

CCM GATEWAY FOR ALFRESCO

Customer communications archiving and e-presentment for Alfresco

OVERVIEW

CCM Gateway for Alfresco is a customer communications archiving and e-presentment solution with out of the box integration for Alfresco. CCM Gateway helps streamline the process of migrating, configuring and operating customer communications archives for the Alfresco platform.

How Does it Help?

- On average organizations can save over \$1m each year on the cost of print and mailing 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.



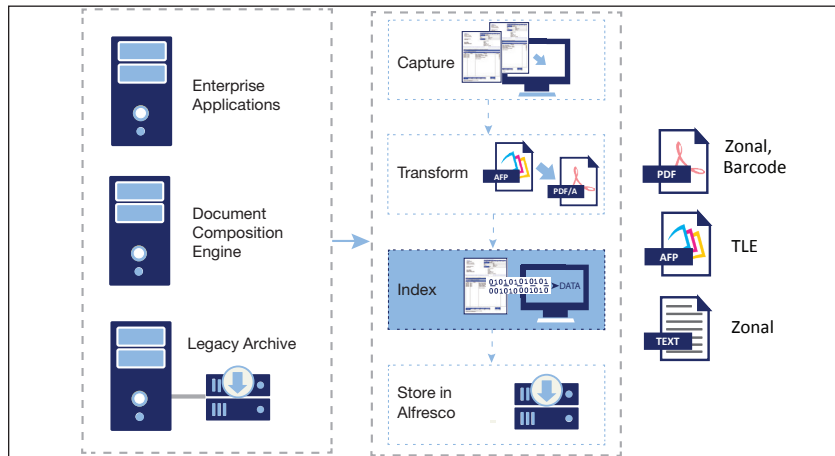
Product at a glance

What does CCM Gateway for Alfresco do?

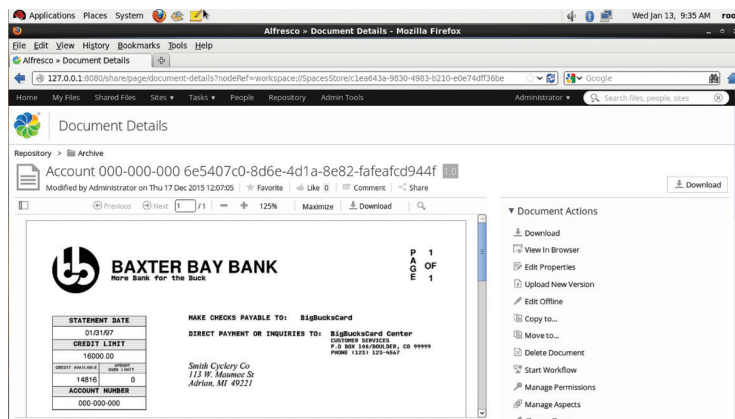
- CCM Gateway for Alfresco captures high volume customer communications created by line business systems and document composition tools
- Customer communications generated as line data, AFP, Metacode, PostScript, PCL or PDF formats are either archived in their original format or converted into PDF/A for long term archiving
- Content can be enhanced with accessible tags, converted to accessible document formats to be used by screen readers to provide for the blind and visually impaired.
- 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 uses Alfresco properties to search 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 Alfresco.



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



Integration Options

CCM Gateway has compatibility with Alfresco Share user interfaces as well as API compatibility with CMIS. This means that customer portals can use standard Alfresco API's to search and retrieve content from the archive.

Some quick technical facts:

Target Archives

- Alfresco 4.2, 4.5, 5.0, 5.1, 5.2, 6.0
- Alfresco UI compatibility with Share
- Alfresco API compatibility with CMIS
- Alfresco Storage compatibility with CIFS, NFS and Amazon S3

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, EBCDIC, Fortran control codes
- Image data – TIFF, JPEG