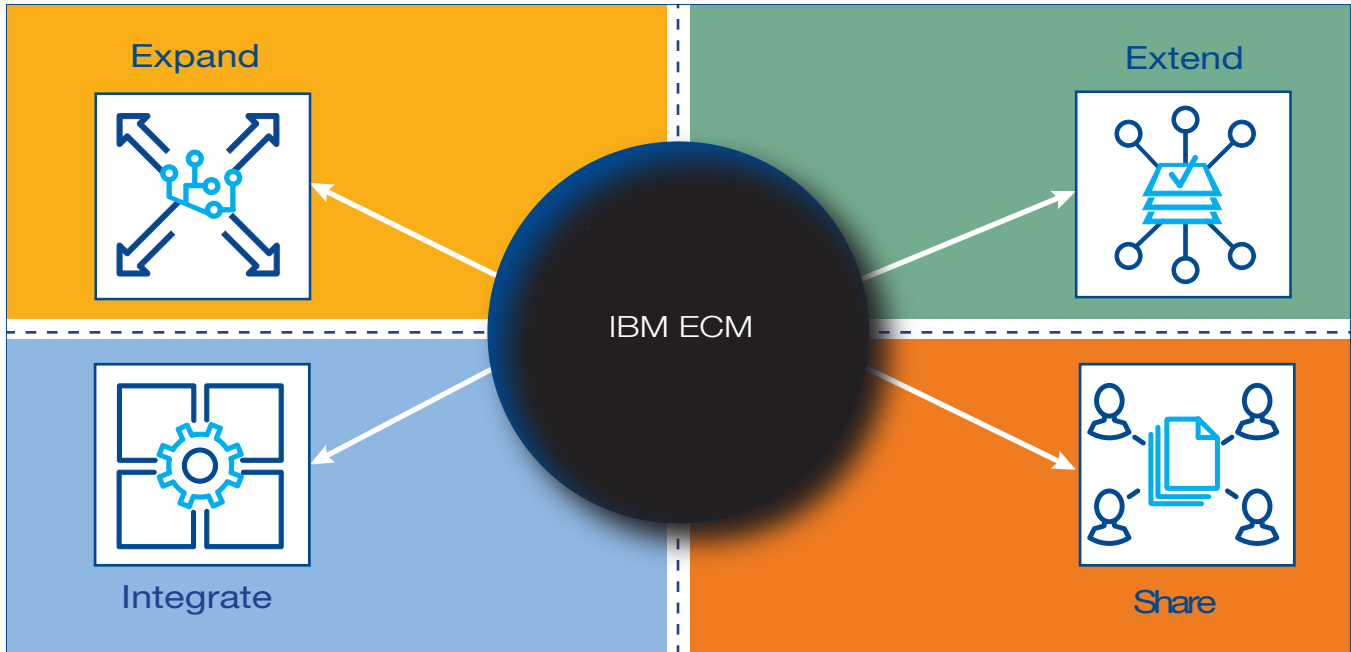


Expand, extend, integrate, and share ECM content



## Enable Digital Transformation

Achieving 360° views of customers and prospects to gain insights into improving their digital experiences and responding to them immediately with relevance and timeliness are challenges facing enterprises of all sizes. Not only does it require adopting new techniques and platforms such as predictive analytics, cognitive computing, big data and cloud-based solutions, it also relies on the real-time integration of structured data stored in databases and “dark data” stored in content repositories, including IBM CMOD, IBM FileNet and CM8 as well as cross-silo collaboration

For over 20 years, Crawford Technologies solutions and know-how have enabled the largest enterprises—banks, insurers, healthcare providers, utilities and print service providers — to use their existing documents and data in new ways and to leverage legacy applications in the platforms of the future.

## Optimize Content Distribution and Secure Collaboration

CrawfordTech solutions make it easier than ever to expand, extend, integrate and share documents residing in your content repositories. CrawfordTech ConversionServices and Riptide® solutions can optimize your content distribution strategy, enabling access to the documents and data you need, and delivering them in the format you and your customers prefer.

Riptide integration with Box enables the delivery of disparate documents that reside in multiple repositories in a common format for secure collaboration both inside and outside the firewall.

## Dynamic Document Bundling with Riptide

CrawfordTech Riptide is a solution that integrates with content repositories to give organizations the ability to simultaneously retrieve, convert, bundle and present information from multiple repositories quickly and accurately. This Content Services

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component is ideal for organizations building business solutions for invoice bundling, claims presentment, tax and litigation issues, government Freedom of Information Act (FOIA) requests and challenges that require retrieving, transforming and combining disparate content into a common format for delivery.

Delivery can be accomplished via FTP, print, fax, email, DVD, and transmission to a secured BOX instance for access and collaboration. Riptide integration with Box enables packaging of cross-application document packets to be securely delivered for output and collaboration.

## Cloud based output with Riptide Box Integration

With Riptide, documents can be easily directed to BOX as an output stream. The BOX integration provides a simple, straightforward mechanism to provide secure document packet delivery for customer and business partner collaboration. Automating this function significantly reduces time and costs related to sharing information and documents in a secure and auditable manner.

## Shine a Light on Dark Data

Architected with the flexibility and scalability to meet a broad range of business needs, CrawfordTech's Dark Data Feeder enables you to access and transform "dark data" into the formats required for big data applications.

Purpose built for integration with CMOD, and with support for virtually all standard input formats, including legacy data, you can rely on consistently robust performance.

## Mine dark data with Dark Data Feeder

Dark Data Feeder enables high- speed, high-volume, automated extraction of data from statements, invoices, bills and other business documents archived in CMOD without user intervention. For example, users can easily access data from subsets of credit card customers,

including those offered specific promotions or cards issued to active-duty service members and full-time college students, to ensure that special rates and benefits have been applied.

Enterprises are now able to leverage Dark Data Feeder to combine data contained in print stream archives and document repositories into a source for "Big Data" and integrate it with real-time and/or structured data to deliver deeper insights and actionable information. Leveraging dark data from customer facing documents is often times the only place specific information is available.

promotions or cards issued to active-duty service members and full-time college students, where special rates and benefits may apply.

## Data stream transforms with AFP to PDF/HTML

CrawfordTech Transform products convert existing AFP and other print data streams into any industry display and standard output formats including PDF, PDF/A, PDF/UA, HTML and XML at production level speeds and reliability. The following capabilities are also offered: PDF encryption, selective font mapping, object-to-object conversion, true fidelity, bookmark creation, merging images and the creation of PDF Page Piece Dictionary (PPD) objects for fast CMOD indexing. Simple "drop-in" replacements for current legacy installations are available.

## Next Generation Document Rendition

Converting to PDF is essential when documents must be shared or delivered outside the enterprise, and Riptide ConversionServices: PRO Office provides a robust rendition solution. CrawfordTech is a recommended vendor for replacement of the withdrawn IBM FileNet Content Manager Rendition Engine. Built as a service, PRO Office easily transforms all of your MS Office, email and image based documents into manageable PDF files. A wide range of integration options are available.

## Web based access to documents with Sunrise

Sunrise is a Content Service that provides API-level access to multiple content repositories and gives organizations the ability to query, retrieve, convert and present documents from multiple repositories quickly and accurately. This is ideal for organizations building business solutions for bill presentment, claims presentment and customer services that require retrieving documents from multiple disparate repositories and transforming that content for viewing. With the explosion of different content repositories, organizations struggle with variety of siloed information. With CrawfordTech Sunrise, access is simplified and production-level speed and reliability is ensured.

## Migrating from legacy ECM platforms into IBM CMOD

Crawford Technologies is known for its extensive experience, know-how and intellectual property related to migrating from one ECM system to another content repository. Employing the unique STEP migration framework, the CrawfordTech professional services team extracts and migrates documents and meta-data from a variety of document management and ECM systems. Extracted documents and data can be ingested in any format ranging from industry standard formatted output streams (PCL, AFP, MetaCode, PDF and others) to fully ready proprietary load files. Thorough validation testing, fast operation, audit logs, benchmarking and change management are standard components of the STEP framework.

## Improve workflow and reduce costs with PDF Concatenation

Crawfordtech's PRO Concatenator improves workflow and reduces processing costs by concatenating, merging, commingling and/or re-sequencing selected files into one large optimized production file. This capability is especially useful for organizations that generate high-volumes of documents via distributed, web-based or departmental applications.

PRO Concatenator allows you to collect, organize and optimize these documents to ensure maximum productivity when you need to archive these into the archive.

### Optimize PDFs to ensure efficiency, reduce costs

Not all PDF files are created equally, especially when they are being repurposed. A four-page PDF may work just fine, but a 40,000-page PDF may be very slow to process, especially when the PDF file was originally created for print and not archive.

The consequences of poor quality PDF files are serious. A file can take too long to process or can ultimately fail – creating significant inefficiencies and damaging customer relationships. These are issues that traditional PDF pre-flight programs simply do not find and address, leaving many organizations frustrated and struggling with performance issues caused by non-optimized PDF files. CrawfordTech PDF Normalization solves these problems.

### Be in compliance with Accessible PDF

It has become vital to offer Accessible PDFs as an alternate output format for blind, partially-sighted and cognitively disabled individuals. A significant and growing portion of the population is impacted by vision loss or other issues to the point that they need assistance to simply read a document. PRO Transform Plus for Accessible PDF is a powerful and, configurable tool for converting document files into WCAG 2.0 and PDF/UA, the ISO standard for Accessible PDFs.

With PRO Transform for Accessible PDF, you can easily create Accessible PDF Documents for people with vision loss, providing an opportunity to enhance customer service and expand into a growing market by providing industry standard options for document accessibility. You can work with a full spectrum of input formats, formats including PDF, AFP, PCL, PostScript™,

Xerox LCDS and MetaCode, and ensure that you're in compliance with Industry-Standard Universal Accessibility WCAG standards.

Xerox LCDS and MetaCode, and ensure that you're in compliance with Industry-Standard Universal Accessibility WCAG standards.

### Ensure document integrity with Signed PDF

Signed PDF from Crawford Technologies provides additional security to prevent tampering of your important, sensitive and confidential customer transactional documents.

With Signed PDF you can apply an industry standard Digital Certificate to your PDF, guaranteeing best in class protection. Not only does this provide assurance to your customers that the information they have received is accurate and has not been tampered with, but it helps you achieve compliance with legal and regulatory requirements.

### Protect confidential information with Document Data Redaction

Redaction Express is a content service that protects against the inadvertent and unintentional release of confidential information. It ensures that sensitive and private information is automatically redacted during either the ingestion of documents or retrieval of documents from content repositories. As a result, enterprises from all industries are able to manage compliance risk more cost effectively.

### Summary

Until now, the concept of 'Enterprise Content Management' meant sizeable investments, lengthy implementations, and a long learning curve. We've changed all that with a suite of Content Services solutions that eliminate the complexity of managing enterprise content and reduce the overall cost of ownership. And we open the door for truly enterprise-wide scope and capability with extended access for mobile devices, smartphones and tablets.

For over 20 years, CrawfordTech has been a proven ECM innovator focused on high-value solutions for high-value documents. Our award-winning solutions are trusted by over 1,800 organizations around the world. Now you can benefit from our expertise to enable Content Services strategies that deliver ROI and improve enterprise-wide performance.

Contact us today to learn more.

