



# PRODUCT DATA SHEET

## EngageOne™ Vault 7.0

IMPROVE CUSTOMER CARE AND DRIVE EFFICIENCIES WITH A HIGH-VOLUME, HIGH-PERFORMANCE DOCUMENT AND DATA REPOSITORY

## Product Overview

EngageOne Vault 7.0 helps you deliver better customer service with significant savings in time and money. Simply archive, search and retrieve years of customer documents in seconds for access to the same documents that your customers see.

With Vault you'll get high-performance, real-time indexing, compression, storage and retrieval of documents and data from their native formats. There's no need to archive in alternate formats like PDF. Vault delivers a fast and seamless implementation. This system compresses nearly 1 million pages per gigabyte of storage space and ingests up to 2.5 million pages per hour.

Billions of documents and data elements can be stored for years and rendered online, with no performance degradation.

## Benefit

Vault enables authorized users in your organization to instantly view years of stored data for better customer service and increased efficiency. This powerful document and data repository allows you to index and process over 2.5 million pages per hour in real-time, which enables thousands of concurrent users to instantly access customer data, regardless of the size or age of the documents.

Key features and benefits include:

- Unrivaled performance and scalability
- Minimal storage hardware, maintenance and support costs
- Helping meet legal and records management requirements for archiving
- Support of multiple applications with a single, shared repository
- Easy storing and retrieving of all document types and data from a universal repository
- Integrated imaging, workflow and records management

## EXPECTED ROI

At first driven by the need for regulatory compliance, leading organizations are now using high-performance repositories to access data they have on hand to increase customer satisfaction. Vault 7.0 can help your company manage exponential growth in the amount and types of customer documents.

With real-time indexing, compression, storage, and direct data-retrieval, Vault 7.0 integrates quickly and directly into your call center, partner network or customer website to help reduce call volumes and talk time.

## Added Value

### Step up to compliance demands

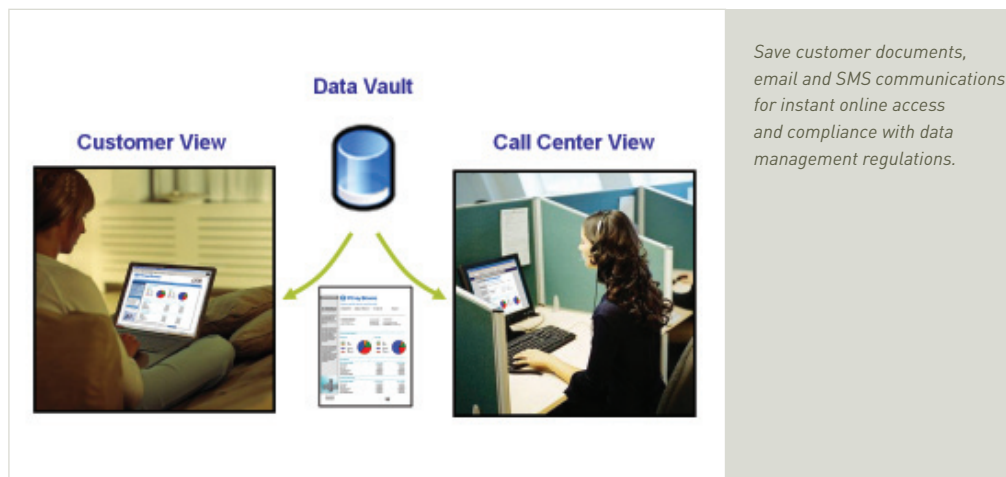
Companies generate thousands of documents every day, including statements, invoices, policies, notifications and hundreds of other business-critical communications. With such regulations as Sarbanes-Oxley and HIPAA, those who fail to maintain and control records may be subject to criminal penalties, financial loss and negative publicity. Inadequate document retrieval also increases the cost of customer care and can lead to customer dissatisfaction.

### Provide secure access to shared repository

Vault 7.0 makes high-volume documents instantly available to CSRs, auditors, clients, health care providers, plan administrators and employees in a highly secure environment. You can also create a fully indexed and searchable subset of the archive with the Vault Mobile tool.

### Reduce hardware, maintenance and support costs

This powerful repository configures easily with other internal or third-party applications to search and display documents through your preferred interface. It provides easy integration with business systems, including accounting, billing, customer care, call center and CRM applications. With Vault 7.0 you gain unrivaled storage and retrieval of documents through advanced compression technology to satisfy compliance and drive customer satisfaction.



# PRODUCT DATA SHEET

## PRODUCT UPDATES

- Faster index creation and searches
- Expanded support for larger quantities of index data without performance degradation
- Enhanced rendered PDF security settings
- Improved production reprint function

## Specifications

### Windows Support

[x86 or x64 Intel/AMD, Itanium not supported]

- Service Client, Reprint Admin, Mobile Vault, Query: Windows 7, Vista SP2, XP SP3
- Vault and Render Servers: Server 2008 R2, 2008 SP2, 2003 R2 SP2, 2003 SP2

### UNIX Support (Vault Server and Rendering Engine)

- Linux 32-bit or 64-bit x86 platforms with kernel version > 2.6.18 and glibc version > 2.3
- IBM AIX 6.1, and 7.1 with C++ runtime libraries [xLC.rte and xLC.aix50.rte filesets]. The component xLC.aix61.rte must be at level 9.0.0.5 or higher. The AIX XL C/C+ runtime must be version 9.0.0.5 or higher. The xLC supplemental runtime for aix50 [xLC.sup.aix.50.rte] at level 9.0.0.1 or higher > 8.0.0.5
- Sun Solaris 9 or 10 on 64-bit SPARC

For more information call 800.327.8627 or visit us online: [www.pb.com/software](http://www.pb.com/software)

#### UNITED STATES

800.327.8627  
[pbsoftware.sales@pb.com](mailto:pbsoftware.sales@pb.com)

#### CANADA

800.268.3282  
[pbsoftware.canada.sales@pb.com](mailto:pbsoftware.canada.sales@pb.com)

#### EUROPE/UNITED KINGDOM

+44.800.840.0001  
[pbsoftware.emea@pb.com](mailto:pbsoftware.emea@pb.com)

#### ASIA PACIFIC/AUSTRALIA

+61.2.9437.6255  
[pbsoftware.australia@pb.com](mailto:pbsoftware.australia@pb.com)  
[pbsoftware.singapore@pb.com](mailto:pbsoftware.singapore@pb.com)



Every connection is a new opportunity™



Pitney Bowes Software Inc. is a wholly-owned subsidiary of Pitney Bowes Inc. Pitney Bowes, the Corporate logo and EngageOne are [registered] trademarks of Pitney Bowes Inc. or a subsidiary. All other trademarks are the property of their respective owners. ©2014 Pitney Bowes Software Inc. All rights reserved.

93733 AMER 1401