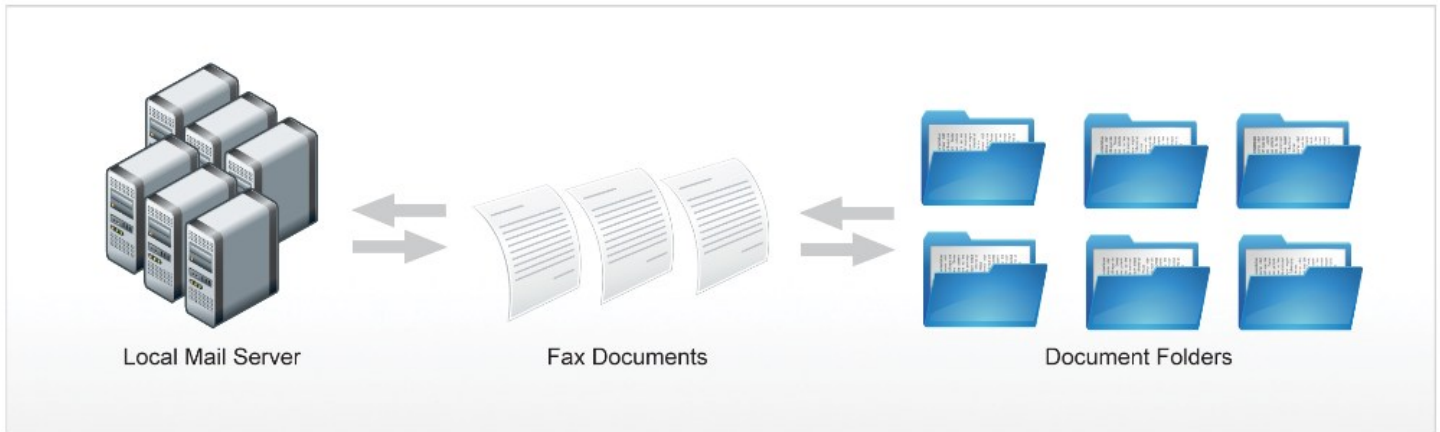# Service Utilities

Concord Fax Online delivers a wide range of IP fax capabilities to its customers with unparalleled reliability, security and speed. At times, there are specific integration needs requiring the use of local software. These needs range from automatically printing all incoming faxes, automatically archiving all incoming faxes into a document management system and/or integrating fax communications with a company's ERP systems. To this end, Concord has created two utility applications: FolderFax and FaxAssist. Both utilities are Windows services that are designed to work seamlessly with the Concord Fax Online service.

Local Mail Server   Fax Documents   Document Folders

FAXASSIST

Concord FaxAssist manages and routes selected incoming fax communications. It can be an important component of a company's workflow implementation as fax communications can be easily integrated into legacy applications or document management systems.

Based on a company's needs, incoming fax documents can be routed to any of the following three options:
- Prints to 1 or multiple printers
- Stores in 1 or multiple folders
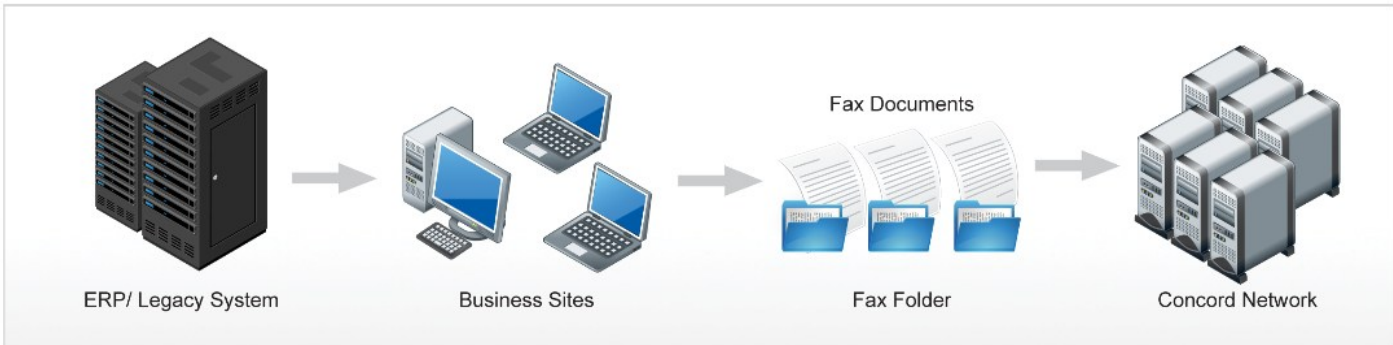- A combination of the above

CONCORD FAXASSIST implementation:

A Fortune 300 corporation uses Concord FaxAssist to route purchase orders (POs) to 26 different sales departments in different buildings and geographic areas. POs are automatically printed to the each department's network printer where they can be processed appropriately. The Concord Fax Online service replaced 26 stand alone fax machines and substantially improved the company's operating budget by eliminating equipment and costs and automating a manual processes — in this case, manually sorting and faxing faxes to the respective departments. Concord FaxAssist also allowed the company to create a document management system by electronically archiving all Purchase Orders. All in all, the greatest benefit has been the increased sales revenue derived from a more rapid turn around time.

Service Utilities

Many companies utilize Enterprise Resource Planning (ERP) or legacy application systems for the creation of documents such as invoices, purchase orders and statements. Moreover, companies may want to automate the   sending of these documents via fax. Folder Fax accomplished this by utilizing a software to integrate these application systems with the Concord network to deliver these documents automatically via fax.

FOLDERFAX

Concord FolderFax bridges a company's ERP/legacy system with Concord Fax Online by automating the delivery of these documents via fax. Once installed and configured, FolderFax monitors one or multiple folders for outgoing documents that need to be faxed. It also supports production fax embedded codes including delivery confirmations, names, and recipient fax numbers. Other functionality includes options for cover pages and job scheduling (start dates, expiry dates), amongst others.

ERP/ Legacy System   Business Sites   Fax Documents / Fax Folder   Concord Network

Each folder the software monitors can be individually configured with a distinct set of rules which can be overwritten by commands embedded in file name or an additional XML file. For example,   **Folder FAX —> Concord network**

fax={12065551212}faxjob1-job112345.doc will result in the document being faxed to 12065551212
fax={12065551212}email={johndoe@johndoe.net}faxjob1.doc will result in the document being faxed to 12065551212 and a notification sent to johndoe@johndoe.net

Concord FolderFax implementation:
A mid-sized company integrated Concord FolderFax into their legacy inventory management system that creates invoices. When these are created, they are placed in different folders, each specific to a customer. Concord FolderFax monitors these folders on an ongoing basis and automatically faxes them on specific billing dates to the respective recipient according to the embedded codes. Concord FolderFax helped this company improve their bottom line by automating processes and reducing their accounts payable billing cycles.

FolderFax supports both SMTP and Web Services submissions and is easy to integrate – any application that is capable of storing files in folders can be fax-enabled. Both utilities are part of Concord Fax Online.

Contact your Concord Account Representative for more information.