PRO Archiver Standard

Essentials

- Each day enterprises generate millions of customer communications; over 50 billion alone in the in the US each year
- In many cases these documents need to be retained for legal and compliance reasons as well as for reference and customer service
- Most enterprises fail to take advantage of digital delivery to reduce postage costs and improve customer service
- Costly mainframe archives are still widely used for storing customer communications when there are opportunities to lower costs and improve customer service
- CrawfordTech has been working for over fifteen years to solve the complex problems associated with customer communications
- PRO Archiver provides a next generation solution to the problem of archiving customer communications

Background

Each day enterprises generate millions of customer communications - it is estimated that 50 billion documents are delivered each year in the US. These documents include statements, invoices, policy documents, letters and many more document types that are essential to maintaining relationships with customers. And these documents are sophisticated, intelligent even – they will be personalised, they need to comply with relevant laws, they must be optimised for printing, they might be pre-sorted for delivery – the list goes on.

Traditionally the market for high volume customer communications has been dominated by specialist print vendors like IBM/Ricoh, Canon/Oce and Xerox and over time these vendors have evolved standards for printed output designed to drive their devices. Many enterprise applications are designed to generate print output specifically for these targets and the workflow of these print production processes can be complex.

The challenge is that consumers and businesses are increasingly moving away from paper to digital communications. Whether this is PDF, web sites and other digital delivery methods like SMS text there is clearly a need to manage customer communications differently.

Of course many enterprises have been digitising and archiving documents for years and archives of this type are to be found in most large corporations. There have been several generations of these archives including COLD and mainframe systems - the challenge is that these archives are costly to buy, expensive to maintain, integrate poorly with enterprise applications & workflow and are inaccessible to consumers. What is

needed is a new generation of archive that leverages open standards, is integrated with packaged content management systems and can support delivery through web channels (in addition to paper).

The benefits of a modern Enterprise Archive include a reduction in print & postal costs, improvements in customer satisfaction with self-service portals and improvements in enterprise business processes.

Crawford Technologies has been working for over fifteen years to solve the complex customer communications problems. Now PRO Archiver provides a next generation solution to the problems of archiving customer communications.

Solution

Universal Print Stream Archiving

PRO Archiver offers universal print stream archiving across industry, business applications, print formats and document types. It can be used to archive almost any kind of business document including statements, policy documents, trade confirmations, patient records and reports, whether these documents come from packaged applications or custom business systems. CrawfordTech supports the widest range of source document formats including AFP, Metacode and PostScript and can archive in the native formats or as industry standard PDF/A.

At a Glance

- Archive print streams for any industry, application, format or document type
- Leverage CrawfordTech's market leading technology for transformation and indexing
- Manage high volume print stream archiving by distributing processing in a multi-node architecture
- Store print streams in using advanced ECM features like lifecycles, workflow, security and content storage services
- Search, retrieve and view print stream content using custom web components
- Manage configuration of archiving processes using intuitive tools that simplify the development-test-debug lifecycle and extend key concepts into product
- CrawfordTech have the people, products and experience to make you project happen

And if you are currently using legacy archives like BMC Control-D or Mobius we can help you migrate these archives to more modern and cost effective platforms.

Print Stream Transformation and Indexing

CrawfordTech is a widely acknowledged global leader in print stream transformation and as you would expect this technology is tightly integrated with PRO Archiver. Print streams contain valuable data like customer numbers, policy number and accounts numbers that are useful when searching & retrieving documents. CrawfordTech uses a range of techniques to ensure that index metadata is captured accurately and employs bursting strategies that help segment documents into digestible chunks for archiving. PDF has become a universal standard for digital documents and PRO Archiver supports ISO standard 19005 PDF/A as well native formats for archiving – whichever the choice PRO Archiver ensures that documents are can be stored optimal but retrieved with the full fidelity of the original.

PRO Archiver High Volume Processing Server

The PRO Archiver processing server orchestrates the step by step process to capture, transform, index, and load content into Documentum. PRO Archiver's distributed architecture allows workloads to be spread across multiple processing nodes which provides a scalable and flexible processing environment to handle large volumes. The PRO Archiver scheduler reduces administration and allows the optimal use of resources by scheduling archiving jobs overnight. Finally PRO Archiver's configuration tools help you increase the speed at which you can design, test and deploy archiving processes using an intuitive graphical development environment.

Integration with Archiving and Enterprise Content Management Systems

PRO Archiver can be closely integrated with archiving and ECM systems and can be integrated to support advanced features such as security, workflow and storage services, all of which ensure that archived print streams can be leveraged like any other content in your repository. PRO Archiver helps ensure that print streams are stored efficiently using a storage model that also allows individual documents to be retrieved quickly.

Information Access

PRO Archiver can be used to build simple knowledge worker features for search, browsing and viewing and applies this to print stream archives. It provides all the granularity of document level access whilst optimising performance for the high volumes found in print streams. Ultimately PRO Archiver can be used to support consumer portals designed to service thousands of request a minute ie. for policy documents and statements.

Development and Administration Tools

As the numbers of print streams that need to be archived grow, so the complexity of managing the projects that archive these resources increase. PRO Archiver Studio is an integrated environment for developing testing and debugging your archiving processes and includes concepts like projects and tasks that make archiving easy to understand. The concepts are extended into operations where administrators can monitor job executions in the different projects (or queues) and check for completeness (the tasks). PRO Archiver Studio also includes CrawfordTech's market leading transformation design and test tools, which take the pain out of developing complex transformation and indexing processes.

In any batch processing environment operators will need to monitor jobs and batches and intervene when failures occur. PRO Archiver Console provides an easy way to monitor processing including the ability to restart and rollback jobs. PRO Archiver's open standard production database schema allows any application to access real-time information about production jobs.

Consulting Training and Support

It takes more than technology to create innovative business solutions. It takes people with the experience to truly understand the scope and definition of your project, real-world expertise to make it happen, and a bar-setting standard of excellence and results.

Crawford Technologies Professional Services staff are recognized for their in-depth industry knowledge and unequalled expertise in electronic document processing systems and applications. We provide a unique combination of knowledgeable IT professionals, industry-leading technology and proven processes. We know what it takes to develop document archival systems for optimal performance.

Our training courses include:

- Archiving Fundamentals
- Archiving Advanced
- Print Fundamentals
- Print Advanced

Our consulting offerings include:

- PRO Archiver implementation
    - Small – two print streams, non-fault tolerant configuration
    - Medium – ten print streams, fault tolerant configuration
    - Large – varies based on document complexity, print stream types and scaling factors
- PRO Archiver Upgrade to Documentum ASR
- PRO Archiver Migrations
    - Legacy archive migrations

Conclusion

Crawford Technologies has a fifteen year track record of customer communications solutions. We have the products and expertise that is used by hundreds of customers around the world to optimise print operations and archiving.

Enterprises are seeking fundamentally new ways of addressing the challenges of print stream archiving. Now Crawford Technologies offers marketing leading transformation and archiving technology integrated with your archiving and ECM platform.

PRO Archiver is the vendor neutral print stream archiving solution and over 90 customers can testify to the benefits of putting customer communications in an enterprise archive.

CrawfordTech Services

Consulting

- Archiving assessment services
- Archive implementation services
- Archive upgrade services
- Legacy archive migration service

Training

- Archiving Fundamentals
- Archiving Advanced
- Print Fundamentals
- Print Advanced

Support

- 24 x 7 customer support
- Product upgrades
- Consistently rated #1 for support

About Us

Since 1995, Crawford Technologies' award-winning solutions have helped over 700 companies around the world reduce costs associated with mission-critical transactional customer communications. Our products, solutions, services and expertise help our clients deliver key documents to their customers in the format they need, when they need it.

Our range of unique software solutions and products and expert services simplify, automate and extend the value of document delivery cost-effectively. Our innovative and flexible solutions enable meaningful process improvements irrespective of our clients' current, legacy or future standards in infrastructure or document output.

Companies look to Crawford Technologies for our platform-independent approach, leading system performance and superior output fidelity. CrawfordTech's quality software, proven support and extensive document industry knowledge help our clients meet operational goals, support compliance and bolster the effectiveness of their document processing infrastructures. Our platform and vendor independent architecture insures our products and solutions seamlessly interface with existing in-house, legacy and third party applications and workflows.

Contact Us

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CrawfordTech Solutions

Print Solutions

- AFP, Metacode/DJDE, ASCII/EBCIDIC/Line Data, PCL, PostScript, PDF, PDF/A, Image, Text, HTML, XML
- Prints stream transformation
- Print stream data extraction
- Print stream concatenation
- Print stream enhancement
- Standard barcodes, QR Codes, mail barcodes

Workflow solutions

- Solutions for print service providers
- Print stream automation
- Automated document factory

Archive Solutions

- Industry solutions for banking, insurance, telco, media, utilities, print service providers and healthcare
- Archiving solutions for EMC Documentum and EAS

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