

CUSTOMER COMMUNICATIONS ARCHIVING AND E-PRESENTMENT WITH ALFRESCO AND AMAZON WEB SERVICES



OVERVIEW

Delivering customer communications archiving and e-presentment services with Alfresco and Amazon Web Services (AWS) has just become a lot easier. CCM Gateway, from Crawford Technologies, helps streamline the process of migrating, configuring and operating customer communications archives on the Alfresco platform deployed on AWS.

How Can CCM Gateway for Alfresco and Amazon Web Services 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 using CrawfordTech, Alfresco and AWS.
- Retaining statements, bills, invoices and correspondence in Alfresco, on the AWS infrastructure, helps achieve compliance with industry regulations in banking, insurance and healthcare and for tax compliance.
- Turning customer communications into accessible documents with CCM Gateway for Alfresco delivers consistent services for the partially sighted and ensures compliance with current regulations, including Section 508, AMA, AODA, the UK and EU Equality Acts.
- Offering e-Presentment services on scalable platforms like AWS help ensure support for large populations of users with web and mobile devices, particularly when dealing with spikes in traffic. Supporting consumers remotely helps to reduce call center volume and improve customer services.
- Replacing complex, mainframe systems for archiving and e-presentment with state of the art, next generation digital archives based on CCM Gateway, Alfresco and AWS significantly reduces IT costs. Amazon S3 is the ideal storage options for high volume customer communications in the Alfresco platform
- CrawfordTech, Alfresco and Amazon help turn costly investments in software and hardware infrastructure into flexible, affordable and scalable systems that align with your business needs

Product at a glance

What does CCM Gateway do?

- CCM Gateway for Alfresco captures high volume customer communications created by line of business systems and document composition tools
- CCM Gateway indexing templates identify individual documents in the print spool and populate document properties in Alfresco for search
- CCM Gateway converts AFP, Metacode, PostScript, PCL and PDF and stores content in Alfresco either in its native format or as PDF, achieving compression rates as high as 95%
- CCM Gateway can enhance documents with accessible tags, which comply with Accessible PDF (WCAG 2.0 AA and PDF/UA) and are used by screen readers to provide audio commentary for the blind and partially sighted
- CCM Gateway Retrieval Server returns individual documents from large batches stored in Alfresco using Amazon S3, which optimizes storage
- Amazon AWS provides the ideal hosting infrastructure for Alfresco and CCM Gateway, supporting high volume, cost effective storage with Amazon S3 and Glacier





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 runs in the Amazon cloud alongside Alfresco, making the most of a single data ingress point and the co-location of archive and e-presentation services.

Integration Options

CCM Gateway is compatible with Alfresco Share user interfaces in addition to supporting API compatibility with CMIS. This means that customer portals can use standard Alfresco API's to search and retrieve content from the archive. CCM Gateway uses Alfresco content storage types that provide underlying access to Amazon S3.

CrawfordTech Solutions

Crawford Technologies develops software and solutions to help enterprises optimize and improve the secure and accessible delivery, storage and presentation 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.

