

What's your RFIQ?

(RightFax IQ)

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





Consolidation



Expansion



Scalability



Analytics



Integrations



High volume



MFP devices



Accuracy



Security

Did you know?

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 RightFax is because it automates business-critical functions that are fax-dependent. But have you considered the other ways to tap into the full potential of RightFax?

The most successful organizations using RightFax have implemented the many other ways that RightFax 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 RightFax environment.



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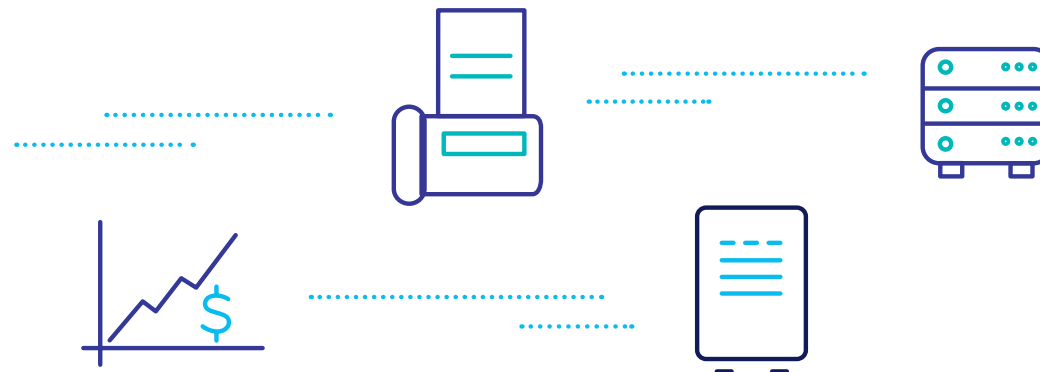


Do you need to consolidate and centralize?

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?





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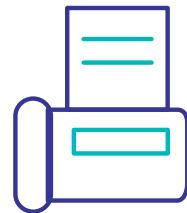
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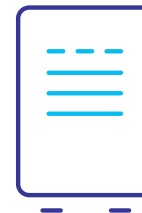
RightFax is your single, centralized fax solution

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

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



Get rid of fax machines



opentext™ | RightFax



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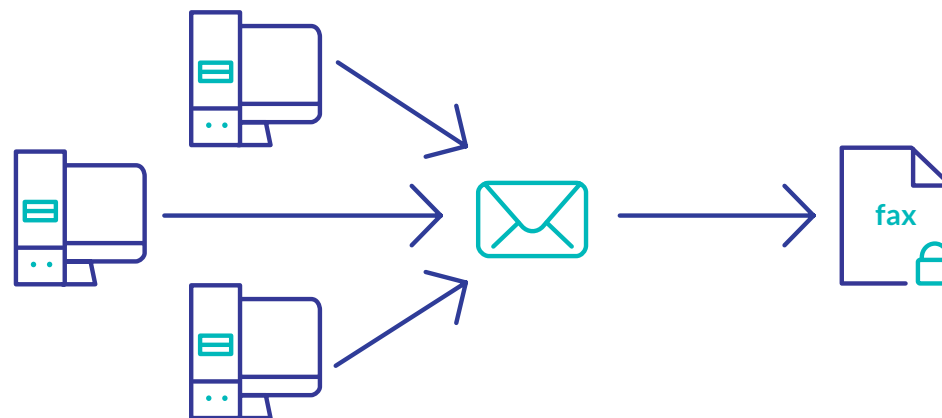


Has RightFax been expanded to the entire organization?

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

Is RightFax 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 a RightFax integration or improved workflow?





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Bring the benefits of RightFax to everyone

A best practice of many organizations is to **expand the availability** of RightFax 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 RightFax FaxUtil (desktop application), RightFax Web Client (web application) 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 RightFax for desktop faxing.

Line of business or workflow: Accomplished by providing integrations with RightFax 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.





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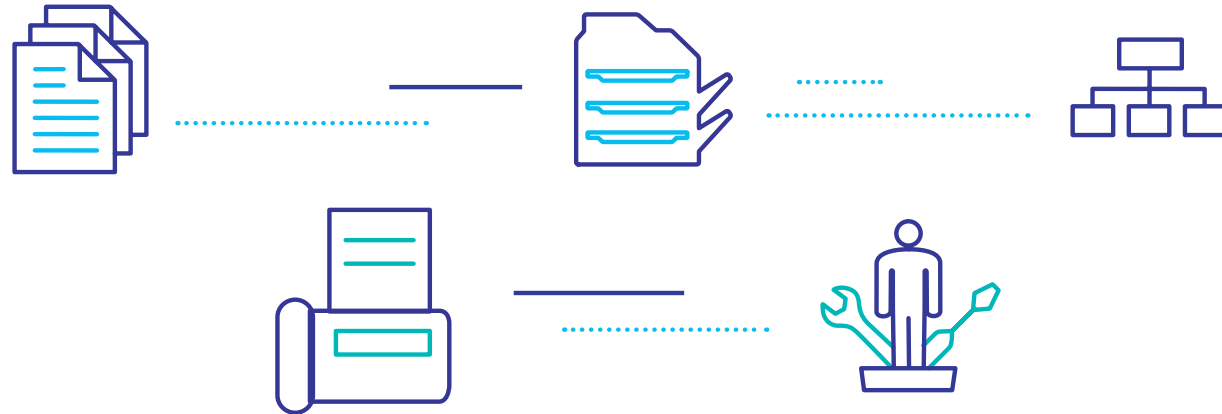
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Are you prepared for growth?

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

Is your fax volume meeting or exceeding your channel capacity?





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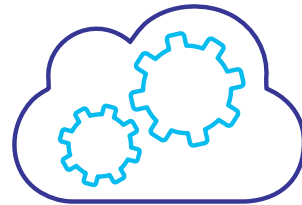
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Scale with RightFax

As fax volumes increase, payload is added to existing RightFax 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™ **RightFax™ Connect**, which eliminates all fax telephony, fax channels and fax boards, and provides unlimited and instantly available capacity for RightFax. This hybrid faxing option eliminates the need for capacity planning and accommodates growth.



No capacity constraints

Unlimited capacity

No busy signals



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Do you know how your RightFax 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?





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RightFax Analytics

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

Applying analytics to RightFax 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 RightFax 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



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RightFax Analytics continued

Available through the RightFax web administration console, RightFax 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.



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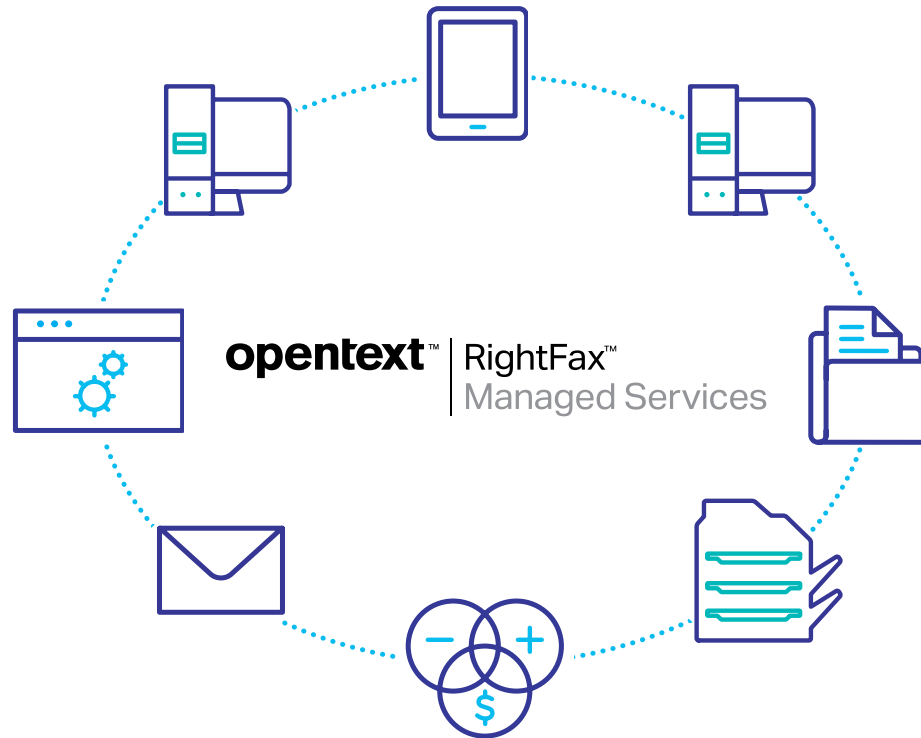
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Could you benefit from better integration?

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

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





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Maximize software integration with RightFax

To get the most out of improving fax-dependent workflows and automate document delivery, RightFax 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, RightFax is the most configurable and customizable fax server.

Pre-Built Integrations:

- **OpenText™ RightFax™ Connector for SAP® ERP**
- OpenText™ RightFax™ Connector for IBM® FileNet® Content Manager
- OpenText™ RightFax™ Connector for **eDOCS**
- OpenText™ RightFax™ Connector for Microsoft® SharePoint®
- Connector for **OpenText™ Content Server**

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

- Oracle®: Automate document exchange within Oracle systems.
- EMR/EHR applications: Integrating RightFax with EMR systems increases the security and compliance of protected patient health information.
- RightFax has the most EMR/EHR applications integrations in the industry.
- 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.



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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?





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Boost efficiency with RightFax

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

Fax-enable
back-office
applications



Document
assembly and
pre-processing



Automatic
document
delivery



Document
tracking,
notification and
reporting





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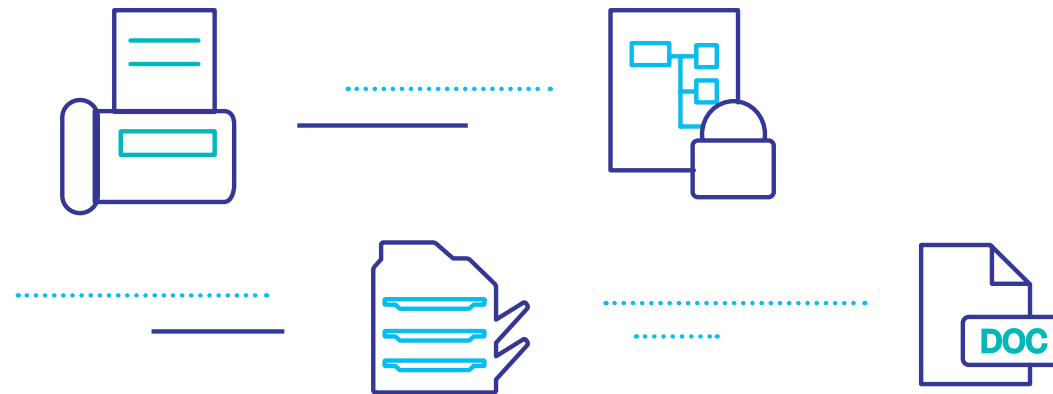


Have you integrated faxing with MFP devices?

Does your organization sometimes need to fax "paper" documents?

Are you using expensive, non-integrated MFP fax kits for faxing?

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





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Make the most of your MFP devices with RightFax

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 RightFax 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 RightFax** 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.

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





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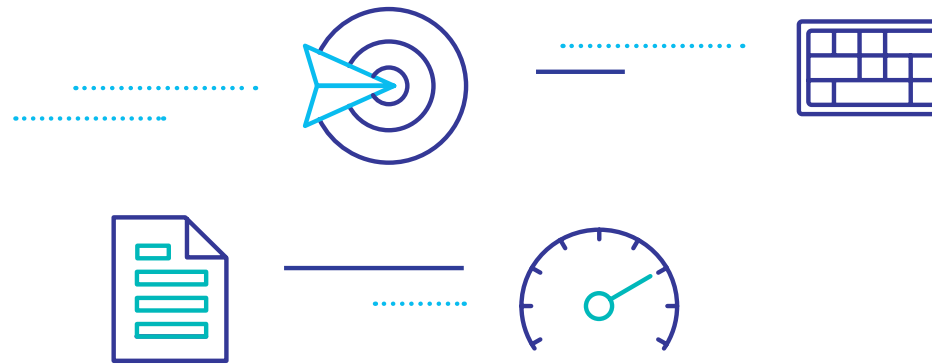
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Do you need to improve accuracy and productivity?

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?





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Capture content with RightFax

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. 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 RightFax reduces manual keying and paper handling, accelerates business processing, improves data quality, increases compliance and saves you money.





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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?





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Reduce risk with RightFax

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

- Consolidate faxing into a centralized solution to eliminate risky forms of faxing and provide a single source for fax audit trails.
- Integrate RightFax 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.

But there are additional steps you can take. The RightFax Encryption Module adds a layer of protection for fax images by encrypting all fax images at rest while they are stored in the RightFax 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.

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



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

[Learn more >](#)

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