

## OVERVIEW

Crawford document compliance solutions encompass security solutions, such as encryption, redaction and digital signatures; archiving solutions integrated with industry leading content management platforms from IBM, OpenText and Alfresco; and solutions and services that automate the creation of accessible documents for the growing population of blind and partially sighted individuals. With CrawfordTech document compliance solutions, Canon customers can adhere to industry specific regulations, be in compliance with global regulations governing document accessibility, and can offer an additional layer of security to their customers.

### Redaction

Redaction allows information to be selectively removed from documents. Crawford uses techniques including replacing text with blank characters, deletion to completely remove text completely, and substitution with characters unrelated to the original text. Redaction can be used when viewing documents to hide sensitive personal data to comply with standards such as PCI and HIPAA. It can also be useful when supplying production print data for testing new Canon production printer equipment, without releasing sensitive personal information.

### Encryption & Security

Crawford can encrypt print files using either Crawford native encryption or using PDF password security. In each case information in the print file is protected using secure encryption keys, which means that print processes comply with standards such as PCI and HIPAA. While protecting data Crawford retains the ability to randomly access content for sorting, reprinting and e-presentment use cases as part of Canon PRIMSA production workflows.

### PDF Signatures

PDF signatures help guarantee the authenticity of a document using a certificate supplied by the customer and validated through trusted third parties. Often used in e-presentment, PDF signatures help third parties identify trusted documents and ignore untrustworthy ones.

## Reengineering Essentials

- Redaction of sensitive personal data in print files
- Encryption of print files and documents for security
- Digital signatures for authenticating PDF
- Accessible document tagging and reading order for the blind and partially sighted
- Archiving to popular enterprise content management systems
- E-Presentment from enterprise content management systems



## Accessible Documents

Accessible document standards such as Accessible PDF and HTML5 help ensure that documents can be read by the blind and partially sighted using assistive technologies like screen readers and braille displays. Crawford adds structure to printed documents so that they may be transformed into digital accessible formats to comply with standards like ADA, ODA and the UK Disability Act.

## Accessible Paper with VoiceEye

VoiceEye barcodes can be used to encode the content of a document in a small area of a document. VoiceEye dense barcodes contain over 60,000 characters, which are scanned using mobile devices and read using assistive technology such as screen readers. Crawford is the only vendor to offer VoiceEye barcodes for transactional documents.

## Archiving

Transactional documents often need to be kept for regulated terms. Crawford supports archiving and records management with industry standard enterprise content management and archiving systems including IBM CMOD, IBM FileNet, OpenText Documentum, OpenText InfoArchive, Alfresco and Microsoft SharePoint. Crawford supports both native print format archiving as well as conversion to ISO standard PDF/A for long term archiving.

## e-Presentation

Crawford enhances documents used in e-presentation processes. For example call centers may need to have sensitive customer data redacted such as account number. Online documents accessible available through a consumer portal or mobile device may need digital signatures to guarantee authenticity. Documents used by the visually impaired may need to be tagged and converted to accessible formats like PDF/UA and accessible HTML5.

## CrawfordTech Solutions

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