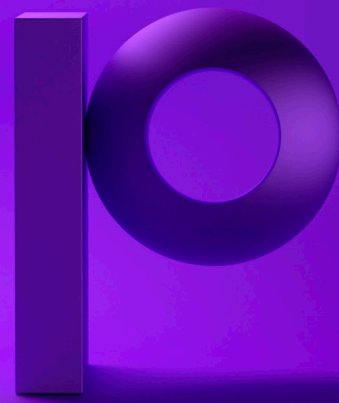


# Unlock Secure, Instant Access to Customer Communications with an Omnichannel Archive



Compliance is becoming increasingly complex, with customers expecting more control over their data. Adhering to evolving regulations is increasingly difficult, placing strain on traditional archival systems.

Organizations struggle with the task of maintaining multiple, disconnected communication archives. This fragmentation hinders their ability to meet growing demands for compliance, customer service, and online access.

Precisely EngageOne™ Vault is a scalable, high-performance omnichannel archive designed to store communications while ensuring compliance with retention rules. It connects easily to business systems, allowing both customers and employees to search and retrieve communications quickly.

## Unlock Immediate Business Value

### ✓ Unify Archiving Silos

EngageOne™ Vault centralizes communications into one secure, scalable solution connected to internal systems and customer-facing apps. Organizations gain instant access across channels.

### ✓ Cut Storage and Operating Costs

Reduce total cost of ownership (TCO) by shrinking storage needs and improving efficiency. Compressed 3.9M pages from 9 gigabytes (GB) to 450 MB—beating industry averages.

### ✓ Prove Compliance

Retain communications in original format, supporting audits, legal discovery, and industry regulations. Critical documents like invoices, policies, and statements are securely stored.

### ✓ Boost Customer Satisfaction

Customers want easy, on-demand access. EngageOne™ Vault integrates with mobile apps and portals—creating smoother, more convenient experiences that boost engagement.



## Supporting Regulated Industries

Built for industries with strict governance—like financial services, insurance, telecom, and utilities. It helps manage large volumes securely, ensures audit-readiness, and delivers fast, compliant access across channels.



### Insurance

Policies, ID cards, explanation of benefits (EOBs), claims, explainer videos



### Financial Services

Statements, reports, onboarding, alerts, video summaries



### Government

Tax bills, retirement statements, program notifications



### Telecom & Utilities

Bills, service alerts, outages, payment reminders

## Performance and Scalability

EngageOne™ Vault handles large-scale workloads reliably. It maintains performance at high volume, supports concurrent users, and works across formats while keeping costs low.



Load/index 2.5M+ pages/hour with no downtime



Store 2M+ pages/GB



Retrieve from archives with billions of records instantly



Scale to 7.8B+ pages over 10 years



Compatible with Advanced Function Presentation (AFP), Portable Document Format (PDF), Hypertext Markup Language (HTML)



Deploy in weeks, not months

## Confidently Meet Compliance and Regulatory Needs

EngageOne™ Vault is built to meet the highest standards for security and compliance. It keeps data protected, accessible, and always audit-ready. Key capabilities include:

- ✓ Standards-based integration with Content Management Interoperability Services (CMIS) and leading enterprise content management (ECM) platforms
- ✓ Regulatory support for General Data Protection Regulation (GDPR), Health Insurance Portability and Accountability Act (HIPAA), and California Consumer Privacy Act (CCPA)
- ✓ Role-based access control and complete audit trails for secure data use
- ✓ Configurable retention rules to automate data governance

## Purpose-Built Features



### Secure Archiving at Scale

High-performance repository with native format storage and granular access.



### Rapid Search

Real-time indexing across large print streams.



### Optimized Storage

Compression supports long-term retention without high cost.



### Mobile Vault

Portable archived copies for field agents and reviewers.



### Bulk Reprint

Manage reprints across channels and reduce delivery costs.



### Document Immutability

Stores originals with metadata intact.



## Flexible Deployment Options

Deploy on-premises, in a private cloud, or in the public cloud (AWS, GCP, Azure). EngageOne™ Vault is also available as a managed service through Precisely Hosted Managed Services (Hosted Managed Services (HMS), offering SaaS-like convenience without requiring full SaaS delivery.

EngageOne™ Vault is designed for efficient deployment, helping reduce your infrastructure costs, scale easily, and integrate with your existing tech stack.

## Extend the Value of EngageOne™ Vault +

### + Access Instant Archiving with EngageOne™ Compose

Precisely's customer communication solution, EngageOne™ Compose, integrates directly with EngageOne™ Vault to automatically archive each customer communication as it is created. This makes documents immediately searchable, eliminates manual handoffs, and supports compliance from the start.

### + Unlock Easy Self-Service Access with EngageOne™ SmartView

Empower employees and customers to search for past communications like statements or policies on any device, improving their experience and reducing calls to your service team. EngageOne™ SmartView provides a secure, branded place for users to search, view, and access archived communications from EngageOne™ Vault.