

Integrating Open Text Fax Server and Content Server

Extend your Open Text ECM Suite with Enterprise Fax Capabilities

Strategic Enterprise Fax Management

Enhance the value of your investment in Open Text ECM Suite with the global market leader in enterprise fax, Open Text Fax Server, RightFax Edition.

Fax exists as one of the most common methods for securely exchanging documents across the globe. Fax management has evolved from the traditional fax machine to a highly centralized and integrated server solution. Organizations that take a strategic approach to managing their fax infrastructure realize substantial cost savings over maintaining a traditional fleet of fax devices along with the benefits gained from connecting fax communication channels to their core business processes.

Connecting your ECM and Fax Solution

The Content Server-Fax Server Integration Service implements an extensible integration interface connecting your Open Text Content Server to Open Text Fax Server. This integration is designed for organizations already using Content Server and Fax Server. For Open Text customers wanting to augment their ECM suite with fax capabilities, the interface provides a simple extension to a new Open Text Fax Server deployment.

Benefits

- Reduce risk and control costs with an integrated ECM and enterprise fax platform
- Allow users to send and receive faxes from within Open Text Content Server
- Reduce paper-driven manual processes
- Simple services engagement process and proven deployment methodology

Seamless Outbound Faxing

- Integrated send fax capability for single or multiple documents
- Send faxes to one or more fax numbers
- Support user specified cover sheets
- Fax standard document types, including PDF, Word, Excel, PowerPoint, Visio, GIF, JPEG, TIFF, PNG, Bitmap, ASCII, PCL, Postscript, HTML/CSS
- Send fax history recorded as auditable logs

Import from Open Text Fax Server

- Enable import of fax document, meta data, and history into Content Server

- Support import of fax meta data attributes
- Provide user with searchable fax meta data as categories
- Configure up to five fax accounts for import
- Base setup configured for low to medium volume fax import (30,000 pages/day)

User Management and Notification Setup

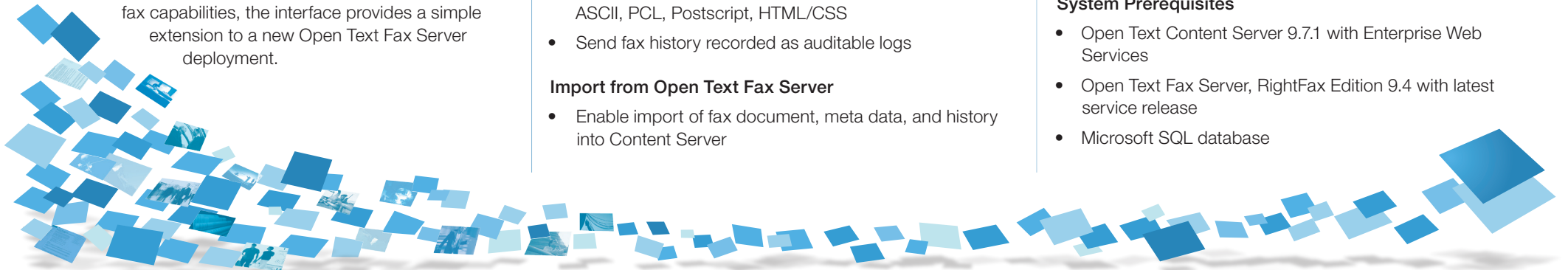
- Restrict send fax capability to specific Content Server users or groups
- Setup administrator email notifications of success and delivery error
- Setup user notifications of success and delivery error

System Administration Setup

- Customizable setup options
- Error logging
- Basic administrator training

System Prerequisites

- Open Text Content Server 9.7.1 with Enterprise Web Services
- Open Text Fax Server, RightFax Edition 9.4 with latest service release
- Microsoft SQL database



Fees and Expenses

Basic package includes implementation of the core integration interface, configuration activities, and administrator training. Additional customization services, business analytics, and deployment support services are available. Most services can be performed remotely. Optional Application Support available.

Exclusions

Please contact Open Text Services for a custom quote for any of the following services:

- Bulk import, archival, and processing of historical faxes from Open Text Fax Server. Time required for importing historical faxes varies.
- Workflow design and integration
- Installation of Open Text Fax Server or Content Server

How to Begin

For more information about this or any other Open Text services engagement, please contact your account representative or email captaris.sales@opentext.com.

About Open Text Fax Server

Open Text Fax Server, RightFax Edition (formerly Captaris RightFax) is the market leader in fax server software, helping companies across the globe reduce costs associated with managing the business critical faxes and documents that drive their daily operations. Thousands of organizations have replaced their traditional fax hardware and infrastructure with Open Text Fax Server, allowing users to send and receive faxes directly from the desktop.

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