



DATASHEET

Captaris RightFax Enterprise Server

RightFax Enterprise Fax and e-Document Delivery Solutions Allow Organizations to Share Workload and Data Across Multiple Servers and Locations

OVERVIEW

The feature-rich RightFax Enterprise Server is designed to work using interconnected servers, ideal for global companies that require flexibility and system-wide control over fax communications. The RightFax Enterprise Server is a robust document delivery engine, providing companies the ability to electronically send and receive documents from virtually any business application securely via fax, email or over the Internet. Whether it is integrating with email, desktop and document management applications, or fax-enabling high-volume document delivery from CRM, ERP, or even host and legacy applications, RightFax is the proven market leader, with nearly three times the market share of any other fax vendor. RightFax is certified for Windows 2003 Standard and Enterprise Server and leverages the open database design of the Microsoft SQL Server 2000 Desktop Engine (MSDE). This ensures unrivaled application reliability, scalability, continuity in the user interface experience and ease of installation and updating.

The RightFax Enterprise Server is a multithread client-server application written specifically for Windows 2000/2003 that combines the power of multiple servers on a LAN, WAN, Internet or intranet to share and optimize workloads, resources and fax channels. With a comprehensive set of administrative tools, RightFax is easy to install, configure and manage—giving administrators complete control over their system. Synchronization with Microsoft Active Directory makes it even simpler by keeping all critical data in one central location. All RightFax systems are expandable and scalable giving organizations flexibility to accommodate growth, to scale processes for redundancy and to optimize throughput and rendering.

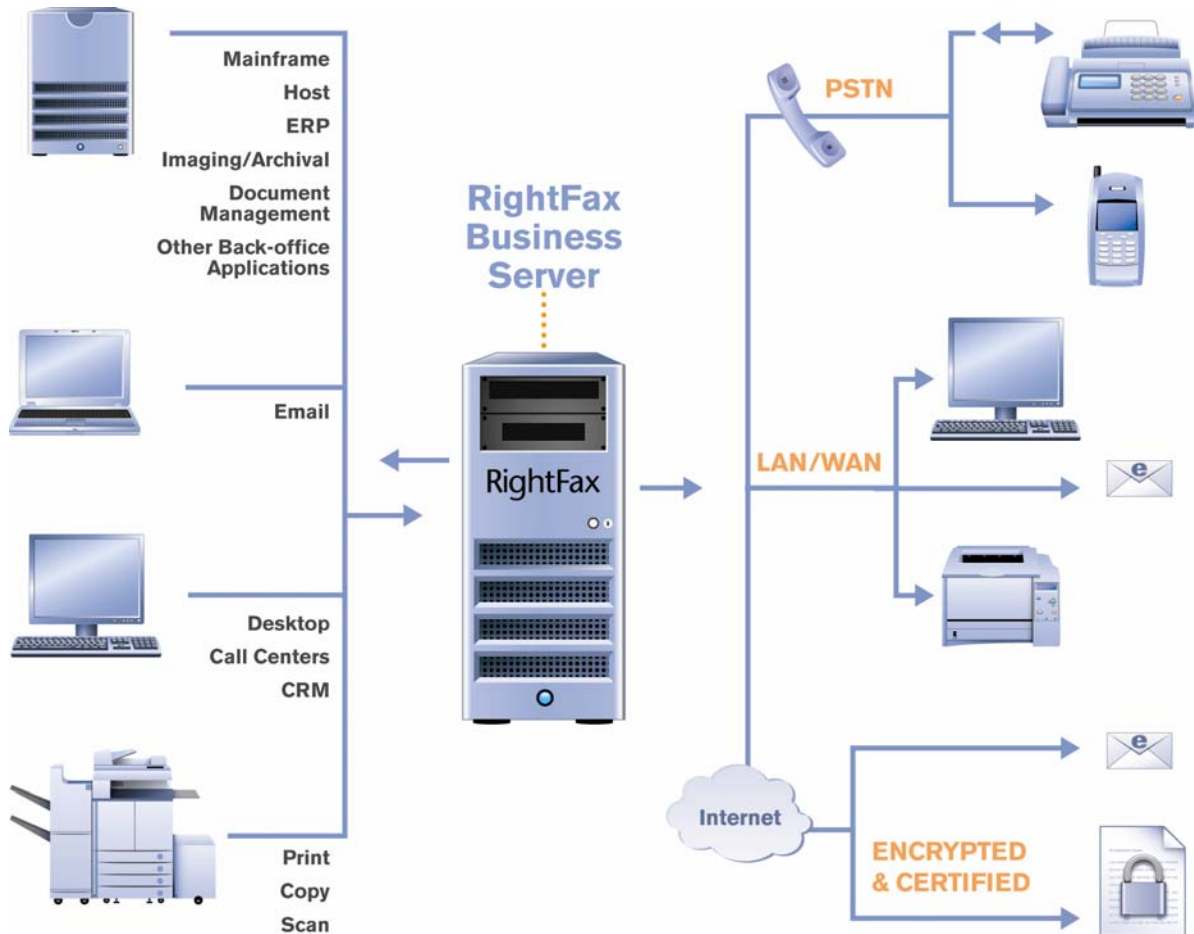
HOW IT WORKS

RightFax Enterprise Servers are designed to work in multi-server environments where two or more fax servers work in conjunction, connected via LAN, WAN or an Internet/intranet. Custom dialing rules automatically route inbound and outbound faxes between these connected servers either to distribute workload or to minimize or avoid long-distance phone charges.

When the server receives a document to fax, it calls one of four separate rendering engines: A PCL engine for jobs sent directly to the print queue using a standard PCL print driver; the optional Pscript engine for PostScript or PDF files; the INSO engine for documents received in their native application format such as Word or Excel files; or the Server-side application (SSA) conversion engine which uses locally installed applications to render files created in those applications.

The server decides automatically which conversion engine to use based on the format of the submitted document and the installed conversion capabilities. After conversion to fax format, the server examines the destination fax number and compares it to a list of customizable dialing rules. Depending on the dialing configuration, the fax is then either transmitted via the local phone lines, a LAN/WAN or over the Internet.

A comprehensive suite of optional add-on modules allows companies to customize each RightFax Enterprise Server for the unique needs of the fax users, workgroups and workload across the enterprise, whether to support specialized enterprise fax and e-document delivery, integrating with email and other third-party applications, or incorporating a wide array of powerful administrative utilities.



FEATURES

- Enterprise-wide faxing and electronic document delivery supporting diverse selection of fax clients including the built-in RightFax FaxUtil client, Microsoft Outlook, IBM Lotus Notes or any Web browser, as well as integration options for fax-enabling multifunction devices, desktop applications, CRM, ERP and other business applications
- 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
- Certification for Windows 2003 Standard and Enterprise Servers (including support for Microsoft Windows XP and Office XP platforms)
- Out of the box support for Microsoft SQL Server 2000 Desktop Engine (MSDE), in addition to support for Microsoft SQL Server 2000 Standard Edition

- Supports Web client access allows users to send, receive and manage faxes remotely
- Seamless phone book integration including LDAP, ODBC, Active Directory and more
- Advanced administrative tools and interfaces providing precise control over all aspects of server functionality from individual and global fax channel settings to detailed user and peripheral configurations from the office or remotely via the Web
- Customizable administrative notifications and alerts for specified events (including SMS paging options)
- Comprehensive fax usage reports for tracking and billing purposes using built-in or customizable report formats
- Automated load-balancing and Least-cost Routing™ between networked and remote RightFax servers
- Built-in clustering and redundancy features
- Customizable notifications including auto-reply confirmations of delivered faxes based on sender's CSID
- Phone and Web-based fax-on-demand capabilities for easy, anytime document access
- Remote-access telephone user interface to manage fax mailboxes
- Robust, reliable alerting and monitoring capabilities for all RightFax servers on a network
- Pager alerts
- Expandable to 1,024 channels with unlimited user licenses

SUPPORTED INBOUND ROUTING METHODS

- Direct Inward Dial (DID)
- Dual-Tone Multi-Frequency (DTMF)
- Voice-assisted DTMF
- Dialed-Number Identification Services (DNIS)
- PBX (DNIS/DID interface)
- Caller Subscriber Identification (CSID)
- Inbound to email
- Integrated Services Digital Network (ISDN)
- Manual line/channel
- Optical Character Recognition (OCR)
- Network folders
- RightFax Workflow Wizard, powered by Captaris Teamplate

SERVER REQUIREMENTS

For a list of server requirements please see RightFax Requirements datasheet.

FOR MORE INFORMATION

Captaris is a leading provider of Business Information Delivery solutions that integrate, process and automate the flow of messages, data and documents. Captaris produces a suite of proven products and services, in partnership with leading enterprise technology companies, delivered through a global distribution network. Captaris has installed over 80,000 systems in 44 countries, with 93 of the Fortune 100 using the company's award-winning products and services to reduce costs and increase the performance of critical business information investments. For more information please contact us at www.captaris.com or call +1.520.320.7000.

©2004 Captaris. 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 Interchange, RightFax and Teamplate are trademarks of Captaris. All other company, brand and product names are the property and/or trademarks of their respective companies.
MC0010031 RD1004