

CONTENT SERVICES SOLUTIONS FOR IBM

Riptide digital document delivery and e-presentment solutions



OVERVIEW

About IBM

IBM's content services portfolio (a part of IBM's Digital Business Automation group) include FileNet Content Manager, Case Manager, Content Manager on Demand (CMOD) and CM8, and is one of the broadest ECM portfolios in the industry.

Crawford Technologies and IBM

Crawford Technologies is a global IBM Registered Business Developer/ ISV Partner certified in Enterprise Content Management and provides solutions for IBM content management platforms including FileNet, Case Manager, CMOD and CM8. CrawfordTech's IBM solutions are available through IBM's passport advantage program or direct from Crawford Technologies and our specialist IBM Content Services partners. We are IBM's preferred global partner for print transformation technology in the ECM market are a global IBM Services partner.

Our Customers

Our joint customers include many of the top banks, insures, utility companies and healthcare providers in North America and Europe. They include:

- A top 10 financial services company delivering credit card statements online
- A top 10 telecommunications company delivering statements online
- A life sciences company streamlining the FDA approval process
- A hospital delivering better patient benefit statements

Solutions

Crawford Technologies integrated solutions for IBM ECM content services solutions offerings are focused on transforming, packaging and delivering digital content for improved digital workflows. Our range of solutions include:

- Riptide Server
- Riptide Conversion Services for CMOD
- Riptide Conversion Services for FileNet
- Riptide e-Presentment Server
- Riptide Accessible PDF Add-on
- Riptide Redaction Add-on
- Riptide PDF Digital Signature Add-on
- Riptide Dark Data Feeder

Essentials

- Riptide Server is a digital document delivery tool integrated with Content Navigator
- Riptide Conversion Services for CMOD is a replacement for AFP2PDF transform previously supplied by Ricoh and Xenos
- Riptide Conversion Services for FileNet is IBM's recommended replacement for FileNet Rendition Engine
- Riptide e-Presentment is a Web Services interface to IBM ECM platforms, which performs rendering on demand
- Riptide Accessible PDF add-on produces documents that can be read with assistive technologies like screen readers
- Riptide Redaction add-on ensure compliance with PCI-DSS regulations
- Riptide PDF Digital Signature add-on guarantees the authenticity of presented documents
- Riptide Dark Data Feeder is a document data mining tool which repurposes IBM CMOD unstructured data

Riptide Server

Riptide Server is a digital document delivery solution designed for IBM's Content Navigator, CMOD and FileNet Case manager. Features include:

- Transforms multiple source formats to PDF using Riptide Conversion Services for FileNet and Riptide Conversion Services for CMOD
- Document bundling & publishing including watermarks, overlays, ToCs and page numbering to PDF and PDF/A
- IBM Content Navigator user interface for choosing documents for bundling and publishing
- Output to print, email, file systems, Box and others

Riptide Conversion Services for CMOD and Riptide e-Presentation

Riptide Conversion Services for CMOD is a document transformation solution for IBM CMOD. It can be used as a replacement for transform engines such as from Ricoh and OpenText Xenos. Features include:

- On demand conversion of documents to PDF so that users can read documents without requiring specialized AFP, line data or image viewers
- Support for a wide range of input formats, including AFP, Xerox, PDF, PostScript, PCL, image, and line data
- Support for a wide range of output formats, including AFP, PDF, PDF/A, Accessible PDF, PostScript, PCL, Xerox, images, HTML5, Accessible HTML5, XML
- Integration with CMOD via ODWEK and integration with ICN via either Riptide e-Presentation Server or via AFP2PDF emulation

Riptide Conversion Services for FileNet

Riptide Conversion Services for FileNet is a Microsoft Office transformation solution and is IBM's recommended replacement for its FileNet Rendition Engine. Features include

- Integration with IBM Content Navigator for ad-hoc transformation of MS Office documents to PDF
- Support for a wide range of input formats, including standard Office 2000-2013 documents (rtf, doc, docx, ppt, pptx, xls, xlsx), images (tif/tiff, bmp, eps, gif, jpg / jpeg, png, wmf) and text documents (text, htm/html)
- Output to PDF and/or PDF/A
- Support for Microsoft Office in driverless mode, with no need for an authoring application to be resident on the requesting device
- SOAP web services API and command line invocation
- Support for watermarking/overlays, ToC, page numbering

WorkPlace/XT customers who require Riptide Conversion Services for FileNet are recommended to upgrade to IBM Content Navigator. Custom integration with WorkPlace/XT is available through CrawfordTech professional services.

Riptide Add-Ons for Accessibility, Redaction and Digital Signatures

Riptide add on modules are designed to enhance core product capabilities. Features include:

- Riptide Accessible PDF Add-on - support for ISO/WCAG Accessible PDF standards ensures documents can be read with assistive technologies or transformed into alternate accessible formats like braille, audio and large print, for use by the visually impaired. Riptide Accessible PDF is an add-on to Riptide Conversion Services for CMOD for content ingestion or e-presentation use cases
- Riptide Redaction Add-on – redaction of sensitive customer information like account numbers and address is essential in call centres, where PCI-DSS, HIPAA and other standards are enforced. Riptide Redaction is an add-on to Riptide Conversion Services for CMOD
- Riptide PDF Digital Signature Add-on – digital signatures help ensure that document authenticity is guaranteed upon presentation to end-customers. Riptide PDF Digital Signature Add-on is an add-on to Riptide Conversion Services

Riptide products are available through IBM Passport Advantage and add on modules for document accessibility, digital signatures, and redaction are available directly from Crawford Technologies or through our network of IBM ecosystem partners. All Riptide Crawford Technologies IBM content services solutions are available with IBM Elite support under the IBM Passport Advantage program to IBM customers and partners.

Contacts

To find out more please contact sales@crawfordtech.com.

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.