

■ Data Sheet

Open Text Fax Server (RightFax) Production Fax and Electronic Document Delivery Solutions

Reduce Costs, Improve Efficiency and Speed Business Transactions by Automating Document Delivery from Back-office Applications

Open Text (RightFax) production fax and electronic document delivery software integrates with back-office applications to automate delivery of transactional documents such as purchase orders, invoices and statements.

Open Text production fax solutions are designed to support the rigors and requirements of high-volume document delivery. RightFax integrates with virtually any CRM, ERP, document management and host and legacy systems to provide real-time delivery of business-critical documents via fax, email, certified email and encrypted PDF.

With Open Text production fax and electronic document delivery solutions, companies will:

- Reduce costs associated with paper-based document processing by up to 90 percent
- Provide unattended, instantaneous electronic delivery and receipt of business-critical documents generated from back-office applications
- Maximize the Return on Investment (ROI) from existing systems and technology investments
- Eliminate the need to install and manage multiple stand-alone fax machines
- Eliminate inefficient manual processes such as printing, mailing or manually faxing documents
- Enhance service levels by speeding communication with customers and partners
- Support compliance and security goals with tamper-resistant, automated and traceable delivery
- Improve document tracking and audit trail with advanced notification options
- Receive market-leading technology with tested and certified integrations with other software applications, including IBM, Microsoft®, Oracle and SAP
- Use technologies such as XML, Java and Facsimile Command Language (FCL) to automate document delivery

Automate Transactional Documents

Open Text production fax solutions are uniquely suited for applications that produce batch-oriented output that is sent to a printer, printed on preprinted forms, burst, folded and stuffed in an envelope and then mailed or manually faxed.

Typical document types include:

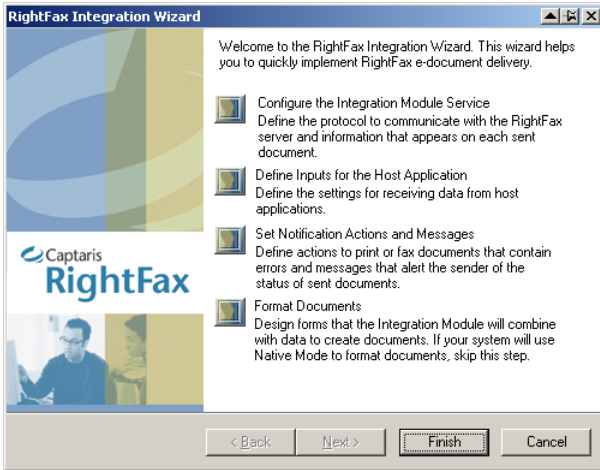
- Invoices
- Purchase orders
- Statements
- Order confirmations
- Material safety data sheets
- Loan applications, approvals and denials
- Bills of lading
- Change orders
- Financial report

Benefits

- Reduced costs
- Improved speed and efficiency of business processes
- Integrated with back-office applications
- Enhanced security and compliance



How It Works



Requirements

- Open Text Fax Server (RightFax) Business Integration, Enterprise Integration or Enterprise Integration Module
- Open Text Fax Servers: (RightFax) Business Server, Enterprise Server or Enterprise

Figure 1. The Integration Wizard makes building integrations faster and more efficient.



Figure 2: Each application outputs various forms of "information." Flexible integration tools can capture and receive this information seamlessly.

Once information is sent from an application(s) to, a four-phase process begins.

Four-phase Process for Automating Paper-intensive Back-office Document Delivery Processes with Open Text fax server



Figure 3: Open Text fax server incorporates a four-phase process that captures information, renders it into an electronic image, distributes the information via fax, email or over the Internet and creates customized reporting, including host notifications.

Phase 1: Data Capture

Whether sending a large batch of data from a host application or AS/400, or a Java call from an ERP or CRM application, Open Text production fax and electronic document delivery solutions are able to capture and recognize data without changing existing applications.

Phase 2: Document Assembly and Preprocessing

After receiving the data, the Open Text fax server assembles the information by rendering an electronic image of each separate document. Depending on the file type and data format, this can be accomplished in a number of ways: one-off documents or emails can be rendered into (TIFs) and "data filters" can be created using the Integration Wizard. In instances when codes have been embedded into the data stream, a forms overlay process can be implemented. During this phase, other preprocessing takes place to ensure the document's presentation format and delivery type, scheduling and priority rules, contact information, notification rules and other useful information about the document.

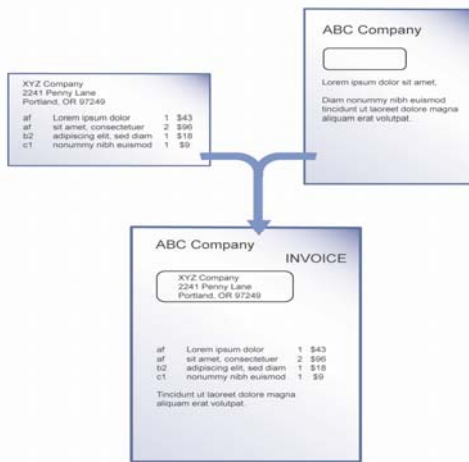


Figure 4: FCL commands can be embedded into data streams or wrapped around data streams to create electronic images of business documents.

Phase 3: Document Delivery

Once the electronic images have been created, Open Text Fax Server delivers the document securely and instantaneously via fax, email, certified email or encrypted PDF. Whether sending a hundred or thousands of documents a day, Open Text Fax Server is built to scale and handle any capacity. Through advanced features, such as load-balancing, Least-cost Routing (LCR) and scheduled delivery, further cost efficiencies are achieved.

Phase 4: Reporting, Tracking and Notification

Extensive reporting capabilities make it easy to monitor document delivery status and provide audit trail.

Key Features and Options for Open Text Production Fax and Electronic Document Delivery Solutions

Data Capture, Document Assembly and Preprocessing

- **Integration Wizard** Define communications protocols, host inputs, send and receive notification alerts and format documents using the Integration Wizard to streamline integration with back-office applications
- **Host Connectivity Options** Capture and Configure allow data sent from applications in the following formats: file (PCL, ASCII text, PS), LPR Connection, print, Serial, 3270, TCP/IP, File Transfer Protocol (FTP), Java, XML, IBM WebSphere MQ, SAPconnect, SAP ECC, SAPscript, SAP SmartForms and Oracle print files.
- **Host Systems** Support for the following host systems: IBM, AS/400, DEC, HP, UNISYS, Sequent, Wang, NCR and others
- **XML Schema** Permit organizations whose applications produce XML to integrate production document delivery capabilities and enable queries, notifications and other actions
- **RightFax Java Class Library** Invoke FCL-based actions to enable rapid integration with RightFax from virtually any Java application

Document Assembly and Preprocessing

- **FCL Scripting Environment** Use more than 100 powerful FCL commands to fax and email-enable host, legacy, ERP (including SAP and Oracle) and other back-office applications
- **Extensive Forms Creation Tools** Incorporate logos, signatures, bar codes and graphics to build electronic forms that look exactly like printed forms
- **Filter** Automate document delivery from host applications without modifying the data stream using the MapText GUI
- **Templates and Connectors for Oracle and SAP** Streamline integration with built-in and/or certified templates and connectors for Oracle and SAP

Automated Delivery of Transactional Document

- **Batch-oriented Delivery** Deliver high-volume, application-generated documents such as purchase orders and invoices in batches based on customizable dialing rules
- **Automated, Unattended Delivery and Receipt** Automate document delivery via fax or email to cut costs, improve processes and speed response times
- **LCR** Route outbound faxes between servers on a Wide Area Network (WAN) to minimize long-distance phone charges
- **Flexible Scheduling** Schedule documents for immediate delivery or for offpeak hours to take advantage of lower phone rates
- **Encrypted and Certified Delivery Options** Maintain security and

	support compliance with certified or encrypted delivery options with the Integration Module
Notifications, Reporting and Audit Trail	<ul style="list-style-type: none"> • Advanced Notifications Monitor document status with notifications to the fax originator, whether that is a host system, email address or other application • Document-based Notifications Notify senders of their document status with numerous, customizable host-notification options • Advanced Administration Tools Manage, track and monitor your fax server system and fax traffic with easy-to-use management tools such as Enterprise Fax Manager • Simplified System Management Access documents at any time through the FaxUtil user interface or Web Access module utilizing a Web browser • Reporting Tools Preconfigured and customizable reports let administrators monitor all fax and electronic document delivery activity

Open Text Production Fax and Electronic Document Delivery Offerings

Features	Integration Module	Business Integration	Enterprise Integration
Open Text Fax Server Compatibility	Requires an Enterprise Server	Business Server or Enterprise Server	Enterprise Suite
Volume/throughput Capacity	No limit to channel capacity. Systems are expandable to meet your back-office document delivery needs.	Supports two channels of production fax/ integration traffic. Can be expanded to up to four integration/production fax channels	No limit to channel capacity. Systems are expandable to meet your enterprise document delivery needs.
Document Type or Form	Unlimited	Supports up to two forms creations, such as a purchase order, invoice, an SAPoffice document or an Oracle eBusiness document and others.	Unlimited
Notifications <ul style="list-style-type: none"> • Microsoft Exchange/ Microsoft Outlook • IBM Lotus Notes • SMTP • HLLAPI • ODBC 	Standard reporting features included with server, plus document-based notifications.	Standard reporting features included with server, plus document-based notifications.	Standard reporting features included with server, plus document-based notifications.
Common Back-office Application Integrations	Host, legacy, mainframe, midrange, AS/400, ERP (SAP, Oracle applications), SFA, CRM, SCM and others	Host, legacy, mainframe, midrange, AS/400, ERP (SAP, Oracle applications), SFA, CRM, SCM and others	Host, legacy, mainframe, midrange, AS/400, ERP (SAP, Oracle applications), SFA, CRM, SCM and others
Allowable Input Recognition	Unlimited inputs: <ul style="list-style-type: none"> • File, FTP • LPR/Print • RightFax Filter—Unlimited • SAPconnect—Sold separately • SAPscript—Unlimited 	Includes up to two with additional license: <ul style="list-style-type: none"> • File, FTP • LPR/Print • RightFax Filter—up to two only • SAPconnect—up-to-two instances • SAPscript—up-to-two instances 	Unlimited inputs: <ul style="list-style-type: none"> • File, FTP • LPR/Print • RightFax Filter—Unlimited • SAPconnect — up to 15 instances • SAPscript — Unlimited
TCP/IP Connectivity	X	Not included	X
Serial Connectivity	X	Not included	X

3270	X	Not included	X
MQ Series	X	Not included	X
XML Interface	X	X	X
Java API	X	Not included	X
SecureDocs Certified and Encrypted Delivery	X	Available with Enterprise Suite	X
Modules for Exchange and Notes	May be purchased as an add-on module to the Enterprise Server	May be purchased as an add-on module to the Business or Enterprise Server	X
Production email delivery (formerly the InternetLink Module)	X	X	X
Connector for SAP	No	Limited to two instances	X
Templates that fax-enable Oracle Purchasing 11i documents (formerly RightFax Connector for Oracle E-Business Suite)	X	Limited up-to-two instances from Purchasing 11i only	X
Implementation Services	Can be purchased separately	Can be purchased separately	Can be purchased separately

For more information, please visit www.opentext.com.

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