Riptide for IBM Enterprise Content Management

Product at a glance

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 for printing.
- Reduce cost associated with manual assembly of client packets.
- Increase productivity with value-added functions.

A little about Crawford Technologies

Crawford Technologies streamlines high-value document management solutions that encompass all aspects of post composition Customer Communications Management (CCM) including print file transforms, workflow automation, operations management, intelligent mail tracking, Multi-Channel Customer Communications Management (MC[3]), archiving/ECM and document accessibility.

Overview

Riptide™ enhances the functionality of IBM ECM systems by providing users and applications with a powerful output platform. Costs are eliminated when communicating content to external or internal customers via production print, fax, email, mobile, ePresentment, PDF or network.

With Riptide, users can assemble jobs from disparate documents and submit them to a target output device. For Information Governance and compliance, all jobs can be submitted back into an IBM ECM platform. The entire process is logged in detail. A customized identification page or manifest can be added to job outputs to enable operators or recipients to easily identify job contents. The power to add watermarks, stamp special content, define page ranges and control multiple output destinations provides extra value. By adding Riptide, your IBM ECM solution becomes an advanced tool for building customer deliverables across a wide spectrum of business process applications.

"Add Riptide to Case Management for complete output automation."

Riptide server includes a Web based XML API to enable organizations to print/email/fax from existing enterprise applications. The API provides a mechanism to programmatically retrieve content and define output requirements from any IBM ECM repository and file system. Easy to implement and maintain, Riptide will add robust output management functionality to your current enterprise applications.

The Riptide Process

Using a custom application, business process or a client such as IBM's Content Navigator, a list of documents and output instructions are passed to Riptide using Riptide's Web based 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.
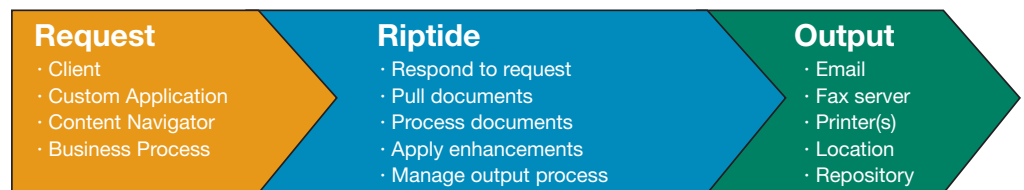
Using this type of approach to output, applications and users are able to easily snap in output support to any enterprise application and maintain records of delivered content.

Output Management

Riptide™ was developed to optimize an organization's content distribution strategy. With support for print, email, fax, mobile and LAN, Riptide offers multiple options to distribute content from within IBM's Enterprise Content Management solutions.

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

Riptide is a complete output management solution!

Request	Riptide	Output
· Client	· Respond to request	· Email
· Custom Application	· Pull documents	· Fax server
· Content Navigator	· Process documents	· Printer(s)
· Business Process	· Apply enhancements	· Location
	· Manage output process	· Repository

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 in their chosen output format. All of this processing occurs without the need of a knowledge worker to open the documents or define formats.

Riptide Technology Description

Riptide is a web application that is deployed under an application server such as IBM's WebSphere. The three major components of Riptide are best in class at providing key functionality in the output process. The Riptide application is a web application that provides complete output management functionality. Riptide conversion services is a web service that provides document conversion support for MS Office, Image formats, HTML and PDF. Pro Transforms are high performance transformation engines that provide Riptide with support of any type of output device.

Administrators can access the system through Riptide's UI. The User Interface provides users and administrators with full control over your output management needs including load balancing, reprinting, prioritization and output re-direction.

Supported Application Servers	Supported Databases	Supported Repositories
• WebSphere	• DB2	• P8
• Web Logic	• Oracle	• CMOD
• JBoss	• MS SQL	• CM8
• GlassFish	• MySQL	• File Server

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CrawfordTech Solutions

Convert any print stream to any other, including:

- AFP
- Metacode/DJDE
- ASCII/EDCDIC Line data
- PostScript®
- PDF and PDF/A
- PCL
- Image (TIFF, PNG)
- Text, HTML, XML

Document Re-engineering:

Add or change inserter barcodes, logos, QR codes, marketing messages, Transpromo, human readable information, selectively add graphics to your documents, add color elements, stream into different output files and move/capture address blocks for sorting and cleansing.

Document Archiving:

Document Archiving for transactional customer documents.

Document Archiving solutions for ECM systems.

Workflow:

Full, end-to-end, management of your transactional or print on demand document production workflows.