



HOW CAN YOU BENEFIT FROM AUTOMATED PROCESSES?

About Captaris Inc.

Captaris, Inc. is a leading provider of software products that automate document-centric business processes. Captaris specializes in document capture, recognition, routing, workflow and delivery. Captaris integrated solutions provide interoperability with leading line of business applications and technology platforms. Captaris products include RightFax, Captaris Workflow, Alchemy, FaxPress, DOKuStar, RecoStar, Single Click Entry and ID-Star which are distributed through a global network of leading technology partners. Captaris customers include the entire Fortune 100 and the majority of Global 2000 companies. Headquartered in Bellevue, Washington, Captaris was founded in 1982 and is publicly traded on the NASDAQ Global Market under the symbol CAPA. www.Captaris.com.

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The Importance of Document-based Communications for Disaster Recovery and Business Continuity

Overview

While many businesses place the emphasis on protecting data in their Disaster Recovery/Business Continuity (DRBC) plans, maintaining and managing document-based communications should also be a key consideration. The costs and risks associated with communications disruptions can be just as harmful to your business as losing data.

Software products that automate document-centric business processes can lessen the negative effects of a disaster or other business disruptions by enabling organizations to maintain and manage communications during and after times of crisis.

Case in point: For nine months following 9/11, the phone lines of a large bank were down, cutting off critical communication channels. The organization expedited its recovery and quickly returned to the business of processing trades within hours, due—in large part—to a disaster recovery plan that includes automated electronic document distribution capabilities from Captaris® RightFax®.

During this same timeframe a leading retail real estate management organization finalized the purchase of a large retail shopping space at the World Trade Center in New York City. After the 9/11 tragedy, the company was able to provide vital data concerning the property to attorneys, insurance companies and other organizations as a result of their Captaris Alchemy® document management solution. It safely archived data, enabling the company to retain data integrity and provide the crucial information the company needed during and after the crisis.

The Value of Document-based Communications for Disaster Recovery and Business Continuity

These stories offer compelling examples of the benefits of incorporating Captaris solutions such as RightFax and Alchemy into your DRBC plans. To gain a clear understanding of the importance of incorporating your document-based communications into your DRBC planning, ask yourself these questions:

- What are your communications contingency plans if a catastrophic event occurs at one of your facilities?
- How dependent are users on document-based communications for running daily operations, initiating business processes and conducting business transactions? How would a disruption in your ability to distribute or access documents impact business operations and business commitments? What are the associated costs and risks?
- How many of your document-based processes are time sensitive?
- Are some of your document-based processes impacted by regulatory guidelines? What are the consequences if these processes are disrupted? In case of an audit, how would not having an effective DRBC Plan affect your business?
- How long could you wait to communicate with your customers, suppliers and trading partners if your email or other communications systems went down? Do you have a back up method of distributing information should these systems go down?
- What are your requirements for document capture, storage and retrieval? Do you have a back-up of your faxed documents recorded? Must your records retention policies meet any regulatory guidelines? What would the impact of lost fax documents be on business transactions, legal requirements and customer relations?
- Do you know where all of your documents are today? Are all your corporate documents in one place? Are your key workers storing their documents centrally? How long could you wait to access your document repositories if those systems went down?
- In the case of a disaster, how would losing your documents affect your business? How long would it take you to rebuild that information?

These questions should make it evident that you need to have the tools and technologies in place to maintain and manage your document-based communications during times of business disruption in order to mitigate business losses as well as potential losses for your business partners.

Document Distribution and Management Solutions Help Mitigate Business Risk during Times of Crisis

Fax server and document management software solutions, such as RightFax and Alchemy are two tools that can help you maintain and manage your document-based communications and reduce the risk to your business operations during planned and unplanned downtimes.

Scenarios Where Fax Server and Document Management Solutions Can Assist with Disaster Recovery

| BUSINESS DISRUPTION | HOW FAX SERVER SOFTWARE CAN SAVE THE DAY | HOW DOCUMENT MANAGEMENT CAN SAVE THE DAY |
|----------------------------|--|---|
| Email virus or worm attack | Faxed documents can not obtain viruses or worms like email. A fax server can supplement email systems to keep vital communications moving should email go down, thus reducing the impact of email disruption. | Information is secure and protected from tampering. Documents and messages are backed up electronically, protecting valuable business data from attack. |
| Catastrophic event | Redundant, distributed fax servers can be used to keep operations up and running in the event of a crisis disrupts operations in another facility. | Business information is protected from loss or damage. The Alchemy archival system allows faster restoration of a server in the event of major problems. |
| Planned downtime | RightFax can be used to offload communications should other communications systems such as email or EDI be down for schedule maintenance or upgrades. | Information can be retrieved from many access points including browser and the desktop. Integration with Microsoft® Office provides a better user experience. |
| Unplanned downtime | Redundant, distributed fax servers can be used during interruptions from Telco equipment failures, network server failures or reboots, communication outages, electric power interruptions, or an even a software application failure. | Document management systems enable faster restoration of a server in the event of major problems. |

The Role of Fax Server Software in DRBC

Fax server software enables you to automate the distribution of vital business documents during times of business disruption and provide continuity of document-centric business processes. Among other things, fax server software such as RightFax can:

- Provide ad hoc document faxing from desktop and email applications to keep daily communications running
- Automatically distribute transactional documents such as invoices, purchase orders and statements to support business operations and revenue generation
- Distribute or route documents to virtually any destination including Microsoft Office SharePoint® Server 2007, ECM systems and other business process management systems

The Role of Document Management Software in DRBC

Document management solutions also play an important role in preparing for a disaster. They enable you to manage, archive and store business-critical documents in a centralized repository or on a variety of secure media instead of storing paper-documents in file cabinets or electronic documents on various drives or network folders. In times of crisis, document management solutions, such as Alchemy can:

- Eliminate the risks associated with paper-documents that might be damaged during a flood, fire or other catastrophic event
- Allow fast and easy access to archived documents to keep business operations running even if one location is disrupted temporarily for server swap outs, cold spares or during disasters
- Protect data integrity and offer back-up records of document-based business transactions
- Enable you to redirect your information resources to a new or backup work site for your employees

Incorporating Fax Servers and Document Management into your DRBC Strategy

The costs and risks associated with any downtime to your document-based business processes make it important to incorporate fax server and document management capabilities into your DRBC solution. To get your organization started:

- Identify the critical document-centric business communications/processes and the infrastructure that delivers them
- Identify the largest areas of risk

- Determine the events that can disrupt these business communications/processes
- Design an appropriate solution for protecting your document-centric business communications/processes
- Eliminate single points of failure
- Integrate with desktop and email applications
- Integrate with core business applications (ERP, MFP, financial)
- Integrate with SharePoint Server 2007, document management and long-term storage systems

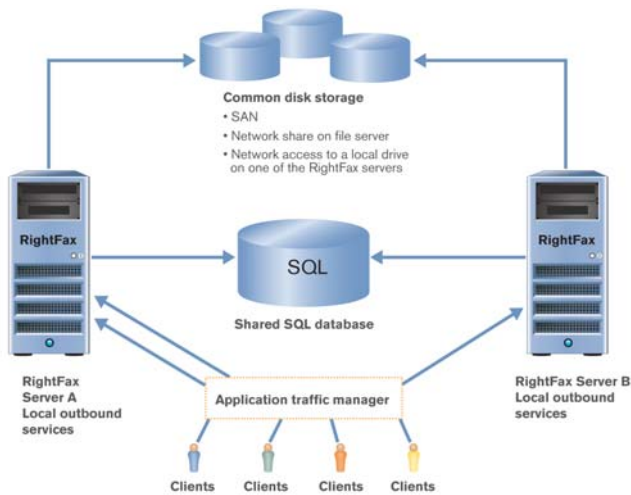
Approaches to Incorporating Fax Servers into DRBC

When looking at fax servers in various disaster recovery scenarios, the emphasis should be on dealing with situations that might prevent the delivery and receipt of fax documents and data while keeping the fax server available to clients to handle vital document-centric communications and processes.

Fax server software applications such as RightFax are designed and architected to be configured and deployed in a variety of DRBC scenarios. They interface with telecommunications equipment and link into a variety of desktop, email and back-office software to provide redundancy at various levels to facilitate daily communications as well as backup for document-based processes during times of crisis.

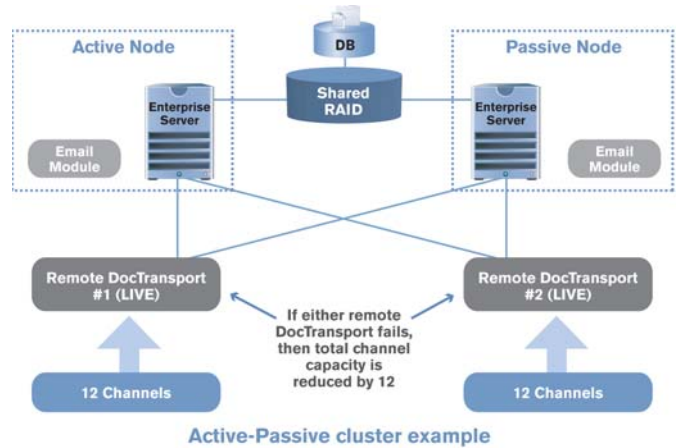
There are several approaches an organization can take to protect fax communications and support DRBC. The different options available have varying levels of protection. Which approach is right for your organization depends on numerous business factors as we have explored previously in this paper. Below are several approaches you can take:

Redundancy within the program itself This is a scenario in which the fax server shares an open database of end-users, groups, printers, and various server services across a LAN/WAN network in order to accommodate a typical company that has fax requirements in more than one location. In some cases, the fax server software is installed on separate server boxes and runs as an application while the open database resides on a database server located on the LAN/WAN. Fax server software components can be individually configured to process faxed documents or support users no matter where the software is actually running. In this configuration, the fax server is optimized for high availability, since the fax server database resources are shared such that the application provides a centralized location for all company users, groups, and other data objects and it does not have to be replicated anywhere else.

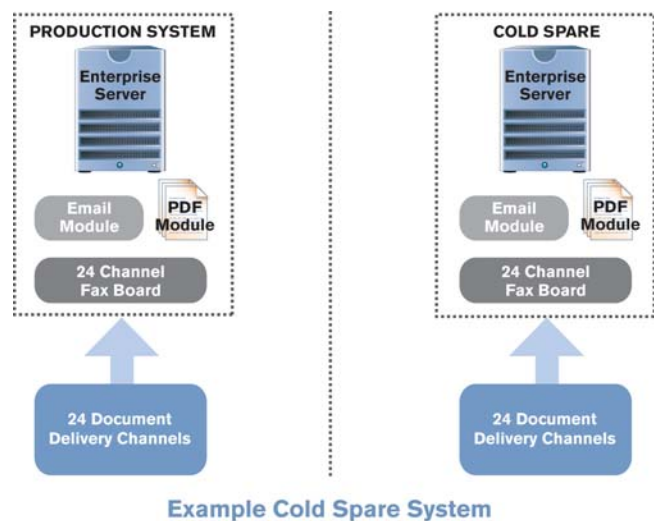


High availability and load-balancing This configuration is a load-balancing configuration which uses clustering services that allow all servers on a network to play off each other. If a user in Los Angeles is creating a document to fax and his server fails, then a server in New York is available to process the document instead. Everything is live or active. The side benefit of this environment is that all servers that are part of this ecosystem are part of the processing environment. Each server works together to balance the load of faxes amongst themselves. For example, a user can create a document using Microsoft Office Word at an office in Boston and the fax sever in Seattle actually sends the document to Los Angeles.

Active-passive cluster environment A Microsoft Active-Passive Cluster provides a higher level of availability than a cold spare. In this topology, there are a minimum of two (2) fax servers installed. One serves as an active server, while the other is setup to automatically activate in the event of a failure. However, the database and other important information must be copied or linked to the passive system at some time interval. This can be programmed into the active passive system. Fax servers such as RightFax are architected to support active-passive cluster and can leverage this topology through remote transport services that are hooked into the cluster autonomously. The cluster is seen as one system with each server playing off the other server as needed to process documents. One benefit of this configuration is that remote locations can install remote transport services that can communicate with either server in the cluster. User, group, or printer data does not have to be installed at the remote office, since it is stored on the central server, which has a passive backup.



Fax server cold spare Many companies have requirements to back up all of their software applications with a “cold spare.” This means that the secondary fax software program is not production-ready to process faxed documents until it is activated. It is configured as a stand by to the primary program in the event of a failure or long-term system shut-down. It can be activated manually to run and process documents when the primary server suffers some sort of outage. When using a cold spare, timeliness of getting communications up and running should not be the guiding factor because it can take several minutes or hours to activate a cold spare. In addition, data management with a cold spare can be a challenge since a cold spare is meant to back up the fax server program and in many cases not the data that is being processed.



Telecommunications redundancy Most organizations use a variety of telco equipment to manage their voice, fax and/or data traffic. It is common to have installed equipment such as a Private Branch eXchange (PBX), routers and gateways, all of

which can be part of a redundant solution. Companies that use a fax server may choose to configure a topology in which routing of inbound and outbound document traffic can be diverted to other locations by the telecommunications equipment itself. If a router in Seattle fails for example, then a secondary router in Boston is standing by to pass the faxed documents to and from the fax server which is unaware of the event.

Incorporating Document Management into your DRBC Solution

When looking to incorporate a document management into your DRBC solution, emphasis should be placed on eliminating paper-based document storage and providing a safe, secure and accessible electronic repository for your business documents.

Solutions such as Alchemy provide a safe, secure and auditable centralized document storage and archival solution. As a result, your organization will be able to maintain data integrity and provide fast access to important business documents to continue business operations or recover more quickly in the event of planned or unplanned business disruption.

Electronic repository If you are currently storing vital business information as paper documents in file cabinets throughout your organization your business is under substantial risk. If a fire, flood, or natural disaster occurred vital business records could be lost and your business could be irreparably damaged. Simply by moving your documents to a secure electronic centralized repository you will help expedite recovery from a catastrophic event.

Storage media How should you provide your long-term storage? There are a variety of ways you can electronically store your document archives. Hard drives, CDs, DVDs, optical storage, Web servers and other storage devices are all good options depending on your budget and requirements. They enable you to not only provide critical document backup in the event of a disaster but also comply with regulations calling for non-rewritable, non-erasable media.

Fast search and retrieval The better the indexing and search capabilities, the faster, easier and less costly it will be to get your document-based communications up and running after a business disruption. A scalable solution that provides full-text indexing and is fully integrated with customizable metadata searching will provide the foundation you need to speed retrieval. Search client options such as a Windows desktop client that enables authorized users to view repositories on a LAN/WAN or on portable optical discs or an Internet Explorer client for Web access will ease the burden on users.

Security and control During business downtimes it is essential that your business documents are protected to safeguard business operations and support compliance and accountability. Your document management system therefore, should provide security that is higher than that of your network and provide a tamper-proof repository to store your documents. It should enable you to establish multiple security levels such as authentication, authorization as well as audit trail and reporting capabilities. In addition, role- and user-based security should be extendable to individual repositories as well as at a specific document level, regardless of location.

Combined document and records management A unified document repository that connects daily document management with long-term records retention will provide you cradle to grave control of your documents – no matter what the situation – and will help you expedite recovery should a catastrophic event occur.

Summary

Incorporating software solutions that automate document-centric business is an essential component of your DRBC plan. These solutions, which can incorporate fax server and document management software, provide an easy and cost-effective way to maintain and manage vital document-based communications during and after business disruptions. They also provide the tools you need to speed recovery times and protect the integrity of your vital business information and documents.

RightFax

RightFax is the proven market leader in fax server and electronic document distribution software. It delivers the most reliable and robust solutions to integrate and automate the flow of fax, paper and electronic documents and data, enabling enterprises to drive revenue, cut costs and meet compliance goals.

Alchemy

Alchemy document management software creates an electronic file cabinet for your organization, a trusted archive where you can securely store any document type and then find it within seconds, even years later. Alchemy is very good at capturing, indexing and managing scanned paper documents, faxes, emails, PDFs, computer reports and anything else in its final form.

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