



## DATASHEET

# RightFax Universal Information Exchange

Automated, Immediate and Low-cost Delivery of Business-critical Information via Fax or Email from Virtually Any Application

## OVERVIEW

With worldwide installations in every industry, Captaris RightFax Universal Information Exchange (UIX) has become an integral component in many organizations' information exchange strategies and workflow processes. Captaris solutions are designed to help companies exchange business-critical information quickly and efficiently, while speeding communication and reducing costs by 90 percent. RightFax UIX integration solutions provide production fax and email delivery and receipt of documents from virtually any application including desktop, ERP, CRM, document management and other popular back-office enterprise applications.

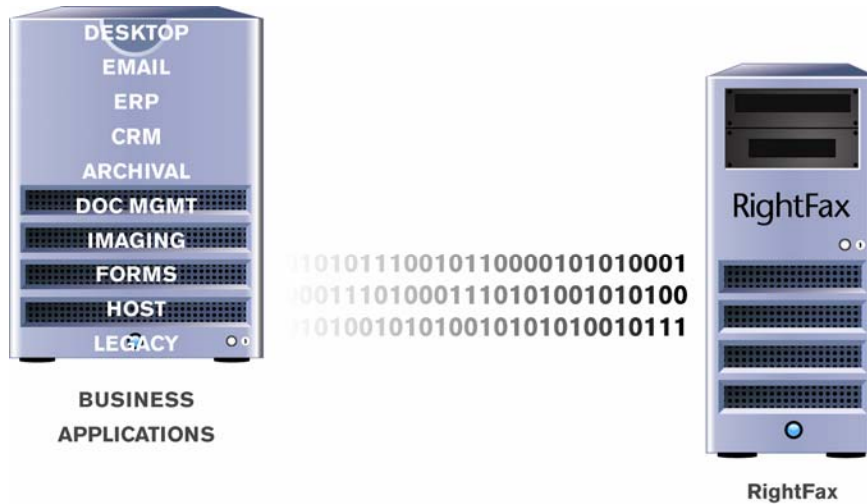
With RightFax UIX integration solutions, companies will:

- Reduce document delivery costs by up to 90 percent
- Provide unattended, real-time, reliable electronic delivery and receipt of business-critical documents
- Eliminate manual processes such as printing, mailing or manually faxing documents
- Enhance efficiency through process automation
- Expedite communication with partners and improve response times
- Receive market leading technology with more certified integrations with other software applications, including Microsoft, Oracle, SAP, Siebel, IBM Lotus and FileNet
- Leverage existing systems to maximize return on technology investment
- Eliminate the need to install and manage multiple stand-alone fax machines
- Put leading edge technologies like XML, JAVA and Facsimile Command Language (FCL) to work for information delivery needs
- Deliver documents in a variety of formats, including fax, email and through the Internet

## HOW IT WORKS

Organizations use a variety of applications in order to generate the documents critical to running a business. These include applications that employees use for daily communication such as email and desktop, or back-office systems including ERP, CRM, document management, archival, imaging, forms, host, legacy and other network applications implemented to bring business process efficiencies. RightFax UIX offerings leverage these applications by electronically exchanging the documents they generate with trading partners.

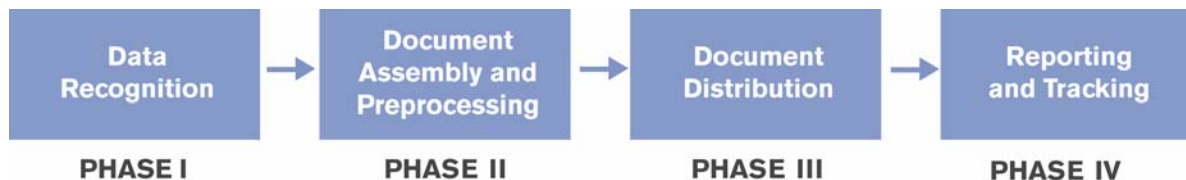
**Figure 1: Each application outputs various forms of "information." Flexible RightFax integration tools can capture and receive this information seamlessly.**



Once information is sent from an application(s) to RightFax, a four-phase process begins.

## RIGHTFAX UNIVERSAL INFORMATION EXCHANGE AUTOMATING BUSINESS PROCESSES

**Figure 2: RightFax incorporates a four phase process that captures any form of information, renders it into an electronic image, distributes the information via fax, email or over the Internet and creates customized reporting, including host notifications.**



### PHASE I: DATA RECOGNITION

Whether sending a large batch of data from a host application, a Java call from an ERP or CRM application, or a simple word document or email, RightFax UIX solutions are able to capture and recognize data.

Without having to change existing applications, RightFax data recognition technology will capture and configure data being sent from applications in the following formats:

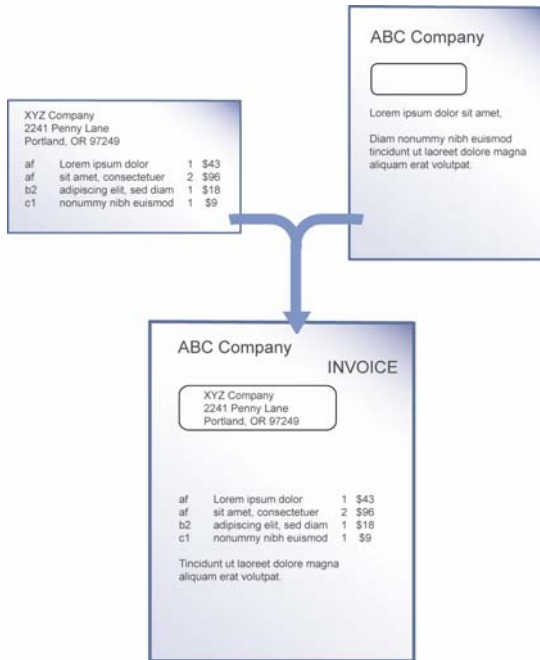
- File (PCL, Text, PS)
- LPR Connection, Print
- Serial
- 3270
- TCP/IP
- File Transfer Protocol (FTP)
- JAVA
- XML
- IBM WebSphere MQ
- SAPconnect
- SAPscript
- Oracle print files
- Embedded codes
- Inbound fax

This extensive list allows RightFax to integrate with virtually any enterprise application.

## PHASE II: DOCUMENT ASSEMBLY AND PREPROCESSING

After receiving the data, RightFax assembles the information by rendering an electronic image of each separate document. Depending on the file type and data format, this can be accomplished in a number of ways—one-off documents or emails can be rendered into TIF images and "data filters" can be created using the RightFax Wizard. In instances when codes have been embedded into the data stream, a forms overlay process can be implemented. During this phase, other preprocessing takes place to ensure the document's presentation format and delivery type, scheduling and priority rules, contact information, notification rules and other useful information about the fax document.

**Figure 3: FCL Commands can be embedded into data streams or wrapped around data streams to create electronic images of business documents.**



## PHASE III: DOCUMENT DISTRIBUTION

Once the electronic images have been created, RightFax delivers the document securely and instantaneously via fax, email or over the Internet. Whether sending a hundred or thousands of documents a day, RightFax is built to scale and handle any capacity. And, with advanced features such as load-balancing, least-cost routing and scheduled delivery, additional cost efficiencies are achieved.

## PHASE IV: REPORTING AND TRACKING

RightFax stands above other e-document delivery solutions with extensive reporting capabilities, including:

- Standard reports that monitor all e-document delivery activity
- The ability to create customized reports including graphs
- Notification of information delivery
- Highly customizable notifications including document level notifications, user level notifications, Microsoft Outlook and IBM Lotus Notes notifications and even custom host notifications to a database or back-office application

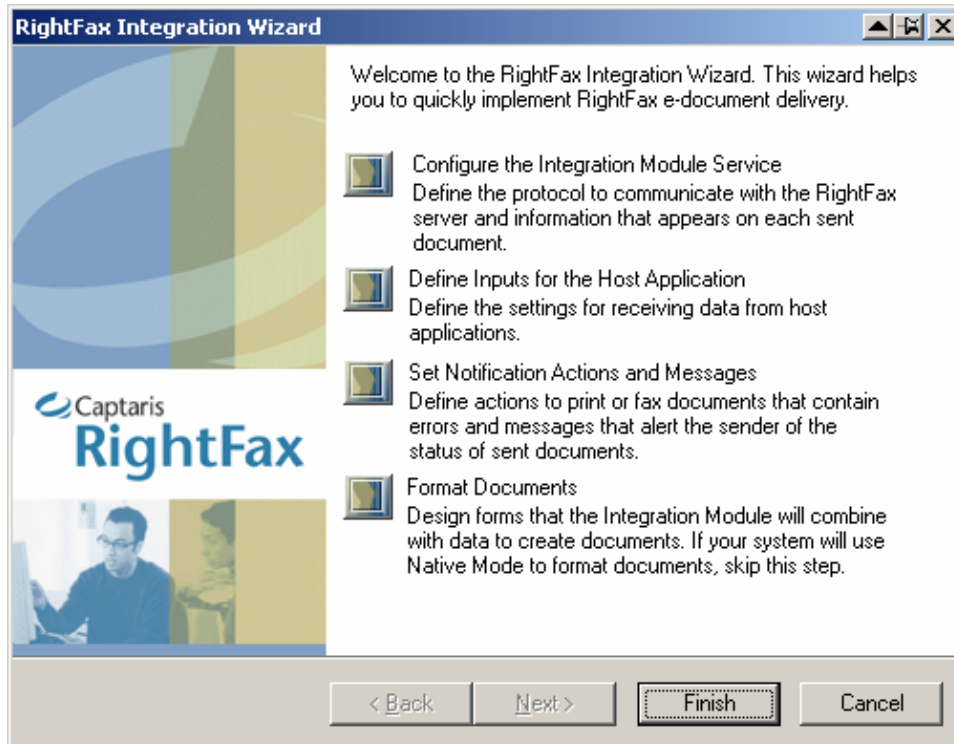
## FEATURES

### RightFax Integration Wizard

The RightFax Integration Wizard helps to quickly implement RightFax integrations including:

- Defining the protocol to communicate with the RightFax server and information that appears on each sent document
- Defining the settings for receiving data from CRM, host, legacy and ERP applications
- Defining actions for alerting senders of the status of sent documents
- Designing forms that are combined with data to create documents

**Figure 4: The RightFax Integration Wizard makes building integrations faster and more efficient.**



### OTHER RIGHTFAX UNIVERSAL INFORMATION EXCHANGE FEATURES

- Over 100 powerful FCL commands or production embedded codes that allow customization to best suit the host environment
- Document-based host notifications—send critical notifications back to the host system that generated the fax document
- Short Messaging Services (SMS) gateway supports bi-directional SMS messaging in the RightFax mailbox
- Intuitive graphical user interface enables filters to be created using drag and drop functionality
- Certified, confirmed document delivery options available by adding the RightFax SecureDocs Module
- Certified integrations with Oracle and SAP applications
- Supports the following host systems: IBM, DEC, HP, UNISYS, Sequent, Wang, NCR and others
- Supports the following connectivity options: LPR, 3270, TCP/IP, FTP, 5250, IBM WebSphere MQ, Client 5.1 for Windows NT, Serial IPX/SPX and Directory Scan

## RIGHTFAX UNIVERSAL INFORMATION EXCHANGE PACKAGES

FEATURE	RIGHTFAX BUSINESS INTEGRATION	RIGHTFAX ENTERPRISE INTEGRATION
<b>RightFax Server Compatibility</b>	Business Server or Enterprise Server	Enterprise Server
<b>Volume/Throughput Capacity</b>	Supports two channels of low volume production fax/ integration traffic. Can be expanded to up to four integration/production fax channels.	Up to 1,024 channels
<b>Document Type or Form</b>	Supports up to two forms creation such as a Purchase Order or Invoice using the Filter Wizard.	Unlimited
<b>Notifications</b>	Includes standard reporting features included with server. Document-based, host notifications can be purchased as an additional capability.	Standard reporting features included with server plus host notifications
<b>Common Back-office Application Integrations</b>	Host, legacy, mainframe, midrange, AS/400, ERP (SAP, Oracle E-Business, PeopleSoft, JD Edwards)	Unlimited including: host, legacy, mainframe, midrange, AS/400, ERP (SAP, Oracle E-Business, Oracle CRM, PeopleSoft, JD Edwards), SFA, CRM, SCM and others
<b>Allowable Input Recognition</b>	Choice of up to two: <ul style="list-style-type: none"> <li>• File - FTP</li> <li>• LPR/Print</li> <li>• RightFax Filter—up to 2 only</li> <li>• SAPconnect—up to 2 Instances only</li> <li>• SAPscript—up to 2 Instances only</li> </ul>	Unlimited <ul style="list-style-type: none"> <li>• X</li> <li>• X</li> <li>• Unlimited</li> <li>• Up to 16 Instances</li> <li>• X</li> </ul>
<b>TCP/IP Connectivity</b>	Not Included	X
<b>Serial Connectivity</b>	Not included	X
<b>3270</b>	Not included	X
<b>MQ Series</b>	Not Included	X
<b>RightFax XML Interface</b>	Not Included	X
<b>RightFax Java API</b>	Not Included	X
<b>Document Delivery over the Internet via InternetLink Module</b>	May be purchased as an add-on module	X
<b>Certified Document Delivery via SecureDocs Module</b>	May be purchased as an add-on module (with InternetLink)	X
<b>RightFax Modules for Exchange and Notes</b>	May be purchased as an add-on module	X
<b>RightFax Connector for SAP R/3</b>	X—Limited to two instances	X
<b>RightFax Connector for Oracle CRM</b>	Not Included	X

FEATURE	RIGHTFAX BUSINESS INTEGRATION	RIGHTFAX ENTERPRISE INTEGRATION
<b>RightFax Connector for Oracle E-Business Suite</b>	X—Limited up to two instances from Purchasing 11i only	X
<b>RightFax Connector for FileNet P8</b>	Not Included	X
<b>Document-based host notifications</b>	May be purchased as an add-on module	X
<b>RightFax COM Module</b>	May be purchased as an add-on module	X
<b>Implementation Services</b>	Can be purchased separately	Can be purchased separately

### 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](http://www.captaris.com) or call +1.520.320.7000.

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