

OVERVIEW

The CCM Gateway platform is a customer communications archiving and e-presentment solution with out of the box integration for Alfresco and Microsoft Sharepoint, and with the capability to integrate with other CMIS based platforms. CCM Gateway helps streamline the process of migrating, configuring and operating customer communications archives.

How Does it Help?

- On average organizations can save over \$1m each year on the cost of print and posting by changing to digital customer communications archiving and e-presentment.
- Retaining statements, bills, invoices and correspondence helps achieve compliance with industry regulations in banking, insurance and healthcare and for tax compliance.
- Turning customer communications into accessible documents delivers consistent services for the partially sighted and ensure compliance with ensures compliance with current regulations, including Section 508, AMA, AODA, the UK and EU Equality Acts.
- Reducing call center of volumes and improving customer services are all benefits of changing to digital customer communications.
- Replacing complex, mainframe systems for archiving and e-presentment with modern, next generation digital archives significantly reduces IT costs.



PRO ARCHIVER

Product at a glance

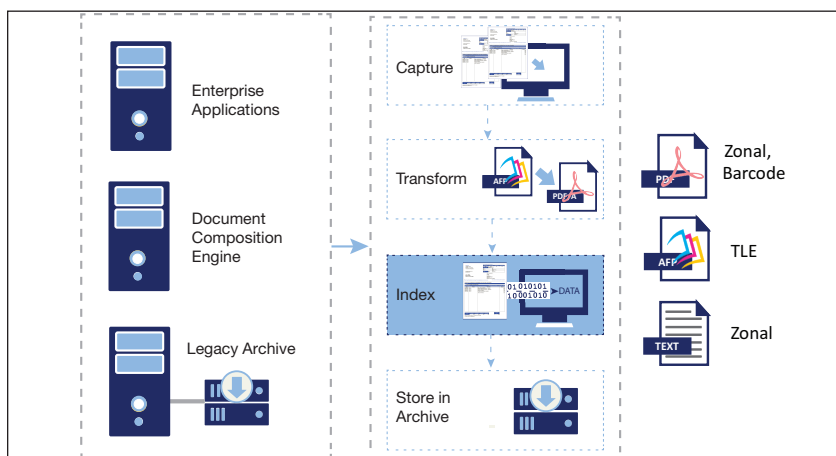
What does CCM Gateway do?

CCM Gateway captures high volume customer communications created by line business systems and document composition tools

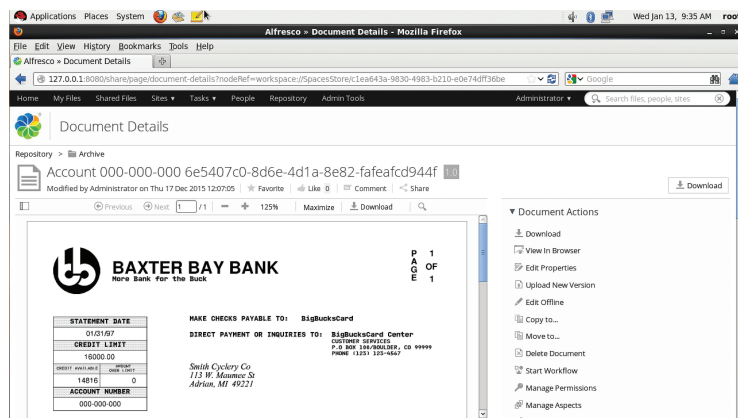
- Customer communications generated as line data, AFP, Metacode, PostScript, PCL or PDF formats are either archived in their original format or converted into PDF/A for long term archiving
- Content can be enhanced with accessible tags, which comply with PDF/UA and used by screen readers to provide audio commentary for the partially sighted
- Indexing templates identify individual documents in the print spool, ready for archiving in Alfresco
- CCM Gateway Processing Server stores content optimally in the archive either in its native format or as PDF/A achieving compression rates as high as 95% when compared with individual document archiving
- CCM Gateway Retrieval Server searches and retrieve individual documents in the archive

How it works:

CCM Gateway captures the output of enterprise applications and document composition systems, transforms the content (typically into PDF/A), indexes individual documents and stores the results in the selected archive.



CCM Gateway stores references to individual documents, however, content is kept in large batches in order to reduce the storage overhead. When documents are retrieved through any standard API or user interface the document is extracted from the batch and re-constituted as an individual PDF ready for e-presentation.



CrawfordTech Solutions

Crawford Technologies develops software and solutions to help enterprises optimize and improve the secure and accessible delivery, storage and presentment of their customer communications.

With over 1,800 customers on six continents, CrawfordTech solutions and know-how enable the largest banks, insurers, healthcare providers, utilities and print services companies to use their existing technologies, documents and data in new ways. We help them navigate the challenges in leveraging legacy applications in the platforms and applications of the future.

CrawfordTech's products, services and domain expertise reside at the nexus of content, data, and output management and are essential components of our customers' digital transformation, output management and document accessibility strategies.