opentext™

CHECKLIST

Solution capabilities checklist: Choosing an enterprise fax server

Use this checklist to determine what your organization requires in an on-premises, enterprise-grade fax server and see how OpenText compares with other options

Faxing remains a universal method of document delivery with up to 100 billion faxes sent each year,1 and for many organizations, fax is also an essential part of business processes, workflows and compliance. Businesses that rely on fax-dependent workflows and processes can reduce costs, solve tracking and security issues with digital audit trails and increase efficiency by implementing an enterprise fax server solution. Enterprise fax servers turn faxed documents into electronic documents that can be integrated into workflows, business processes and existing business applications. This checklist is designed to help organizations understand what capabilities can help them achieve the business goals associated with an enterprise fax server implementation.

Solution capabilities checklist: Enterprise fax server				
Solution capabilities		**OpenText**™ **RightFax**™	**Other provider**	**Priority: L, M, H, N/A**
User-friendliness				
Quick desktop faxing for Microsoft® Windows® environments	Does the fax server provide print-to-fax and send-to-fax functionality and easy faxing from the Windows tray icon?	⊘		
User accessibility	Does the fax server provide a "thick" installable user client and a "thin" web-based accessible client?	⊘		
SMTP email integrations	Is the fax server compatible with any SMTP email server, such as Microsoft® Office 365®, Gmail™, etc.?	⊘		
Pre-built email connectors	Does the fax server provide pre-built connectors for Microsoft Exchange and IBM® Notes® and toolbar access to the "send a fax" button, pre-populated fax forms, phone books and library documents?			
Multi-function printer (MFP) integrations	Does the fax server offer an SMTP connector to fax-enable any MFP device?			
	Does the fax server provide pre-built, two-way connectors with user authentication for Ricoh®, HP®, Konica Minolta® and Xerox®?			
	Does the fax server support badge-swipe authentication to log users into their fax account at their device?			

opentext™

Solution capabilities		OpenText™ RightFax™	Other provider	Priority: L, M, H, N/A
Analytics				
Integrated analytics	Does the fax server provide visual representation of key metrics, such as volume, system performance and channel utilization?	✓		
	Does the analytics solution provide drill-down capabilities into message-level detail?	✓		
	Is the analytics tool configurable to meet the needs of your organization?	✓		
Integrations				
Production faxing capabilities	Does the fax server integrate with the back-end systems (ERP, CRM, ECM and EMRs) that generate batch documents for automated faxing?	✓		
	Do batched deliveries include delivery status notifications to the fax server?	✓		
Certified connector for SAP*	Does the fax server provide a pre-built, certified connector for SAP?	✓		
Connector for Oracle*	Has Oracle created a connector for the fax server to create, send and receive faxes with Oracle E-Business Suite and Oracle 9i applications?	✓		
Connector for Microsoft® SharePoint®	Is there a pre-built integrated connector for SharePoint?	✓		
Connector for IBM® FileNet*	Is there a pre-built connector for FileNet?			
Connector for OpenText* eDOCS	Is there a pre-built connector for eDOCS?			
Connector for OpenText* Content Server	Is there a pre-built connector for Content Server?			
Other integration options	Does the fax server provide other integration tools, modules and APIs, including those that support embedded scripting command languages?	✓		

opentext™

Solution capabilities		OpenText™ RightFax™	Other provider	Priority: L, M, H, N/A
Routing and distribution				
Routing	Does the fax server route faxes to an individual user's fax inbox and/or integrated email inbox?	✓		
Group routing	Can the fax server route faxes to all members of a specified group?	✓		
Linear distribution	Can the fax server apply linear routing to a specified group? For example, route first to user one, then to user two and so on.	✓		

Solution capabilities		OpenText™ RightFax™	Other provider	Priority: L, M, H, N/A
Round robin distribution	Can the fax server distribute messages based on load balancing within a specified group? For example, route each message to the next available inbox?	✓		
System routing	Can the fax server route faxes to a network folder, back-end system or application, vertical applications and document management systems?	✓		
Archival routing	Can the fax server route faxes to an archiving or storage system?	✓		
Print routing	Can the fax server automatically print inbound faxes upon receipt?	✓		
Routing based on optical and intelligent character recognition (OCR/ICR)	Can the fax server use OCR and ICR to convert fax images into standard, editable text files for OCR processing?	✓		
Barcode recognition and routing	Does the fax server support barcode routing based on 1D and 2D barcodes?	✓		
XML export	Does the fax server output fax image files and metadata in XML format, which can be imported into XML-compatible systems and applications?	✓		

opentext™

Solution capabilities		OpenText™ RightFax™	Other provider	Priority: L, M, H, N/A
Archiving and storage				
Archiving	Does the fax server provide an integrated archiving system that records all inbound and outbound fax transactions and includes searchable access?	✓		
Archiving without disruption	Does the fax server archive without suspending fax operations?	✓		
Exporting	Does the fax server export faxes and metadata?	✓		
Searching stored faxes	Does the fax server support searchable PDF functionality?	✓		
Automatic archiving	Does the fax server automatically archive faxes?	✓		
Enhanced security measures				
Advanced encryption	Does the fax server provide encryption for fax content stored in the image directory?	✓		

Solution capabilities		OpenText™ RightFax™	Other provider	Priority: L, M, H, N/A
Approvals	Does the fax server provide approval workflows and approval holds to allow for review and tighter security on sensitive information?	✓		
Transport layer security (TLS) and secure socket layer (SSL) support	Does the fax server support TLS and SSL for secure, authenticated connections to SMTP email applications?	✓		
Active Directory®	Does the fax sever integrate with Active Directory?	✓		
Robust synchronization capabilities	Does the fax server integrate with Open Database Connectivity (ODBC) and Lightweight Directory Access Protocol (LDAP)?	✓		
Administrative client	Does the fax server provide a full-featured administrative tool to manage all fax servers from a single client application with comprehensive reporting, alerting and monitoring tools?	✓		

opentext™

Solution capabilities		OpenText™ RightFax™	Other provider	Priority: L, M, H, N/A
Advanced implementations				
Shared database for high availability	Does the fax server support load balancing and shared internal services and images for high availability?	✓		
Cold spare	Does the fax server support cold spare for long-term system shutdowns, system failures and interruptions?	✓		
Active-passive cluster	Does the fax server convert to a secondary server for continued fax processing in the event of a primary outage?	✓		
Virtualization	Does the fax server support virtualization using Microsoft Hyper-V, live migration, VMware ESX*, VMware vSphere* and VMware vSphere* vMotion*?	✓		
Telephony compatibility				
Fax over IP (FoIP) and session initiation protocol (SIP) trunk providers	Is the fax server compatible with a long list of FoIP and SIP trunk providers such as Cisco, Avaya and Mitel?	✓		
Cloud-based telephony	Can the fax server integrate with the cloud to eliminate onsite fax-based telephony?	✓		
Flexible deployment options				
On-premises	Does the fax solution provide the tools for a complete on-premises deployment?	✓		
Hybrid	Does the on-premises fax server also provide its own, purpose-built cloud service for cloud-based transmissions?	✓		
Cloud	Can the fax server be deployed in the cloud using services such as Azure®?	✓		
Managed services	Does the fax solution include a managed services option provided by a dedicated team of experts?	✓		
All deployment options	Does the provider offer all four deployment methods to provide you with the most flexibility and options?	✓		

opentext™

Proven vendor leadership		OpenText™ RightFax	Other provider	Priority: L, M, H, N/A
Company financial health				
Financial performance	Can the vendor demonstrate annual revenue growth?	⊘		
Investment				
Commitment to enterprise fax solutions	Can the vendor demonstrate continued focus on the fax market with a strong future product vision and investments in research, development and engineering?	⊘		
Project management				
Professional services	Does the vendor provide additional support where and when needed?	⊘		
Strategic partnerships				
Third-party partnerships	Does the vendor have strategic alliances with third-party partners?	⊘		
Technology partnerships	Does the vendor have a technology partner program for key technology alliances?	⊘		

[1] BeBusinessed.com. Numbers Don't Lie: Impressive Stats of Online Fax

https://bebusinessed.com/online-fax/impressive-stats-of-online-fax/

🖳 Watch the demo

🖳 Watch the video

⤵ Learn more

opentext.com/contact