



# OpenText™ RightFax™ Managed Services

Your goals. Our resources.

The reliable exchange of fax-based communications remains a critical form of secure information exchange. Business processes and workflows rely on inbound and outbound faxing as part of business-critical communications. Organizations turn to digital fax technology to improve processes, and to fax-dependent workflows to increase the speed of communications, decrease compliance risk, and improve process automation.

By its very nature, a complex fax server network of integrations, upgrades, and telephony connections is costly, complex, and requires continuous investments in specialized technology and internal professionals to implement, monitor, and troubleshoot. Given these challenges, how can you simplify and enhance your digital faxing operations to rapidly respond to new business opportunities and workflow requirements? How can you keep up with dynamic integration requirements with enterprise applications? How can you divert precious IT resources to other strategic initiatives?

## Your goals. Our resources.

OpenText™ RightFax™ Managed Services empowers your organization to free up internal resources to focus on core business objectives, eliminate on-premises fax server hardware/software costs and maintenance fees, and fill gaps in internal expertise. RightFax Managed Services combines OpenText™ RightFax™—the most trusted fax server for secure information exchange—with the technology, integrations, and experts to implement, manage, and monitor your RightFax implementation. RightFax Managed Services empowers your organization to reach your business automation goals, improve customer satisfaction through faster document exchange and processing, and support digital transformation and modernization strategies with a powerful digital fax solution.

## BENEFITS

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- *Enhance the agility of your resources*
- *Increase customer satisfaction through faster business process and workflow automation*
- *Support digital transformation and modernization initiatives with the most trusted digital fax solution*
- *Improve flexibility and scalability to meet business goals*
- *Free up internal resources to focus on core business objectives*

## RightFax Managed Services overview

### Simplify digital faxing with the most trusted fax partner

RightFax Managed Services simplifies faxing by combining the most comprehensive digital fax technology for automating and streamlining workflows with the best partner for managing your fax network on your behalf. It empowers your organization with the expertise and marketplace advantage to focus on what it does best, while alleviating you of 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 overall success of your 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. It's this critical combination of technology, processes, and people that empowers you to meet your business performance goals, improve customer satisfaction, and help you maintain a competitive edge in today's global marketplace. With RightFax Managed Services, you gain a partner with more than 30 years' fax experience to manage your network, integrations, and the global processes. Plus, you gain experts to provide:

**Systems management**—OpenText performs all day-to-day management of your RightFax infrastructure, including systems-health monitoring, data backup, network management, systems administration, database management, and application support.

**Program management**—Experienced RightFax specialists work with you to ensure implementation success. OpenText also provides planned project management activities ranging from oversight of all production activities to service and feature release upgrades.

**Global support and managed services**—OpenText delivers comprehensive proactive and reactive management of your system, including global customer support. 24/7 global support includes transaction and systems health monitoring, alerting, and incident management.

### Technology: global, scalable platform and services

RightFax Managed Services delivers a broad array of value-added, digital fax services on a highly available global infrastructure, all in support of your mission-critical fax processes:

**Global infrastructure**—The depth of OpenText global data centers gives you options to keep your service, data, and operations within regional data zones in North America and Europe.

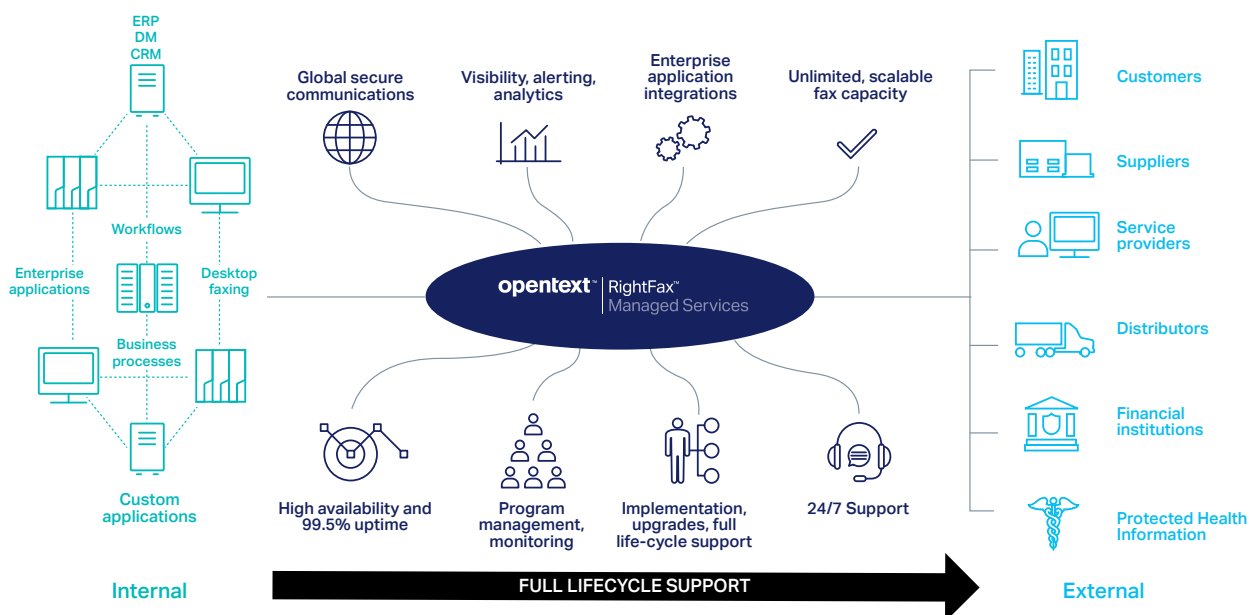
**High availability**—Experience unparalleled fax service levels with availability guarantees as high as 99.5 percent. OpenText operates world-class data centers to provide local services with global reach and redundancy within and across data centers.

**Security**—RightFax Managed Services provides several encryption options: VPN, SSL, TLS, and HTTPS. 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**—Eliminate the burden of connecting, troubleshooting, and managing your RightFax server and onsite telephony. This is often the most complex part of a RightFax implementation and the most common source of fax delivery failures. RightFax Managed Services includes the secure transmission of faxes through the OpenText cloud fax network, providing reliable and scalable capacity.

**Enterprise application integrations**—Gain unmatched capabilities for integrations, one of the most important parts of automating and optimizing fax-dependent workflows. Whether you need to integrate with SAP®, Oracle®, Microsoft® SharePoint®, IBM® FileNet®, OpenText™ eDOCS, EMR applications, capture technology, or any other type of enterprise application, let OpenText manage those integrations for you. You have the advantage of scaling up integration resources to ensure you meet the budget and time frame requirements of your fax automation projects.

## OpenText RightFax Managed Services



**Get every RightFax capability that you need**—RightFax Managed Services includes all add-on modules and capabilities available for RightFax. Whether you're connecting five multifunctional printer (MFP) devices or 500, need bar code routing or email integration—every option is available to you.

**Visibility and analytics**—Using a simple, web-based user interface, you maintain control of managing your users. You can view your RightFax system performance, as well as the summary-level dashboards, with RightFax Analytics to see transaction volume trends and delivery success rates. Armed with these insights, you can be responsive to your changing business needs.

**Future-proof RightFax**—We implement the latest version of RightFax, perform all service pack updates when necessary, and do full feature release upgrades every other year. Let us handle the complexity of upgrades, testing, and deployment for you.

### **Benefits of RightFax Managed Services**

#### **Enhance the agility of your resources**

Whether faced with competing or new priorities, workforce churn, or gaps in internal know-how, your fax server environment expertise transitions from a single-threaded internal resource to the OpenText team. This frees your team to focus on other strategic IT initiatives. RightFax Managed Services gives you a competitive advantage by enabling your company to focus on what it does best—without the distraction of supporting a complex fax server infrastructure of integrations and connectivity. It provides technical and support solutions designed to help you securely and quickly scale to meet your growing business needs.

#### **Increase customer satisfaction through faster business process and workflow automation**

Tighter integrations with enterprise applications and back-end systems provide increased throughput and workflow automation capabilities that allow you to do business faster. By improving efficiency and the rate of secure information exchange, you can increase how quickly you react to customer communications. This improves customer satisfaction by allowing you to act on opportunities faster and support accelerated growth.

#### **Support digital transformation and modernization initiatives with the most trusted digital fax solution**

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.

#### **Greater flexibility and scalability to meet business goals**

By centralizing and consolidating all faxing with RightFax Managed Services, you're backed by a global infrastructure and can gain greater visibility across all faxing operations for end users, enterprise applications, and workflows—plus the right technology, people, and processes to future-proof your digital faxing needs.

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