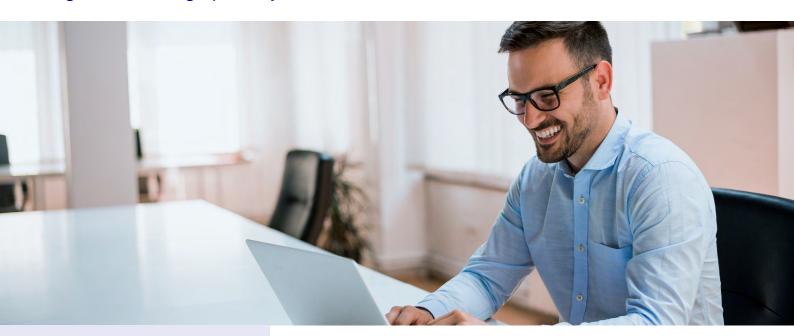# opentext™

SERVICE OVERVIEW

Remote Managed Services for RightFax

Extend stretched IT resources with OpenText Professional Services to keep RightFax running optimally.

Fill resource gaps with OpenText Professional Services RightFax experts

Gain greater flexibility and scalability to meet business goals by freeing IT staff for other tasks

Reduce Risk by identifying potential problems before they occur

IT departments are being asked to do ever more with less. Workforce reductions or reallocation of staff resources can leave expertise gaps – critical systems left without knowledgeable maintenance and management. As lean teams are asked to cover more ground, problems and solutions compete for these scarce resources.

Maintaining a complex fax server network of integrations, upgrades, and telephony connections requires internal professionals to implement, monitor, and troubleshoot. As demands on IT resources increase, organizations must simplify the way they administer faxing operations. Freeing up staff and streamlining IT processes can allow rapid responses to critical business opportunities and emerging requirements.

Simplify digital faxing with the most trusted partner for managing RightFax environments: OpenText™ Professional Services. Remote Managed Services for RightFax™ alleviates staff resource drains associated with running mission-critical faxing operations. Organizations are empowered to focus on what they do best.

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Fill resource gaps with OpenText Professional Services RightFax experts

Remote Managed Services are available in a range of packages to suit organizations' specific needs. OpenText Professional Services can monitor, maintain, upgrade, and/or administer systems built on servers or virtual machines, integrating with a range of email gateways, MFP connectors, SAP, SharePoint, and more.

Gain greater flexibility and scalability to meet business goals

When fax server environment expertise is impacted by skills drain or churn, organizations can better apply key staff to other projects. OpenText Professional Services provides options designed to help organizations securely and quickly scale to meet growing business needs.

Reduce risk by identifying potential problems before they occur

For many businesses, the risk and uncertainty of relying on a traditional break-fix maintenance service regime is too great. OpenText Remote Managed Services proactively monitors all managed environments to identify issues before they cause downtime and lost revenue.

Remote Managed Services for RightFax combines OpenText™ RightFax™, with the expertise to manage, monitor and maintain peak performance. Who better to understand the solution than the company that produces it? Bringing in OpenText Professional Services as a strategic partner delivers peace of mind as well as greater insights into what's possible and how to achieve it. Regularly scheduled reports offer a deep understanding of the overall health of a RightFax environment, giving insight into how the RightFax system can be optimized for everyday and peak volumes.

Remote Managed Services for RightFax supports both on-premises installations or a deployment with a third-party cloud datacenter, providing expertise while allowing organizations to maintain their existing deployment model. OpenText Professional Services has built best practices specifically for RightFax, leveraging decades of experience. Who knows RightFax better than the experts?

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US Pharmaceutical Company

A RightFax customer with OpenText™ RightFax and RightFax Connect™ had a challenging implementation with SAP, email integration, and a large distributed MFP deployment. This organization trusted OpenText Professional Services to provide additional IT services to monitor and maintain their mission-critical RightFax implementation.

Service Delivery

This organization required proactive RightFax application maintenance, monthly incident support, and system health checks along with quarterly business reviews to ensure their instance of RightFax was operating at 100% peak efficiency.

Customer Feedback

"We are beyond happy with the level of support that OpenText Professional Services and OpenText Support have provided to us. The success of our RightFax environment is reflective of working with OpenText as a trusted partner." Output Management, Client Productivity Services

Service Feature	Description
Regularly scheduled reports	Health checks to insure RightFax system is 100% optimized
Proactive application maintenance	Based on proven OpenText best practices
RightFax server administration	Add, modify, or remove modules or configurations
Patch deployment for critical issues	Provides peace of mind in response to critical issues
Annual training for help desk/tier 1	Ensures users' support experience / expectations are meet

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: **opentext.com**.

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