



DATASHEET



ABOUT CAPTARIS, INC.

Captaris, Inc. is a leading provider of software products that automate business processes, manage documents electronically and provide efficient information delivery. The products of Captaris and its subsidiary Castelle, including Captaris RightFax, Captaris Workflow™, Captaris Alchemy® and the Castelle FaxPress line of products, are distributed through a global network of leading technology partners. We have customers in financial services, healthcare, government and many other industries, and our products are installed in all of the Fortune 100 and many Global 2000 companies. Headquartered in Bellevue, Washington, Captaris was founded in 1982 and is publicly traded on the NASDAQ Global Market under the symbol CAPA. For more information, please visit www.Captaris.com.

RightFax is Represented by:

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Captaris® RightFax® Family of Products

RightFax Fax Server and Electronic Document Delivery Solutions

OVERVIEW

The RightFax family of products provides easy-to-use, easy-to-manage fax and electronic document delivery solutions that integrate and automate the flow of business and transactional documents. It integrates with desktop, email, CRM, ERP, imaging, document management and other essential business applications to securely send and receive any document from virtually any application within an enterprise via fax, email, print devices or the Internet.

RightFax Network Fax for the Desktop

RightFax desktop solutions allow users to send and receive user-generated documents directly from their desktop and email applications. They enable organizations to increase productivity, reduce costs and improve customer service by providing secure, confirmed and immediate document delivery.

RightFax Automated Production Fax for the Back office

RightFax can integrate with virtually any back-office application or host system to automate delivery and receipt of mission-critical documents such as invoices, purchase orders and statements. They enable companies to lower costs, generate revenue more quickly and support compliance goals by automating paper-intensive business processes.

RightFax across the Enterprise

RightFax provides a total approach to enterprise fax and document delivery, offering a single source for desktop as well as back-office document delivery. No other solution on the market today has such an impressive list of certified integrations with leading business software applications. Designed to be flexible, RightFax provides a comprehensive line of fax application servers to meet document delivery needs, no matter how big or small the enterprise. Companies can start small and add capabilities as their needs expand.

RightFax enables organizations to reduce costs, drive revenue and meet compliance goals by reliably delivering internal and external business documents every day. That is why RightFax is the world leader in fax server software, with a market share five times larger than its nearest North American competitor and 2.5 times larger than its nearest global competitor.¹ Today, RightFax is installed in 65 countries, as well as the entire Fortune 100, and is the preferred fax server partner of leading technology companies including Canon, FileNet, Hewlett-Packard, IBM Lotus, Microsoft®, Oracle, SAP, Sharp and Xerox.

¹ Source: Computer-Based Fax Markets 2005-2010, Davidson Consulting

RIGHTFAX FAX SERVER AND ELECTRONIC DOCUMENT DELIVERY SOLUTIONS

RightFax Network Fax for the Desktop

RightFax allows users to send, receive and manage fax documents directly from any desktop application. It replaces excess phone lines and fax machines, enabling organizations to consolidate resources and reduce costs while enhancing productivity and streamlining document-centric business processes. Feature highlights include:

- Intelligent outbound fax delivery including call grouping, scheduling, priority sending and human-answered fax
- Intelligent inbound fax receipt, routing and management including smart distribution and AutoReply support organizational workflow
- Flexible and scalable platform allows organizations to easily expand channel capacity, conduct load-balancing, upgrade servers, add modules and much more
- Microsoft Windows 2000/2003 architecture provides the robust engine required for handling even the most demanding document delivery needs
- Microsoft Windows 2000 Server and Microsoft Windows 2003 Standard Server and Enterprise Server certified
- Includes Microsoft SQL Server 2005 Express Edition and support for Microsoft SQL Server 2000 and 2005 Standard and Enterprise Editions
- Microsoft SQL Server 2000 certified
- Client applications are supported on Microsoft Windows Vista 32-bit, Windows XP and Windows 2000 platforms
- Phone book integration including Lightweight Directory Access Protocol (LDAP), Open Database Connectivity (ODBC), Active Directory and more
- Enterprise Fax Manager (EFM) enables administrators to easily manage users, groups, printers, Least-cost Routing and other fax system functions
- Built-in intuitive client, FaxUtil, allows users to view, print and manage faxes
- Built-in Simple Mail Transfer Protocol (SMTP) email gateway supports any SMTP-based email system
- Built-in SMS gateway supports bidirectional SMS messaging in the RightFax mailbox
- Integration with MFPs to consolidate faxing, printing, scanning and copying on a single device
- Flexible, customizable cover sheets allow better control, routing, security, tracking and personalization of faxes
- Integration tools including Application Program Interface (APIs) and embedded codes allow for easy and rapid customization
- Secure Binary File Transfer (BFT) feature disallows T.434 file transfer between fax boards

- Extensive dialing rules provide rules and restrictions for fax sending, giving precise control over outbound faxing
- Do Not Fax and Do Not Dial options enhance security and block unsolicited fax sending
- Comprehensive administrative and reporting tools
- Support for Microsoft Office 2007 environments

RightFax Business Server

- Ideal for company, department or workgroup levels
- Stand-alone fax server
- Configurable fax workflow options including routing, automatic printing, scheduling, priorities, smart resume and more
- One channel license included, expandable to 30 channels
- Unlimited user licenses

RightFax Enterprise Server

- For national or global organizations that want to combine the power of multiple RightFax Servers on their network
- Features Intelligent Least-cost Routing, load-balancing, Windows authentication and supports cluster-aware installation
- Allows multiple RightFax Enterprise Servers to utilize and share a single RightFax database using the add-on Shared Services Module
- Allows optional fax sending, receiving and management through an Internet browser
- Using OCR technology, converts static images into text files and recognizes characters on the first page of inbound faxes for routing documents to their intended destinations
- Includes a telephone user interface to remotely access and manage fax mailboxes
- Includes phone and Web-based fax-on-demand systems
- Allows companies to create and monitor more than 100 status alerts on servers, databases and gateways simultaneously
- Administrator pager alerts
- Configurable fax workflow options include automatic printing, fax aging, scheduling, priorities, smart resume and more
- One channel license, expandable to add capacity
- Unlimited user licenses

RightFax Satellite Server

- A specially licensed fax server and email gateway that works with a RightFax Enterprise Server (required) and leverages Internet or intranet connections
- For companies with separate workgroups or branch offices that need the full networking resources available from a main branch office
- Includes two channel licenses and two virtual port licenses
- Maximum 15 users

RightFax Enterprise Suite

- For national or global companies that want to combine the power of multiple RightFax Servers on their network
- Bundles RightFax Enterprise Server with additional RightFax modules for increased functionality at an affordable price:
 - › RightFax Microsoft Exchange Module
 - › RightFax Lotus Notes Module
 - › RightFax PDF Module
 - › RightFax SNMP Module
 - › Encrypted and certified delivery
 - › One channel license, expandable to add capacity

RIGHTFAX AUTOMATED PRODUCTION FAX FOR THE BACK OFFICE

Automate Paper-intensive, Repetitive Business Processes

RightFax production fax software integrates with back-office applications bringing efficiencies to organizations' workflow processes by automating the delivery of business-critical documents such as purchase orders, invoices, confirmations, loan approvals and many others. Feature highlights include:

- Enables organizations to output documents and data from back-office applications without modifying the data stream
- Features data capture, information assembly, information distribution and advanced reporting technology
- Functionality is customized for organizations by Captaris Professional Services or an Authorized Captaris Partner

RightFax Business Integration

- Ideal for organizations with the following requirements:
 - › Need to automate a single document-based transaction type like purchasing, invoicing, statements, etc.
 - › Need to electronically deliver documents generated from a print stream originating from a back-office legacy, mainframe or host system
 - › Low-to-medium volume for document delivery from their back-office application
- Automates the delivery of business-critical documents such as invoices, purchase orders and statements
- Fax-enables any host or ERP application using Facsimile Command Language (FCL) commands
- Allows production fax embedded codes or XML input using the RightFax XML schema
- Includes document-based host notifications
- Provides automated document delivery for one document form, expandable to two
- Integrates with host, legacy and ERP applications including AS400, Oracle Purchasing 11i, Oracle E-Business applications, SAP ECC and SAP R/3
- Available with RightFax Business Server or RightFax Enterprise Server
- Supports two production fax channels of integration traffic, expandable to four production fax channels

RightFax Integration Module

- Ideal solution for organizations with the following requirements:
 - › Need to automate document delivery from multiple applications
 - › Need numerous methods for host notifications and delivery confirmations
- Automates the delivery of business-critical documents such as invoices, purchase orders and statements
- Fax-enables any host or ERP application using FCL commands
- Enables production email delivery using FCL commands
- Includes encrypted and certified delivery options
- Allows production fax embedded codes and open access to the RightFax XML interface and RightFax Java class library
- Built to electronically deliver production-oriented, high-volume batches of documents directly from ERP, legacy and mainframe applications without having to modify the data stream
- Features document delivery capabilities such as forms overlay, flexible scheduling with multiple priority levels, faxing from multiple applications and fax status notifications
- Requires RightFax Enterprise Server

RIGHTFAX ACROSS THE ENTERPRISE

RightFax Enterprise Integration offers a simple, single solution that brings the full power of RightFax to the desktop and back office.

RightFax Enterprise Integration

- Ideal for national or global companies that want to exchange information from multiple applications including desktop, email, ERP, CRM, document management, forms, imaging, host and legacy systems and MFPs
- Automated, unattended delivery of electronic documents for transaction environments
- Includes RightFax Enterprise Suite and network fax capabilities for additional functionality at a cost-effective price:
 - › Enterprise Server
 - › Microsoft Exchange and Lotus Notes Modules
 - › Connectors for SAP and Oracle CRM
 - › PDF Module
 - › SNMP Module
 - › Integration Module
 - › Encrypted and certified delivery
- Opens access to the RightFax XML interface and RightFax Java API
- Provides numerous methods of host notification and delivery confirmations
- Delivers information via fax, email, over the Internet and as digitally encrypted and certified documents

OPTIONAL MODULES AND CONNECTORS

Note: The following modules can be purchased separately in addition to one of the servers listed above.

RightFax ArchiveLink for Captaris Alchemy

- Off-loads long-term fax archival to a secure repository
- Provides easy-to-use fax archival, search and retrieval capabilities

RightFax Workflow Wizard

- Allows users to build and deploy approval and routing workflows within RightFax
- Powered by Captaris Workflow

RightFax Microsoft Exchange Module

- Permits fax sending, receiving and management through Microsoft Exchange and Microsoft Office Outlook®
- Unlimited user licenses

RightFax Lotus Notes Module

- Permits fax sending, receiving and management through IBM Lotus Notes
- Unlimited user licenses

RightFax MFP Module

- Enables extended fax integration with MFPs from Canon, Hewlett-Packard, Konica Minolta, Sharp and Xerox
- Offers integrations with multiple MFPs simultaneously

RightFax PDF Module

- Converts PDF and PostScript files to fax format
- Ideal for document-centric, Mac and graphic-intensive enterprises

RightFax Shared Services Module

- Allows RightFax Enterprise Servers to share a single database
- Enables improved load-balancing, system performance and database consolidation

RightFax Web Access

- Allows fax sending, receiving and management through an Internet browser
- Provides intuitive Microsoft .NET-based Web interface

RightFax XML Generator

- Streamlines RightFax integration with third-party applications using industry standard XML
- Outputs fax image files with fax metadata in XML format

RightFax Connector for FileNet P8

- Provides inbound fax conversion, indexing, routing and storage in FileNet P8 and the automation of this process
- Provides outbound faxing from FileNet P8 repository with annotations

RightFax Connector for SAP

- Provides an interface from SAP ECC and SAP R/3 to the RightFax Server
- Enables SAP users to send and receive faxes directly from SAPoffice and other SAP applications via SAPconnect
- Supports SAP fax features for cover pages, broadcast fax and advanced fax controls

CUSTOMER SERVICES

Captaris Professional Services

- Provides specific expertise in the deployment, implementation and integration of RightFax
- Supports ongoing services from the initial installation and configuration through enhancement and customization
- Offers on-site or remote professional services, depending on customer needs

Captaris Technical Support and Maintenance

- Worldwide access to certified, experienced Captaris support professionals providing timely, effective responses to technical issues
- Access to service packs, hot fixes and full version upgrades included in all support and maintenance plans
- Complete range of support plan offerings, including 24x7 support and enterprise-class support

Captaris Training

- Offers access to a RightFax team of technical experts and engineers by phone, Web, fax or email
- Offers IT managers, Captaris Channel Partners and end-users technical training on the full Captaris product line
- Available at Captaris in Bellevue, Wash., and various partner locations and regional sites
- Visit www.Captaris.com/customer_support/training