

Streamline

A Special Guide on Fax Servers and SAP® Electronic Document Delivery

**Will Your Company
Benefit from Automating
Document Delivery from SAP?**



Quit wasting your time and budget doing the paper shuffle. Automate SAP document delivery with RightFax and save more than a dollar per document, as much as 90 percent annually. Deliver purchase orders, invoices, statements and other vital business documents via fax, email or the Internet. Securely, reliably, efficiently. Directly from SAP.

Some of the biggest names out there use market-leading RightFax to streamline Business Information Delivery. Perhaps even your competitors? So go ahead, watch the savings stack up—not the paper and overhead. With RightFax. The right way to deliver information from SAP.

You didn't get the memo?



Streamline



Business Partner



IBM Lotus software



Will Your Company Benefit from Automating Document Delivery from SAP?

Today's business and economic climate presents enormous challenges to businesses. To remain competitive and profitable in this environment, companies have invested in SAP applications to improve business processes. These SAP applications generate huge volumes of information vital to running a high-performing and profitable business. Efficient, secure and cost-effective distribution of this information can further extend the process efficiencies of SAP and have a significant impact on overall business performance. One tool that organizations using SAP can implement to meet their Business Information Delivery needs is fax server and electronic document delivery software. This dramatically enhances productivity and reduces costs while further streamlining processes and improving the quality and timeliness of Business Information Delivery from SAP.

Therefore, if your organization is still employing stand-alone fax machines to manually send documents generated in SAP or if you are still mailing these same documents, you are wasting time and money. Today, stand-alone fax machines, desktop fax modems and postal delivery are antiquated technologies when it comes to delivering batch-oriented documents from your SAP applications. Fax and document delivery software does the job more quickly and efficiently allowing your employees to be more productive while streamlining business processes and extending the benefits of SAP. It also does the job more securely and accurately at a much lower cost. >>

Streamline

Fax Server and Document Delivery Software: *What It Does*

SAP applications generate large volumes of documents—purchase orders, invoices, confirmations and statements to name a few. Timely, economical and efficient delivery of these documents is essential for customer-focused organizations to stay competitive.

Today's fax and document delivery software can address the challenge of delivering these documents by providing the tools to automate document delivery from SAP and other back- and front-office applications. They automate SAP document delivery by first capturing and recognizing the SAP data using data recognition tools. This captured data is then merged onto forms and assigned unique delivery rules. Documents are then delivered automatically based on these rules via fax, email, to print devices or over the Internet. These solutions then provide an audit trail and real-time status notification using flexible reporting, tracking and monitoring tools.

Today's fax and document delivery solutions also provide capabilities to allow scheduled or immediate delivery, utilize Least-cost Routing (LCR) to reduce expenses, track fax history, add fax billing codes,

route incoming faxes to groups or individuals and supply fax notifications. By providing these rich tools, today's fax and document delivery software solutions allow companies to distribute virtually any document generated in SAP or any other business application.

Fax and Document Delivery Benefits

Back-office automated document delivery provides an electronic method to cost-effectively exchange information with customers and suppliers via fax, email or over the Internet. The benefits of implementing automated fax and document delivery solutions for SAP are countless. Some of the top benefits it provides include:

Reduced Costs The use of fax server software generally reduces the number of phone lines in a company and enables LCR of faxes, which makes lower telephone bills the norm where it is put into use. In addition, it provides significant savings by eliminating the labor, printing, postage, equipment and supply costs associated with manual faxing or mailing documents generated in SAP applications.

Improved Business Processes By integrating electronic document delivery capabilities with SAP or other key business applications, fax server software allows companies to further streamline and automate business processes and transform the way in which they communicate and disseminate information to customers, suppliers and business partners.

Increased Productivity By automating SAP document delivery as well as providing fax and document delivery of documents generated in other business applications or at the desktop, companies can reduce time-consuming manual processes. Your employees do not have to waste time in line at a fax machine waiting to send or receive documents or spend hours getting documents ready for postal delivery. Instead, they can automate this process from SAP and other business applications or fax documents right at their desktops or from email.

Secure and Reliable Delivery Fax server software integrates electronic document delivery capabilities with SAP and other business applications, eliminating the need to worry about lost or missing faxes. >>

Case Studies

SAP Labs Rely on RightFax to Automate Delivery of Documents from SAP Applications

Background: SAP is the world's largest inter-enterprise software company and the world's third-largest independent software supplier overall. SAP employees in offices around the United States, Latin America and the Asia Pacific handle close to 25,000 faxes every month. These SAP employees needed an efficient and convenient fax process.

"Employees required the tools to conveniently send and receive faxes from their workstations and laptops," said Daniel Larot, systems engineer at SAP Labs. Fax machines require paper, toner, phone lines and periodic maintenance: a costly combination at the enterprise level. "If we purchased 20 fax machines, we see the capital expenditure plus recurring consumables, phone lines ... It adds up quickly." To defray costs, SAP North America implemented an electronic fax solution. "RightFax was our number one choice. It is the market leader," said Larot.

"Integration of RightFax with SAP has saved time and expense ... the automated faxing required less human effort ... saved on consumables and provided an ROI in a short time." –Daniel Larot, systems engineer, SAP Labs

Solution: As the market leader, RightFax addressed their requirements: integration, scalability and ease of use. RightFax is now used in offices in the United States, Latin America and the Asia Pacific. SAP plans to extend RightFax to all US employees.

Impact: With RightFax Enterprise Servers and Microsoft Exchange Modules in Philadelphia and Palo Alto, SAP expanded capacity and completed integrations. Thanks to RightFax certified integration with SAP R/3, SAP has benefited from automated delivery of documents from its own software. As a result SAP has exceeded requirements while lowering Total Cost of Ownership (TCO). So far, SAP estimates savings in migration, maintenance and paper costs, supplies and machines. Expanding the savings, SAP also reports fewer user complaints and administrative issues.

TELUS Chooses RightFax to Streamline SAP Business Processes

Background: TELUS is the second-largest telecommunications company in Canada. TELUS uses SAP for many business processes including finance and human resources. Sending purchase orders, invoices and other time-sensitive documents via fax is a daily task for the financial department. To enhance productivity and efficiency TELUS standardized on a fax server to automate document delivery from SAP to streamline and speed communications.

"Once in full use, RightFax should help us save close to a quarter million annually. We look forward to those types of savings." –Brian Barton, systems analyst with TELUS

Solution: TELUS chose Captaris RightFax to address their communication challenges with SAP. RightFax integrates with SAP and other applications to provide a cost-effective, secure way to automate information delivery.

Impact: "There are many benefits to faxing via SAP and RightFax. It has made TELUS employees more productive and efficient in internal faxing and communication," according to Brian Barton, systems analyst with TELUS. "RightFax has been wonderful in certain areas, especially for employees using SAP. If the integrated solution is ever unavailable for some reason, our SAP folks are at a loss." Barton points to substantial time-savings simply by comparing RightFax with manual faxing: "If you don't have to get out of your chair to go to a fax machine," Barton explained, "you save the paper costs, travel time, and you're less likely to be distracted. For instance, you don't see 'Mary' at the fax machine and end up staying for a chat."

Streamline

Documents such as invoices and purchase orders can be faxed automatically and unattended from SAP applications to eliminate error-prone manual routines. In addition, since many documents generated in SAP are confidential in nature and may be governed by strict regulations, fax server software takes advantage of the latest computer security features and provides options such as encrypted or certified delivery to ensure privacy protection.

Reduced Administration and Maintenance Fax server software allows administrators to consolidate faxing services on the network. Administrators do not need to waste time dealing with multiple fax modems, phone lines or stand-alone fax machines. Centralized and easy-to-use administration tools make ongoing administration simple.

Fax Servers for Automating SAP Document Delivery: *Do You Need One?*

Do you need a fax and document delivery solution? Companies using fax servers to automate delivery of high-volume, batch-oriented documents such as purchase orders, invoices and statements from SAP can reduce document delivery costs substantially.

Typically, organizations that manually process documents generated in SAP spend more than \$1.00 (USD) to process each document. With a fax and document delivery solution, companies can reduce this to less than 10 cents per document. As a result, organizations that move from a manual solution to an automated solution can save up to 90 percent on their document delivery costs annually.

In addition, by automating document delivery and eliminating labor- and supply-intensive manual processes, companies can reduce document-processing time from an average of 9 minutes per document to just seconds. Because fax and document delivery servers can dramatically decrease the time to process documents, companies can accelerate their business cycle, reduce days sales outstanding and substantially improve customer service. Any and all of these factors can have a strong positive impact on a company's bottom line.

Not only that, but according to Maury Kauffman, managing partner of The Kauffman Group, a consulting firm specializing in fax server technology, if a 25-person organization manually faxes just 30

two-page documents daily, it's squandering 1,000 man-hours a year. "That equates to one employee spending six months each year printing documents and feeding fax machines," explains Kauffman. Another industry expert, Peter Davidson of Davidson Consulting, calculates that labor savings from using fax server software alone in a large company can exceed \$100,000 a year.

The numbers above are impressive if you think about the number of documents that go through your business every day. And they don't even take into account the cost of buying fax machines or modems, modem software, toner and paper, or repairs. Nor do they take into account the incalculable cost of even one vitally important fax that is lost or misplaced. Will your organization benefit from using fax server software for document delivery? Most firms with more than 25 employees sending faxes probably need fax server technology; those with more than 50 definitely do. >>

RightFax electronically delivers high-volume, batch-oriented documents generated in SAP with no manual intervention, supplies or associated costs.

- ✓ Invoices
- ✓ Statements
- ✓ MSDS
- ✓ Bills of Lading
- ✓ Change Orders
- ✓ Purchase Orders
- ✓ Order Confirmations
- ✓ Loan Applications
- ✓ Loan Approvals and Denials
- ✓ Financial Reports

Return on Investment RightFax is designed to reduce overhead costs by providing flexible fax and electronic document delivery options that eliminate the costs associated with manual document delivery and receipt processes. The table below illustrates the cost savings companies can realize.

Table 1. Cost Savings in US Dollars Using RightFax to Automate Document Delivery from SAP Applications*

Number of pages faxed	100	200	300	500	1,000
Mail cost per page	\$1.20	\$1.20	\$1.20	\$1.20	\$1.20
Cost if mailed	\$120.00	\$240.00	\$360.00	\$600.00	\$1,200.00
RightFax cost per page	\$0.10	\$0.10	\$0.10	\$0.10	\$0.10
Cost if delivered with RightFax	\$10.00	\$20.00	\$30.00	\$50.00	\$100.00
Monthly savings	\$2,200.00	\$4,400.00	\$6,600.00	\$11,000.00	\$22,000.00

*Based on averages of intrastate and interstate phone rates at various times during the day. Mail costs include postage, printing, labor and associated supply costs.

Streamline

Choosing Software for SAP Fax and Document Delivery

Choosing the right fax and document delivery solution can be overwhelming because every manufacturer claims to be the leader, with every product seeming to have "Yes" checked in every column of a reviewer's feature comparison chart. If you're about to make a substantial investment in an installation and integrate it with SAP, you probably wonder how to make an informed decision about fax and document delivery solutions before committing.

Research Fax Server Technology It's simple: Ask the right questions; get the right answers. As computer-based fax technology has matured, so has fax server software. The software provides more than just network faxing. Now fax servers provide a base platform for document delivery via fax, email or the Internet, as well as secure and certified delivery options. Remember that all products are not created equal. Some features touted as available in a product are executed so differently in real application that they are hardly comparable without in-depth research. Also, some products claim to be tightly integrated with SAP but lack the flexible integration tools to fulfill this promise.

Where do you start your research on fax and document delivery technology? Trade shows, Web sites, online computer magazines and other industry magazine reviews will help you pinpoint fax server products.

Determine Document Delivery Needs The next step is to evaluate your company's document delivery needs. When selecting a solution, integrating with SAP and other existing applications, leveraging hardware investments, saving time and ease of faxing should all be considered. Do you need to automate document delivery from a single SAP application? Do you need to integrate fax capabilities with other applications besides SAP including email, CRM, workflow, archival and imaging applications? Do you need rich notification options? Would encrypted and certified delivery make sense in your environment? Are you anticipating substantial growth in volumes? You'll need an application that is flexible and scalable and can easily manage and integrate with the software programs your organization uses most.

Do you have MFPs for copying, scanning and printing? You can add network faxing capabilities to the SAP document delivery solution to enhance productivity as well.

Research the Vendor's SAP Expertise How much experience does the vendor have with SAP? Do they understand the unique challenges impacting your organization due to your SAP implementations? Do they have long experience integrating their solutions with SAP and other key applications? Is their SAP solution certified and proven by SAP? How long have they been working with SAP? Are they a long-standing partner? Who are some of their SAP customers? How are their technical support and implementation services for SAP? What is their position in the market? Do they have experience with organizations of your size and industry? You'll want a vendor with proven experience that understands the unique challenges facing companies when implementing an SAP document delivery solution.

Determine Your Budget Finally, look at cost. What is the budget—both in hard costs to purchase a fax server software solution and in hidden costs such as the ability to leverage the hardware and software your company already owns. Ask how transparent the software is for users. If it is difficult to learn and use, people will revert to old-fashioned, stand-alone fax machines, and potential savings will be lost.

What to Look for in an SAP Fax and Document Delivery Solution

When looking for an SAP fax and document delivery solution, there are some important features to consider.

Certified and Proven with SAP Your fax server software will be easier to install, use and manage and provide better reliability if it has SAP certified and proven integrations.

Integration with SAP and Other Back-office Applications Your SAP fax and document delivery investment will be best leveraged if you look for a solution that has proven and reliable integrations with all the applications you use to run your business.

Does the vendor have strong partnerships and tested integrations with other leading email, CRM, document management, imaging and MFPs as well as SAP? Does the solution take advantage of technologies that make it easy to integrate with SAP and your other business systems?

Sound ROI IT departments are under increasing pressure to justify the value of any Information Technology (IT) investment. Therefore, your fax and document delivery solution should give you long-term value and provide a platform for all of your document delivery and receipt needs. Can it provide convenient desktop faxing capabilities as well as SAP document delivery? How quickly can you get it up and running? Is it robust enough to handle multiple users and integrate with multiple applications? How does it leverage existing hardware infrastructure? What is the Return on Investment (ROI)?

Intelligent Integration Options No two organizations or SAP implementations are alike. As a result, organizations today require business communications in many formats, with a variety of alternatives for integrating with SAP and other business applications.

Does the solution provide flexible and easy-to-use tools to make integration easy? Can it integrate with SAP via SAPconnect, SAPscript or SAP SmartForms? Can it integrate with SAP without modifications to the application code? Look for a solution that provides the flexible data recognition tools needed to capture data from SAP or virtually any application. Companies also need to be able to integrate their fax server using technologies that fit their environment. Look for technologies such as Java, XML or Facsimile Command Language that provide flexible methods for integrating or customizing the solution specific to an organization's faxing and document delivery needs and environment.

Redundant, Flexible Delivery Options With today's fax and document delivery software, fax should be just one of the methods for document delivery. Does the software allow you to deliver your documents via fax, email or over the Internet? Does it offer multiple redundant and automated methods for SAP document delivery? >>

Streamline

What kind of document volume can it support? Does your vendor have a plan in place to take advantage of new and expanding document delivery channels as technology evolves? Can documents be rerouted if there is a problem with transmission?

System Security Since many communications originating from SAP are highly confidential, you will want to ensure that your company's documents are safe from prying eyes—both in-house and externally. All fax server products promise security, but you should make certain that passwords cannot be read in plain text and that password lists are inaccessible to other users. Ask about additional safeguards that ensure that a document cannot be delivered to the wrong number. Ask if the fax and document delivery solution provides options to send documents as encrypted files or certified email to ensure the confidentiality of important communications. Also, check to see if the administrator can control access to billing codes.

Fax Status and Notifications The documents you fax are the lifeblood of your business, so you need to be confident that they reach their destination. What kinds of notifications are available with the SAP fax solution? Can you receive fax status confirmations in your email or back to SAPoffice? Can notifications be customized to include a variety of information?

Least-cost Routing of Faxes Where do people send their documents? Is your business mostly local? Or does your company have branches and/or clients all over the country, even the world? According to Davidson Consulting, faxing can account for as much as 40 percent of a company's long-distance telephone costs. Ask about LCR, which automatically transmits documents by the most economical path, taking advantage of off-hour telephone rates for noncritical documents and even bypassing commercial telephone lines altogether by using the Internet for international transmissions. Most developers offer LCR, but some have added enhancements that save even more time and money.

Be certain you can customize LCR. If your company is in New York City but conducts a lot of business in Westchester County and Long Island, you already know that intrastate telephone rates can be higher than interstate. Can you tailor your installation to route your documents to your firm's fax server in Philadelphia or Boston, or to a third-party service provider to save telephone line charges? With some products you can also customize LCR to optimize server installations at your branch offices. For instance, if your server in Atlanta has a busy fax queue, yet an associate there has prepared a critical outgoing fax, special rules within the software can assure the fax goes instantly from your Atlanta office to Chicago for transmission. The sender will not have to do anything to make this happen, and neither sender nor receiver will be aware of the routing change. They will know only that the fax arrived quickly.

Routing of Faxes The ideal fax and document delivery solution routes a fax over telephone lines, Internet, intranet, Wide Area Network (WAN) and Local Area Network (LAN) environments and directs incoming faxes to the appropriate desktop without human intervention.

Scalability Think about your fax server from the perspective of both today and tomorrow. How many people will use it today? Do you want to extend it to provide more than SAP document delivery? How many employees will your organization have five years from now? Organizations grow much faster than you think; nearly every company needs a scalable fax server (one that can grow as your company grows). Will the system you are considering let you build a modular fax server network, i.e., expand, add on and customize to meet your specific needs? Also, look at licensing. Is the number of users limited, which will necessitate replacing or spending a lot more money down the line for planned or unforeseen expansion?

Database Design What is the database design for the fax server? Does it provide an open-database design to simplify administration, maintenance and customization? Look for a solution that provides an open database that can cost-effectively meet your performance, storage and interoperability needs.

Easy Administration Is the fax server program easy to install? To maintain? Is backup automatic? Will you have to shut down the fax server to back

up or make changes, or will the system run 24x7? For your own convenience, is remote management possible? What is the developer's reputation for technical support? Judge this from magazine reviews, industry awards and success stories on companies' Web pages.

Intelligent Fax Board Support Fax boards vary in price and, as with all products, you get what you pay for. Are intelligent fax boards supported? Intelligent fax boards cost more than modems but provide hardware intelligence through advanced compression schemes that reduce fax transmission time, thereby lowering operating cost. They also assure a path for smooth upgrades in the future.

Conclusion

After considering your organization's faxing needs, you may have more questions. However, with the information outlined in this guide, you should have a strong foundation to make an informed decision about selecting a fax and document delivery solution which addresses your long-term Business Information Delivery needs.

About Captaris, Inc.

Captaris, Inc. is a leading provider of software products that automate business processes, manage documents electronically and provide efficient information delivery. Our product suite of Captaris RightFax, Captaris Workflow and Captaris Alchemy Document Management is 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 National Market under the symbol CAPA. For more information please visit www.Captaris.com.

Streamline

A Special Guide on Fax Servers and SAP® Electronic Document Delivery

About Captaris, Inc.

Captaris, Inc. is a leading provider of software products that automate business processes, manage documents electronically and provide efficient information delivery. Our product suite of Captaris RightFax, Captaris Workflow and Captaris Alchemy Document Management is 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 National Market under the symbol CAPA. For more information please visit www.Captaris.com.



©2006 All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form by any means without the written permission of Captaris. The following are registered trademarks and trademarks of Captaris: Captaris, Alchemy, RightFax, Captaris Document Management, Captaris Interchange and Captaris Workflow. All other brand names and trademarks are the property of their respective owners. MC0010046 RB0606