



## DATASHEET

# RightFax Family of Products

## RightFax Enterprise Fax and e-Document Delivery Solutions

### OVERVIEW

The Captaris RightFax family of products provides easy-to-use, easy-to-manage enterprise fax and e-document delivery solutions that integrate and automate the flow of a full range of fax, paper and electronic documents and data.

RightFax seamlessly integrates with desktop, email, CRM, ERP, imaging, document management and other essential business applications to efficiently and securely send and receive any document from virtually any application within an enterprise via fax, email, print devices or the Internet.

### RightFax Enterprise Fax for the Desktop

RightFax enables businesses to increase employee productivity by automating fax delivery of user-created documents; reduce costs by eliminating manual faxing, paper, phone lines and fax machines and improve customer service by providing secure, confirmed and immediate document delivery.

### RightFax Universal Information Exchange Integration Solutions for Back-office Automation

RightFax Universal Information Exchange (UIX) integrates with a variety of applications, including email, desktop, CRM, ERP, document management, imaging and scanning devices to make exchanging information electronically simple. No other solution on the market today has such an impressive list of certified integrations with leading business software applications. Designed to be flexible, Captaris provides a comprehensive line of products to meet information exchange needs no matter how big or small the enterprise. Companies can start small and add capabilities as their information exchange needs expand.

Captaris helps companies reduce costs, improve user productivity and enhance internal and external communications every day. That is why RightFax is the market leader in enterprise fax and e-document delivery, with over 70,000 installations globally and a market share nearly three times higher than the next leading vendor. Today, RightFax is installed in 65 countries as well as the entire Fortune 100, and is the preferred fax and e-document delivery partner of leading technology companies including Canon, FileNet, Hewlett-Packard, IBM Lotus, Microsoft, Oracle, SAP, Siebel and Xerox.

## RIGHTFAX ENTERPRISE FAX SERVER SOLUTIONS

### Automate Network Fax Delivery from the Desktop

RightFax allows users to send, receive and manage fax documents directly from any desktop application. It replaces excess phone lines and fax machines, enabling organizations to consolidate resources and reduce costs while enhancing productivity and streamlining business information delivery. Feature highlights include:

- Intelligent outbound fax delivery including call grouping, scheduling, priority sending and human-answered fax
- Intelligent inbound fax receipt, routing and management including smart distribution and auto reply support organizational workflow
- Flexible and scalable platform allows organizations to easily expand channel capacity, conduct load-balancing, upgrade servers, add modules and much more

- Microsoft Windows 2000/2003 architecture provides the robust engine required for handling even the most demanding document delivery needs
- Out-of-the-box support for Microsoft SQL Server 2000 Desktop Engine (MSDE), in addition to support for Microsoft SQL Server 2000 Standard and Enterprise Editions
- Microsoft Windows 2003 Standard Server and Enterprise Server certified
- Supported on Microsoft Office XP and Microsoft Windows XP platforms
- Seamless phone book integration including LDAP, ODBC, Active Directory and more
- Enterprise Fax Manager (EFM) enables administrators to easily manage users, groups, printers, least-cost routing and other fax system functions
- Built-in intuitive client, FaxUtil, allows users to view, print and manage their faxes
- Built-in SMTP email gateway that supports any SMTP-based email system
- Built-in Short Messaging Services (SMS) gateway supports bi-directional SMS messaging in the RightFax mailbox
- Integration with multifunction devices to consolidate faxing, printing, scanning and copying on a single device
- Flexible, customizable cover sheets allow better control, routing, security, tracking and personalization of faxes
- Integration tools including APIs and embedded codes allow for easy and rapid customization
- Secure Binary File Transfer (BTF) feature that disallows T.434 file transfer between fax boards
- Extensive dialing rules provide rules and restrictions for fax sending, giving precise control over outbound faxing
- Do Not Fax and Do Not Dial options enhance security and block unsolicited fax sending
- Comprehensive administrative and reporting tools

#### **RightFax Small Business Server**

- Ideal for small company, department or workgroup levels of fifty users or less
- Fax server that works independently
- Includes basic email gateway functionality that supports SMTP and Novell GroupWise email connectivity
- One-channel licenses included, expandable to four channels
- 25 user licenses included, expandable in 25 user increments
- Can be purchased as a bundle with either the RightFax Microsoft Exchange Module or the RightFax Lotus Notes Module

#### **RightFax Business Server**

- Ideal for company, department or workgroup levels
- Fax server that works independently
- Configurable fax workflow options including routing, automatic printing, scheduling, priorities, smart resume and more
- One channel license included, expandable to 30 channels
- Unlimited user licenses

#### **RightFax Enterprise Server**

- For national or global organizations that want to combine the power of multiple RightFax servers on their network
- Features Intelligent Least-cost Routing™, load-balancing, NT Security Authentication and supports cluster-aware installation
- Allows optional fax sending, receiving and management through an Internet browser
- Using OCR technology, converts static images into text files and recognizes characters on the first page of inbound faxes for routing documents to their intended destinations
- Includes a telephone user interface to remotely access and manage fax mailboxes
- Includes phone and Web-based fax-on-demand systems
- Allows companies to create and monitor more than 100 status alerts on servers, databases and gateways simultaneously
- Administrator pager alerts
- Configurable fax workflow options include automatic printing, fax aging, scheduling, priorities, smart resume and more
- One channel license included, expandable to 1,024 channels
- Unlimited user licenses

### RightFax Satellite Server

- A specially licensed fax server and email gateway that works with a RightFax Enterprise Server (required) and leverages Internet or intranet connections
- For companies with separate workgroups or branch offices that need the full networking resources available from a main branch office
- Includes two channel licenses and two virtual port licenses
- Maximum 15 users

### RIGHTFAX ENTERPRISE SUITE

- For national or global companies that want to combine the power of multiple RightFax servers on their network
- Bundles RightFax Enterprise Server with additional RightFax modules for increased functionality at an affordable price:
  - RightFax Microsoft Exchange Module
  - RightFax Lotus Notes Module
  - RightFax PDF Module
  - RightFax SNMP Module
  - One channel license, expandable to 1,024 channels

### UNLIMITED USER LICENSE RIGHTFAX UNIVERSAL INFORMATION EXCHANGE INTEGRATION SOLUTIONS

#### Automate Back-office Business Processes

- Brings efficiencies to organizations' workflow processes by automating the delivery and receipt of business-critical information and documents such as purchase orders, invoices, confirmations, loan approvals and many others
- Enables organizations to output documents and data from back-office applications without modifying the data stream
- Features data recognition, information assembly, information distribution and advanced reporting technology
- Extensive host connectivity options
- Functionality is customized for organizations by Captaris Implementation Services or an authorized Captaris Partner

#### RightFax Business Integration

- Ideal for organizations with the following requirements:
  - Begin with one document form and expandable to two document forms for routine automated distribution
  - Or, begin with one back-office application and expandable to two
  - Ideal for low volume throughput (approximately 300 pages per day)
- Integrates with host, legacy and ERP applications including AS400, Oracle Purchasing 11i, Oracle E-Business applications and SAP R/3
- Available with RightFax Business Server or RightFax Enterprise Server
- Supports two production fax channels of integration traffic, expandable to four production fax channels

#### RightFax Enterprise Integration

- Ideal for national or global companies that want to exchange information from multiple applications in their organization including desktop, email, ERP, CRM, document management, forms, imaging, host and legacy systems
- Automated, unattended delivery of electronic documents for transaction environments
- Includes RightFax Enterprise Suite and network fax capabilities for additional functionality at a cost-effective price:
  - Enterprise Server
  - Microsoft Exchange and Lotus Notes Modules
  - Connectors for SAP and Oracle CRM
  - PDF Module
  - SNMP Module
  - Integration Module
  - InternetLink Module
  - SecureDocs

- Opens access to the RightFax XML interface and RightFax Java API
- Provides numerous methods of host notification and delivery confirmations
- Delivers information via fax, email, over the Internet and as digitally encrypted and certified documents

## RIGHTFAX INTEGRATION AND INDUSTRY SOLUTIONS

### RightFax for Oracle

- Easy-to-deploy, easy-to-use, affordable solution tailored for Oracle environments
- Provides automated, unattended electronic document delivery from Oracle applications and technology products
- Provides seamless integrations with Oracle, including built-in integrations with Oracle Purchasing 11i, Oracle CRM and Oracle 9iAS wireless
- PDF document conversion
- Includes Captaris Premium Support

### RightFax for SAP solutions

- Easy-to-deploy, easy-to-use, affordable solution tailored for SAP environments
- Provides automated electronic document delivery from SAP R/3 and mySAP Business Suite
- Provides seamless integration via SAPconnect, SAPscript or SAP SmartForms
- PDF document conversion
- Includes Captaris Premium Support

### RightFax Financial Edition

- Easy-to-deploy, easy-to-use, affordable solution tailored for the financial services industry
- Provides all the functionality of the Enterprise Suite
- Automates delivery of financial documents and other business information generated from financial software applications and other back-office systems
- Certified and encrypted document delivery
- Captaris Premium Support

### RightFax Healthcare Edition

- Easy-to-deploy, easy-to-use, affordable solution tailored for the healthcare industry
- Provides all the functionality of the Enterprise Suite
- Automates delivery of medical-related documents and other business information generated from healthcare software applications and other back-office systems
- Certified and encrypted document delivery
- Captaris Premium Support

## OPTIONAL MODULES AND CONNECTORS

**Note: The following modules can be purchased separately in addition to one of the servers listed above.**

### RightFax Workflow Wizard

- Allows users to build and deploy approval and routing workflows within RightFax
- Powered by Teemplate

### RightFax Microsoft Exchange Module

- Permits fax sending, receiving and management through Microsoft Exchange/Microsoft Outlook
- Unlimited user licenses

### RightFax Lotus Notes Module

- Permits fax sending, receiving and management through IBM Lotus Notes
- Unlimited user licenses

### Alerting and Monitoring Module

- Provides robust, reliable alerting and monitoring capabilities for all RightFax servers on a network

### Integration Module

- Automates the delivery of business-critical documents such as invoices, purchase orders and statements
- Fax-enables any host or ERP application using Facsimile Command Language (FCL) commands
- Enables production fax embedded codes including host notification and add documents
- Opens access to the RightFax XML Interface and RightFax Java API
- Provides numerous methods of host notifications and delivery confirmations
- Built to electronically deliver production-oriented, high-volume batches of documents directly from ERP, legacy and mainframe applications without having to modify the data stream
- Features document delivery capabilities such as forms overlay, flexible scheduling with multiple priority levels, faxing from multiple applications and fax status notifications
- Functionality is customized for organizations by Captaris Implementation Services or an authorized Captaris partner

### InternetLink Module

- Provides automated email delivery of application-generated documents such as invoices, purchase orders and statements
- Email-enables any host or ERP application using Facsimile Command Language (FCL) commands
- Converts host documents to PDF, TIF (Group 3 or 4), GIF or PCX images and attaches them to email messages or text
- Supports native document attachments, rich PDFs and multi-part MIME

### PDF Module

- Converts PDF and PostScript files to fax format
- Ideal for document-centric, MAC and graphic-intensive enterprises

### SecureDocs Module

- Enables users to send digitally encrypted or certified documents via email from RightFax Faxutil, RightFax Web Access, RightFax InternetLink, Microsoft Outlook, IBM Lotus Notes and Xerox
- Provides proof of receipt features utilizing a certified delivery process

### SNMP Alerting Module

- Provides SNMP access to status data from a RightFax Enterprise server
- Issues SNMP alerts on behalf of the server

### RightFax Web Access

- Allows fax sending, receiving and management through an Internet browser
- Provides intuitive Microsoft .NET-based Web interface

### RightFax Connector for Hummingbird Enterprise DM

- Enables users to send, receive and manage faxes within the Hummingbird Enterprise DM environment
- Allows partial or full automation of all Inbound faxes into the Hummingbird DM5 repositories

### RightFax Connector for FileNet P8

- Provides inbound fax conversion, indexing, routing and storage in FileNet P8 and the automation of this process
- Provides outbound faxing from FileNet P8 repository with annotations

### RightFax Connector for SAP R/3

- Provides a seamless interface from SAP R/3 to the RightFax server
- Enables SAP R/3 users to send and receive faxes directly from SAPoffice and other SAP applications via SAPconnect
- Supports SAP fax features for cover pages, broadcast fax and advanced fax controls

## CUSTOMER SERVICES

### Captaris Implementation Services

- Specific expertise in the deployment, implementation and integration of RightFax
- Ongoing services from the initial installation and configuration through enhancement and customization
- On-site or remote implementation services, depending on customer needs

### Captaris Technical Support

- Worldwide access to certified, experienced Captaris support professionals providing timely, effective responses to technical issues
- Complete range of support plan offerings, including 7X24 support and enterprise class support

### Captaris Training

- Offers access to a RightFax team of technical experts and engineers by phone, Web, fax or email
- Offers IT managers, Captaris Channel Partners and end-users technical training on the full Captaris product line
- Available at Captaris in Bellevue, WA and various partner locations and regional sites
- Visit [www.captaris.com/customer\\_support/training](http://www.captaris.com/customer_support/training)

## FOR MORE INFORMATION

Captaris Sales Representatives are eager to answer your questions and recommend solutions that can help meet your specific needs. If you are interested in finding more information about Captaris solutions, locate the Product Sales Representative for your region.

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Captaris Business Information Delivery solutions capture, process, archive and deliver data and documents enabling customers to reduce costs and increase the performance of critical business information investments. Through its global distribution network, Captaris delivers cost-effective software products and services that help organizations manage and leverage the value of corporate information. In partnership with leading enterprise technology companies, 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 +1.520.320.7000.

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