

■ Data Sheet

## Open Text Fax Servers (RightFax)

Replace Fax Machines and Inefficient Paper Processes with Efficient and Secure Computer-based Faxing and Electronic Document Delivery

The Open Text fax Server (RightFax) family of fax servers provides enterprise fax and electronic document delivery capabilities. Designed to be scalable and expandable, Open Text Fax Servers can meet the needs of any size organization, from small departments to the largest enterprises.

Open Text Fax Servers help organizations to reduce costs, improve productivity and meet compliance goals by integrating fax with email, desktop and document management applications or enabling high volume fax delivery from CRM, ERP and host applications. Open Text Fax Servers provide unrivaled reliability, scalability and ease of use for IT staff and desktop users alike.

Open Text is the leading fax server vendor in the world.\*

\*Source: Computer-Based Fax Markets, 2006-2011, Davidson Consulting

### Open Text Fax Server Options

#### Business Server

- Ideal for small companies, departments or workgroups
- Stand-alone fax server

#### Enterprise Server

- Ideal for national or global companies that require enterprise-wide fax
- Enables organizations to combine the power of multiple Open Text Fax Servers on their network
- Can share a single database for load-balancing, increased performance and database consolidation
- Features intelligent Least-cost Routing, load-balancing, auto-fax aging and Windows authentication

#### Enterprise Suite

- Ideal for national or global companies that want to combine the power of multiple Open Text Fax Servers on their network and take advantage of additional modules at a cost-effective price
- Includes Enterprise Server with the following add-on modules: Microsoft® Exchange Module, Lotus Notes Module, PDF Module, encrypted and certified delivery and SNMP Module

Optional add-on modules allow companies to customize each fax server for the unique needs of users, workgroups and workload or to integrate with third party applications.

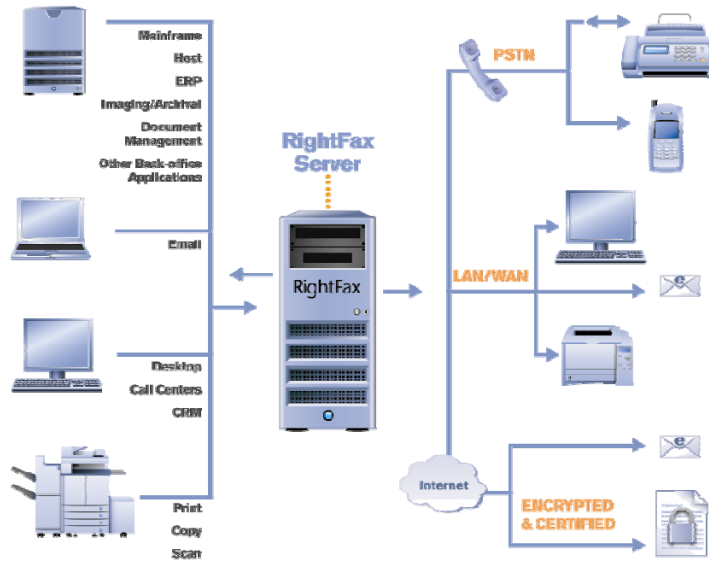
### HOW RIGHTFAX WORKS

Open Text Fax Servers centralize fax delivery, receipt and management on the network. Open Text Fax Servers enable any desktop or system application to deliver traceable electronic documents to fax numbers, email addresses and SMS accounts. Open Text Fax Servers also can route received faxes to users, groups, workflow or other business applications. Integrations with dozens of business applications provide automated, document exchange with partners, customers and suppliers. A comprehensive set of administrative tools makes Open Text Fax Servers easy to install, configure and manage—giving administrators complete control of their system.

#### Benefits

- Send, receive and manage documents directly from desktop, email and MFPs
- Integrate faxing capabilities with back-office applications
- Install, deploy and manage with centralized management tools
- Track faxes with comprehensive monitoring, reporting and audit trail capabilities





## Key Capabilities

<p><b>Centralized Network Fax Resource</b></p>	<ul style="list-style-type: none"> <li>• <b>Multithread, client server application</b> - Microsoft Windows 2003 Server architecture provides a robust document delivery engine</li> <li>• <b>Integrated with key business applications</b> - email, CRM, ERP, document management, MFPs and more</li> <li>• <b>Microsoft tested and certifications</b> - Tested and certified on Microsoft SQL Server Windows 2003 Standard and Enterprise Servers (includes support for Microsoft Windows Vista, Microsoft Windows XP and Office XP and Microsoft Office 2007 platforms)</li> <li>• <b>Robust synchronization</b> - Synchronizes with Microsoft Active Directory Synchronizes with company directories and phone books</li> <li>• <b>Shared Services</b> – Multiple Enterprise Servers can be consolidated to share a single database</li> </ul>
<p><b>Enterprise-wide Document Delivery</b></p>	<ul style="list-style-type: none"> <li>• <b>Enterprise-wide faxing</b> - Send, receive and manage faxes from virtually all desktop applications.</li> <li>• <b>Intelligent outbound delivery</b> - Call grouping, scheduling, priority sending, least-cost routing and human-answered fax.</li> <li>• <b>Email gateways</b> - Send, receive and manage faxes from email.</li> <li>• <b>Fax broadcasting</b> - Broadcast fax documents to hundreds or thousands of recipients at once.</li> <li>• <b>Automated delivery</b> - Automate fax creation and delivery from back office applications to cut costs and improve business processes.</li> <li>• <b>Inbound receipt and routing</b> - Route and manage inbound documents including smart distribution, AutoReply, DID, DTMF, CSID, email, imaging, document management systems and more.</li> <li>• <b>Fax over IP</b> - Connects to a variety of network equipment supporting Fax over IP protocols.</li> </ul>
<p><b>Security and Privacy</b></p>	<ul style="list-style-type: none"> <li>• <b>Secure delivery format</b> - Deliver Tagged Image File (TIF) documents over a secure Public Switched Telephone Network (PSTN) or native and PDF documents as secure email.</li> <li>• <b>Encrypted and certified delivery options</b> - Maintain privacy and security with certified or encrypted delivery options.</li> <li>• <b>Automatic fax distribution</b> - Provide systematic distribution of faxes to groups of users for fast, efficient and secure processing.</li> <li>• <b>Fax authorization system</b> - Enable managed review of confidential faxes prior to send.</li> <li>• <b>Windows security authentication</b> - Use network's established Windows security system by linking each Open Text Fax Server user ID to a Windows user account.</li> <li>• <b>Customizable dialing</b> - Gain precise control of outbound faxing by specifying rules and restrictions over how faxes are sent.</li> <li>• <b>Automatic archive</b> - Archive automatically without the suspension of operations for maximum uptime.</li> </ul>
<p><b>Receipt and Tracking</b></p>	<ul style="list-style-type: none"> <li>• <b>Phonebook integration</b> - Integration including Lightweight Directory Access Protocol (LDAP), Open Database Connectivity (ODBC), Active Directory and more.</li> <li>• <b>Fax archival</b> - Record all inbound and outbound fax transactions.</li> <li>• <b>Notifications</b> - Receive customized notification options and verification of document transmission and receipt</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>AutoReply</b> - Monitor one or more RightFax mailboxes for inbound faxes and provide fax replies to the sender.</li> <li>• <b>Reporting</b> - Log, record and provide audit trail of vital documents.</li> </ul>
<b>Cost Reduction and Cost Recovery</b>	<ul style="list-style-type: none"> <li>• <b>Least-cost Routing</b> - Route outbound faxes between servers on a LAN or WAN using the Enterprise Server to minimize long distance and other telephone charges.</li> <li>• <b>Cost-effective document delivery</b> - Fax, email, SMS, print device, or encrypted and certified delivery options eliminate the costs for paper, postage, equipment and related supplies.</li> <li>• <b>Scheduled delivery</b> - Schedule or prioritize delivery to use off-peak phone rates or expedite orders.</li> <li>• <b>Cost recovery</b> - Track and report fax activity using billing codes by recipient, department or group to recover costs.</li> <li>• <b>Load-balancing</b> - Maximize system performance by directing faxes to any available server.</li> </ul>
<b>Reliability, Scalability and Fault Tolerance</b>	<ul style="list-style-type: none"> <li>• <b>Open database</b> - Use Microsoft SQL Server for enterprise scalability, reliability and performance.</li> <li>• <b>24x7reliability</b> - Ensure continual uptime with proven and reliable technology.</li> <li>• <b>Adjustable bandwidth</b> - Adjust channels automatically to send, receive, or both, during peak intervals to control fax traffic volume on a group wide basis.</li> <li>• <b>Scalable and expandable</b> - Start small and add servers, channels, modules and document delivery options.</li> </ul>

## Open Text Fax Server Feature Comparison Chart

Capabilities	Business Server	Enterprise Server	Enterprise Suite
<b>Expandability, Load-balancing and Scalability</b>			
Users (shipped)	Unlimited	Unlimited	Unlimited
Maximum users	Unlimited	Unlimited	Unlimited
Additional 25 users	Not applicable	Not applicable	Not applicable
Channels (shipped)	1	1	1
Maximum channels	30	Variable*	Variable**
Open database	Yes	Yes	Yes
Multiple Open Text Fax Servers can share a single SQL database for load-balancing	No	Yes	Yes
Ability to add services for conversion, processing and communications	Yes	Yes	Yes
Ability to share Open Text Fax Server database and services in a collective. Multiple Open Text Fax Servers can share a single database using the add-on Shared Services Module.	No	Yes	Yes
Ability to add additional modules and connectors	Some	All	Some modules included. Option to add more
<b>Document Delivery Options</b>			
PSTN Fax	Yes	Yes	Yes
T.37 or T.38 Fax over IP (FoIP)	Yes	Yes	Yes
SMTP\POP email gateway can be dedicated to either inbound or outbound fax traffic	Yes	Yes	Yes
GroupWise Gateway	Yes	Yes	Yes
IBM Lotus Notes Module	Optional	Optional	Yes
Microsoft Exchange Module	Optional	Optional	Yes

Encrypted delivery	No	No	Yes
Certified delivery	No	No	Yes
Phone and Web access fax retrieval	Optional	Yes	Yes
<b>Document Capture and Routing</b>			
Telephony-based routing including: DID, DNIS, DTMF, CSID and ANI	Yes	Yes	Yes
Route faxes to other servers based on user definitions	No	Yes	Yes
OCR routing	No	Yes	Yes
OCR conversion	No	Yes	Yes
Intelligent least-cost routing	Yes	Yes	Yes
<b>Administration</b>			
SNMP alerting	No	Yes	Yes
Advanced alerting and monitoring	No	Yes	Yes
Ability to automatically age and delete faxes	No	Yes	Yes
<b>Integrations and Add-on Modules</b>			
Shares Services Module	No	Optional	Optional
Business Integration	Optional	Optional	Optional
Integration Module	No	Optional	Optional
Connector for SAP	Optional	Optional	Optional
Connector for Oracle Purchasing 11i (Requires Business Integration Module)	Optional	Optional	Optional
XML Generator	Optional	Optional	Optional
Canon (Requires Open Text Fax Server Integration for MEAP available from Canon)	Optional	Optional	Optional
Xerox (Requires MFP Module)	Optional	Optional	Optional
Sharp (Requires MFP Module)	Optional	Optional	Optional
Hewlett-Packard (Requires MFP Module)	Optional	Optional	Optional
Konica Minolta (Requires MFP Module/KM Integration available from KM)	Optional	Optional	Optional

\* Maximum channels in an enterprise deployment may vary greatly. Bandwidth, redundancy, load-balancing and document throughput requirements, as well as geographic location, all contribute to determining the appropriate maximum channels.

For more information, please visit [www.opentext.com](http://www.opentext.com).



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