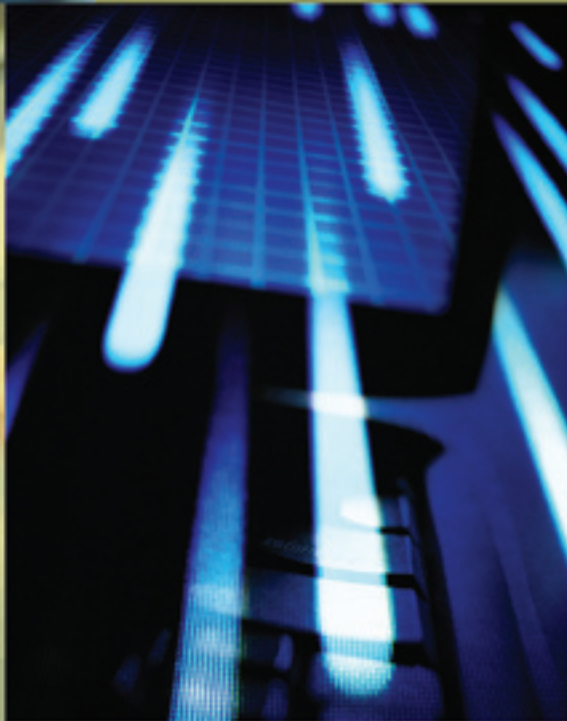# Enterprise Fax and e-Document Delivery Solutions

Captaris RightFax Takes Control

"In overall fax server market shares, Captaris RightFax was once again preeminent with a 21.3% market share worldwide—three times the market share of the second-largest vendor." (Source: Davidson Consulting, Computer-Based Fax Markets, 2003).

Fax technology is as vital a part of business-to-business communications as the telephone and electricity are part of our everyday lives. With its ease of use, immediacy of delivery and universal accessibility, fax has earned worldwide acceptance. Fax is no longer considered a convenience, but rather integral to doing business. And Captaris RightFax is the worldwide choice. As fax technology evolves into total e-document delivery, RightFax remains at the forefront.

Putting You in Control of Electronic Document Delivery

RightFax delivers critical business documents where you want, when you want. Reliably. Economically. Securely.

In today's fast-paced, wired and wireless world, businesses are looking for faster and more efficient ways to:

• Integrate systems to enhance communications and improve productivity

• Connect to customers, suppliers, partners and employees

• Leverage enterprise-wide information systems and applications
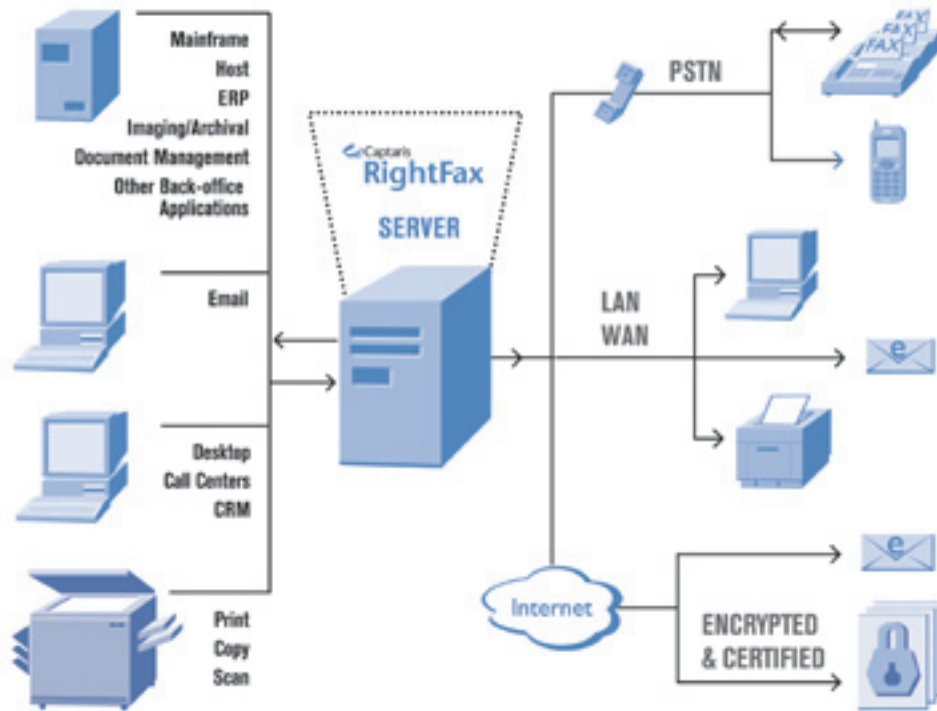
RightFax solutions provide companies with a centralized infrastructure for mission-critical document delivery, which can be used across the enterprise. And since RightFax is certified on Microsoft Windows 2003 Standard and Enterprise servers, you can be assured of higher reliability and lower cost of ownership. The end result is an application that is easier to install, maintain, and manage. Although thousands of applications are fully compatible with Microsoft operating systems, only select vendors like Captaris have elected to have their application rigorously tested against the exacting standards set by Microsoft to ensure that they are secure, manageable and run reliably in these environments.

Advantages of RightFax
The RightFax line of products provides easy-to-use, easy-to-manage fax solutions for all of a company's e-document delivery needs. By combining fax, email and Web technologies, RightFax provides a one-stop, full service, e-document delivery solution that gives companies the freedom to tailor a document delivery environment to fit the growing and changing needs of their business. RightFax offers a broad, scalable product line that integrates with email, desktop, CRM, ERP, document management, imaging, archival, call center, copier/scanner systems, as well as host, legacy and mainframe applications—virtually all business applications.

RightFax Network and Enterprise Solutions provide the desktop and email gateways needed to enable any desktop user to send and receive documents. RightFax enterprise-wide solutions provide a range of server software and add-on modules to meet any organization's document delivery needs, regardless of size.

RightFax Universal Information Exchange Solutions enable electronic delivery of business-critical documents such as purchase orders, invoices and statements automatically, unattended and cost-effectively from legacy, host, mainframe or ERP applications. With a range of enterprise fax and e-document delivery options, RightFax provides flexible, modular alternatives that enable companies to create a truly strategic document delivery solution for their enterprise. This unique approach leverages a company's technology investments for maximum efficiency and cost savings.

Mainframe
Host
ERP
Imaging/Archival
Document Management
Other Back-office
Applications

Email

Desktop
Call Centers
CRM

Print
Copy
Scan

RightFax
SERVER

PSTN

LAN
WAN

Internet

ENCRYPTED
& CERTIFIED

Benefits of RightFax Enterprise-wide Faxing and e-Document Delivery Solutions

Proven Reliability from the Market Leader

Captaris RightFax is the worldwide market leader with the most complete, seamlessly integrated, scalable enterprise fax and e-document delivery solutions available. Continuing to deliver innovative products that drive the industry forward, RightFax helps companies leverage existing systems to streamline communications processes, speed information delivery and dramatically reduce the cost of doing business.

Leverage Existing IT Hardware and Software for e-Document Delivery from Virtually All Business Applications

As part of the Captaris family of products, RightFax has built strategic alliances with leading technology vendors including Microsoft, IBM Lotus, Xerox, Oracle, SAP, Siebel, Hewlett-Packard and more to enhance customer offerings. Captaris engineers and developers work closely with strategic partners to ensure tight integration and reliable operation, adding fax and e-document delivery to virtually every business application across an enterprise. In fact, Captaris has integrations with more technology partners than any other product on the market.

Flexibility and Total Control Over Administrative Features

RightFax comes with a rich set of tools to make it easy to send, receive and manage all of a company's electronic document delivery traffic. Administrators enjoy having control at their fingertips with centralized administration. Users benefit from intuitive interfaces, convenience and reliability.

- Designed to take maximum advantage of all the Microsoft Windows 2000 and 2003 enterprise-focused features, including standard install/uninstall procedures

- Robust synchronization capabilities with Microsoft Active Directory, customizable with the RightFax Snap-in for Microsoft Management Console (MMC)

- Single-point-of-administrative tools from RightFax Enterprise Fax Manager; view the status of every fax server on your network, configure least-cost routing rules, or start and stop fax services individually or globally

- Comprehensive document delivery notifications, reporting and system alerts

- Robust architecture to handle heavy network traffic, complex application integration and optimized document delivery across multiple systems and office locations

- Combine multiple fax servers on a LAN, WAN, the Internet, or an Intranet

- Configure RightFax servers to work together to distribute workloads, resources and fax channels

- Email gateway enhancements allow for Web delivery reducing electronic mail server storage of fax images

- Automatic fax distribution to groups of users for faster, more efficient processing

- Flexible choices in inbound routing, including DID/DNIS, DTMF, OCR, Channel, ANI and CSID routing options

- Supports loop-start (regular analog), DID, DNIS, ISDN, PRI, BRI, E1, and T1 or higher digital phone lines

- Control fax traffic volume on a group-wide basis by adjusting fax capabilities of channels to send and receive, during peak intervals or for more broadcasting bandwidth

- Monitor charges by department or user for billing purposes and measure user volume for traffic control

Enhances Productivity and Efficiency

RightFax delivers enhanced productivity, user satisfaction and maximizes network resources, providing a real value proposition across an enterprise.

Captaris RightFax enterprise faxing products reduce costs, save time, and improve productivity by enabling enterprise users to send and receive documents electronically directly from their desktop, email or other business applications. This eliminates inefficient manual faxing, reduces the need to install and maintain stand-alone fax machines, reduces overnight mail costs, and reallocates valuable resources.

RightFax Universal Information Exchange systems take this another step. They provide automated, realtime delivery and receipt of business-critical documents such as purchase orders, statements and invoices by integrating with popular back office applications. Typically these documents are manually prepared, printed and mailed at a cost of more than $1.20 (USD) each. RightFax, in contrast, automatically delivers those same documents electronically for only 10¢ per document.

ROI Table for Network Fax

Labor Costs	Manual Fax Machine	Fax Server Installation
Time to fax (min)	8	1
x Number of faxes/day	180	180
= Total time (hrs)	24	3
(x) Average Labor Cost	$20/hr	$20/hr
= Toyal cost/day	$480	$60

Source: Davidson Consulting

Leading-edge Technology for Today and the Future

RightFax is based on Microsoft Windows architecture and provides the robust engine required for handling even the most demanding document delivery needs. Highlights:

- Microsoft Windows 2000 and 2003 certified and synchronizaton with Active Directory. Also supports Windows Clustering as well as Windows XP and Office XP platforms

- Built-in email gateways

- Secure, certified document delivery

- Advanced notifications

- Intelligent Least-Cost Routing™

- Load balancing

- Extensive host connectivity options

- Advanced management and control tools

- Built-in report models

- Robust-production level e-document delivery with over 100 Facsimile Command Language (FCL), XML or Java interfaces, or embedded codes suitable for virtually any application

- Developer's access to our Applications Programming Interfaces (API) including C/C++, Visual Basic or Component Object Modelling (COM)

Integrate RightFax with Any Business Application

From the User Desktop

The Captaris RightFax product line offers unrivalled enterprise fax performance from the desktop, giving users the flexibility to send any document from any application, delivering maximum user productivity to all your employees no matter their primary work application.

- Email integration: RightFax supports all SMTP Internet mail systems, with advanced fax functionality through email gateways for Microsoft Exchange/Outlook and IBM Lotus Notes, making the user Inbox a centralized document and messaging hub.

- With the RightFax SecureDocs module, send documents securely with certified delivery and digital encryption from numerous desktop applications such as word processing, spreadsheet and varied others.

- Fax integration with document management applications such as iManage, Hummingbird's DOCS Open and Documentum combines control and tracking of document management systems with the reliability and accountability of RightFax.

- Fax or email documents directly from CRM applications such as Siebel, Goldmine, Onyx and more.

- Integrate faxing capability to your copier and scanning solutions and consolidate all faxing resources on your network, giving users the inbound and outbound faxing capabilities of RightFax directly from the same device they use for printing and copying, such as the Xerox Document Centre, HP Scanners and eCopy/Canon solutions.

- Fax-enable imaging, archival and e-content management applications, like FileNet's P8.

- Remotely manage fax mailboxes through all popular Web browsers, including Netscape Navigator and Microsoft Internet Explorer.

- Web fax tools or phone based Docs-on-Demand retrieval system for anytime, anywhere access to library documents.

- Access to faxes from any touchtone phone, adjustable fax options and multilingual support.

From Back-office Applications

A strategic complement for your back-office, RightFax Universal Information Exchange is a total solution, all on the same server platform and linked to your mainframe, host, legacy or ERP applications.

- RightFax Universal Information Exchange systems provide low-cost, realtime electronic delivery and receipt of mission-critical documents such as purchase orders, invoices and order acknowledgments.

- RightFax Universal Information Exchange systems automate manual business processes like printing, mailing and manually faxing; streamlining business processes and improving efficiency.

- RightFax Universal Information Exchange systems are tightly integrated and strategically aligned with other market-leading applications including Oracle, SAP, PeopleSoft and others.

- For ultimate flexibility, ease-of-integration and ease-of-development, the RightFax Universal Information Exchange system provides more than 100 easy-to-use Facsimile Command Language (FCL) commands. FCL commands control the delivery of information, post-delivery instructions and document formatting.

- RightFax systems allow you to do business the way you know how without changing the way you do it. RightFax Universal Information Exchange allows integrations to any of your business applications by incorporating FCL around your critical data without making any modifications.

- RightFax XML or Java interfaces give developers flexibility to choose how to design their integration to RightFax by taking advantage of the benefits of XML open standards and Java Class Libraries when integrating RightFax production-level e-document delivery systems with applications that utilize XML or Java.

- RightFax gives you the control to know when your documents were delivered. Customize a robust set of delivery notification options for your faxes or certified delivery for your production email.

Captaris Delivers Total Solutions for Enterprise-Wide e-Document Delivery

Leverage your investment in Captaris RightFax technology. RightFax offers the most extensible, scalable and robust architecture designed for business environments that require mission-critical power and reliability to handle heavy network traffic, complex application integration, and optimized document delivery across all applications, network systems and office locations. RightFax is the one solution that can put you in control of all of your company's business information delivery needs.

Expert Service: Captaris Global Engineering and Support

Captaris offers the service and technical support you need—whether by telephone, email, or the Internet—to keep your RightFax solutions running smoothly and efficiently from installation onward. Choose from a complete range of support plans to provide the level of service you need, up to 24 hours a day, seven days a week, 365 days a year. Whichever plan you choose, rest assured that you will receive expert technical support from experienced Captaris engineers. In addition, Captaris Services provide specific expertise in implementation, enhancement and maintenance of your RightFax solutions. You can think of our technical consultants and support personnel as extensions of your own IT department.

Captaris RightFax enterprise fax and e-document delivery solutions bring proven, reliable business-to-business communications to any company large or small. Reliable, fast and efficient. Powerful, flexible, and easy to use and manage. Employees save time. Companies save money. RightFax delivers critical business documents where you want, when you want. Reliably. Economically. Securely.

RightFax Enterprise Fax Solutions

- RightFax Business Server
- RightFax Enterprise Server
- RightFax Satellite Server
- RightFax Enterprise Suite

RightFax Universal Information Exchange Integration Solutions

- RightFax Business Integration
- RightFax Enterprise Integration

RightFax Integration and Industry Solutions

- RightFax For Oracle
- RightFax For SAP solutions
- RightFax Financial Edition
- RightFax Healthcare Edition

Optional Modules and Connectors

- RightFax Workflow Wizard
- RightFax Gateway For Microsoft Exchange
- RightFax Gateway For IBM Lotus Notes
- Alerting and Monitoring Module
- COM Module
- Integration Module
- InternetLink Module
- PDF Module
- SecureDocs Module
- Web Client Module
- RightFax Document Management Connector
- RightFax Connector For SAP R/3
- RightFax Connector For FileNet P8

Captaris
Business within your reach.

Captaris is a leading provider of business information delivery solutions that integrate, process and automate the flow of messages, data and documents. Captaris produces a suite of proven products and services, in partnership with leading enterprise technology companies, delivered through a global distribution network. Captaris has installed over 80,000 systems in 44 countries with 93 of the Fortune 100 using the company's award-winning products and services to reduce costs and increase the performance of critical business information investments. For more information please contact us at www.captaris.com or call +1.520.320.7000.

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