

# KnowledgeLake vs. The Tungsten Product Suite



As organizations embrace AI to digitize their document processing workflows, the choice of platform becomes crucial. KnowledgeLake's Hyperautomation platform and Tungsten (formerly known as Kofax) are two prominent players in this space, offering comprehensive solutions for document capture, data extraction, and process automation. However, the KnowledgeLake platform stands out as a superior choice over the combination of Tungsten Capture, Tungsten Transformation Modules (KTM), and Tungsten Process Director. This report outlines the key benefits of purchasing KnowledgeLake, focusing on its cloud-native architecture, simplified purchasing model, and superior customer satisfaction metrics.

## 1. Cloud-Native Architecture vs. Tungsten's Acquisition-Heavy Methodology

### KnowledgeLake's Cloud-Native Advantage:

KnowledgeLake is built as a cloud-native platform, offering seamless integration, scalability, and flexibility. This architecture allows organizations to leverage the full power of cloud computing, including automatic updates, real-time scalability, and ZERO on-premise infrastructure. KnowledgeLake's single SKU model simplifies the purchasing process, ensuring that clients have access to all features and updates without the need for multiple licenses or complicated integrations.

### Tungsten's Legacy Complexity:

In contrast, Tungsten's product suite is fragmented despite being rebranded and repackaged as —comprising Tungsten Capture, KTM, and Tungsten Process Director—originates from multiple acquisitions. Each component has its own licensing requirements, integration challenges, and maintenance needs. This complexity often leads to higher total cost of ownership (TCO) and longer implementation times. Moreover, Tungsten's products require extensive on-premise infrastructure, which can be costly and less flexible than a cloud-based solution.

## 2. Simplified Purchasing and Deployment

**KnowledgeLake’s Single SKU Model:** One of the standout benefits of KnowledgeLake is its single SKU model. This approach means that clients do not have to navigate a complex web of licenses for different products and features. Everything is included in one comprehensive package, making it easier for IT departments to manage and for organizations to budget. This simplicity extends to deployment as well, with KnowledgeLake offering faster implementation times due to its cloud-native design.

**Tungsten’s Multi-SKU Complexity:** Tungsten, by contrast, requires organizations to purchase multiple products—each with its own SKU—for document capture, data extraction, and workflow management. This not only complicates the purchasing process but also leads to potential integration issues between the products. Additionally, Tungsten’s on-premise or hybrid cloud deployments often require significant IT resources to manage, further increasing costs and slowing down deployment.

## 3. Superior Customer Satisfaction and Support

**KnowledgeLake’s Customer Excellence:** KnowledgeLake’s commitment to customer satisfaction is reflected in its near-zero customer turnover rate and an impressive Net Promoter Score (NPS) of 0.91. This score indicates a high level of customer loyalty and satisfaction, driven by KnowledgeLake’s responsive customer support and continuous product innovation. The platform’s user-friendly interface and comprehensive training resources ensure that customers can maximize the value of their investment from day one.

**Tungsten’s Customer Challenges:** In contrast, Tungsten has faced criticism for its customer support and product complexity. Customer reviews often cite challenges with integrating different Tungsten products and difficulties in obtaining timely support. These issues contribute to lower customer satisfaction and higher turnover rates, as organizations seek more reliable and user-friendly alternatives. The legacy nature of Tungsten’s products also means that updates and new features are often slower to arrive, leaving customers with outdated technology.

### CONCLUSION

While both KnowledgeLake and Tungsten offer solutions for document processing, KnowledgeLake’s cloud-native architecture, simplified purchasing model, and superior customer satisfaction make it the clear choice for organizations seeking a robust and scalable platform. The ability to deploy quickly, scale effortlessly, and receive top-tier support ensures that KnowledgeLake not only meets but exceeds the needs of modern enterprises. By choosing DataBank KnowledgeLake, organizations can avoid the pitfalls of legacy systems and enjoy a streamlined, efficient, and customer-centric document processing experience.

For more information on how KnowledgeLake can transform your document processing workflows, [contact us today](#).