



DATASHEET

Captaris RightFax and FileNet

Increase Efficiency and Decrease Costs by Streamlining Data Management

ELECTRONIC DOCUMENT MANAGEMENT

Fax remains an important channel for critical business communication, as indicated by estimates that more than 90 percent of North American companies are fax-enabled. To be most effective, today's businesses need an enterprise-class solution to electronically capture, process, store and distribute fax documents.

In response to these needs, Captaris RightFax—the leading e-document delivery solution—offers direct integration with FileNet Enterprise Content Management (ECM) solutions. Based on Captaris RightFax Enterprise Server, the product enables integrated e-document management capabilities across the enterprise. It offers real-time delivery and receipt of fax documents, facilitates automated fax processing and leverages business data stored in FileNet Image Manager along with other ECM products.

ENHANCED WORKFLOW FOR IMPROVED COMMUNICATION

- By automating processing and indexing of inbound fax documents, companies save time, money and important human resources.
- Based on proven RightFax capabilities, organizations eliminate inaccurate, nonsecure manual processes and reduce lost faxes or missed deadlines due to processing delays.
- Taking advantage of outbound capabilities to fax documents stored in FileNet Image Manager, users leverage important information and have more time to focus on other profitable tasks.
- Reduce processing cost.
- In comparison to manual faxing methods, RightFax cuts document delivery costs by 90 percent and allows organizations to eliminate costly fax machines.
- Additional savings are returned via paperless FileNet capabilities. Rather than managing reams of paper and rows of filing cabinets, employees spend a fraction of the time handling data capture and storage right at the desktop.

STREAMLINED DATA CAPTURE AND MANAGEMENT

RightFax enterprise fax and e-document delivery capabilities are integrated into FileNet Capture products that help organizations acquire, index and manage both electronic and paper-based content. RightFax supports FileNet P8, the ECM industry's first integrated framework combining best-of-breed content, process and connectivity capabilities in one unified solution. In detail, RightFax fax-enables the full suite of FileNet ECM solutions to leverage existing application and infrastructure investments, including: Business Process Manager, Content Manager, Web Content Manager, Image Manager and Forms Manager.

As a base for FileNet Image Manager, FileNet Image Services is a comprehensive eContent software solution for storing, managing and retrieving information of all types from many sources. RightFax interfaces with both the Capture Professional and the FileNet Print modules of Image Services, providing both inbound and outbound faxing capabilities. It is built on flexible and scalable architecture and provides all of the metadata necessary to take advantage of the automatic features available within FileNet Image Services.

FEATURES

Inbound Document Routing and Indexing with FileNet Image Services

- Automates inbound fax processing, indexing and commits them to FileNet Image repository
- Eliminates time-consuming, unreliable manual processes
- Reduces inbound fax processing times

Outbound Document Delivery with FileNet Image Services

- Plugs into FileNet Print for outbound faxing
- Allows for server-based printing or faxing of a large volume of documents
- Provides convenient, easy-to-use faxing capabilities for users of FileNet Image Services
- Allows users to include fax annotations with their outbound fax documents
- Reduces stand-alone fax machines, paper usage and time associated with manual faxing
- Provides faxing capabilities from desktop, email, ERP and other business applications

Architectural Features (based on RightFax Enterprise Server)

- Integrates seamlessly with FileNet Image Services using flexible component architecture
- Acts as intelligent scan client built into the Component Path for fax processing
- Scales up to 16 connectors to accommodate growth and provide maximum throughput
- Suits high-volume, large enterprise faxing requirements
- Offers add-on modules to create a customized electronic document exchange solution
- Can automatically filter inbound faxes routing them to multiple Capture workstations or Image repositories

General Features

- Microsoft Windows-certified
- Windows Clustering, Windows XP and Office XP platforms
- Advanced notifications
- Load-balancing
- Fax over IP
- PCL5 document conversion
- User permissions
- Automatic archiving
- Extensive host connectivity options
- Advanced management and control tools
- Built-in report models
- Centralized server administration
- Multiple fax server management
- Automatic group fax distribution

HOW IT WORKS

- **Inbound** - RightFax acts as an intelligent scanner and imports inbound faxes from the server into the FileNet Image Services system. Utilizing flexible, scalable technology, it interfaces with the Capture Professional program to automate processing and indexing of incoming faxes and commits them to the FileNet Image Services repository. Fax images are converted into single-page TIF files that the Capture module recognizes and uses to store the faxes. RightFax supports a variety of routing options for incoming faxes, including DID, DNIS, CSID and ANI. This integration also can automatically filter inbound faxes routing them to multiple (16) different Capture workstations or Image repositories.
- **Outbound** - RightFax selects fax images and other documents stored within Image Services for outbound batch faxing. Using the familiar Image Services interface, users select images, text, graphics or documents to be faxed and then simply enter the recipient phone number and information. Users may also easily annotate faxes before distributing. The result is seamless, high-volume outbound faxing for FileNet images.
- **Expanded Capabilities** - The same RightFax Enterprise Server or Enterprise Suite that is the backbone to fax-enabling FileNet Image Services can be leveraged across the enterprise to provide easy-to-use and manage document delivery capabilities from desktop, email, ERP and other business applications. As a modular solution, RightFax enables customization to meet specific document exchange needs. An optional RightFax SecureDocs module enhances the fax server by sending email using digital encryption technology for secure transmission and tampering protection.

SERVER REQUIREMENTS

To take advantage of the flexible faxing options, RightFax Enterprise Server must be installed. Depending on the need for inbound and/or outbound faxing capabilities, there are different requirements:

- Inbound - For inbound faxing, FileNet Image Services and the Capture Professional Inbound Link must be installed.
- Outbound - For outbound faxing, FileNet Image Services and the FileNet Print module must be installed. The FileNet Print module output is Postscript 2 format.

CAPTARIS AND FILENET PARTNERSHIP

Captaris, a leading provider of Business Information Delivery solutions, and FileNet Corporation, the leading provider of ECM solutions, maintain a joint OEM partnership. Additionally, Captaris is a ValueNet Partner of FileNet. ValueNet partners include the industry's leading application developers, independent software vendors, system integrators and value-added resellers.

FOR MORE INFORMATION

Captaris is a leading provider of Business Information Delivery solutions that integrate 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 companies 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.

FileNet Corporation (NASDAQ: FILE) helps organizations make better decisions by managing the content and processes that drive their business. FileNet's Enterprise Content Management (ECM) solutions allow customers to build and sustain competitive advantage by managing content throughout their organizations, automating and streamlining their business processes, and providing the full spectrum of connectivity needed to simplify their critical and everyday decision-making. Since the Company's founding in 1982, more than 3,900 organizations, including 80 of the Fortune 100, have taken advantage of FileNet solutions for help in managing their mission-critical content and processes. For more information, contact: www.FileNet.com or 1-800-FileNet. Outside of the U.S., please call +1.714. 327.4800.

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