

RIPTIDE SERVER FOR IBM CONTENT SERVICES SOLUTIONS

Dynamic Documnet bundling and distribution from IBM Content Systems



Business Problem

Organizations struggle with providing content that is stored in disparate repositories to a variety of internal and external requesters. This problem is further exacerbated by the fact that requested documents may be stored in different formats, making consolidation into a single package problematic. Typically, knowledge workers will query content systems for requested documents, retrieve the documents to their PCs and print them. If the required documents reside in multiple content systems, the process will need to be repeated for each system.

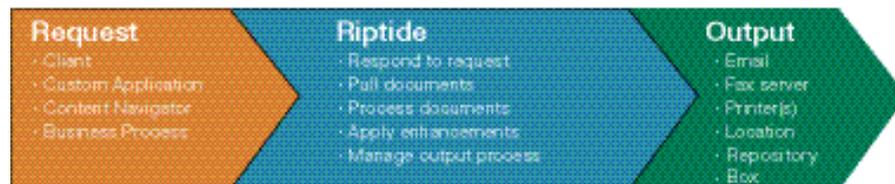
Solution

Simply and easily answer requests for documents and information while eliminating manually searching for and extracting documents from archive and content systems. Riptide Server enhances the business value of IBM ECM systems by providing users with a powerful enterprise-class output platform. Costs are eliminated when delivering content to external or internal customers via production print, fax, email, mobile, ePresentment, FTP, or other delivery channels.

With Riptide Server, users can assemble jobs from disparate documents and different archive and repository solutions and direct the extracted documents to a target output device.

A customized identification page, table of contents or manifest can be added to job outputs that enable recipients to easily identify job contents. Once extracted from the underlying archive or storage system, Riptide Server provides the capability of adding watermarks, stamp special content, define page ranges and control multiple output destinations. By adding Riptide Server, IBM content solutions become an advanced tool for dynamically bundling documents into electronic packages and building deliverables across a wide spectrum of business process applications.

Riptide Server includes a specially designed plug-in for IBM's Internet Content Navigator (ICN) that provides a mechanism to query and retrieve content and define output requirements from any IBM ECM repository, including Content Manager, Content Manager on Demand (CMOD), FileNet P8 and others. Easy to implement and maintain, Riptide will add robust output management capabilities to current enterprise applications.



What does Riptide for IBM ECM platforms do?

Riptide for IBM Enterprise Content Management provides these benefits:

- Eliminate print “bottlenecks” associated with desktop printing.
- Save time by spooling multiple print jobs from separate applications for printing.
- Eliminate the need to open documents in their native application
- Reduce cost associated with manual assembly of client packets.
- Increase productivity with value-added functions

Now supporting secure
output and collaboration
for Box





The Riptide Process

Using a custom application plug-in process for the IBM Content Navigator client, a list of documents and output instructions are passed to Riptide using Riptide's RESTful API.

Riptide receives and acknowledges the request. Then, based on instructions within the request, Riptide builds the output job. The output job is spooled and passed to the defined output device and/ or is committed back into the repository.

Using this approach to dynamic, ad hoc output, users are able to easily, spontaneously support output delivery – fulfilling requests for information to both internal and external customers.

Output Management

Riptide is a comprehensive output management solution. With support for print, email, fax, mobile and more, Riptide offers multiple options to distribute content from within IBM's content repositories, including secure auditable delivery of documents to Box for collaboration.

With the Riptide Server administrator interface, administrators can easily configure users, output destinations, access credentials and define job specific output requirements.

Case Management use case

A potential fraud case has been accumulating documents in an insurance company's repositories for months and now the fraud analytics engine has flagged that it needs to go to the 'hot case' team for review. Using an automated process, a document search across several ECM repositories is performed based on key values such as claim numbers, policy numbers, physician names, etc. The search result is made up of a number of documents in MS Office, PDF, TIFF, AFP and

HTML formats. The assembled case file needs to be delivered to the 'hot case' team, each of whom gets a copy with a unique watermark for security purposes.

Using Riptide, the search results are simply passed to the API and Riptide automatically pulls the content from each of the ECM repositories, renders the content into a single packet, applies a custom watermark and delivers the packet to each target recipient, including Box users as an industry standard PDF. All of this processing occurs on the Riptide Server without interrupting the work of analysts.

Riptide Technology Description

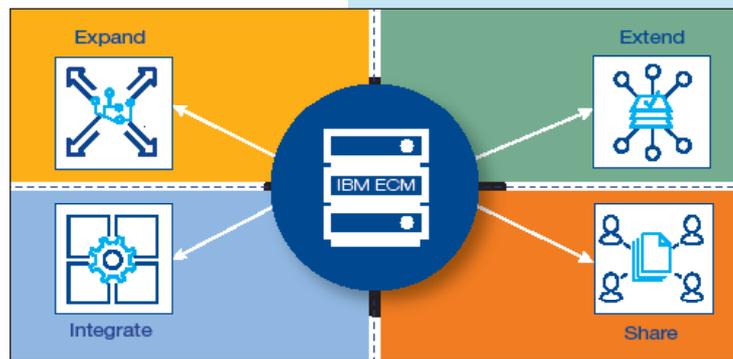
Riptide Server is a web application that is deployed under an application server such as IBM's WebSphere. Riptide provides key capabilities in the Content Services output space and includes industry leading document conversion support for MS Office and Image formats, HTML, production print files and PDF. It contains output support for virtually any type of output device and digital delivery channel. Riptide tightly integrates with IBM Content Navigator to support user-driven initiatives and also supports automated business process integration scenarios.

Administrators control the system through Riptide's administrator interface. The ICN plug-in for a typical user provides full control over output management needs, including document selection, re-ordering of documents, annotations, high-lighting, watermarks, creation of manifests and tables of contents, as well as the choice of multiple output methods.

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.

