



Product Summary

TUNGSTEN
AUTOMATION

Product Summary

Tungsten TotalAgility[®]

The clarity of insight.
The agility of agents.
The speed of automation.

Accelerate Digital Transformation

Continuous innovation is key to thriving in today's fast-paced business landscape. Forward-thinking enterprises are investing heavily in digital transformation, achieving unprecedented results for employees and customers alike.

Yet, many companies find themselves grappling with overwhelming data volumes, bogged down by manual processes, and struggling to make decisive choices due to a lack of insights into their data. Rising costs, staffing shortages, and heightened customer expectations exacerbate these challenges, resulting in operational inefficiencies and missed opportunities.

This is where automation, driven by artificial intelligence (AI), comes in—combining agentic and generative AI to transform the way organizations work. Whether you're streamlining document-heavy workflows, coordinating humans and AI agents, or surfacing insights from unstructured content, Tungsten helps you unlock knowledge, improve decision-making, and drive meaningful business outcomes – ultimately giving you a clear competitive edge.



Introducing TotalAgility: Reimagining the Way You Work

Tungsten TotalAgility® is a unified document and workflow automation platform that leverages advanced AI to automate knowledge-driven workflows and unlock real-time business insights across diverse industries.

From financial services and insurance to healthcare, the public sector, and supply chain management, TotalAgility is engineered to drive innovation. It streamlines a broad spectrum of operations, including customer onboarding, claims administration, inventory management, and much more, empowering your organization to achieve scalable growth.

Driven by a culture of innovation spanning four decades of success, Tungsten Automation is committed to helping businesses in all industries accelerate productivity, competitiveness, and time-to-value.

Tailored Automation That Grows With Your Business

TotalAgility is a modular platform that brings together knowledge discovery, workflow automation, and intelligent document processing into a single, unified solution. Its tiered packaging aligns AI and automation precisely to your business needs, allowing organizations to adopt capabilities at their own pace and scale over time.

Knowledge Discovery

TotalAgility transforms vast amounts of raw, unstructured data into enriched, searchable intelligence. It effectively mines long, proprietary documents for meaningful information and stores these insights in an AI knowledgebase. From there, our advanced capabilities, including knowledge agents, semantic search, and Retrieval-Augmented Generation (RAG), make it easy for users to retrieve accurate, explainable answers in real time. Simply ask a question using natural language and receive trusted answers linked back to the source. With knowledge discovery, you can make faster, more informed decisions with full access to institutional knowledge right at your fingertips.

Workflow Automation

Automate complex and case-driven workloads across teams and departments with ease. Quick AI Agents enable fast deployment of custom workflows. At the same time, multi-agent orchestration ensures human and digital agents collaborate seamlessly, making real-time decisions and adapting to changing business context, so work gets done smarter, not harder.

Intelligent Document Processing (IDP)

Built for speed and simplicity, TotalAgility's industry-leading intelligent document processing (IDP) classifies, extracts, and validates incoming data from any source. This no-code capability effectively eliminates manual data entry, boosts straight-through processing, and speeds up operations.

Are you ready to transform your content-intensive business processes through AI-powered automation? Let's explore TotalAgility's core features and how they can benefit your organization.

Purpose-Built AI for Every Task

We understand that AI isn't a one-size-fits-all solution, which is why TotalAgility is designed to deliver the right AI for the right job. We ensure our approach merges human expertise with advanced AI capabilities to promote responsible innovation, informed by ethical AI principles and robust security measures.

At its core, TotalAgility features Tungsten Copilots: Generative AI-powered assistants that simplify and accelerate automation setup. Whether you're classifying documents, building extraction models, creating forms, or designing workflows, Copilots help you get up and running faster with no expertise required.

TotalAgility also includes AI Agents: smart digital helpers that take action to achieve business goals. Some carry out specific tasks like routing documents, researching information, or answering questions. Others can take on a managing role, coordinating people and agents through multi-agent orchestration to keep operations running smoothly.

Beyond Tungsten Copilots and AI Agents, TotalAgility brings together additional AI technologies to enhance automation, accelerate decisions, and uncover deeper insights. Together, these capabilities help you work smarter, adapt faster, and scale with confidence.

Naturally, TotalAgility can be easily customized with your choice of Large Language Model (LLM) – whether you use the included Azure OpenAI Service or integrate a custom LLM.

“Tungsten TotalAgility breaks down the traditional walls. We're now able to talk about a broad spectrum of offerings – with benefits such as accelerating new customer onboarding and improving collaboration throughout the entire lifecycle of a transaction. It elevates the value from just 'cost savings' to helping our clients grow revenues. In short, Total Agility is a game changer for us and our clients.”

Peter Ortiz

Technical Director, Capital Capture

Empowering Everyone to Innovate

TotalAgility's no-code/low-code environment democratizes innovation, empowering users of all skill levels to create solutions with ease. Its intuitive interface features conversational AI, drag-and-drop functionality, and pre-configured models—enabling anyone to build applications without writing code.

With quick, no-code apps, citizen developers can rapidly create high-quality, efficient solutions, even without deep technical expertise. Meanwhile, professional developers are empowered to take on more advanced customization and integration. TotalAgility fosters seamless collaboration between both groups, empowering your organization to innovate faster.

Additionally, built-in governance ensures that every solution aligns perfectly with business requirements and organizational policies, striking the ideal balance between flexibility and oversight.

Deploy Your Way—With Confidence

TotalAgility offers a range of secure deployment options to fit your strategy, including public or private cloud, multi-tenant cloud, on-premises, or Docker container deployments. All options benefit from modern, open architecture, ensuring seamless integration and efficient resource use.

Data remains protected with encryption at rest and in transit, enhanced by single sign-on (SSO), to safeguard your information in any environment.

Tungsten Cloud

For greater simplicity, scalability, and speed, Tungsten Cloud—powered by Microsoft Azure—provides instant access to powerful AI-driven workflows. Reduce IT dependencies and accelerate time-to-value with a fully managed, enterprise-grade cloud experience.

“We were thrilled with the new innovative features Tungsten Automation introduced in TotalAgility, particularly the new Generative AI and Copilot capabilities.

These advancements, along with the overall quality of automation, dramatically accelerated the time to market for our most important customer-facing projects. TotalAgility helps Acrisure stand out in the Fintech industry with an unparalleled value proposition for our customers.”

Asheesh Biyala

VP of Intelligent Automation, Acrisure

An Extensive Partner Ecosystem That Understands Your Business

At Tungsten, we believe transformation doesn't happen in isolation. Our robust partner ecosystem—spanning over 1,000 solution providers, consultants, and integration experts—plays a critical role in helping customers drive real-world results with TotalAgility.

Whether you're looking for strategic guidance, implementation support, or industry-specific accelerators, our partners bring the expertise needed to extend TotalAgility to meet your unique goals.

From deployment to optimization, our partner ecosystem empowers you with flexibility, speed, and confidence—so you can focus on delivering outcomes that matter to your business.

Enhance TotalAgility with Powerful Add-Ons

Extend the capabilities of TotalAgility and accelerate your path to greater efficiency and innovation with these valuable services:

Tungsten Marketplace

Accelerate innovation with the Tungsten Marketplace—a growing hub of over 300 prebuilt, ready-to-deploy solutions tailored to your specific business needs. Choose from free and for-purchase offerings to quickly customize and extend TotalAgility's capabilities. Whether you're looking to jumpstart a new use case or enhance an existing one, the Marketplace gives you instant access to integrations, accelerators, and specialized apps for faster deployment and greater impact.

Document Library

Access over 3,000 pre-trained extraction models for the most common document types across a wide range of industries. Simply select the desired cloud-based model from the drop-down menu, and it will instantly auto-populate the corresponding fields in workflows. Models can also be fine-tuned with your proprietary data, eliminating the need to build extraction models from scratch.

Robotic Process Automation (RPA)

Automate repetitive, rule-based tasks across your enterprise with Robotic Process Automation (RPA). Seamlessly integrate digital robots to handle high-volume, manual work, freeing employees to focus on higher-value activities and driving greater efficiency gains.

A Market Leader

Tungsten Automation's legacy in AI-powered automation spans four decades of success, underscored by our thriving network of over 25,000 customers, 1,000 partners, and 200 patents. Top industry analysts recognize us in all aspects of AI-powered automation, including:



TotalAgility empowers organizations to fuel innovation, reduce costs, and improve critical operations through actionable insights and data-intensive workflow automation.

Gartner, Magic Quadrant for Intelligent Document Processing Solutions, Shubhangi Vashisth, Tushar Srivastava, et al., 3 September 2025

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"We were impressed with the rate of innovation and investment in their solution. As they continue to accelerate new technology investments like Gen AI into their portfolio-based approach, they enhance customers' ability to build end-to-end automation workflows."

Amy Machado,
Senior Research Manager, IDC

About Tungsten Automation

Tungsten Automation is a global leader in AI-powered document and workflow automation, advancing document intelligence across highly regulated industries. For nearly 40 years, we have helped organizations transform documents into trusted data, orchestrate intelligent workflows, and unlock the full value of their enterprise information.

Our AI-powered platform combines intelligent document processing, workflow automation, and knowledge discovery to help businesses improve efficiency, reduce costs, and accelerate better decision-making—enabling them to deploy AI at scale safely and confidently.

With more than 2,000 employees across 40 countries, Tungsten supports over 25,000 customers worldwide in their efforts to work smarter, move faster, and scale automation with confidence.

To learn more, visit www.TungstenAutomation.com

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