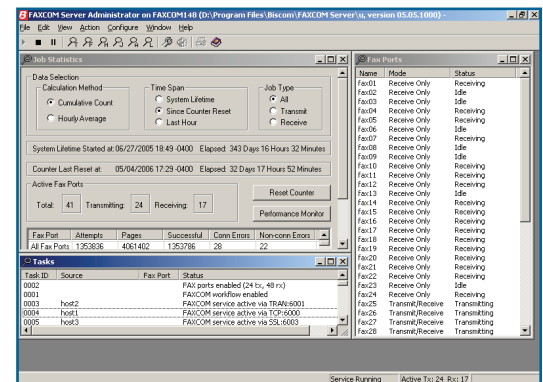


Enterprise Fax Management – Fax Enable Users and Applications

- Email, Web, and Desktop User Interfaces
- SDK with Application Programming Interfaces
- OCR, Barcode, and Rules-based Fax Routing
- Complete Audit Trail of All Communications



FAXCOM Administrator Interface

Enterprise Fax Management

Organizations large and small rely on fax communications more today than ever before. Fax is a point-to-point communication, which means you can deliver information in real-time, verify receipt, and be sure that your communication is secure. Fax is also a virus-free communication, a fact that has permanently secured its importance as a means of information delivery.

Globally, fax is the most ubiquitous and most reliable way to send information from one point to another. For example:

- Users sending faxes from their desktops – via email applications such as Outlook, desktop fax clients, or browser-based fax clients.
- Applications send and receive faxes through automated processes. For example, Purchase Orders or Invoices prepared by an accounting application can be automatically submitted for fax delivery.
- Users receiving faxes directly to their desktop — as email messages or to a fax client. The fax server can intelligently deliver a received fax to its intended recipient based on routing criteria.
- Users in workgroups access a shared mailbox to process received faxes as they arrive. Such workflow requirements are common to customer service and order processing groups.

Fax server solutions provide a number of tangible benefits, including:

- Automates an every day business process that is otherwise accomplished by printing documents and manually sending them through fax machines.
- Reduces the hard costs of fax machines – leasing, maintenance, paper and toner – and improves the efficiency of your workers and processes.
- Provides a secure, reliable and proven way to communicate information from your enterprise to any other worldwide.
- Reduce spam fax traffic by monitoring and quarantining received spam faxes.

FAXCOM Solution

The FAXCOM Server solution includes a Fax Server and Fax Queue. The Fax Server connects to phone lines to send and receive faxes. The Fax Queue interfaces to the users and applications that send and receive faxes.

One of the advantages of the Fax Server and Fax Queue architecture is the ability to easily distribute many Fax Queues that utilize consolidated Fax Server resources. Each queue can support a different application or user group, and can be administered independent of the Fax Server.

FAXCOM Fax Server

FAXCOM Servers are high performance, scalable systems that translate documents to and from a fax format and connect to the Public Switched Telephone Network (PSTN) to send and receive faxes.

Features Include:

- Converts native file formats such as PDF and Word to TIFF for fax transmission.
- Can be implemented as a software-and-boards solution, or provided turnkey complete with server hardware.
- Connects to analog loop-start or DID phone lines, or digital phone lines such as T1, PRI, E1, and BRI.
- Supports T.38 for real-time Fax over IP (FoIP).
- Each FAXCOM Server supports up to 96 fax ports (or 90 ports in an E1 configuration).
- Capable of issuing SNMP alarms, Windows Events, and SMTP notifications for issues such as fax port utilization and inoperative phone lines.
- Microsoft Certified for Windows 2003 and 2008; also runs on Linux.

FAXCOM - Fax Server Solution

- Virtualization supported via VMware ESX 3.5 or higher

A FAXCOM Server can accept simultaneous connections from multiple FAXCOM Queues. Administrators can expand or reorganize FAXCOM Servers without impacting the network services and applications that are sending and receiving faxes.

FAXCOM Queue

FAXCOM Queues are the components that network services and applications access to send and receive faxes. These are lightweight services that can be easily installed on any server. A FAXCOM Queue can connect to multiple FAXCOM Servers for the purposes of redundancy, load balancing, and least cost routing. FAXCOM Queues include:

- FAXCOM Suite for Windows provides a number of user interfaces, including email, the FAXCOM Client, and the FAXCOM Web Client. FAXCOM Suite integrates with Active Directory (without extending the schema), or any other LDAP-compatible directory service. FAXCOM Queues are easily distributed and managed via an MMC.
- FAXCOM for Domino provides Lotus Domino users the ability to send and receive faxes from Domino Mail. Users are managed through the Domino Name and Address Book, and fax permissions and parameters are managed through Domino databases.
- FAXCOM for NDS provides Novell users the ability to send and receive faxes from GroupWise mail, the FAXCOM Client, and the FAXCOM Web Client. FAXCOM for NDS uses NDS as its user list. Fax permissions and parameters are managed through ConsoleOne or NWAdmin.
- FAXCOM for Linux is most often used with a Linux FAXCOM Server, and enables implementation of an end-to-end Linux fax solution. The Linux FAXCOM Queue can be accessed via SMTP, or programmatically via APIs.

Application Programming Interfaces (APIs)

The FAXCOM SDK (Software Developers Kit) provides a range of options for interfacing applications to Biscom's Windows and Linux FAXCOM Server solutions via Application Programming Interfaces. FAXCOM APIs include:

- .NET & Web Services
- COM
- SMTP
- Java
- Envelope Specification (File Drop)
- Fax Printer Driver
- DocFlow (Document Templating)
- FCL (FAXCOM Command Language)

These APIs are used to integrate fax with applications, workflows, and business processes.

Advanced Fax Routing

The Advanced Fax Routing module within FAXCOM Suite for Windows provides an extensive set of features for processing and delivering received faxes. Delivery instructions could be simple, such as routing all faxes sent to a given fax number to a particular user. Or delivery instructions could be advanced, such as extracting information from the fax image and using this information to perform a database lookup for delivery instructions.

FAXCOM Job Tracking & Reporting

FAXCOM Job Tracking & Reporting is a service that collects transaction information from every FAXCOM Server and FAXCOM Queue in the enterprise. Each fax transaction is identified with a globally unique ID. This provides for a single complete source of information of all fax transactions, all stored in a SQL database. Job Tracking can be configured to signal alarms in the case that a transaction is not completed within a certain time period.

FAXCOM Job Tracking includes a browser-based application that provides standard reports. Custom reports can also be created. Reports can be executed immediately or scheduled to be automatically delivered via email.

About Biscom

Biscom offers twenty three years of experience as a full-service provider of fax server and fax software solutions for organizations that have intensive, mission critical fax requirements. Biscom's information delivery solutions integrate, process and automate the flow of documents, enabling users to streamline the handling and management of documents and assist organizations in complying with government regulations. Biscom offers its customers a full-service approach that is consultative and designed to understand customer requirements.



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