Technology Specs

SS&C Chorus

A leading intelligent document processing, automation and case management platform

Chorus is a low-code, enterprise intelligent automation platform that automates, integrates, and digitizes businesses from end-to-end. Easy to deploy quickly, Chorus features dynamic drag-and-drop user experiences, artificial intelligence, and flexibility based on your needs so you can deliver the right work to the right people at the right time.
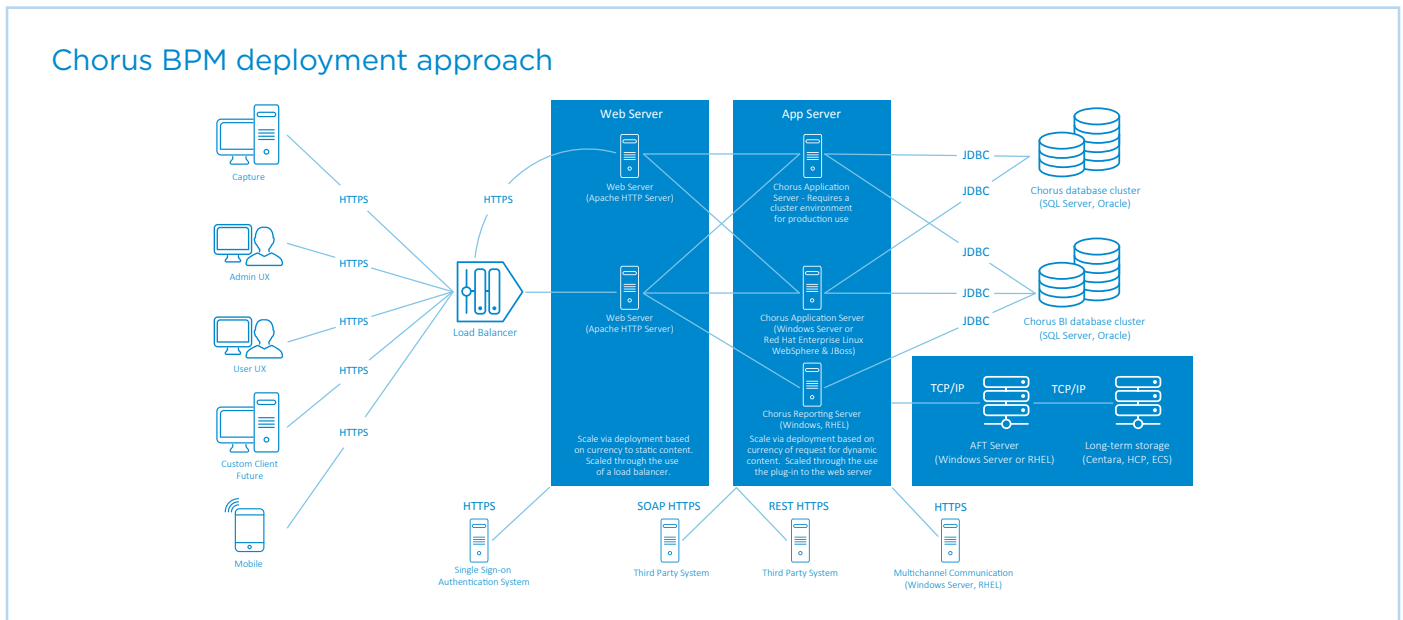
Supported Web Browsers

- Chrome 94.0.x and higher
- Edge 94.0.x and higher

Chorus BPM technology requirements

Hardware requirements

Production instances of Chorus BPM should run on dedicated hardware or virtual machines to prevent resource contention, port conflicts, and interference from other applications. Actual requirements may vary. Sizing depends on the following conditions:

- Number of active processes and the data in those processes
- Number of archived processes
- Number of uploaded files
- Engine checkpoint frequency
- Website availability (High to Low)

Chorus BPM deployment approach

For more information, visit
ssctech.com/chorus

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Operating system requirements

The following operating systems, Java Enterprise Edition (JEE) container, and database combinations (all 64-bit) are considered reference platforms for Chorus. This is as of January 1, 2022. Please verify with your SS&C representative to determine if any changes have been made since publication.

Operating system	JEE application server	HTTP server	Database
Microsoft® Windows Server® 2019	WebSphere Application Server Network Deployment Liberty 21.0.0.5	IBM HTTP Server (IHS) for WebSphere 9.0.0 with Fix Pack 11 (9.0.0.11)	Microsoft SQL Server® 2019
Red Hat® Enterprise Linux® 7.5	WebSphere Application Server Network Deployment Liberty 21.0.0.5	IBM HTTP Server (IHS) for WebSphere 9.0.0 with Fix Pack 11 (9.0.0.11)	Oracle 19c (19.3.0.0.0)
Red Hat Enterprise Linux 7.5	JBoss Enterprise Application Platform (EAP) 6.4.14 with Native Components package JBoss EAP 6.4.14	JBoss Core Services Apache™ HTTP Server 2.4	Oracle 19c (19.3.0.0.0)
CentOS Linux 7	Apache Tomcat 9.0.43	Apache HTTPD 2.4.6	Oracle 19c (19.3.0.0.0)

NOTE: Chorus BPM requires the use of JEE clustering and HTTP/HTTPS protocols for production environments. The versions of JEE application servers listed in this table support clustering. Any further references in this document assume a clustering-capable JEE application server version

Workstations

Operating systems	Browsers	Third-party software
Windows 10 (64-bit)	JavaScript™ and cookies enabled • Microsoft Internet Explorer® 11.0.x (64-bit) • Google Chrome version 74.0.x (Only tested with the Analytics, Case Management, and Processor workspaces)	• Java Runtime Environment (JRE) JRE 8.x or JRE 11.x • Adobe® Flash® Player 32.0.0.207 for administration • If the processor uses Communications, Microsoft Word 2016.

Operating systems	Web browsers	Third-party software
• Windows 10 (64-bit) • Linux 7.5	• Microsoft® Edge (version 94.0.x) • Google Chrome (version 94.0.x) – Only tested with the Analytics, Case Management, and Processor workspaces) If a user's browser is not configured to allow cookies, Chorus BPM displays an alert stating cookies must be enabled to log in.	• Java Runtime Environment (JRE) JRE 8.x or JRE 11.x • Adobe® Flash® Player 32.0.0.207 for administration • If the processor uses Communications, Microsoft Word 2016.

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Functionality and base options

Functionality	Included with Chorus	Additional options/comments
Workflow (process)	Processor workspace	NA
Process design	Chorus Design Studio	NA
ICR/OCR	NA	Existing integration with Captiva, Vidado; other ICR/OCR providers via integration/API Can option SS&C Mail Center
Scanning	Chorus/Scan	Need scanner Can option SS&C Mail Center
Content (images, audio, video, etc.)	Chorus content	Existing integration with Box, FileNet; other content providers via integration/API
Content (storage)	For Hosted Managed Service clients: content stored in Chorus at either US or Canadian data center on WORM compliant device	If on client premise, WORM storage device and settings must be provided and managed
Faxing	Chorus/Fax in, Chorus/Fax out	Right Fax
Rules	Chorus Design Studio	NA
Correspondence	Chorus Communications	Requires Microsoft Word
Analytics and reporting	Chorus Operational Analytics	Can extract to data warehouse or third-party
Integration services/APIs	Supports REST, SOAP, and ODBC services for any integration need. Examples include legacy systems, ML, maps, stock quotes, etc.	NA
Orchestration	Chorus Design Studio	NA
Case Management	Case Management Workspace	NA
e-Signature	NA	Existing integration with DocuSign, EchoSign; other e-Signature providers via integration/API
CRM	NA	Existing integration with Salesforce; other CRM providers via integration/API
Automation	Chorus Design Studio	For RPA automation existing integration with UiPath, Blue Prism; other RPA providers via integration/API

Chorus document automation approach

Chorus Document Automation is a SaaS-delivered solution for reading, enriching, and delivering data from paper.

Supported Web Browsers

- Chrome (version 74+), the recommended browser
- Firefox (version 66+)
- Safari (version 12+)

Only HTTPS TLS version 1.2 is supported. Please note that Chorus Document Automation has limited functionality on Internet Explorer.

SS&C Chorus Document Automation's standard output is JSON output or a comma-separated values (CSV) file. A CSV file can be opened in Excel or uploaded to a number of databases and websites.

Integration Method	Data Return Format
Platform (Batch/File) API	JSON
AWS S3	JSON, CSV
SFTP	JSON, CSV
Google Drive	CSV
Box Integration	CSV
Drag and Drop	CSV

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Managed services on cloud

For customers interested in outsourcing full management of the Chorus platform in a secure, private cloud environment. SS&C offers a Managed Services on Cloud capability, which provides infrastructure elasticity to meet fluctuating demands, and reduces risk associated with security and system availability.

SS&C's managed services also can provide consulting and conversion services, development and coding assistance as well as a dedicated technical resource option.

Application/Operational expertise

- Continuous upgrades, patches, operating software and hardware
- Named client technical contact
- Contractual commitments to service levels: reporting, incident response, availability, maintenance windows
- Access to BPO staff for services: mail center processing, performance testing, special projects
- Access to Chorus admin staff to support business enhancement requests

Technology infrastructure

- World-class, multi-region data center facilities owned and operated by SS&C
- High-availability mesh architecture
- DR with RTO and RPO commitments
- 365x24x7 systematic monitoring of E2E systems, usage, connectivity and application health
- Pre-packaged, pre-tested environments for all SS&C applications
- Internet, VPN and MPLS connectivity options

Security

- Industry-compliant encryption
- Third-party penetration testing and monitoring
- SOC1, SOC2, HIPPA compliance
- Logical and physical separation of client data
- Direct database access to client reporting data
- Daily, weekly and monthly backups

Contact us

Automate more. Optimize your workforce. Digitally transform you business. For more information, contact us at your convenience by your channel of choice.

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You'll gain valuable insights on industry trends and how to leverage them for your business.

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