

Features and Benefits of Open Text Fax Server Hosting

Simplify and meet your business objectives with a rich, scalable, and fully integrated hosted Fax Server, RightFax Edition system managed by the experts at Open Text, the market leader in enterprise fax.

Fax Server Hosting Benefits

Robust Enterprise Faxing

With 20 years of experience and over 100,000 fax servers sold, Open Text is the clear market leader in enterprise fax. Open Text Fax Server, RightFax Edition offers a robust and feature rich faxing solution to meet the most demanding customer requirements. Fortune 1000 companies, government agencies, and multinational organizations around the world rely on Open Text Fax Server every day to meet their mission critical fax transmission needs.

Seamless Integration Options

The Open Text Hosted Fax Server offer allows customers to fully integrate their internal infrastructure allowing for:

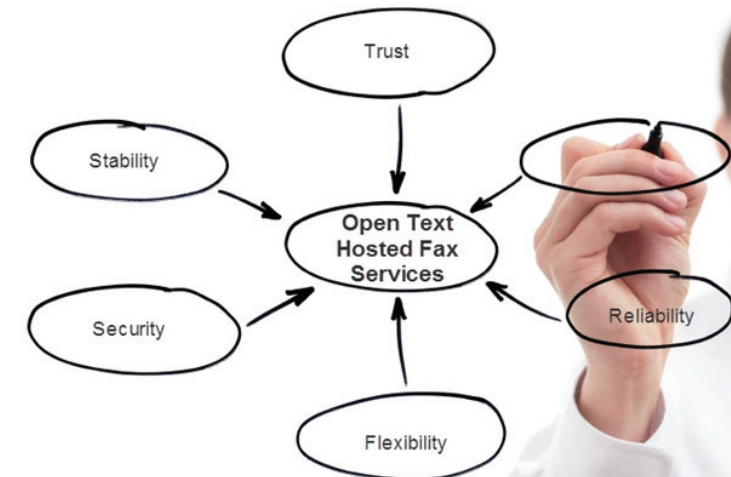
- Automated faxing (Production Fax) through all ERP, CRM, and other back-end systems supported by our on-premise solution
- Integrated MFP user interfaces for all major manufacturers including Canon, HP, Konica Minolta, Ricoh, Xerox and others
 - Desktop and Web application interfaces
 - Enhanced Email integration with Microsoft Exchange, and SMTP email systems

- Integration with your corporate Directory Services platform or standard

Complete Flexibility

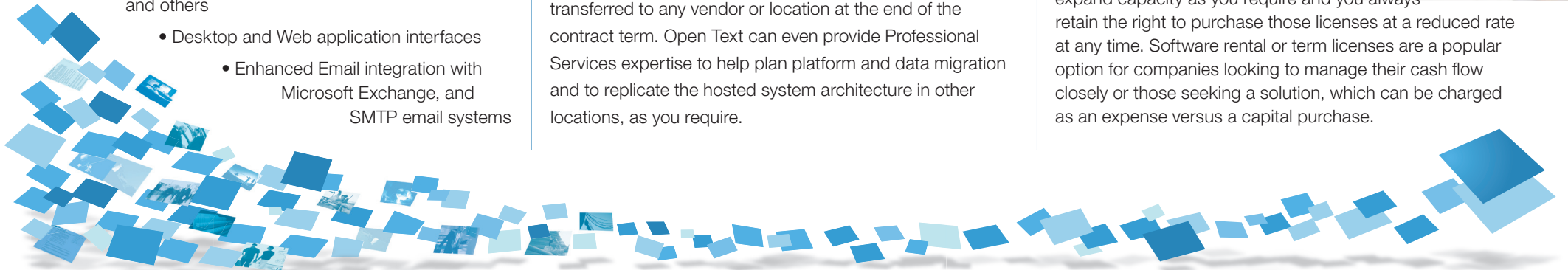
Open Text has defined three standard and well-proven system architectures that scale from a simple single server platform, to a high-density maximum redundancy platform. Our packaged offerings are Basic, Enterprise, and Premium and each represents a standard deployment architecture with a transparent and very simple billing model. It is easy to upgrade at any time from one platform to another as your needs change. We also offer a completely customized offering where we can shape every aspect of the architecture, models, and SLAs to suit your precise requirements.

Our customers retain complete control of their fax software and data during and after the contract period. Assigned DID and toll-free fax numbers can be quickly and easily transferred to any vendor or location at the end of the contract term. Open Text can even provide Professional Services expertise to help plan platform and data migration and to replicate the hosted system architecture in other locations, as you require.



Software Rental

As a component of our Hosting offering, we uniquely offer a rental option for the software that you require. Application rentals run in parallel with the hosting agreement to provide a solution with simple and highly transparent fixed monthly fee. It's easy to expand capacity as you require and you always retain the right to purchase those licenses at a reduced rate at any time. Software rental or term licenses are a popular option for companies looking to manage their cash flow closely or those seeking a solution, which can be charged as an expense versus a capital purchase.



Maximum Uptime

Our hosting service utilizes world-class data center facilities along with enterprise infrastructure to provide an environment capable of satisfying strict service levels agreements for all aspects of the solution. In fact, during the Northeast Blackout of 2003, while most of the area was without power for several days, our hosting service infrastructure remained online and in production.

Fax Server Hosting Benefits

A Complete Business Solution

With an Open Text Hosted Fax Server solution, you can experience all the benefits, features, and the unparalleled integrations normally associated with a premises-based Open Text Fax Server, RightFax Edition system. The difference is, we provide the infrastructure; will setup and configure your system; and ensure that it continues to meet all of your business needs. Each server or set of servers is entirely dedicated for each of our individual customers to ensure that your data is completely isolated to ensure privacy and security, and that your servers are entirely customized to meet your specific needs.

Operationally Managed

Open Text Fax Server Hosting Services provide an operationally managed, alternative method of deploying the market leading Open Text Fax Server, RightFax Edition

without the administrative and implementation costs associated with installing and managing the infrastructure in-house.

- Maintained by expert and experienced staff that manage the operational aspects like upgrades, patching, configuration, performance, scalability, and procedural controls leaving our customers free to focus on the business content of the system
- Since 2000, the Open Text Hosting Group has provided some of the world's largest organizations with mission-critical and content-sensitive platforms for sharing, storing, and distributing documents and other content.

Rapid Deployment

Fax Server hosting solutions can rapidly scale to any size while providing a fully integrated solution equivalent to traditional premises-based Fax Server systems. The field-tested Open Text deployment methodology facilitates a thorough understanding of your organizational needs and how to best rapidly deploy and manage your Fax Server environment.

Lower Total Cost

Our hosting services help reduce the total cost of ownership and capital expenditures needed to implement your business solution.

- Save on upfront and ongoing solution costs in the areas of infrastructure, staff, training, and compliance

- Leverage our infrastructure, architecture, and solution management by paying for monthly use rather than making a big upfront investment
- Predictable recurring fees result in improved cash flow management

Compliance and Risk Management

Open Text hosted solutions provide robust, scalable and secure enterprise class solutions using the latest technologies and methods.

- Assured level of service, availability, and quality with defined service level agreements and audited operational controls
- Standards-based framework for policy, procedure, and controls development in combination with SAS-70 Type II audits provides guaranteed levels of operation and confidence in your business solution

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