CRAWFORD TECHNOLOGIES

eDeliveryNow Content Services – Riptide

Sophisticated Content Transformation & Distribution Services

Business Issues

Organizations are being challenged to manage the explosive growth of digital content and provide greater interoperability between business systems and applications. To do this they need to modernize their existing IT infrastructure with new technologies that can connect and transform content with business applications and operations, improve customer communications and address compliance with laws and regulations.

Solution

eDeliveryNow's Content Services Component Riptide gives businesses a highly configurable, sophisticated, content transformation engine. It retrieves content from enterprise content management (ECM) repositories, content services platforms (CSP), and enterprise file sync and share (EFSS) storage devices, converts it into readily accessible formats and manages the output.

Content transformations can be done in real time, within process and through high-volume batch processing at scale. Output of content can be personalized for recipients. Content is distributed to selected multi-channels and in preferred digital and print formats.

Benefits

- **Increase productivity and flexibility:** makes content available anytime, anyplace and anywhere for employees, partners and customers.

- **Improve operational performance:** centralizes content transformations in a consistent and automated manner.

- **Increase versatility and usability:** transforms legacy print and file formats into universally and readily accessible formats for easy viewing and consumption.

- **Decrease compliance risk:** packages content into digital and print bundles for "freedom of information" laws and "right to access information" requests.

Solution Overview

Flexible Retrieval Services

Riptide uses Web Services to provide application-level integration with many widely adopted enterprise content management (ECM) repositories, content services platforms (CSP), and enterprise file sync and share (EFSS) storage devices that have REST APIs. This makes retrieving content for transformation easy, fast and flexible to fit business needs and outcomes.

Essentials

Riptide supports virtually any content transformation

Print formats
- AFP to PDF
- AFP to PDF/A
- AFP to PDF/UA
- AFP to HTML
- AFP to accessible HTML
- AFP to TEXT
- Xerox METACODE to PDF
- Xerox METACODE to HTML
- Xerox LCDS to PDF
- Text to PDF
- Text to HTML

Document formats
- MS Word to PDF
- EXCEL to PDF
- PowerPoint to PDF
- RTF to PDF
- EML to PDF
- EMLX to PDF

Image formats
- TIFF to PDF
- JPG to PDF
- BMP to PDF

CRAWFORD TECHNOLOGIES

Sophisticated High-Volume Transformation Services

Riptide content transformations are setup, configured and managed through the administrator's interface. Transformations are setup to run in real time upon request, automated within a business process via workflow, and scheduled through high-volume batch processing at scale. Administrators have full control over transformations, including document selection, transformation formats and output methods.

Riptide's highly configurable content transformation engine is used to convert and standardize content that is generated by applications on mainframe and distributed systems and stored in ECM, CSP and EFSS repositories on-premises and Cloud platforms. Riptide standardizes content regardless of document type, image file and print format into widely acceptable PDF and HTML formats, including PDF/A for long term archiving, and PDF/UA and HTML 5 for content accessibility.

Advanced Output and Distribution Services

Riptide document transformations are used to build, output, and distribute personalized documents for viewing or printing. Administrators select conditional processing rules to define and format templates. When content transformations are executed, the templates are applied to the content to personalize documents and deliver them to any supported digital and print device. Content stored in ECM or CSP repositories is available to be incorporated in the final output document.

Output can be directed to local or network attached printers, enterprise print queues for batch print and mail systems as well as a variety of electronic distribution solutions. Electronic methods include email attachment, FTP and HTTP transmission, invited pull through SMS notification, ingestion into a new CSP and delivery to and EFSS or BOX folder for collaboration.

Riptide provides the following personalized functionality:

• Watermarks	• Absolute placement of text fields
• Text boxes	• True type fonts
• Word wrapping	• Text formatting (color, style, type)
• Graphic insertion	• Conditional statements
• Graphic overlays	• Pull external content from ECM
• Lines, boxes	repository and file server

Business Use Cases

- Case Management
- Audits
- Claims Processing
- Hospital Discharge
- Site Inspections
- Requests for Information
- Loan Origination
- Transportation Documents
- Logistic Forms

IT Use Cases

- Content Conversion
- Content Bundling and Distribution
- Personalized Communication
- Content Access and Usability
- Content Migration
- Infrastructure Modernization
- Application Rationalization
- Legacy Modernization