced solutions that deliver lower operating costs, improve customer order processing and streamline procurement, Accounts Payable, Accounts Receivable and HR On-Boarding processes.



Our Support

With **99.6% Customer Support Satisfaction rating** and an average response time of less than one hour across all tickets, our dedicated support team offers superior service to our customers. DoxTek provides extended hours support of Level-3 Engineers, as well as, an advanced ticketing system. At DoxTek, it's not just about providing outstanding solutions or project implementations, but also about creating long-term partnerships with our customers for maintenance and support.

Our Services

DoxTek's success is due to our highly skilled Services staff and dedication to our customers. DoxTek views each customer as a part of our business family and our team works diligently to deliver value-based, high-quality and timely services to each customer.

The key areas DoxTek Services cover include:

| DoxTek Sales & Sales Engineering Services | DoxTek Professional Services | DoxTek Training & Educational Services | DoxTek Customer Support Services |
|--------------------------------------------------|-----------------------------------------------------------|--------------------------------------------------------|-------------------------------------------------------------------------|
| Solution Validation and Business Alignments | Business Process, Workflow and Case Management Consulting | End-User Training | On-line Customer Support and Help Desk (Email and Web) |
| Business Cases & ROI Preparation | Agile Deployments and Methodology | Customer Administrator Training and Enablement | Telephone Maintenance Support Help Desk |
| Enterprise Account Management | Multi-Channel Capture | End-User Product Certification Training | Standard 5x11 Maintenance Support and Optional 7x24 Maintenance Support |
| Enterprise Licenses | Mobile Platforms | Executive Training | Hotline for After-hours |
| Self-Funding Project Solutions | Enterprise Content Management | Advanced Master Level Training | Product Development/Engineering Escalations |
| Custom Demonstration | Product Scanning | Product Upgrade Training | Automated Case Logging |
| Cloud vs. Premise Based Business Case Comparison | Enterprise Upgrades and Migrations of Aged Systems | Custom Help Files and User Placard Design and Delivery | Executive Escalation Procedures and Priority Management Reporting |

Our Partners

DoxTek is a leading partner for OnBase by Hyland, ABBYY, Kofax Inc. (now Lexmark Enterprise Software), and EMC. In 2015 DoxTek achieved Kofax Diamond Partner Status – one of 13 world-wide. DoxTek is an OnBase by Hyland Diamond Support Partner as well as an EMC Platinum Partner. DoxTek has been recognized for the success of our customers' projects and quality of our service and support.



Why DoxTek?

Nothing speaks louder about DoxTek and our dedication than the words of our customers:

I've been impressed with your team and feel like you bring a great perspective on document imaging to the table.

- IT Director, Western Governors University

Not only is it easier to find records, but the information is more secure. Thankfully we don't have to worry about the possibility of losing original documents.

- Judy DeWaal, Director of Finance, Utah State Office of Education

I am definitely happy we chose DoxTek for our accounts payable solution. They are detailed in their work and very accessible, which is critical for me.

-Chris Lundquist, Accounts Payable Manager, Novell

The DoxTek technology we are using allows us to meet State requirements as well as provide a time-saving service.

-Peggy Hudson, Assessor, Montgomery County, IN