PRO ARCHIVER FOR OPENTEXT INFOARCHIVE

Customer communications archiving and
e-presentment for OpenText InfoArchive

CRAWFORD TECHNOLOGIES

OVERVIEW

PRO Archiver is a customer communications archiving and
e-presentment solution with out of the box integration for OpenText
InfoArchive. PRO Archiver helps streamline the process of migrating,
configuring and operating customer communications archives for the
OpenText InfoArchive platform.

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 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

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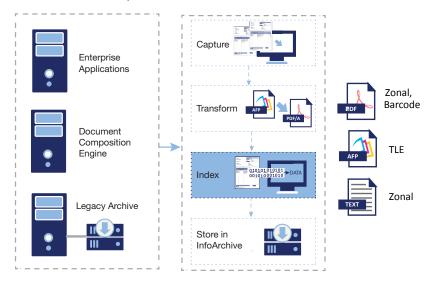
Product at a glance

What does PRO Archiver for OpenText InfoArchive do?

- PRO Archiver for InfoArchive 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 OpenText InfoArchive

- PRO Archiver 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

- PRO Archiver Retrieval Server uses InfoArchive properties to search and retrieve individual documents in the archive

- PRO Archiver Developer is a suite of tools for configuring and operationalizing a customer communications archiving and e-presentment solution
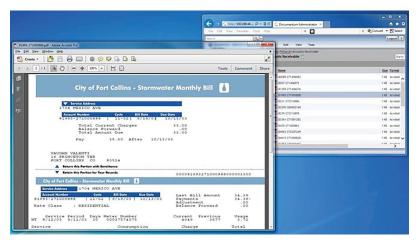
How it works:

PRO Archiver 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 OpenText InfoArchive.

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

Integration Options

PRO Archiver has compatibility with OpenText InfoArchive user interfaces as well as API compatibility. This means that customer portals can use standard InfoArchive API's to search and retrieve content from the archive.

Some quick technical facts:

Target Archives

- OpenText InfoArchive 3.0, 3.1
- InfoArchive UI compatibility with v3.1 onwards
- InfoArchive API compatibility with v3.1 onwards
- InfoArchive storage compatibility CIFS, NFS and Centera

Operating Environment

- Microsoft Windows Server 2008 R2 x64 & 2012 x64
- Red Hat Enterprise Server 6.x x86, 6.x x64, 7.0 x64
- SUSE LES 11 x86 & x64
- Microsoft SQL Server 2008 R2
- Oracle 10g Release 2, 11g Release 1 and 12g
- AIX 7.1 PowerPC

Formats

- Advanced Feature Presentation (AFP)
- MO:DCA
- PDF v1.4+
- PDF Universal Accessibility (UA)
- PDF/A
- Line data – ASCII, EBCIDIC, Fortran control codes
- Image data – TIFF, JPEG

Source Archive for Migrations

- ASG Mobius
- Control-D