

SOLUTION OVERVIEW

Enterprise fax and capture technology

Extract content trapped in fax documents with capture technology to integrate, automate and optimize business processes



 **Accelerate and automate** business processes

 **Improve** information quality and governance

 **Save time and reduce costs**

As organizations embrace digital transformation, they need effective ways to automate their content-centric workflows. Many workflows start with a faxed document, a “picture” of the content that is not actionable until transformed into data to be consumed by applications. Often, received faxes are reviewed by the recipient, uploaded as a fax into a system or re-keyed into an application as data, a manual, time-consuming and error-prone process.

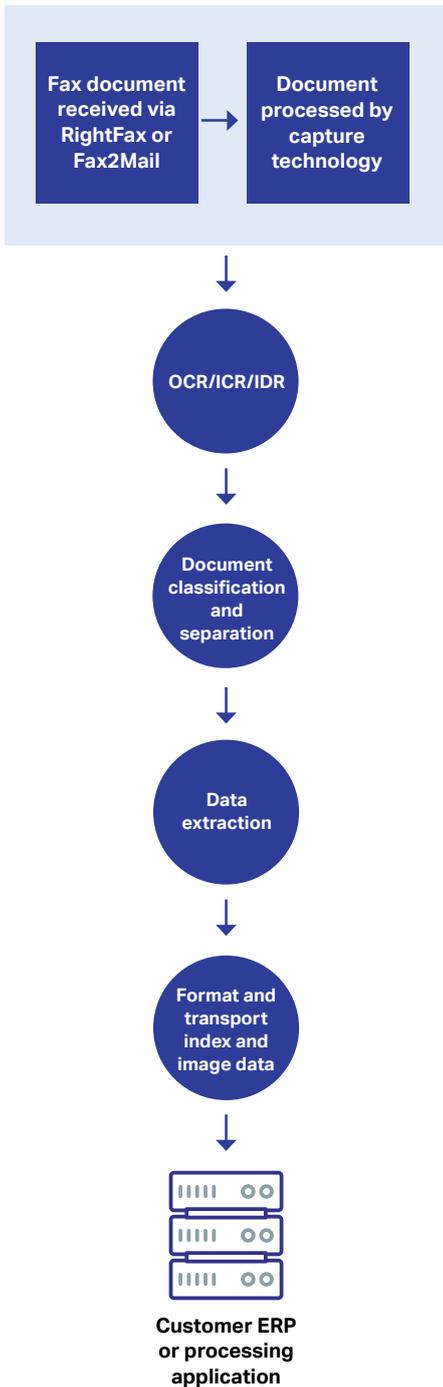
Digital fax solutions offer integration features that allow faxes to flow into applications, such as ERP, CRM and electronic medical records systems. However, the key to entering fax data into back-end applications is smart data capture technology. Capture technology automatically extracts and intelligently routes data to the appropriate system, allowing enterprises to unlock the full value of data trapped in fax documents.

Many industries rely on fax to support important workflows or business processes. Applying capture technology to faxed documents extracts content and transforms it into data, whether from a purchase order, a patient’s lab results or a loan application. This process optimizes and automates workflows with structured data and speeds business processes.

This process optimizes the first mile of a workflow, automates workflows with structured data and speeds business processes. It transforms what was a standalone fax service into an integrated, key component of workflow automation.

Accelerate and automate business processes

Optimizing and automating fax data capture speeds the many inbound fax workflows and shortens cycle times, giving organizations quick and easy access to critical information. Converting these documents into actionable information



Solution components chart

significantly reduces manual handling and human error. Data suitable for driving intelligent, automated fax workflows is generated, along with processes that reduce expenses and improve worker productivity.

Improve information quality and governance

Applying capture to faxed documents connects information to key back-end systems, processes and content repositories faster and with higher accuracy than manual processing. Leveraging optical character recognition within capture solutions eliminates the manual tasks associated with processing faxed documents and reduces errors.

Save time and reduce costs

By supporting businesses in their goal to automate and reduce the time and expense of manual document sorting and data entry, combining fax with capture technology saves money and improves business processes. Organizations gain quick and easy access to critical information while improving productivity.

Whether deploying on-premises, hybrid or in the cloud, OpenText provides flexible deployment options with market-leading solutions to create the most powerful fax and capture combination available.

On-premises: Fax server software and capture server software

- OpenText™ RightFax™ is enterprise fax server software that provides electronic, paperless faxing to and from desktop, email and business applications.
- RightFax Intelligent Workflows is an add-on module combining RightFax and OpenText Intelligent Capture to locate and extract information from digital faxes. Once data has been extracted, information can be intelligently routed to its destination.
- OpenText™ Intelligent Capture provides organizations with a flexible, end-to-end capture solution that includes document capture, document classification, data extraction/optical character recognition (OCR), validation and delivery to back-end systems.

Cloud: Cloud fax services and cloud capture services

- OpenText™ Fax2Mail™ is an enterprise cloud fax solution that provides electronic, paperless faxing to and from email, desktop and business applications and no complex hardware, software or fax telephony to manage.
- OpenText™ Cloud Capture is a cloud-based capture service for accurate, automatic data extraction and barcode recognition to provide actionable information in digital form to automate fax and email document processing.

Hybrid: Combine software with services

- OpenText RightFax with OpenText Cloud Capture or
- OpenText Fax2Mail with OpenText Intelligent Capture

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](https://www.opentext.com).

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