

CCM GATEWAY FOR ALFRESCO

Customer communications archiving and e-presentment for Alfresco



OVERVIEW

CCM Gateway for Alfresco is a customer communications archiving and e-presentment solution with out of the box integration for Alfresco. CCM Gateway helps streamline the process of migrating, configuring and operating customer communications archives for the Alfresco platform.

How Does it Help?

- On average organizations can save over \$1m each year on the cost of print and mailing by changing to digital customer communications archiving and e-presentment.
- Retaining statements, bills, invoices and correspondence helps achieve compliance with industry regulations in banking, insurance and healthcare and for tax compliance.
- Turning customer communications into accessible documents delivers consistent services for the partially sighted and ensure compliance with current regulations, including Section 508, AMA, AODA, the UK and EU Equality Acts.
- Reducing call center of volumes and improving customer services are all benefits of changing to digital customer communications.
- Replacing complex, mainframe systems for archiving and e-presentment with modern, next generation digital archives significantly reduces IT costs.



Product at a glance

What does CCM Gateway for Alfresco do?

- CCM Gateway for Alfresco captures high volume customer communications created by line business systems and document composition tools
- Customer communications generated as line data, AFP, Metacode, PostScript, PCL or PDF formats are either archived in their original format or converted into PDF/A for long term archiving
- Content can be enhanced with accessible tags, converted to accessible document formats to be used by screen readers to provide for the blind and visually impaired.
- Indexing templates identify individual documents in the print spool, ready for archiving in Alfresco
- CCM Gateway Processing Server stores content optimally in the archive either in its native format or as PDF/A, achieving compression rates as high as 95% when compared with individual document archiving
- CCM Gateway Retrieval Server uses Alfresco properties to search and retrieve individual documents in the archive

