

Faxing in an IP Environment

OpenText Support for Fax over IP in a Cisco Environment

Introducing OpenText RightFax for FoIP

OpenText is the leading fax server vendor in the market. With more than 20 years experience and tens of thousands of customer across the globe, RightFax delivers outstanding value and performance for document-centric business applications.

Why is RightFax an effective on-ramp to FoIP?

Experience

RightFax has been a network-based data application for many years, leveraging LAN/WAN Internet protocols to integrate with other business applications and support distributed deployments. Now with FoIP support, RightFax integrates this new method of transport to leverage a company's IP investments.

The best migration path forward

The ROI proposition of a traditional PSTN-based fax server can be future-proofed against changing communication trends towards IP, with the potential of even further raising the ROI.

"Open Text led the (Fax Server) market for Asia and the Pacific Rim, leading Biscom, Kofax and Sagemcom."

– Peter Davidson
Davidson Consulting
June 2010

Flexibility

RightFax offers a "boardless", software FoIP solution but also supports fax boards, enabling users to choose the best fit for their operations. FoIP is supported for organizations that have invested in digital 1034 Dialogic® Brooktrout® fax boards.

Future-Proof

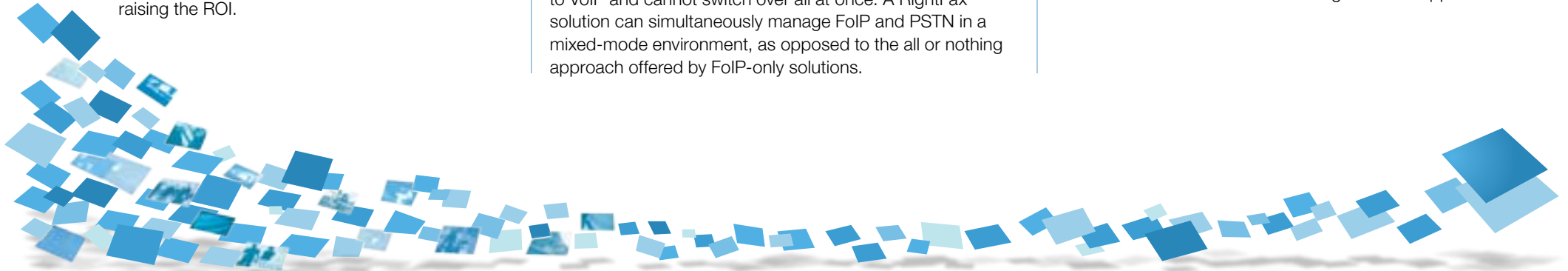
RightFax is also proven in hybrid environments for the many companies who are transitioning from traditional PSTN to VoIP and cannot switch over all at once. A RightFax solution can simultaneously manage FoIP and PSTN in a mixed-mode environment, as opposed to the all or nothing approach offered by FoIP-only solutions.

Does OpenText support integration with common applications?

In addition to its commitment and strategy for future development of fax technology, OpenText RightFax offers interoperability with OpenText document management and workflow solutions as well as leading business applications such as Canon, Hewlett-Packard (HP), IBM, Konica Minolta, Microsoft®, Oracle, SAP, Sharp and Xerox.

In fact, RightFax is the leader in enabling network fax solutions for MFPs. Using FoIP functionality, MFPs can connect fax calls directly into the VoIP network. Instead of maintaining separate fax lines connected to individual MFPs requiring fax modems, users apply RightFax integrations to MFPs with network connections. This capability further maximizes ROI and supports IP investments.

OpenText is a Microsoft® Gold Certified Partner and maintains a focus for development into new releases of the Microsoft platform. In addition to its commitment and strategy for future development of fax technology, RightFax offers interoperability with document management and workflow solutions as well as leading business applications.



How does RightFax integrate with Cisco?

RightFax can be integrated with Cisco enterprise messaging applications such as Cisco Unified Communications Manager (formerly Cisco Unified Call Manager) and Cisco Unity Connection. RightFax supports direct integration to Cisco gateways or routers and Cisco Unified Communications Manager via the T.38 real-time FoIP standard.

The connection uses a minimal amount of server processing power and supports SIP, H.323 and MGCP protocols. RightFax currently supports Cisco IOS Gateway Series and Universal Gateway Series (those that are T.38 compliant) version 12.3 or later (SIP and H.323) as well as Cisco Unified Communications Manager as follows:

- For H.323; release 4.2.3 or later (within the 4.2x product line)
- For SIP; release 5.0.4(a) or later (within the 5.0x product line)
- For SIP and H.323; OpenText RightFax v9.4 supports 7.x and 8.x

What are the advantages of RightFax for FoIP?

Cisco's customers and distributors can be assured of interoperability with other Cisco products and reliable support from one company. RightFax also provides considerable cost-savings over non-IP based systems:

- Easing deployment with an all-software fax server solution
- Unifying voice, fax, and data communication onto a single IP network
- Eliminating fax machines and consumables by leveraging MFPs
- Centralizing and consolidating fax services to reduce remote administration costs

RightFax eases administration of call traffic by combining voice and fax into a centralized dial plan within Cisco Unified Communications Manager. It is no longer necessary for users to manage separate call centers.

Top Reasons to Implement a FoIP Solution, according to fax users

More than 500 fax server users and potential users were surveyed on their IP fax needs and expectations.

- Total Cost of Ownership (TCO) savings due to network consolidation
- Ability to push consistent fax solution throughout the entire network including remote locations
- Improved IT management
- Device/application integration
- Toll bypass
- Better utilization of new IP equipment
- Eliminate the fax boards

– IP Solutions Research 2006
Phinney Bischoff

Additionally, all call traffic is routed through the Cisco solution with support for multiple protocols (MGCP, H.323 and SIP). Finally, fax routing can be delivered based on measures within Cisco Unified Communications Manager such as time and other criteria.

RightFax offers additional improved network performance over existing options. A major drawback of current analog-based fax technology is poor call performance when converting analog fax calls from fax machines or MFPs into IP calls. An Analog Telephone Adaptor—a handset-to-Ethernet adaptor that turns traditional telephone and/or MFP devices into IP devices—generally returns mediocre call performance and successful transmission for only 70 percent of the calls. RightFax replaces the ATAs so all analog equipment can be connected and controlled via

the IP network. This capability helps organizations optimize infrastructure and increase the ROI and functionality of MFPs.

Further benefits of RightFax are the same as the results typically experienced by the thousands of RightFax installations within all types of environments.

Efficiency

Document delivery costs reduced by more than 50 percent by eliminating postal and other delivery service costs; new revenues captured by freeing up employees to focus on core business activities.

Compliance

Secure delivery safeguards information and provides an audit trail.

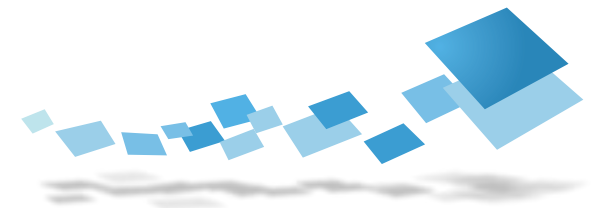
Business Continuity

Reliable fax availability in a distributed environment:

- Share services
- RightFax can be clustered in a Microsoft Windows Server cluster
- Redundancy

Scalability

Additional fax servers can be deployed as company needs expand and production fax capabilities automate high volume delivery of invoices, purchase orders and other documents from host, legacy, ECM, and ERP systems.



<http://faxsolutions.opentext.com>

Sales captaris.sales@opentext.com
(800) 304-2727
(425) 455-6000

Support support@opentext.com
(800) 540-7292

www.opentext.com