

CCM Gateway SDK

Modernizing the Transformation and Archival of Customer Communications

Business Issue

Customer communications and important customer-facing documents, bills, invoices and financial statements for insurance, banking, utilities, medical, mortgages, property taxes, credit cards and phone services, are generated by core business and customer communications systems. Most of these documents are created in proprietary print formats that are not effectively supported by enterprise content management systems (ECM) and content services platforms (CSP). Therefore, many organizations rely on expensive and outdated archiving systems to store and manage these types of documents today.

Solution

CCM Gateway SDK is a modern customer communication management archiving solution. It provides large and mid-size organizations with world-class transformation, normalized output and archival of high-volume, customer communications, reports, and associated content. CCM Gateway SDK accommodates real-time and batch processing of customer communications. It supports a wide range of print formats, including AFP, Xerox, PDF, PostScript, PCL, and others to provide the back-end processing platform for existing and newly developed customer service portals.

Benefits

- **Lower IT operating expenditure:** allows organizations retire outdated archival and retrieval systems, in order to reduce software maintenance spend, hardware expenditures and storage costs.
- **Modernize customer communications:** provides organizations with a modular and extensible Web-services platform for processing and archiving customer documents, bills, and statements to improve customer experience.
- **Improve operational execution:** manages multi-threaded retrieval and transformation operations and caches often used resources.
- **Increase accessibility to customer communications:** transforms customer communications not readily accessible PDF and HTML formats for the partially sighted and ensures compliance with current regulations, including Section 508, ADA, AODA, GDPR, the UK and EU Equality Acts.
- **Decrease compliance risk:** enables organizations to comply with regulations in banking, insurance, healthcare, and others by retaining customer statements, bills, invoices, and correspondence in accordance with rules and trends.

Business Use Cases

- Electronic Bill, Invoice & Statement Presentment
- Customer Self Service
- Claims Processing
- Hospital Discharge
- Requests for Information
- Loan Origination
- Transportation Documents
- Logistics Forms
- Document accessibility for the blind and vision impaired

IT Use Cases

- Infrastructure Modernization
- Digital Transformation
- Cloud-based Archiving
- Synchronized Content Migrations
- Integrated Management of Customer Communications
- Standardized Content Access and Usability

Solution Overview

Efficient handling of customer communications

Industry regulations require retention of statements, bills, invoices, and correspondence in banking, insurance, and healthcare. CCM Gateway SDK supports workflows that include file capture, document transformation, indexing, and archiving. Workflows can tailor processing based on document type, metadata, and index information, to ensure documents are processed and stored appropriately for future use.

Practical administration of security and compliance

CCM Gateway SDK processes, compresses, and encrypts each incoming print file to conform to security and privacy regulations and requirements per HIPAA, GLB, GDPR, PCI DSS and others. The archived file retains all required printing resources and metadata for all documents in the file and prepares an index of unique, customer specific information such as account number and the location of each document within the file.

Effective processing of high-volume transactions

CCM Gateway SDK is scalable to meet customer requirements for incoming communications and backfile conversion projects. It handles high volume customer communication archiving by establishing custom, multi-threaded, content transformations of print file formats. Content transformations are done in real time, within process and with extremely high throughput for thousands of concurrent users without limits to content type, volume, and location. CCM Gateway SDK also captures important index and metadata to properly store, process, retain, and ensure searchability in the future.

Its flexible architecture, ability to near-infinitely scale horizontally, and well-developed REST APIs makes CrawfordTech's CCM Gateway SDK an efficient and cost-effective method for organizations to reduce the burden of maintaining their legacy customer communication systems and modernize processes for large-scale on premises, Cloud and hybrid computing environments.

Essentials

CCM Gateway SDK supports virtually any content transformation

Print formats

- AFP to PDF
- AFP to PDF/A
- AFP to PDF/UA
- AFP to HTML5
- AFP to accessible HTML5
- 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