

Certified integration to send and receive faxes through SAP® applications

# OpenText RightFax is integrated with SAP®

SAP applications allow organizations to connect and automate the flow of information across an enterprise and streamline business processes including procurement, order fulfillment, sales, finance, and human resources. All of these processes generate volumes of valuable information in the form of documents, purchase orders, invoices, order acknowledgements, etc.

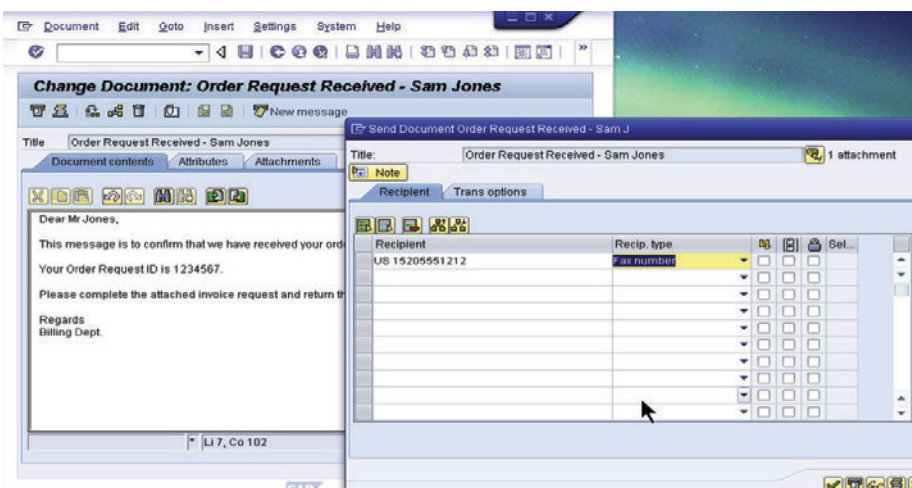
Organizations can automate the delivery of business-critical documents from SAP systems via fax, email, certified email, and PDF using OpenText RightFax. Organizations can reduce document delivery costs by eliminating expenses associated with manual document delivery such as preprinted forms, postage, labor and equipment costs. RightFax delivers documents securely, ensuring that important communications reach the intended recipient with notification, authentication, certified delivery, and audit trail.

## KEY BENEFITS

- Enjoy proven certified integration with SAP
- Shorten business cycles with improved speed and efficiency of business processes
- Enhanced security and compliance
- Reduce time, cost and complexity related to high volume report production and delivery from SAP applications
- Reduce document delivery costs by eliminating preprinted forms, postage, labor and equipment costs associated with manual document delivery

## KEY FEATURES

- Create, send and receive faxes from SAP
- Integrate electronic fax into SAP, in-house, and third party applications
- Automatic, electronic delivery of business-critical documents generated from SAP applications
- Eliminate the need to install and manage multiple standalone fax machines



## Use Scenarios

### Delivering Invoices to Customers

When an organization uses traditional methods to deliver invoices and other accounts receivable documents from SAP, it can take days or even weeks for documents to be delivered to customers, resulting in higher Days Sales Outstanding (DSO). With SAP integration with RightFax, invoices can be delivered almost immediately with confirmation of receipt—eliminating the delays associated with paper-based invoicing and collections processes. As a result, organizations can significantly accelerate revenue recognition to improve cash flow, decrease DSO and open credit availability.

### Managing Sales Order Changes

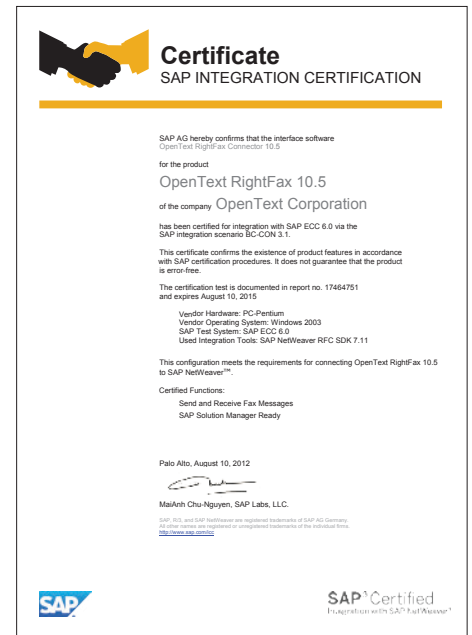
Some industries report that approximately 30% of orders are changed after the order is already in-progress. This can cause time-consuming manual tracking and uncertainty for the customer when there is no confirmation of receipt. Use SAP to automate sales order changes with approvals and verification that the order change has been processed. Use RightFax to automatically send a faxed confirmation to the customer, providing proof of the change order request. Prevent uncertainty for the customer and increase customer confidence by providing superior customer service.

### Communicating with a Supply Chain

When using SAP to orchestrate a Supply Chain, RightFax provides a cohesive communication tool when organizing disparate suppliers. RightFax communicates with SAP to provide outbound notifications of purchase orders, freight bookings, return requests, etc. RightFax provides simplified collaboration and interaction with external business partners, and greater transparency and visibility to supplier communications.

### Human Resource Document Processing

SAP is a common tool used in Human Resource on-boarding and employee change-management, such as payroll increases or disability claim forms. RightFax will automatically fax documents to candidates, new hires, or existing employees to fill out private, confidential HR documents. RightFax provides secure communication, protecting sensitive information of potential and existing employees.



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