

What's your Fax IQ?

Take this quiz to learn if you're tapping into the full potential of OpenText™ Fax



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Did you know?

OpenText Fax (RightFax™) has been the trusted fax solution for organizations around the globe for more than three decades. The No. 1 reason that organizations trust and rely on OpenText Fax is because it automates business-critical functions that are fax-dependent. But have you considered the other ways to tap into its full potential?

The most successful organizations using OpenText Fax have implemented the many other ways that the solution improves efficiency, reduces manual processes and boosts employee productivity across the entire organization.

Ask yourself the following questions about your current environment and read on to uncover untapped ways in which your organization could get more out of its OpenText Fax environment.

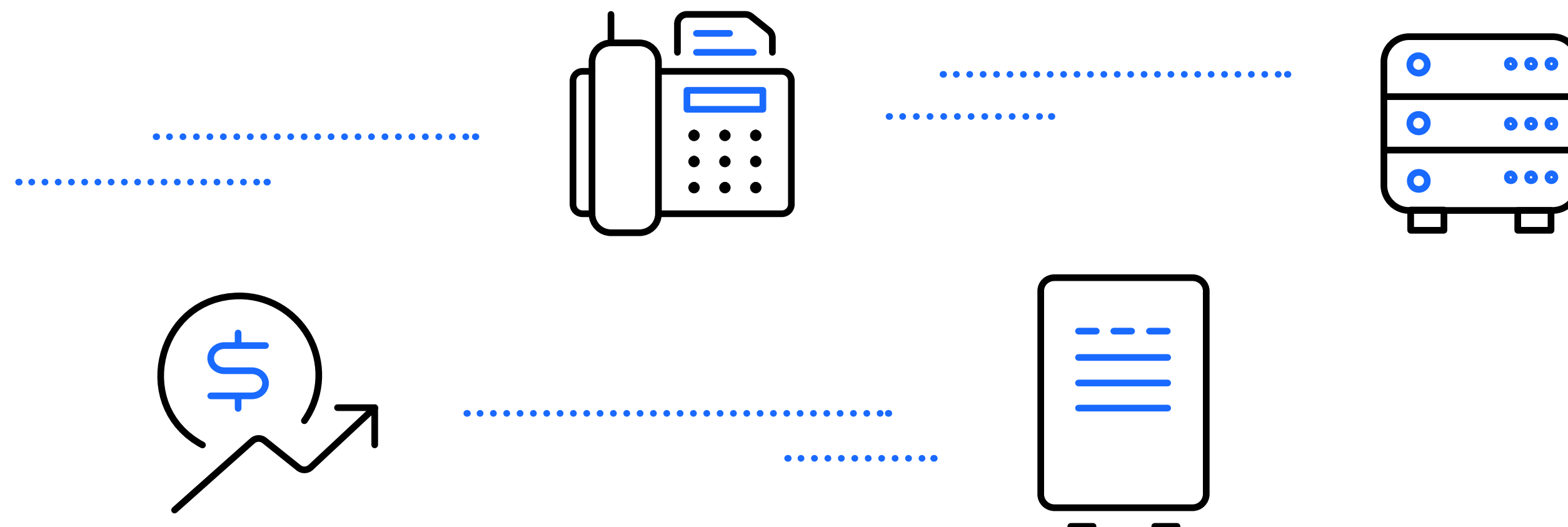
Do you need to consolidate and centralize?



Are your departments or lines of business still using fax machines, causing delays in communication and adding unnecessary costs?

Have you calculated the cost of each fax machine including: dedicated analog fax lines, the machine itself, maintenance and repairs, toner, paper—and the largest expense—lost employee productivity and inefficiency?

Are there other fax servers or services used throughout the organization that should be consolidated into a single, centrally managed solution to reduce IT support costs and burdens?



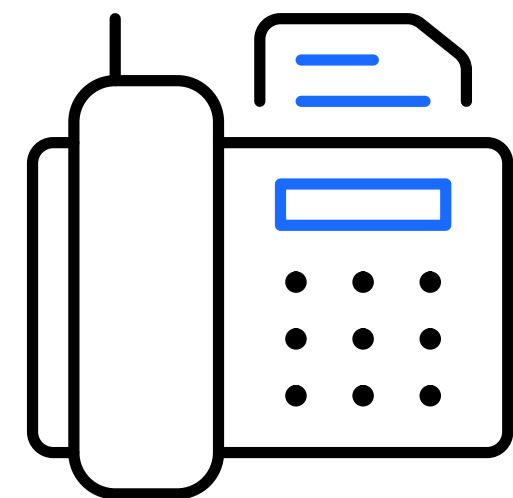
[See the answer >](#)

OpenText Fax is your single, centralized fax solution

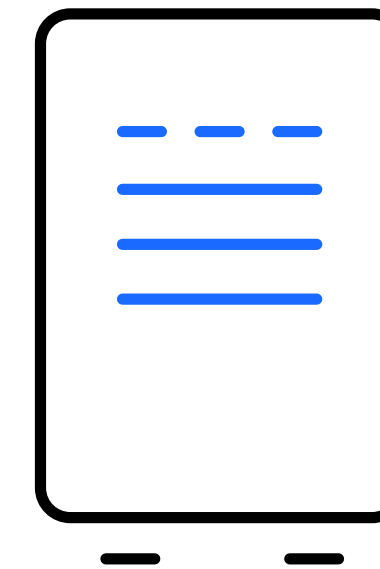


Consolidation allows organizations to easily deploy a single, centralized fax solution that is accessible to all. Leveraging OpenText Fax as the workhorse behind all faxing minimizes IT burden and support costs to manage multiple, decentralized solutions.

A single OpenText Fax server can be used to manage users, rules and other remote OpenText Fax servers from a central location.



Get rid of fax machines



 **opentext™**
Fax

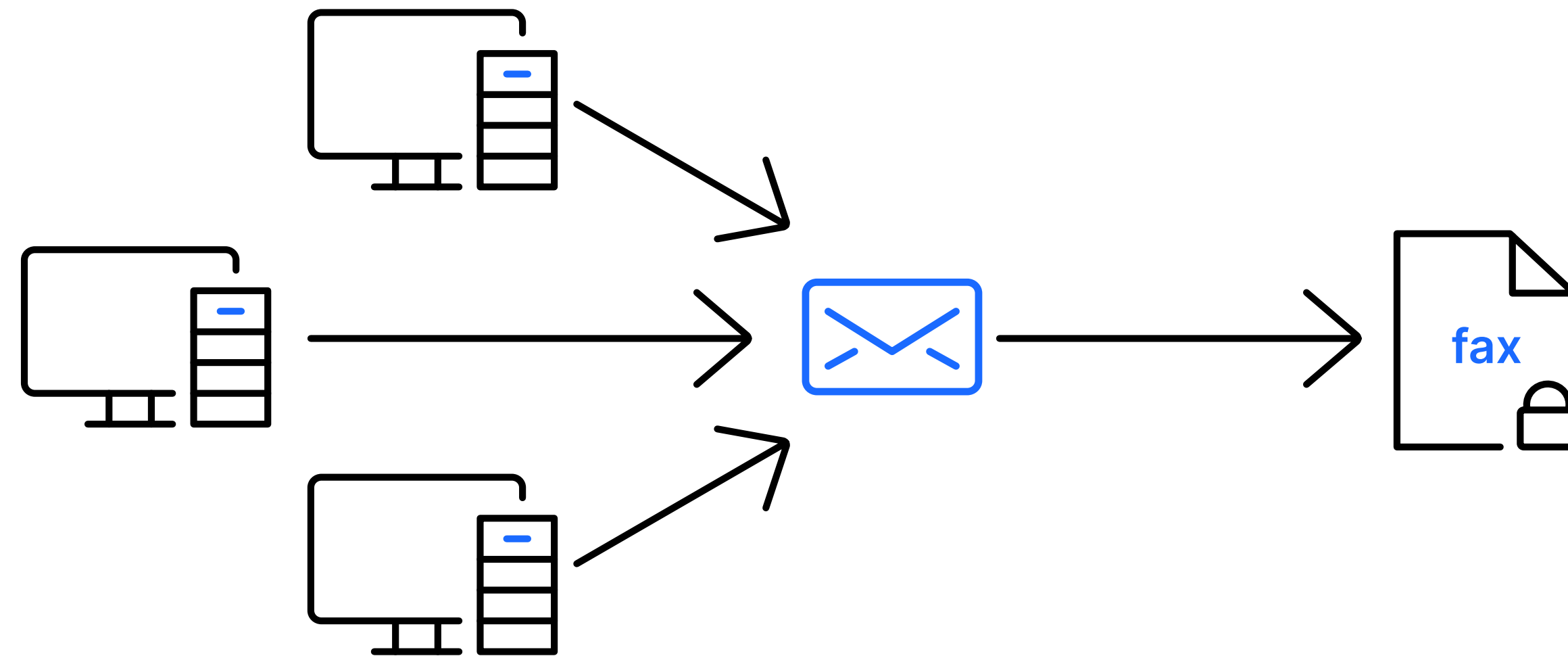
Has OpenText Fax been expanded to the entire organization?



Are all employees aware of OpenText Fax and understand how to use it?

Is OpenText Fax integrated with email to provide faxing directly within your email application? Did you know many email integration options are available for Microsoft® Exchange, IBM® Notes® and any other SMTP email client, such as Microsoft® Office 365™ or Gmail™?

Are there other fax-dependent business processes that could benefit from an OpenText Fax integration or improved workflow?



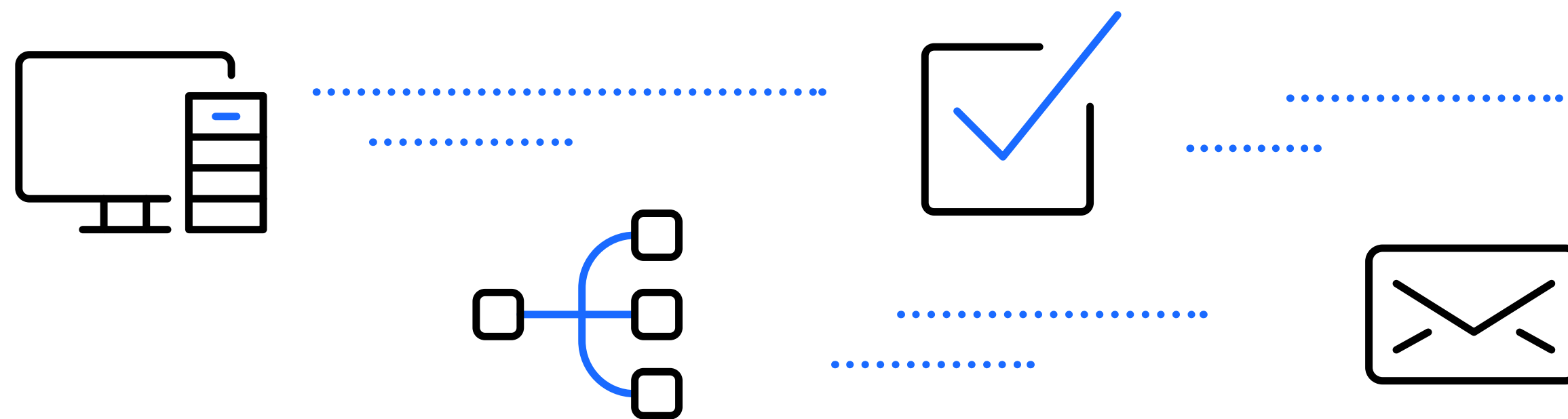
Bring the benefits of OpenText Fax to everyone



A best practice of many organizations is to **expand the availability** of OpenText Fax across the entire organization. There are typically two types of expansion efforts:

Desktop faxing: Accomplished by providing users access and the ability to fax directly from their desktop. Whether using FaxUtil Web (desktop application), OpenText Fax (web client) or faxing within email, users can send and receive faxes directly from their desktop as electronic documents. Simple training or user guides are a best practice to provide to all employees so they can easily use OpenText Fax for desktop faxing.

Line of business or workflow: Accomplished by providing integrations with OpenText Fax and/ or the efficient exchange, electronic routing, approval, sending and receiving of faxed documents with back-end systems, applications or users. The most efficiency is gained by optimizing fax-dependent workflows and business processes.

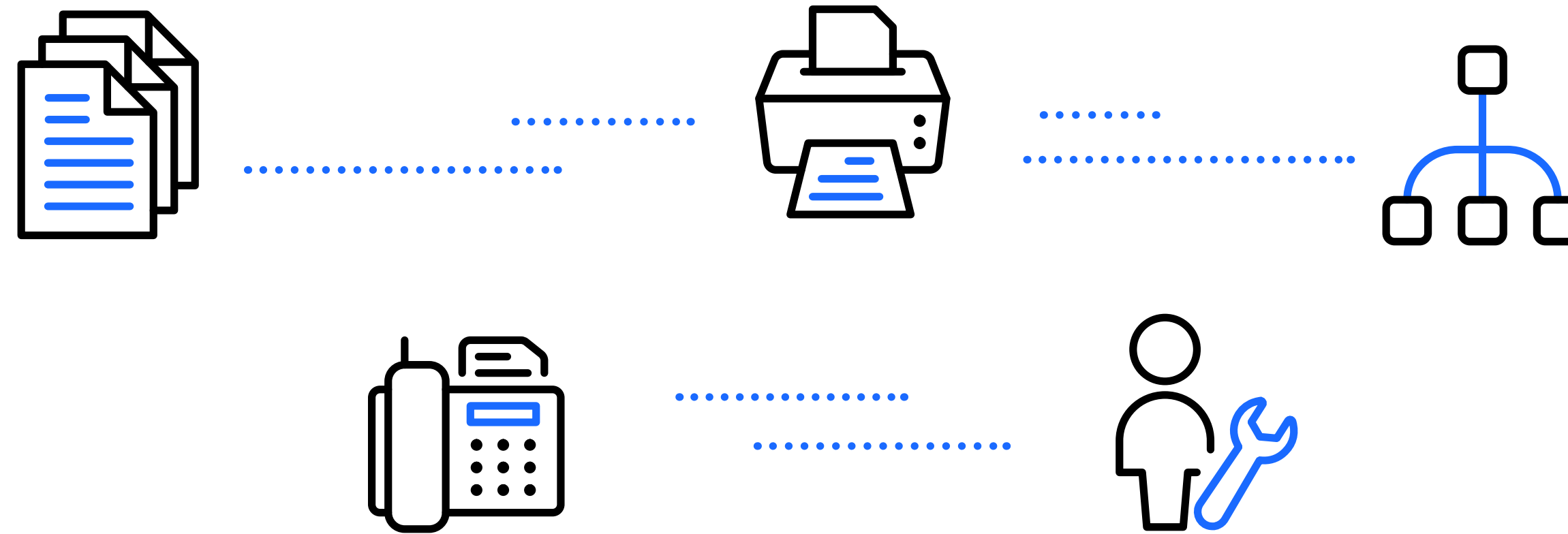


Are you prepared for growth?



Is your fax volume growing or expected to grow due to company expansion?

Is your fax volume meeting or exceeding your channel capacity?



Scale with OpenText Fax



As fax volumes increase, payload is added to existing OpenText Fax channels and available capacity. To prepare for growth and avoid channel saturation, transmission delays or missed faxes, organizations have two options:

- Increase capacity by adding fax channels and possibly additional fax boards.
- Move fax transmissions to the cloud with [OpenText™ Fax Cloud Connect](#), which eliminates all fax telephony, fax channels and fax boards, and provides unlimited and instantly available capacity for OpenText Fax. This hybrid faxing option eliminates the need for capacity planning and accommodates growth.



No capacity constraints

Unlimited capacity

No busy signals

Do you know how your fax system is performing?



Do you know how many fax pages are being sent daily, weekly, monthly?

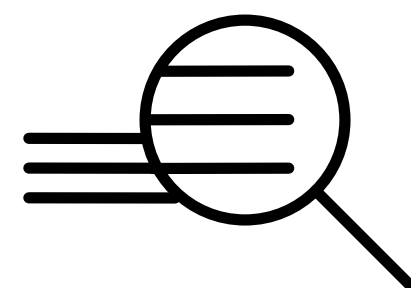
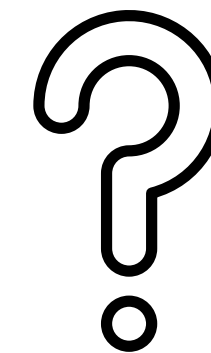
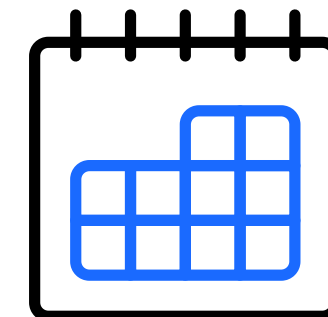
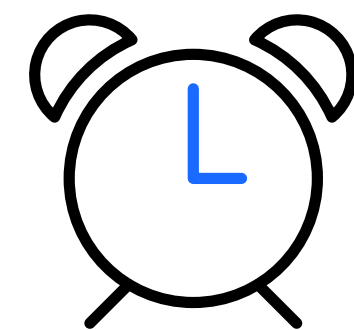
Can you quickly identify the peak times for sending and receiving faxes?

Do you know if there are any delays in fax delivery?

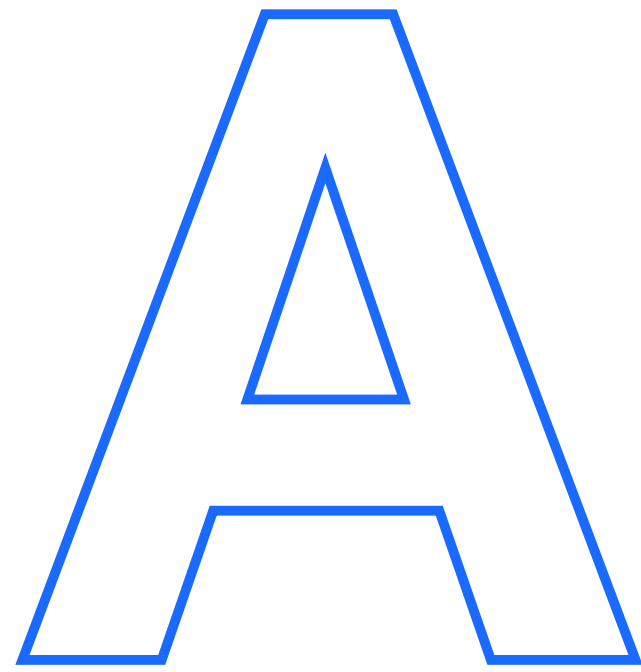
Can you spot how many faxes are in transit?

Do you know why you aren't hitting your deliverability targets?

If a fax failed to deliver, do you know why?



OpenText Fax Analytics



OpenText Fax Analytics provides a comprehensive view of fax history, which enables companies to easily access, analyze and identify system performance, volume statistics and delivery information for their OpenText Fax server.

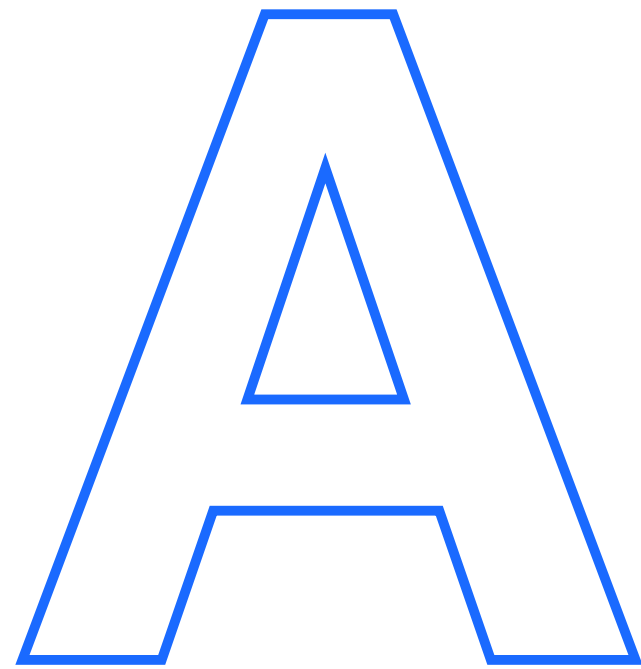
Applying analytics to OpenText Fax delivers transactional data intelligence and visibility into volume trends needed to improve operational efficiencies and drive company profitability. With a comprehensive view of system performance, quickly and easily identify and isolate operational issues, and make data-driven decisions based on current and historical performance indicators.

Analytics for faxing operations provides a rich stream of data that can be mined for communication trends and allow administrators to answer questions to efficiently manage their OpenText Fax system.

With easy access to data, quickly evaluate the state of fax activity that allows you to:

- Monitor and investigate messaging activity for mission-critical applications
- Understand enterprise use and trends for faxing
- Identify and react to bottlenecks
- Observe and respond to unacceptable fax delivery rates

OpenText Fax Analytics continued



Available through the web administration console, OpenText Fax Analytics provides a quick-view dashboard that visually conveys the last one hour of data, last 24 hours of data and a rolling 30-day display in all categories:

Dashboard: Leverages embedded analytics technology from OpenText™ Analytics best of breed intelligence capabilities. The main dashboard home page provides a simple and intuitive user interface to provide users a quick-view summary and allows users to drill down into any one of the available reports.

Fax Volume Counts: Summarizes total fax counts by month, day or hour for faxes delivered to and from an organization.

Fax Page Counts: Summarizes total fax pages by month, day or hour for faxes delivered to and from an organization.

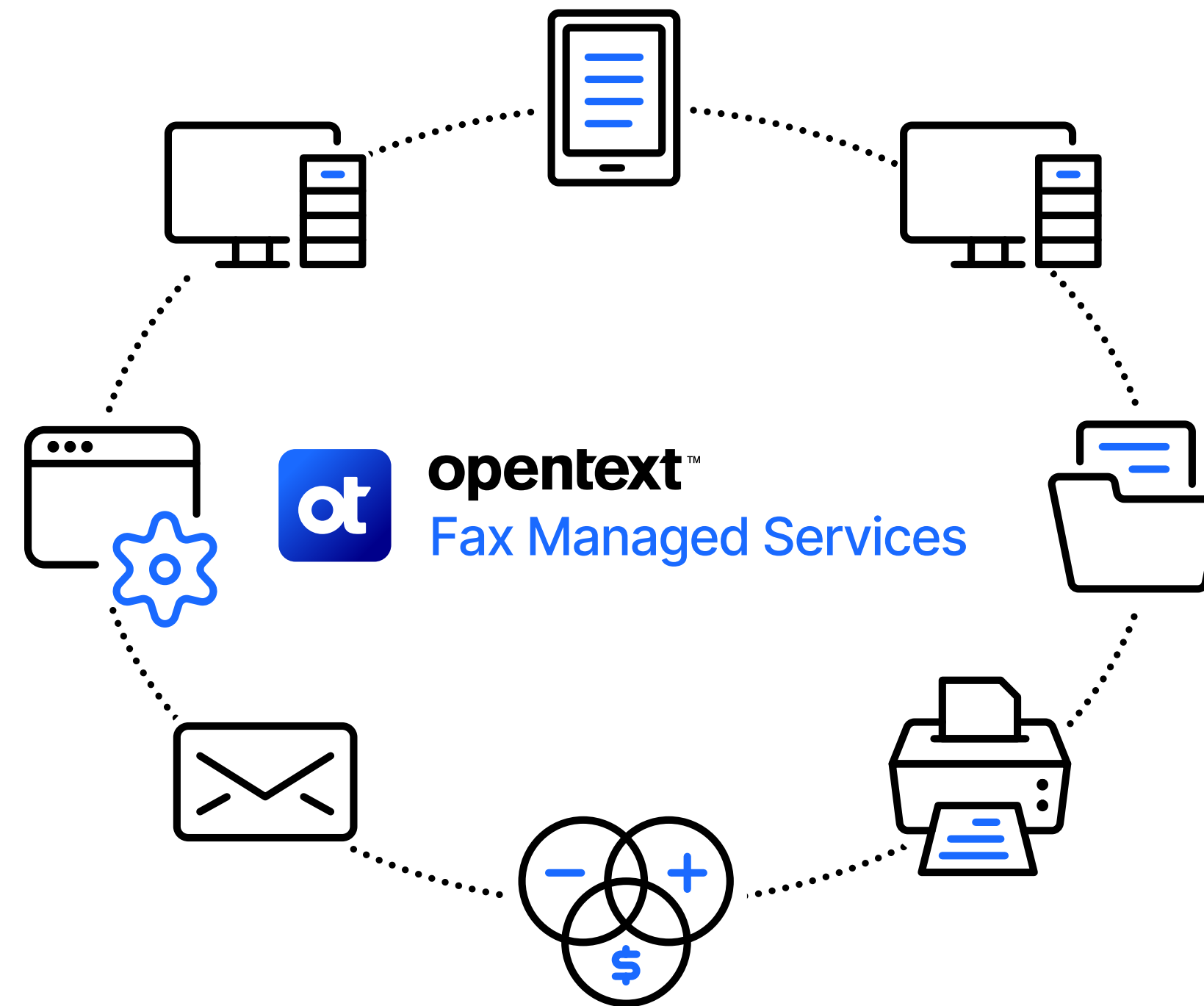
Delivery Rates: Show the success and failure rates for faxes, including drill down capabilities to view first call success rate, failure rate and detailed failure reason.

Could you benefit from better integration?



Have you improved the efficiency of fax-dependent workflows by integrating OpenText Fax with back-end systems and applications?

Have you made it easy to send a fax from any application by using print-to-fax capabilities?



[See the answer >](#)

Maximize software integration with OpenText Fax



To get the most out of improving fax-dependent workflows and automate document delivery, OpenText Fax is integrated with the backend systems and applications that rely on content sent and received as faxed documents. With the most pre-built integrations in the industry and limitless integrations through APIs and developer tools, OpenText Fax is the most configurable and customizable fax server.

Pre-Built Integrations:

- OpenText Fax Connector for SAP® ERP
- OpenText Fax Connector for Epic
- OpenText Fax Connector for [eDOCS](#)
- OpenText Fax Connector for Allscripts Professional EHR™ and TouchWorks® EHR

Because OpenText Fax is the No. 1 fax server in the world, many applications provide integrations between their applications and OpenText Fax:

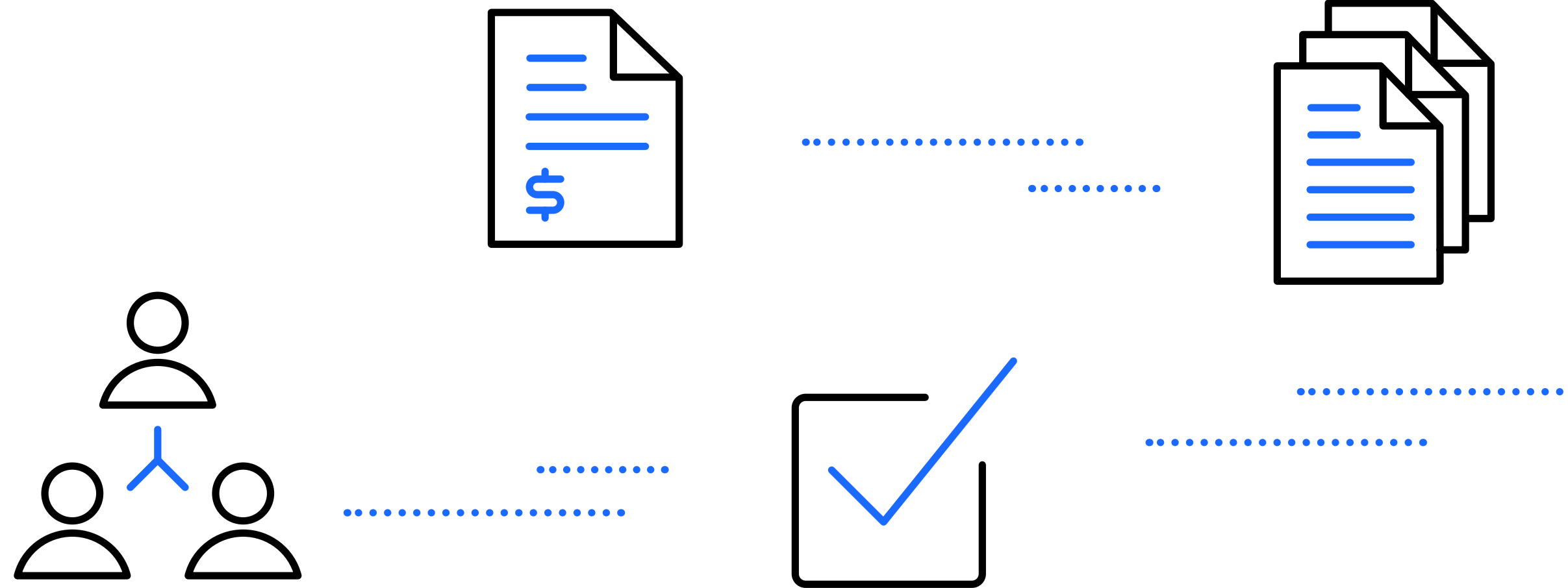
- Oracle®: Automate document exchange within Oracle systems.
- EMR/EHR applications: Integrating OpenText Fax with EMR systems increases the security and compliance of protected patient health information.
- Integrate with any other back-end system or application using integration tools, such as COM APIs and Web Services APIs. Add faxing functionality quickly and easily with print-to-fax drivers and XML Generator too.

Have you automated high volume faxing?

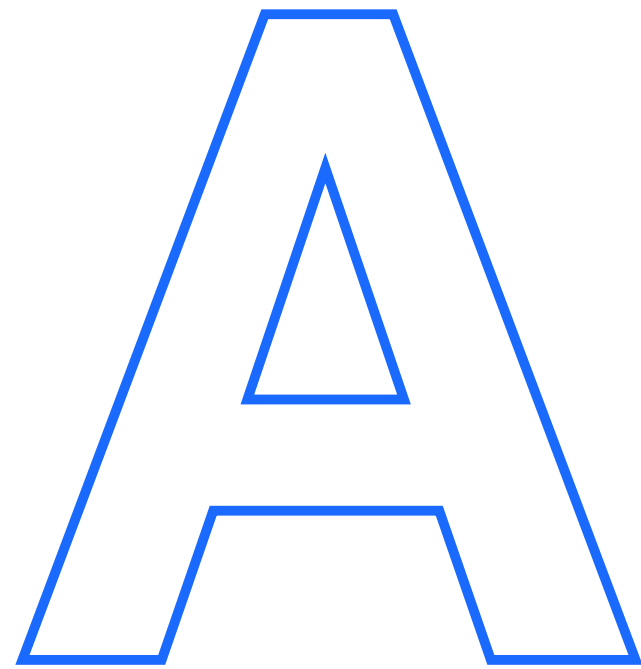


Do you send batches of content, such as invoices, purchase orders and order confirmations on a regular basis?

Is manual faxing slowing down these processes or workflows?

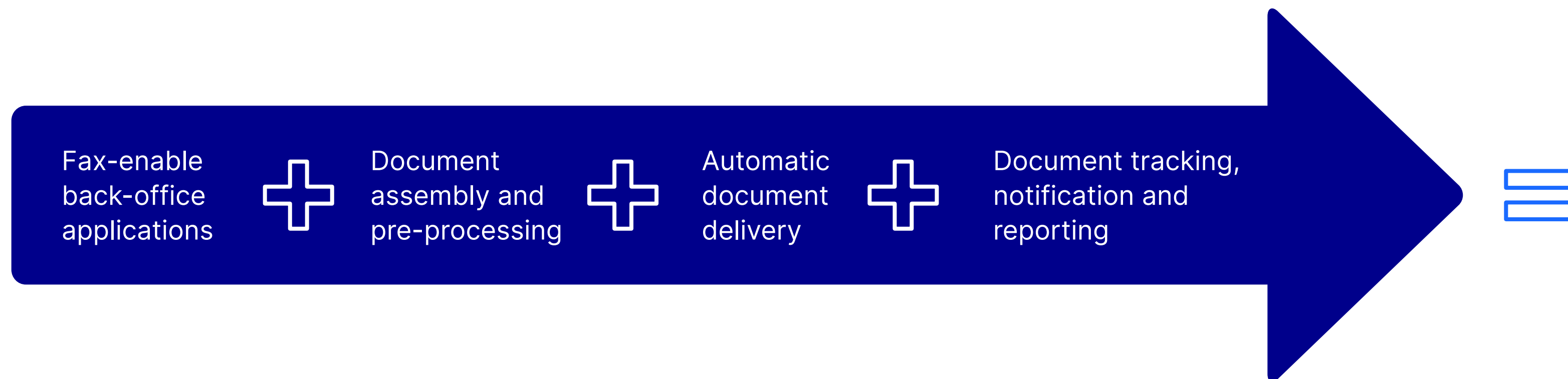


Boost efficiency with OpenText Fax



The sheer volume of documents that information systems produce quickly makes this manual process inefficient and a significant bottleneck in a workflow process. Production faxing provides automated delivery of documents produced by business applications. A production fax solution captures large batches of raw

print stream data generated typically from host systems, renders it a faxable electronic image, distributes the document via fax, email, certified email or print and creates customized reports, including notifications for delivery confirmation—fully automated and fully unattended.



Production faxing

- Fast and automated delivery of high volumes and batch documents produced by applications
- Efficient and highly scalable solution to handle any size workload or enterprise requirements
- Little to no manual involvement with document delivery

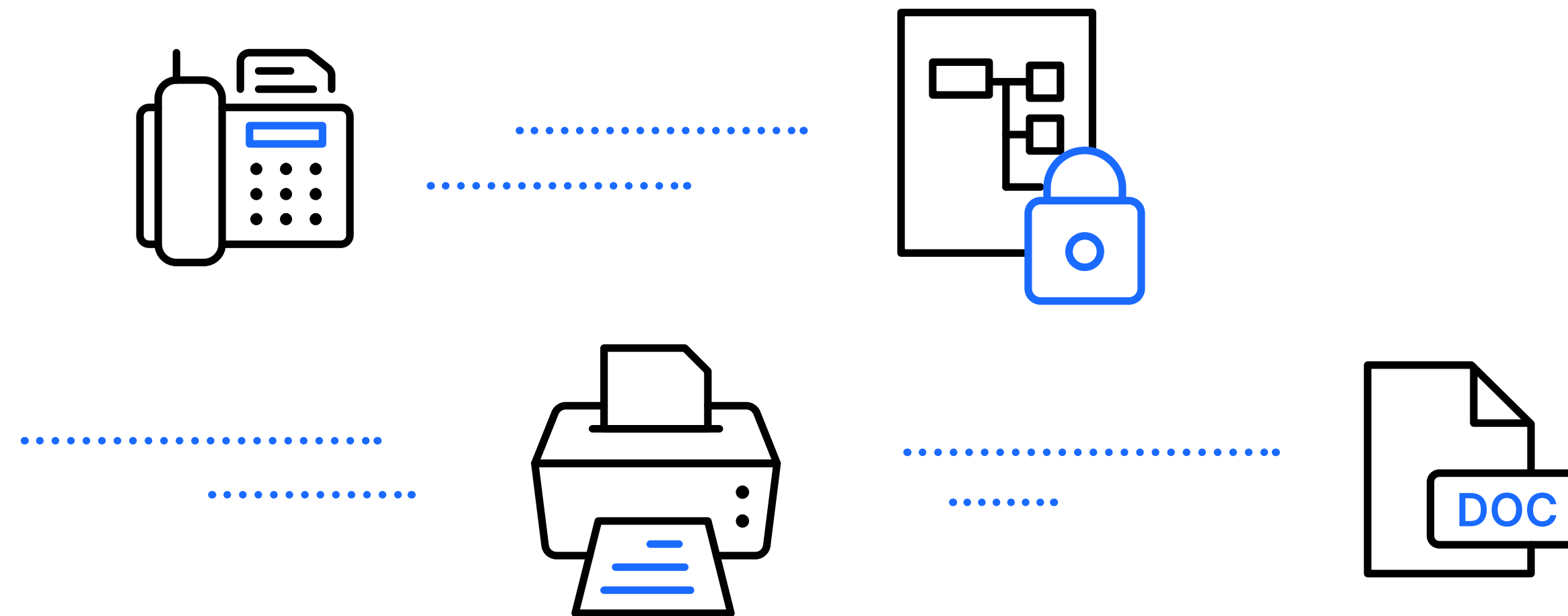
Have you integrated faxing with MFP devices?



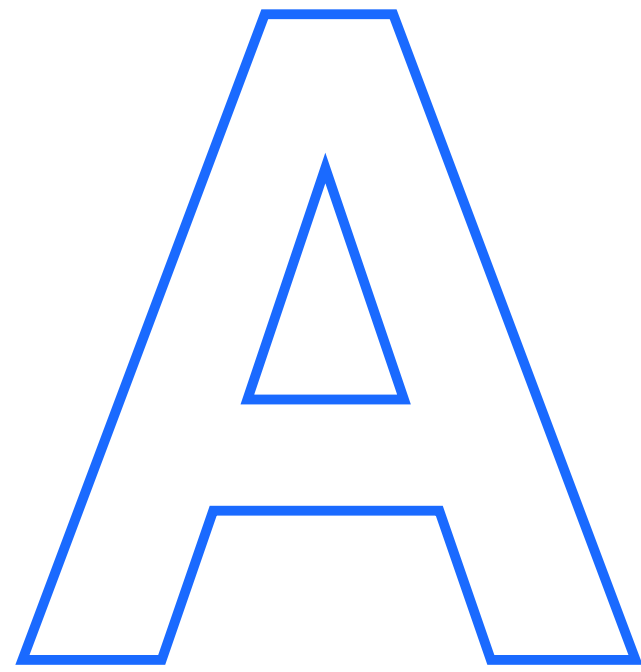
Does your organization sometimes need to fax “paper” documents?

Are you using expensive, nonintegrated MFP fax kits for faxing?

Do you want to increase the security, compliance and auditability of faxing from MFPs?



Make the most of your MFP devices with OpenText Fax

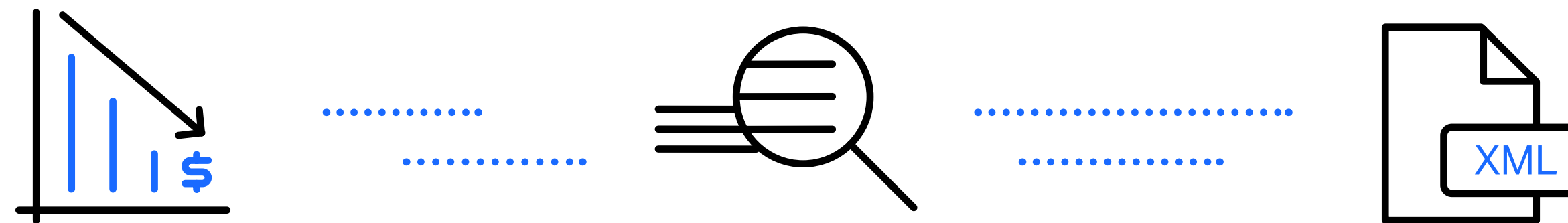


Integration between MFP devices and an electronic fax solution enables organizations to send paper faxes from MFP devices without ever touching a fax machine. Integrating OpenText Fax with MFP devices eliminates expensive fax kits and monthly costs of dedicated analog lines for MFP devices, reducing the cost of fax-enabling those devices.

When security and auditability is paramount, [integrating MFP devices with OpenText Fax](#) provides full auditability

and security. This advanced integration allows users to access personal phonebooks, coversheets, billing codes and other user preferences at the MFP device.

OpenText Fax integrates with any MFP device via connectors for SMTP or XML. OpenText Fax also provides MFP purpose built connectors for Ricoh®, Konica Minolta®, HP® and Xerox® for the richest user experience at the MFP device.

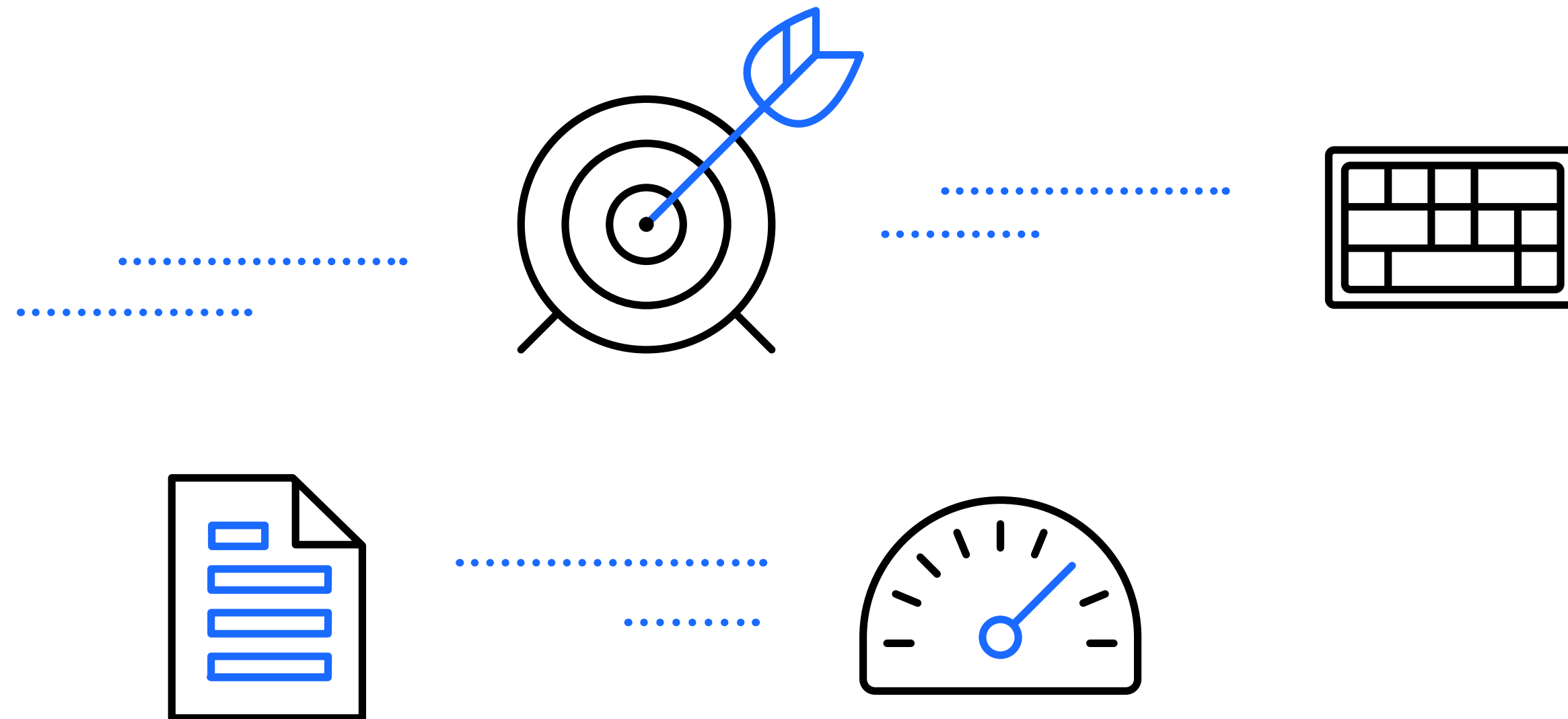


Do you need to improve accuracy and productivity?



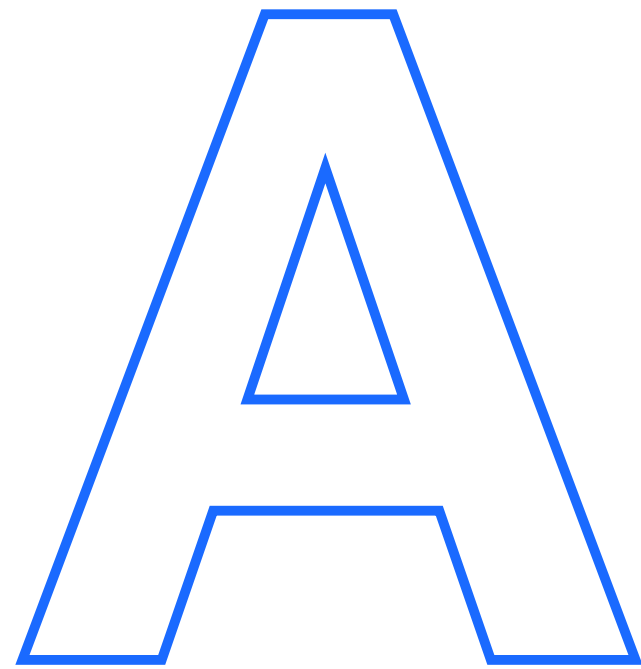
Do you regularly receive forms, applications or claims that need to be manually keyed into back-end systems?

Would you like to improve the accuracy of data entry and dramatically reduce the time spent with manual entry?



[See the answer >](#)

Capture content with OpenText Fax

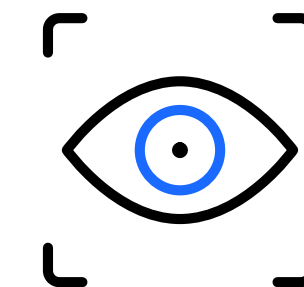
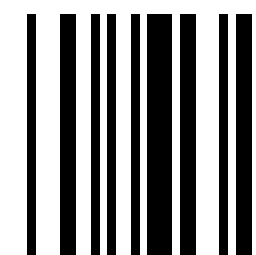
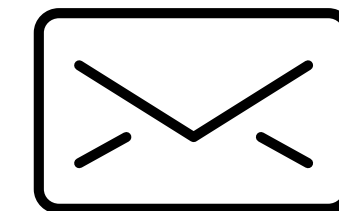
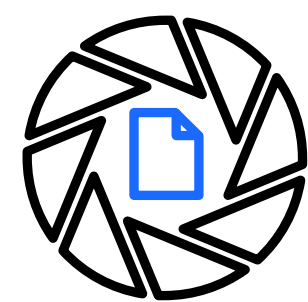


Improve processes and reduce costs by automatically capturing and interpreting paper documents, scanned images, email and faxes using sophisticated document and character recognition software.

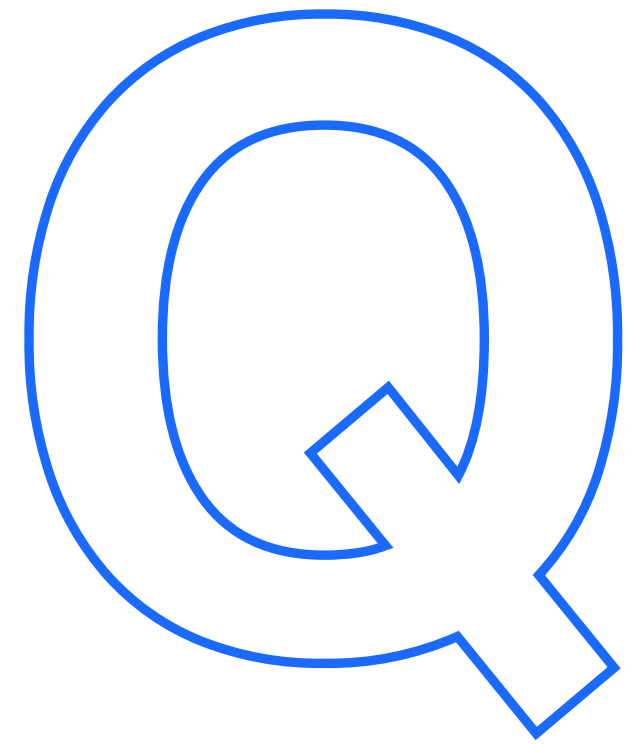
OpenText™ Capture Center uses the most advanced document and character recognition capabilities available to turn documents into machine-readable information. OpenText Capture Center captures the data “trapped” in scanned images and faxes and interprets it, leveraging the most advanced tools in the market

to extract information via a range of data extraction methods: barcode, OCR, ICR, IDR, patch code, optical mark recognition, forms reading, free forms recognition, database-driven recognition and Adaptive Reading Technology.

Using capture technology with OpenText Fax reduces manual keying and paper handling, accelerates business processing, improves data quality, increases compliance and saves you money.

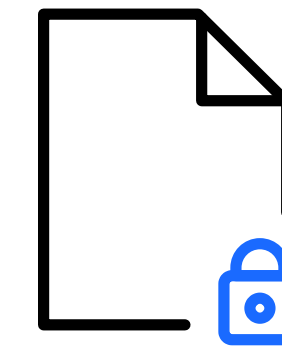
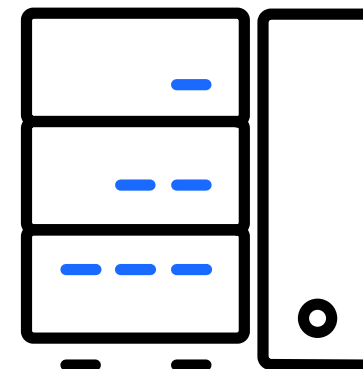
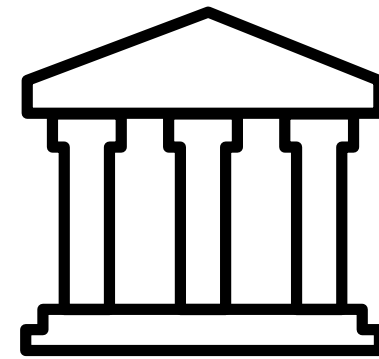


Do you need to boost security and compliance?



Do you exchange protected or sensitive information that needs additional protection?

Do you have a secure archiving solution for faxed documents?



Reduce risk with OpenText Fax

Many of the topics reviewed so far improve the security and compliance of faxing with:

- Consolidate faxing into a centralized solution to eliminate risky forms of faxing and provide a single source for fax audit trails.
- Integrate OpenText Fax with back-end systems and applications to protect sensitive information faxed to and from those systems.
- Integrate MFP devices for fully secure, auditable faxing.
- Use capture technology to increase compliance and decrease risk associated with manual data entry.

Now that you've learned the many ways OpenText Fax can benefit your business, you're on your way to getting more out of your investment.

[Learn more >](#)

But there are additional steps you can take. The OpenText Fax Encryption Module adds a layer of protection for fax images by encrypting all fax images at rest while they are stored in the OpenText Fax image directory. If your organization is exchanging protected or sensitive information, such as personal health information, payment or account information, financial data or social security numbers, this module adds another layer of security by preventing unauthorized viewing of fax images.

OpenText Fax users can also increase the security and compliance of archived faxes with OpenText Fax Vault, our fax archiving solution. It allows customers to quickly and easily archive faxes from their OpenText Fax server to the archive server and retrieve them via the web and desktop clients.



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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