



WHITE PAPER

RightFax Enterprise Fax and Electronic Document Delivery Solutions for Multifunction Products

Improve Productivity and Profitability by Integrating Faxing,
Printing, Scanning and Copying on Multifunction Products

TABLE OF CONTENTS

INTRODUCTION	3
REASONS COMPANIES INTEGRATE NETWORK FAXING CAPABILITIES WITH THEIR MULTIFUNCTION PRODUCTS	4
THE BENEFITS OF CENTRALIZING FAXING, PRINTING AND COPYING SERVICES WITH RIGHTFAX	4
RIGHTFAX INTEGRATIONS WITH MULTIFUNCTION PRODUCTS	5
RIGHTFAX KEY FEATURES	6
RIGHTFAX ADMINISTRATION.....	6
RIGHTFAX PACKAGES.....	6
RIGHTFAX MODULES	7
CONCLUSION.....	7
FOR MORE INFORMATION	7

INTRODUCTION

Traditionally companies have relied on a variety of tools to create, duplicate and distribute business information. Printers, scanners, copy machines and fax machines have been the cornerstone of administrative functions within most offices and have presented essential technologies for improving productivity in the workplace.

However, today having separate devices to create, copy and distribute business documents is not the most efficient or cost-effective method for communicating business information. To improve productivity, reduce costs and better leverage corporate IT resources, companies are now taking a multifunction approach to addressing their faxing, printing, scanning and copying needs.

This white paper examines how companies can combine faxing, printing, scanning and copying services on a single networked device to realize substantial cost savings and operating efficiency gains. It also presents RightFax combining with multifunction products to turn the development, duplication and delivery of business-to-business communications into significant cost-savings and office productivity enhancements.

REASONS COMPANIES INTEGRATE NETWORK FAXING CAPABILITIES WITH THEIR MULTIFUNCTION PRODUCTS

To meet the demand to share information faster and more cost-effectively, vendors such as Canon, Xerox, Sharp, Hewlett-Packard (HP), Lexmark and Ricoh (including Savin, Lanier and Gestetner), have introduced Multifunction Products (MFPs) to merge functions for printing, scanning and copying onto one device. They consolidate assets, reduce costs, save space and improve productivity and workflow by consolidating services. Another trend taking shape in organizations is integrating network faxing with MFPs to extend their value. There are a variety of reasons for this, including:

Controlling Costs - A consolidated solution for faxing, copying, scanning and printing eliminates the equipment, supply and labor costs associated with maintaining multiple stand-alone fax machines and provides a host of other features that ensure economical document delivery.

Improving Productivity and Efficiency - Companies that integrate network faxing with their MFPs improve the accessibility, quality and quantity of communication services available to workers. This allows companies to further streamline workflow processes and improve overall productivity and efficiency.

Extending Infrastructure Investments - A multifunction strategy for providing productivity tools to workers enables companies to achieve a greater Return On Investment (ROI) on their technology investments. By combining network fax capabilities with their MFPs, companies can maximize use of their document output devices and achieve higher utilization of network resources. In addition, the investment in the LAN infrastructure is leveraged, as RightFax enables MFPs on the network to be fax-enabled without the need for high-maintenance and costly modems and analog fax lines.

Ensuring System Control and Reliability - Companies that take a multifunction approach to their document communications eliminate the complexity, time and expertise required to ensure that their communications infrastructure is up and running. Administrators and workers only need to learn one centralized device instead of multiple systems.

Security and Compliance - Traditional faxing methods which use standard fax machines connected to analog phone lines can create confidentiality breaches since information can easily be lost, misrouted or viewed by an unintended recipient. Companies that integrate RightFax with their MFPs maintain an administrative log of all sent and received faxes, providing the ability to audit both incoming and outgoing faxed documents and better facilitate regulatory compliance. In addition, RightFax provides encrypted and certified delivery options where supported by the device. This provides an added layer of security and control for organizations with such requirements.

THE BENEFITS OF CENTRALIZING FAXING, PRINTING AND COPYING SERVICES WITH RIGHTFAX

RightFax integrates with a wide variety of MFPs to bridge the gap between paper documents and digital document delivery, enabling companies to provide a multifunctional solution for all their document communications needs. The impact on companies that integrate RightFax with their MFPs can be substantial, including:

Reduced Costs through Consolidation of Fax and Printing Services on the Network - RightFax seamlessly integrates with MFPs to leverage a company's investment in their network and MFPs to substantially reduce costs. From an infrastructure perspective, the combined solution reduces the number of devices that an organization needs to purchase, maintain and manage by combining faxing, printing, copying and scanning capabilities on a centralized multifunction product. Phone lines, stand-alone fax machines and modems can be eliminated and complexity avoided by consolidating services in this manner. In addition, it allows organizations to achieve higher utilization of network resources.

A combined RightFax Multifunction Product (MFP) solution also provides cost-saving features that enable companies to substantially reduce document delivery costs. Intelligent Least-cost Routing™, intra-company least-cost routing and Internet delivery options ensure that fax messages are delivered via the most cost-effective avenue available. Companies can further reduce costs by eliminating the need to rely on traditional document delivery alternatives. Research shows that companies that leverage RightFax for document delivery can reduce document delivery costs by more than 50 percent simply by eliminating the costs of postal delivery, overnight services and associated labor and supplies.

Improved Workflow Enhances Productivity and Efficiency - RightFax provides users with industry-leading inbound and outbound network faxing capabilities that substantially improve efficiency. Combining RightFax with MFPs allows organizations to provide the centralized productivity tools needed to help the busy office network streamline workflow processes associated with the creation, execution and distribution of business documents. This reduces the number of devices that workers and system administrators need to learn and interact with to complete their job requirements and enables workers to get their jobs done more quickly and efficiently so they can free up their time for more value-added services.

Simplified Use and Management - RightFax is designed for ease-of-use and management. Intuitive interface designs and centralized management features such as FaxUtil and Enterprise Fax Manager reduce complexity and training time. RightFax also integrates seamlessly into the network and provides administrators a centralized point of control for managing, monitoring and configuring fax services. Not only does RightFax ease administration and management, but it also makes it easy for end-users to distribute information. With RightFax, workers can simply walk to their MFPs to fax documents, or they can conveniently send and receive documents directly from their desktop, email, CRM, ERP and other business applications.

Reliable, Efficient Use of Network Resources - By moving fax traffic into a client/server architecture and taking advantage of the same resources for faxing and printing services, companies can achieve a higher utilization of network resources and provide the networked office with quick, reliable business communications. RightFax features such as Intelligent Least-cost Routing™, load-balancing and automatic fax distribution further leverage network resources.

RIGHTFAX INTEGRATIONS WITH MULTIFUNCTION PRODUCTS

VENDOR	PRODUCT LINE	MODEL NUMBERS
Canon/eCopy	imageRUNNER devices	210, 330, 400, 2200, 2220, 2230, 2270, 2800, 2830, 2870, C3100, C3200, C3220, 3300, 3320, 3530, 3570, 4570, 5000, 5020, 5570, C5800, 6000, 6020, 6570, C6800, 7200, 8500, 9070, 105 and 105+ Note: The RightFax integration with Canon imageRUNNER devices is in partnership with eCopy.
Ricoh Ltd.**	Savin MFPs with GlobalScan Server	2235, 2522, 2527, 2532, 2535/2535P, 2545/2245, 2545P, 2560, 2575, 3224, 4022/4022sp, 4027/4027sp, 4035/4035E/4035Esp, 4045/4045E/4045Esp, 4090, 4105, C2408, C3210, C3828, SLP38cs, CLP285
Ricoh Ltd.**	Gestetner MFPs with GlobalScan Server	3502/02p, 2212, 2712, 3212, 3532, 4502/02p, 4532, 6002, 7502, 9002e, 10512e DSc224/32C, DSc332/38c, DSc38US, DSc38S, , DSm622, DSm622sp, DSm627, DSm627sp, DSm632, DSm635/645, DSm645sp
Hewlett-Packard*	Digital Sender and MFPs	*LJ4100 MFP, LJ4345 MFP, LJ8150 MFP, LJ9000 MFP, LJ9000L MFP, LJ9040 MFP, LJ9050 MFP, LJ9500 MFP, 9100c Digital Sender and 9200c Digital Sender
Ricoh Ltd.**	Lanier MFPs with GlobalScan Server	2138CMF, 5622/27/32, 5635/35p, 5645/45p LD024C/32C, LD035/45, LD060/75, LD090e, LD0105e, LD122/S/P, LD127/S/P, LD132, LD135/145, LD134SP/135SP/45SP, LD232c/38c, LP138c/CMF
Lexmark	Fully configured Lexmark MFPs with integrations for scan-to-fax via RightFax MFP add-on options (with RightFax scan-to-fax integrations)	X422, X630 MFP, X632 MFP, X632e MFP, X720 MFP, X762e MFP, X820e MFP, X830e, X832e, X912e 3100 MFP option, 3200 MFP option, X4500 MFP option, 5500 MFP option, X7500 MFP option
Ricoh Ltd.**	Aficio with GlobalScan Server	1022/27/32, 1224C/32C, 1035/35G/35p, 1045/45G/45p, 1060/75, 2022/S/P, 2027/S/P, 2032, 2035/35SP, 2035e/35eSP, 2045/45SP, 2045e/45eSP, 2090e, 2105e, 2232C, 2238C, AP3800CMF, CL7000/CMF
Sharp*	Digital Imager	*AR-M237, AR-M277, AR-M355N, AR-M455N, AR-M550N, AR-M620N, AR-M700N
Xerox*	WorkCentre Pro Document Centre	*WCPro65/75/90, WCPro 35/45/55, WCPro Color 32/40, WC Pro 2128/2636/3545, WC Pro 165/175 *DC535/545/555ST, DC490/480/470/460ST, DC 240/255/265ST, DC 425/432/440ST

* HP, Sharp and Xerox MFPs are available for integration to RightFax 9.0 and above via the RightFax MFP Module.

**Ricoh MFP integration to RightFax is via the Ricoh GlobalScan Server and is developed by Ricoh.

RIGHTFAX KEY FEATURES

RightFax is the industry-leading fax and electronic document delivery solution. Its comprehensive features include:

Intelligent outbound fax delivery - Send documents directly from MFPs or from desktop and other business applications using delivery options including call grouping, scheduling, priority sending and human-answered fax.

Intelligent inbound fax receipt, routing and management - Improve organizational workflow with intelligent inbound document delivery including smart distribution and auto reply.

Flexible and scalable platform - Organizations can easily expand channel capacity, conduct load-balancing, upgrade servers, and add modules and much more.

Open Database - 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 Edition.

Centralized Management - RightFax provides centralized management and administration tools that allow administrators to set up, configure and manage fax services individually or globally.

Intelligent Least-cost Routing™ and IP Fax Delivery - Faxes can be delivered via alternate RightFax servers across corporate LANs, WANS, intranets, or the Internet to ensure documents are delivered in the most economical way possible.

Intra-company Least-cost Routing - Companies can deliver internal faxes via the RightFax network of servers and bypass public-switch telephone networks to eliminate phone charges.

Built-in Email Modules - RightFax provides add-on options for enhanced integration with Microsoft Exchange and Lotus Notes. RightFax also supports all SMTP Internet mail systems including Lotus cc: Mail, Microsoft Mail and Novell GroupWise. These integrations allow faxes to be sent and received from these most popular email applications.

Automatic Fax Distribution - Faxes can be systematically distributed to groups for faster, more efficient processing.

Scalability - With RightFax, companies can start small with a single server, and, then, expand to as many as 1,024 channels. Additional fax channels can be added and the solution can be rolled out across the enterprise to include desktop, email, CRM, ERP, document management and other essential business applications.

RIGHTFAX ADMINISTRATION

RightFax provides centralized administration tools that allow administrators to set up, configure, manage and monitor fax services. Tools such as Enterprise Fax Manager provide multiple-server administrative features. With Enterprise Fax Manager, an administrator can conveniently manage users, groups, signatures, forms, printers, billing codes, library documents and more for all RightFax Servers and from one application. A fax mailbox utility tool, FaxUtil, lets users send, receive, view, edit and manage faxes. For fax monitoring and tracking, RightFax also provides the RightFax Fax Reporter utility to create reports of fax activity from new and existing data sets. It also generates graphs and lists of fax information. RightFax also provides features and utilities to easily backup an organization's fax data and maintain the size and efficiency of the fax database.

Note: Not all RightFax features may be available for every vendor product or product line. Please consult your sales representative.

RIGHTFAX PACKAGES

Business Server - Designed to work independently, the RightFax Business Server is a full-featured fax and electronic document delivery system ideal for the mid-size company, department or workgroup.

Enterprise Server - Designed for national or global organizations, the RightFax Enterprise Server is a robust fax and electronic document delivery system ideal for organizations that want to combine the power of multiple RightFax Servers on a network.

Enterprise Suite - Designed as an affordable bundle, the Enterprise Suite includes the RightFax Enterprise Server with popular RightFax add-on modules, including RightFax Lotus Notes Module, RightFax Microsoft Exchange Module and the RightFax PDF Module.

RightFax Business Integration - This is an entry-level Universal Information Exchange solution for organizations with low-volume transactions that want to automate delivery of mission-critical documents from a single application. In addition, it provides standard notification capabilities.

RightFax Enterprise Integration - This provides an advanced Universal Information Exchange solution for companies requiring automated information exchange capabilities from multiple applications including desktop, email, CRM, ERP, supply chain management, sales force automation, forms and imaging systems. It provides advanced notification capabilities to dynamically notify senders of their documents status.

RightFax Healthcare Edition - This solution provides proven and reliable enterprise fax and electronic document delivery capabilities, combined with encrypted and certified delivery options and world-class Captaris support. This tailored solution gives healthcare organizations an easy-to-use, easy-to-deploy and affordable way to support HIPAA compliance initiatives, streamline business processes and reduce administrative costs.

RightFax Financial Edition - This design provides proven and reliable enterprise fax and electronic document delivery capabilities combined with encrypted and certified delivery options and world-class Captaris support. RightFax Financial Edition is designed specifically for financial services organizations to provide an easy-to-use, easy-to-deploy and affordable way to streamline business processes, reduce overhead costs and support regulatory compliance initiatives.

RIGHTFAX MODULES

Required Modules - RightFax MFP Module with RightFax 9.0 and above, the MFP Module is required to fax-enable MFPs from HP, Sharp and Xerox.

RightFax Optional Modules and Connectors - Working in conjunction with RightFax Servers, RightFax add-on modules and connectors this module provides flexible, mix-and-match options allowing organizations to tailor solutions that meet unique fax and electronic document delivery requirements.

- RightFax Microsoft Exchange Module
- RightFax Lotus Notes Module
- RightFax Workflow Wizard
- Alerting and Monitoring Module
- Integration Module
- InternetLink Module
- PDF Module
- SecureDocs Module
- SNMP Alerting Module
- RightFax Web Access
- RightFax Connector for Hummingbird Enterprise DM
- RightFax Connector for FileNet P8
- RightFax Connector for SAP R/3

CONCLUSION

Companies taking a strategic approach to improving productivity and reducing the costs associated with document development, duplication and distribution are implementing multifunctional solutions to enable workers to work faster, smarter and more economically. Integrating RightFax with office MFPs provides a reliable, robust and feature-rich solution for companies that want to consolidate faxing, printing, copying and scanning services on their network for enhanced cost-savings and improved worker productivity.

RightFax has 24.6 percent of the worldwide fax server market (Davidson Consulting 2004); far out-distancing it's nearest competitor. In addition, the entire Fortune 100 uses RightFax solutions. As the premier enterprise fax server solution on the market today, RightFax has garnered multiple prestigious industry awards and is proving its value in major corporations worldwide.

By incorporating RightFax into their document delivery strategies, companies can enjoy the advantages of secure, low-cost electronic document delivery with their MFPs and other enterprise applications. As a result, they can streamline business processes, improve efficiency and dramatically reduce costs enabling companies to meet increasing demands and drive better business performance.

FOR MORE INFORMATION

Captaris Business Information Delivery solutions help organizations of all sizes automate the information and document flow throughout the information lifecycle (capture, process, deliver, manage and archive). With a comprehensive suite of software and services, Captaris helps organizations to grow revenues and increase profits while meeting compliance goals. Through a global distribution network of leading enterprise technology partners, Captaris has installed more than 90,000 systems in 95 countries in companies of all sizes, including the entire Fortune 100. For more information, visit www.captaris.com or call 1.800.443.0806.

©2005 All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form by any means without the written permission of Captaris. Captaris products Alchemy, Interchange, RightFax and Captaris Workflow are trademarks of Captaris. All other company, brand and product names are the property and/or trademarks of their respective companies. MC0010050 RE0505