
Announcement Master Document: HP Exstream Delivery Manager, Electronic Signature Integration, and EntropySoft connectors.

Overview

Three new modules for HP Exstream are being announced at this time – Delivery Manager, Electronic Signature Integration, and EntropySoft connectors.

Delivery Manager

The HP Exstream Delivery Manager enables the capabilities to track multiple communication channels, monitor delivery status, and in case of failure, automatically respond with configurable failovers to secondary channels. It is aimed at delivery management of electronic communications.

Electronic Signature Integration

The HP Exstream Electronic Signature Integration module provides a mechanism for document designers to design for electronic signature placement and to generate the information needed to automate the PDF document signing transaction with third party e-sig vendors.

EntropySoft

The Entropy Soft connectors, which are part of the Exstream Live suite, allow easy and seamless integration between the Live Application Library (LAL) framework and nearly all content/document management systems and archive solutions. These out-of-the-box components dramatically reduce the development efforts and increase the performance and interoperability of any solution.

Announce and General Availability Dates

Planned Announce Date: May 1, 2012 in the United States and Canada

Planned Availability Date: May 4, 2012 in the United States and Canada

Announcement countries/regions

The additional modules will be announced in these countries/regions on the dates indicated in the **Announce and general availability dates** sections.

Country/region	Announcement
North America	
Canada	No
United States	Yes
EMEA	
Austria	No
Belgium	
Denmark	No
Finland	No
France	No
Germany	No
Greece	No
Israel	No
Italy	No
Netherlands	No
Norway	No
Russia	No
South Africa	No
Spain	No
Sweden	No
Switzerland	No
Turkey	No
UK	No
AP	
Australia	No
Hong Kong	
India	No

Country/region	Announcement
Korea	No
Malaysia	
People's Republic of China	No
Singapore	No
Taiwan	No
Japan	No
Latin America	
Argentina	No
Brazil	
Chile	No
Colombia	No
Mexico	No
Peru	No
Venezuela	No

Item Numbers (United States and Canada only)

Item Number	Item Description
5799-HP2-P084	Delivery Manager
5799-HP4-P084	Delivery Manager – z/OS
5799-HP2-P085	Electronic Signature Integration
5799-HP4-P085	Electronic Signature Integration – z/OS
5799-HP2-P086	Entropysoft Management
5799-HP4-P086	Entropysoft Management – z/OS

Description:

Three new modules for HP Exstream are being announced at this time.

Delivery Manager

While customers increasingly desire communications through electronic channels, such as email and SMS, enterprises often have delivery requirements that these new channels cannot support. Businesses need to make sure that their important customer communications are delivered. HP Exstream Delivery Manager enables enterprises to confidently deliver critical electronic customer communications created with HP Exstream. It monitors an electronic communication's delivery status, and in case of failure, automatically responds with configurable failovers to secondary channels.

Because the HP Exstream Delivery Manager is integrated with the HP Exstream platform, you can confidently design communications for multichannel use while avoiding the risks inherent in disparate, disconnected point solutions. HP Exstream allows you to design one communication, such as a direct marketing offer, an invoice/bill, or an account summary statement, and then choose which content elements to include based on the delivery channel. For example, create a single customer statement in the HP Exstream design environment and output the entire design to PDF for print, a subset in HTML for email, and only the account balance to SMS – all from a single design and source of data and dynamic content.

HP Exstream Delivery Manager lets you encourage customers to choose electronic communications over paper to save printing and postage costs while minimizing risk. For on-demand, real-time and structured communications, if a primary delivery method fails, the software automatically sends through secondary channels. Because your communications are integrated, you can even add targeted messages to the failover communications, indicating the nature of the failure of the primary communication and how to resolve the delivery issue. HP Exstream Delivery Manager also logs all delivery activity, enabling you to track what communications were sent and to whom.

While enterprises recognize that electronic communications can reduce costs and connect better with customers, the risk that SMS or email communications become lost or not delivered can be high. HP Exstream Delivery Manager addresses this challenge by enabling failover communications. Best of all, since it is part of the HP Exstream platform, businesses can rely on consistent communications and avoid the headache of managing multiple point solutions or disparate systems.

Electronic Signature Integration

The HP Exstream Electronic Signature Integration module provides a mechanism for document designers to design for electronic signature placement and to generate the information needed to automate the PDF document signing transaction with third party e-sig vendors. First, Electronic Signature Integration allows for designers to designate specific areas on a PDF document where electronic signatures (be they full signatures, dates, initials, or other) will appear. Secondly, during the Exstream engine run, the PDF is generated along with an accompanying XML file (using a predefined schema) that contains the information required by third party electronic signature vendors to drive a hosted signing process.

HP has architected the Electronic Signature Integration feature to be flexible enough so that Exstream output can be extensively customized with metadata. This allows the feature to be usable with virtually any third party signing solution. It's also important to note that in most implementations, there will likely need to be an integration step authored by the customer or Professional Services, which is likely a transform that processes after Exstream engine processing has completed. The purpose of this intermediate step is to make various final preparations to the XML file that might be useful for the specific e-sig vendor being employed. This external intermediate step would likely include the transmit action that sends the PDF and XML file to the e-sig vendor solution.

For example, in the case of DocuSign (which has a SaaS e-sig offering), the optimal integration approach between HP Exstream and DocuSign includes a custom script/transform that takes the HP Exstream generated PDF, base64 encodes it, and inserts it into the HP Exstream generated XML electronic signature data file. It also appends DocuSign specific SOAP envelope information containing account credentials, and so forth, to the XML file and transmits the resulting, updated XML file, containing the encoded PDF, to DocuSign's solution in the cloud.

Module Dependencies/Licensing Information

- The only prerequisite for Electronic Signature Integration is PDF Output.
- Electronic Signature Integration is available in HP Exstream v8 and later.
- This module is controlled through the "Electronic signature integration" checkbox on the .EKF key.
- Electronic Signature Integration is supported on all engine platforms.

Known Limitations or Constraints

Be aware that there is a difference between Electronic Signatures and PDF Digital IDs: both are sometimes referred to as 'Digital Signatures'. HP Exstream has had the ability to embed PDF documents with Digital IDs (certificates) since version 7. The electronic signature capability described in this document was introduced in version 8. The primary use case among HP customers for electronic signatures is obtaining end-recipient agreement to the terms set forth within a document, while digital IDs/signatures are embedded at document creation time to ensure to the recipient that the document has an

authentic source (that is, it actually did come from the sending enterprise) and that since its generation the document has not been altered or tampered with in any way.

Sample Financial Services customer use case for Electronic Signatures:

- A customer enters an Enterprise-provided web portal and initiates a transaction, such as an account enrollment. The user fills out data fields in a web form (or in an online PDF form) and then clicks a button to submit or 'enroll'.
- A web services request invokes the Exstream Engine, providing the form data as input. The engine generates an account agreement document in PDF format, and delivers the PDF real-time back to the user through the web portal. Part of the engine processing also results in the creation of an XML file that contains the necessary records management information that will drive the application of Electronic Signatures to the PDF through a third party platform SaaS e-sig solution that the Enterprise utilizes for this purpose.
- The PDF has been designed so that different locations where the user must electronically initial, sign, and date are properly conveyed to the electronic signature vendor. PDFs may be targeted for delivery to single recipients and signatures, or to multiple signatures/recipients.
- After Exstream processing, a custom script base64 encodes a PDF file, inserts it into the XML file, and attaches necessary SOAP envelope information to the XML file.
- Both the PDF and the transformed XML file containing the PDF and SOAP envelope information are handed to the electronic signature SaaS offering through web services.
- The PDF is stored in e-sig vendor managed content repositories and presented back to the user on the Enterprise website as part of this real-time customer experience.
- The end-user is walked through an electronic signing experience by the e-sig vendor user interface. The end-user has the choice to electronically sign the document, or they can choose to print, sign, and mail/fax the agreement back to the enterprise. The user actions are secured, tracked, and recorded by the e-sig vendor platform, and an audit trail is kept in case of later legal dispute.
- Once the electronic signature is provided, the Exstream engine is then once again invoked to create and deliver a welcome kit (either electronic or by mail) to the user who just enrolled in a financial account.

EntropySoft

The EntropySoft connectors, which are Part of the Exstream Live suite, allow easy and seamless integration between the Live Application Library (LAL) framework and nearly all content/document management systems and archive solutions. These out-of-the-box components dramatically reduce the development efforts and increase the performance and interoperability of any solution.

The Live Application Library (LAL) is an application accelerator (SDK). It is a server-based component that binds LiveRepository and LiveWorkflow installations, providing a sample user interface and a set of basic workflows. LAL is intended to be a quick start component and has proven rapid application deployment of interactive technologies.

Program Licenses

These non-RPPS products are licensed under the terms and conditions of the license agreement of the owner, author, or publisher that is provided with the product."

Customer Responsibilities

See applicable HP Exstream customer agreement.

Publications

Refer to the HP Exstream support website for access to product documentation.

Licensing

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with Ricoh Production Printing Solutions (RPPS) are contained in the applicable contract documents. HP Exstream is a product of Hewlett-Packard, not RPPS Ricoh. Neither party has any responsibility for, or makes any representations or warranties, regarding the other's products or services.

Maintenance Service Offerings

The terms of maintenance, warranty, and support are governed by the HP license agreement.

Configuration Requirements

Contact Ricoh Advanced Technical Support for assistance in configuration.

Ordering Information

New Order Instructions

HP Exstream is a configured software product.

Trademarks

Ricoh, InfoPrint, and the Ricoh logo are the trademarks or registered trademarks of Ricoh Co., Ltd., in Japan, the United States, and other countries, and are used under license by the trademark owner

InfoPrint Solutions is a tradename of Ricoh Production Print Solutions, LLC, in the United States, other countries, or both.

These terms are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both:

AIX

IBM

DB2

PSF

z/OS

Adobe, the Adobe logo, PostScript, and the PostScript logo are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.

Intel and Intel Inside (logos) are trademarks of Intel Corporation in the United States, other countries, or both.

Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both.

Microsoft, Windows, Windows XP, and the Windows logo are trademarks of Microsoft Corporation in the United States, other countries, or both.

Other company, product, or service names may be trademarks or service marks of others.
