



## DATASHEET

# RightFax Production Fax and Electronic Document Delivery Solutions

Reduce Costs, Improve Efficiency and Speed Business Transactions by Automating Document Delivery from Back-office Applications

## OVERVIEW

Captaris RightFax production fax and electronic document delivery software integrates with back-office applications to automate delivery of transactional documents such as purchase orders, invoices and statements. By doing so, organizations will reduce costs, improve efficiency and speed communications to their customers, suppliers or trading partners.

RightFax production fax and electronic document delivery solutions are designed to support the rigors and requirements of high-volume document delivery. RightFax integrates with virtually any CRM, ERP, document management as well as host and legacy systems to provide real-time delivery of business-critical documents via fax, email or the Internet.

With RightFax production fax and electronic document delivery solutions, companies will:

- Reduce costs associated with paper-based processing by up to 90 percent
- Provide unattended, real-time, reliable electronic delivery and receipt of business-critical documents generated from back-office applications
- Eliminate manual processes such as printing, mailing or manually faxing documents
- Support compliance and security goals with tamper-resistant, automated and traceable document delivery
- Enhance efficiency through process automation
- Improve service levels by expediting communication with customers and partners
- Receive market-leading technology with more tested and certified integrations with other software applications, including IBM, Microsoft, Oracle, SAP, Siebel and FileNet
- Leverage existing systems to maximize return on technology investments
- Eliminate the need to install and manage multiple stand-alone fax machines
- Improve document tracking and audit trail with advanced notification options
- Leverage technologies such as XML, JAVA and Facsimile Command Language (FCL) for information delivery
- Deliver documents in a variety of formats, including fax, email and through the Internet

## AUTOMATE TRANSACTIONAL DOCUMENTS

RightFax production fax solutions are designed to automate delivery of back-office, batch-oriented, mission-critical documents. They are uniquely suited for applications that produce output that is sent to a printer, printed on pre-printed forms, bursted, folded stuffed in an envelope, and then mailed or manually faxed. Typical document types include:

- Invoices
- Purchase orders
- Statements
- Order confirmations
- Material safety data sheets
- Loan applications
- Loan approvals and denials
- Bills of lading
- Change orders
- Financial reports

## HOW IT WORKS

Organizations use a variety of applications in order to generate the documents critical to running a business. These include applications that employees use for daily communication such as email and desktop, or back-office systems including ERP, CRM, document management, archival, imaging, forms, host, legacy and other network applications implemented to bring business process efficiencies. RightFax production fax and electronic document delivery software integrates with these systems to automate delivery or receipt of important business documents.

**Figure 1: Each application outputs various forms of "information." Flexible RightFax integration tools can capture and receive this information seamlessly.**



Once information is sent from an application(s) to RightFax, a four-phase process begins.

### Automating Paper-intensive Back-office Document Delivery Processes with RightFax

**Figure 2: RightFax incorporates a four-phase process that captures any form of information, renders it into an electronic image, distributes the information via fax, email or over the Internet and creates customized reporting, including host notifications.**



## Phase I: Data Capture

Whether sending a large batch of data from a host application or AS/400, or a Java call from an ERP or CRM application, RightFax production fax and electronic document delivery solutions are able to capture and recognize data.

Without having to change existing applications, RightFax data recognition technology will capture and configure data sent from applications in the following formats:

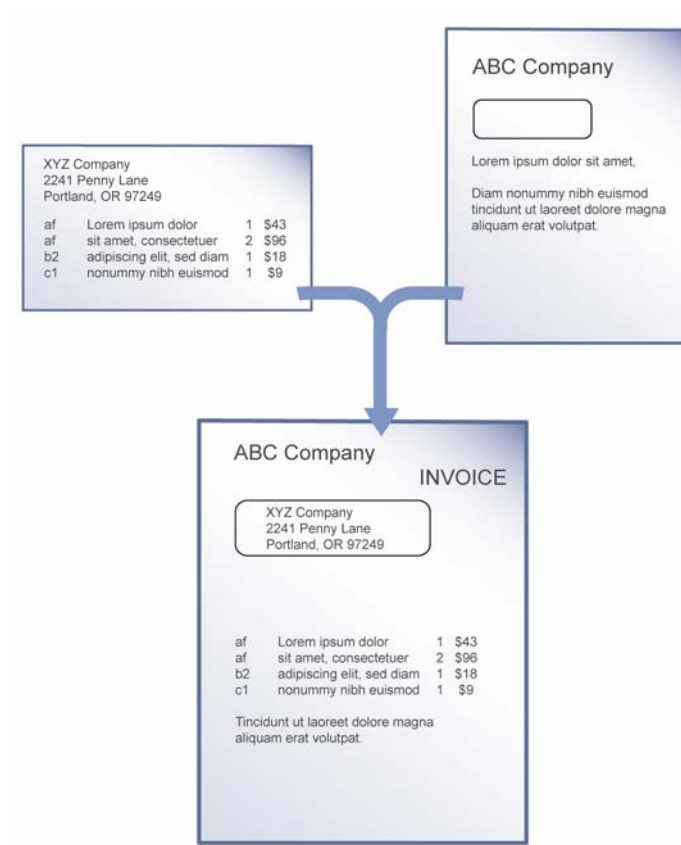
- File (PCL, ASCII text, PS)
- LPR Connection, print
- Serial
- 3270
- TCP/IP
- File Transfer Protocol (FTP)
- JAVA
- XML
- IBM WebSphere MQ
- SAPconnect
- SAPscript
- Oracle print files
- Inbound fax

This extensive list allows RightFax to integrate with virtually any enterprise application.

## Phase II: Document Assembly and Preprocessing

After receiving the data, RightFax assembles the information by rendering an electronic image of each separate document. Depending on the file type and data format, this can be accomplished in a number of ways: one-off documents or emails can be rendered into TIF images, and "data filters" can be created using the RightFax Wizard. In instances when codes have been embedded into the data stream, a forms overlay process can be implemented. During this phase, other preprocessing takes place to ensure the document's presentation format and delivery type, scheduling and priority rules, contact information, notification rules and other useful information about the fax document.

**Figure 3: FCL Commands can be embedded into data streams or wrapped around data streams to create electronic images of business documents.**



### Phase III: Document Distribution

Once the electronic images have been created, RightFax delivers the document securely and instantaneously via fax, email or over the Internet. Whether sending a hundred or thousands of documents a day, RightFax is built to scale and handle any capacity. And, with advanced features, such as load-balancing, least-cost routing and scheduled delivery, additional cost efficiencies are achieved.

### Phase IV: Reporting, Tracking and Notification

RightFax stands above other production fax and electronic document delivery solutions with extensive reporting capabilities, including:

- Standard reports that monitor all fax and electronic document delivery activity
- The ability to create customized reports including graphs
- Notification of information delivery
- Highly customizable notifications including document-level notifications, user-level notifications, Microsoft Outlook and IBM Lotus Notes notifications and even custom host notifications to a database or back-office application

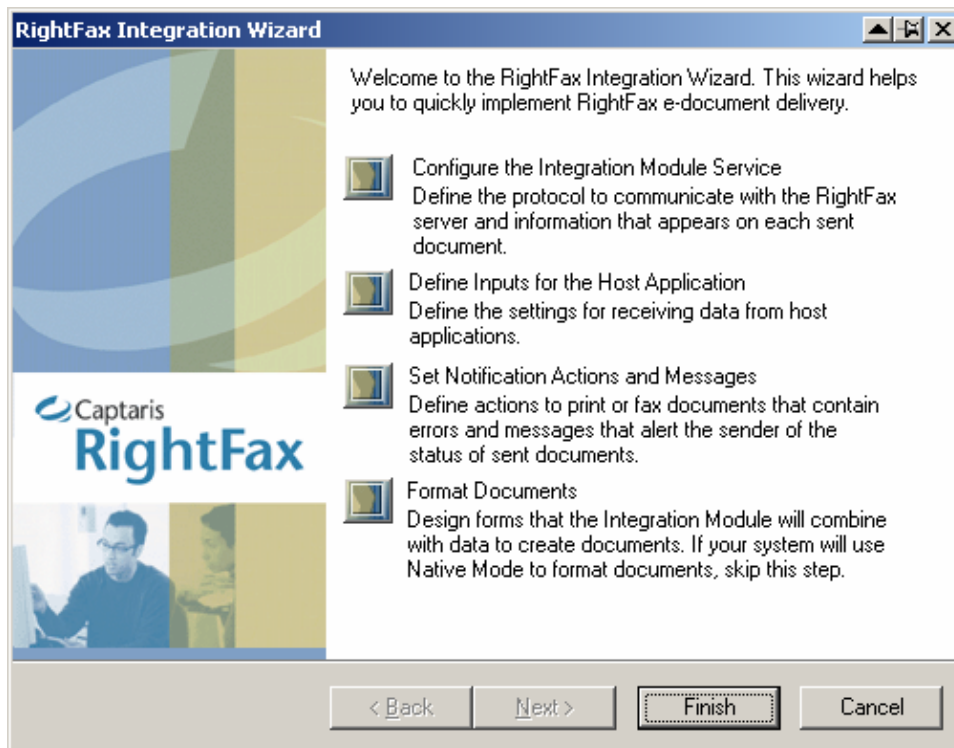
## FEATURES

### RightFax Integration Wizard

The RightFax Integration Wizard helps to quickly implement RightFax integrations including:

- Defining the protocol to communicate with the RightFax Server and information that appears on each sent document
- Defining the settings for receiving data from CRM, host, legacy and ERP applications
- Defining actions for alerting senders of the status of sent documents
- Designing forms that are combined with data to create documents

**Figure 4: The RightFax Integration Wizard makes building integrations faster and more efficient.**



## OTHER RIGHTFAX FEATURES FOR AUTOMATING DOCUMENT DELIVERY

- More than 100 powerful FCL commands or production embedded codes that allow customization to best suit the host environment
- Document-based host notifications—send critical notifications back to the host system that generated the fax document
- Short Messaging Services (SMS) gateway supports bi-directional SMS messaging in the RightFax mailbox
- Intuitive graphical user interface enables filters to be created using drag-and-drop functionality
- Certified, confirmed document delivery options available for Enterprise Suite users
- Certified integrations with Oracle and SAP applications
- Supports the following host systems: IBM, DEC, HP, UNISYS, Sequent, Wang, NCR and others
- Supports the following connectivity options: LPR, 3270, TCP/IP, FTP, 5250, IBM WebSphere MQ, Client 5.1 for Windows NT, Serial IPX/SPX and Directory Scan

## RIGHTFAX PRODUCTION FAX AND ELECTRONIC DOCUMENT DELIVERY OFFERINGS

FEATURE	RIGHTFAX BUSINESS INTEGRATION	RIGHTFAX INTEGRATION MODULE	RIGHTFAX ENTERPRISE INTEGRATION
<b>RightFax Server Compatibility</b>	Business Server or Enterprise Server	Requires an Enterprise Server	Enterprise Suite
<b>Volume/throughput Capacity</b>	Supports two channels of low-volume production fax/ integration traffic. Can be expanded to up-to-four integration/production fax channels.	No limit to channel capacity. Systems are expandable to meet your back-office document delivery needs.	No limit to channel capacity. Systems are expandable to meet your enterprise document delivery needs.
<b>Document Type or Form</b>	Supports up-to-two forms creations, such as a purchase order or invoice using the Filter Wizard.	Unlimited	Unlimited
<b>Notifications</b>	Includes standard reporting features included with server. Document-based, host notifications can be purchased as an additional capability.	Standard reporting features included with server, plus host notifications.	Standard reporting features included with server, plus host notifications.
<b>Common Back-office Application Integrations</b>	Host, legacy, mainframe, midrange, AS/400, ERP (SAP, Oracle E-Business, PeopleSoft, JD Edwards)	Unlimited including: host, legacy, mainframe, midrange, AS/400, ERP (SAP, Oracle E-Business, Oracle CRM, PeopleSoft, JD Edwards), SFA, CRM, SCM and others	Unlimited including: host, legacy, mainframe, midrange, AS/400, ERP (SAP, Oracle E-Business, Oracle CRM, PeopleSoft, JD Edwards), SFA, CRM, SCM and others
<b>Allowable Input Recognition</b>	Includes one input, with up-to-two with additional license: <ul style="list-style-type: none"> <li>• File, FTP</li> <li>• LPR/Print</li> <li>• RightFax Filter—up-to-two only</li> <li>• SAPconnect—up-to-two instances only</li> <li>• SAPscript—up-to-two instances only</li> </ul>	Unlimited <ul style="list-style-type: none"> <li>• X</li> <li>• X</li> <li>• Unlimited</li> <li>• Sold separately</li> <li>• X</li> </ul>	Unlimited <ul style="list-style-type: none"> <li>• X</li> <li>• X</li> <li>• Unlimited</li> <li>• Up to 16 instances</li> <li>• X</li> </ul>
<b>TCP/IP Connectivity</b>	Not included	X	X
<b>Serial Connectivity</b>	Not included	X	X
<b>3270</b>	Not included	X	X
<b>MQ Series</b>	Not included	X	X
<b>RightFax XML Interface</b>	Not included	X	X
<b>RightFax Java API</b>	Not included	X	X

<b>FEATURE</b>	<b>RIGHTFAX BUSINESS INTEGRATION</b>	<b>RIGHTFAX INTEGRATION MODULE</b>	<b>RIGHTFAX ENTERPRISE INTEGRATION</b>
<b>Document Delivery over the Internet via InternetLink Module</b>	May be purchased as an add-on module	May be purchased as an add-on module	X
<b>Certified and Encrypted Delivery via SecureDocs Module</b>	Available with Enterprise Suite	May be purchased with Enterprise Suite	X
<b>RightFax Modules for Exchange and Notes</b>	May be purchased as an add-on module to the Business or Enterprise Server	May be purchased as an add-on module to the Enterprise Server	X
<b>RightFax Connector for SAP R/3</b>	Limited to two instances	No	X
<b>RightFax Connector for Oracle E-Business Suite</b>	Limited up to two instances from Purchasing 11i only	No	X
<b>RightFax Connector for FileNet P8</b>	Not included	No	X
<b>Document-based host notifications</b>	May be purchased as an add-on module	X	X
<b>Implementation Services</b>	Can be purchased separately	Can be purchased separately	Can be purchased separately

## FOR MORE INFORMATION

Captaris Business Information Delivery solutions help organizations automate the information and document flow throughout the information lifecycle (capture, process, manage, deliver). With a comprehensive suite of software and services, Captaris helps organizations to grow revenues and increase profits while meeting compliance goals. Through a global distribution network of leading enterprise technology partners, Captaris has installed more than 90,000 systems in 95 countries in companies of all sizes, including the entire Fortune 100. For more information please contact us at [www.Captaris.com](http://www.Captaris.com) or 1.800.443.0806.

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