**opentext™**

# OpenText Fax Private Cloud (Managed Services)

Extend your resources with OpenText experts



## Benefits

- Offload complexity and enhance the agility of resources
- Support digital transformation and modernization initiatives
- Gain greater flexibility and scalability

The reliable exchange of fax-based communications remains a critical form of secure information exchange. Organizations turn to digital fax technology to improve processes and fax-dependent workflows increase the speed of communications, decrease compliance risk, and improve process automation.

A complex fax server network of integrations, upgrades, and telephony connections is costly and complex and requires continuous investments in specialized technology and internal professionals to implement, monitor, and troubleshoot. How can organizations simplify and enhance digital faxing operations to rapidly respond to business opportunities and workflow requirements? How can they keep up with dynamic integration requirements with enterprise applications? How can they divert precious IT resources to other strategic initiatives?

Organizations can simplify digital faxing by combining the most comprehensive digital fax technology with the most trusted partner for managing a fax network. OpenText™ Fax Private Cloud (Managed Services) empowers organizations with the expertise and marketplace advantage to focus on what they do best, by alleviating the onsite hardware, software, complexities and other resource drains that come with running mission-critical faxing operations.

## People and processes: Global experience and expertise

The success of digital fax operations relies on a highly available global infrastructure. However, just as vital are the processes and the skilled people who manage the diverse complexities of integration and program requirements.

OpenText Fax Private Cloud frees up internal resources so organizations can focus on core business objectives, eliminates on-premises fax server hardware/software costs and maintenance fees and fills gaps in internal expertise.

OpenText Fax Private Cloud combines OpenText Fax, the most trusted fax server for secure information exchange, with the technology, integrations, and experts to implement, manage, and monitor an OpenText Fax implementation.

This critical combination of technology, processes, and people empowers an organization to meet its business performance goals, improve customer satisfaction, and maintain a competitive edge in today's global marketplace. OpenText Fax Private Cloud provides a partner with more than 30 years of fax experience to manage the fax network, integrations, and global processes.

Tighter integrations with enterprise applications and back-end systems provide increased throughput and workflow automation capabilities that allow organizations to do business faster. By improving efficiency and the rate of secure information exchange, organizations can react faster to opportunities and customer communications, improving customer satisfaction and accelerating growth allowing software providers to get unparalleled value and dependable innovation.

## Offload complexity and enhance the agility of your resources

When fax server environment expertise transitions from a single-threaded internal resource to the OpenText team, organizations can focus on what they do best—without the distraction of supporting a complex fax server infrastructure of integrations and connectivity. It provides technical and support solutions designed to help organizations securely and quickly scale to meet growing business needs.

## Support digital transformation and modernization initiatives

Transforming document-intensive workflows, especially those related to interactions with customers and other stakeholders, offers the opportunity to drive competitive differentiation and bottom-line results. Digital fax technology plays a pivotal role in modernizing and transforming document-intensive workflows by eliminating inefficiencies and error-prone processes, while improving the security of communications to decrease risk.

## Gain greater flexibility and scalability to meet business goals

By centralizing and consolidating all faxing with OpenText Fax Private Cloud, organizations are backed by a global infrastructure and gain greater visibility across all faxing operations for users, enterprise applications and workflows— plus the right technology, people, and processes to future-proof digital faxing needs.



OpenText Fax Private Cloud (Managed Services)

| Feature | Description |
|---|---|
| **Flexible deployment options** | Deploys in a third-party cloud or in an OpenText data center |
| **Systems management** | Performs all day-to-day management of the OpenText Fax (RightFax) infrastructure, including health monitoring, data backup, network management, systems administration, database management, and application support systems |
| **Program management** | Provides planned project management activities ranging from oversight of all production activities to service and feature release upgrades |
| **Global support and managed services** | Delivers comprehensive proactive and reactive system management, including 24/7 global customer support, transaction and systems health monitoring, alerting and incident management |
| **Global infrastructure** | Provides options to keep service, data and operations within regional data zones in North America and Europe |
| **High availability** | Delivers unparalleled fax service levels with availability guarantees as high as 99.95 percent, with OpenText's world-class data centers providing local services with global reach and redundancy within and across data centers |
| **Security** | Offers several encryption options: VPN, SSL, TLS, and HTTP.<br><br>Additional security services include user authentication, physical security, data encryption while at rest and in transit for the fax transmission, encryption of fax images stored in the data center and ongoing security audits |
| **Unlimited, scalable fax capacity** | Eliminates the burden of connecting, troubleshooting, and managing the OpenText Fax server and on-site telephony with the secure transmission of faxes through the OpenText cloud fax network, providing reliable and scalable capacity |
| **Enterprise application integrations** | Delivers unmatched capabilities for integrations with SAP®, Oracle® , Microsoft® SharePoint®, IBM® FileNet®, OpenText eDOCS Content Management, EMR applications, capture technology or any other type of enterprise application and scale integration resources to meet the budget and timeframe requirements of fax automation projects |

## Resources

| Feature | Description |
|---|---|
| **Every RightFax capability included** | Includes all add-on modules and capabilities available for OpenText Fax, whether an organization is connecting five multifunctional printer (MFP) devices or 500, needs barcode routing or email integration |
| **Visibility and analytics** | Provides a simple, web-based user interface where organizations can maintain control of managing users Offers a view of OpenText Fax system performance, as well as summary-level dashboards, with OpenText Fax Analytics to see transaction volume trends and delivery success rates |
| **Future-proof RightFax** | Includes the latest version of OpenText Fax, with all service pack updates when necessary and full feature release upgrades every other year |
| **Flexible deployment options** | Deploys in a third-party cloud (e.g. AWS) or in an OpenText data center |

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