Application Management Services (AMS) for RightFax™

Overview

Application Management Services for RightFax™ provides an extension of your internal resources with outside technical experts to administer your RightFax servers. Whether RightFax is deployed in your own datacenter, a third-party commercial datacenter or in the Cloud, rely on the RightFax™ Pros to ensure your RightFax environment is running optimally, and ongoing maintenance activities are scheduled and performed proactively.

Features

- RightFax Configuration and Administration

- RightFax System Reviews and Health Checks

- Proactive RightFax Application Maintenance

- FaxPulse Monitoring and Alerting

- FaxPulse Automated Inbound Monitoring

- System Usage and Future Recommendations

- Report and/or Review of Tickets Opened with the Services Team

- Planned Service Release / Maintenance Patch Deployment

- Training for Customer's Help Desk Personnel

Supported Platforms

- Single RightFax server or two-node RightFax Shared Services collective, inclusive of:

    o One (1) production environment

    o One (1) additional non-production environment

- RightFax to be installed on virtual machines, either in customer's datacenter or third-party commercial datacenter (e.g. Microsoft Azure, Amazon Web Services (AWS), Google Cloud Platform™)

- Up to three (3) of the following RightFax integration points are included:

- o One (1) type of email integration (any one of the following: SMTP/POP3 gateway, Connector for Microsoft® Exchange, or Connector for IBM® Notes®)

- o One (1) type of MFP connector (any one of the following: HP®, Ricoh®, Xerox®, Konica Minolta®, XML, or SMTP)

- o Up to two (2) Integration Module inputs

- o XML Generator

- o Connector for SAP® ERP

- o Connector for Microsoft® SharePoint®

- Deployed RightFax version must be under Current Maintenance and not in Sustaining Maintenance status

  - o Services can include assistance with upgrading to a qualifying version of RightFax, prior to any new Application Management Services for RightFax subscription service.

  - o Upgrade can be handled as part of the onboarding process.

- Contact Professional Services for all other configurations, Application Management Services for RightFax requirements, or custom services.

Packages Services

	RightFax AMS
Installation of Service Releases / Weekly Builds	Extended Hours (M-F 6am – 10pm Eastern)
FaxPulse Monitoring & Alerting	Included
FaxPulse Automated Inbound Monitoring	1 Hourly Pulse
System Health Checks	Performed weekly
RF System Changes	4x / Year
Training Services (Admin Training or "Train the Trainer" End-User)	2x / Year
Fax Workflow Audit	2x / Year
Full Version Upgrade	1 / 24 Months

Service Details

Below outlines the services and products that the customer is entitled to as part of the subscription to Application Management Services for RightFax. **Any additional services requested by the customer may require an additional Professional Services engagement.**

- RightFax Configuration and Administration

  o Addition, modification or removal of existing RightFax service configuration (e.g Email Gateway Migration, RightFax Sync Configuration or Adding an Integration Module Input)

    ▪ Performed with change request details provided to customer in advance:

      - Written deployment plan and backout plan

      - Written test plan

      - Execution of change request by assigned services personnel

      - Notification of start and completion of change

  o RightFax Service Release / Maintenance Patch Deployment

    ▪ Performed with change request details provided to customer in advance:

      - Written deployment plan and backout plan

      - Written test plan

      - Execution of change request by assigned services personnel

      - Notification of start and completion of change

    ▪ To be applied during extended business hours (Extended business hours to mean 6:00 am – 10:00 pm Eastern) in response to known or diagnosed bugs.

  o Full Version Upgrade

    ▪ Can be performed as part of the onboarding process to Application Management Services for RightFax

    ▪ One (1) upgrade every twenty-four (24) months (Requires a two-year contract)

    ▪ Performed during coordinated date/time with change request details provided to customer in advance.

      - Written deployment plan and backout plan

- Written test plan

- Execution of change request by assigned services personnel

- Notification of start and completion of change

- Product new features/updates training for customer's Tier 1 Support/Help Desk and product owners

- Provide updated end user documents / videos

- RightFax System Reviews and Health Checks

  o Regularly scheduled reports provide a thorough understanding of the overall health of your RightFax environment.

  o Monthly reports are reviewed by one of our experts who can offer valuable insight into how the RightFax system can be optimized for everyday and peak volumes.

- Proactive RightFax Application Maintenance

  o Regular application health checks and scheduled system reviews with a focus on preventing technical issues that can lead to application failure, as well as system usage and future recommendations for RightFax.

- FaxPulse Monitoring and Alerting

  o FaxPulse gives RightFax administrators the ability to easily view and understand channel usage, fax conversion processing, peak fax periods, identify chronic fax errors, and helps with understanding the overall health of the RightFax system(s) and fax communications services.

  o Installation, configuration and training will be performed by the experts who made it.

- FaxPulse Automated Inbound

  o Based on your specified frequency, FaxPulse AI will transmit a single page fax or "Pulse" to a given DID. Each Pulse is tracked and administrators are notified should the Pulse attempt fail. FaxPulse AI will work around the clock to ensure your incoming faxes are being received properly.

  o Installation, configuration and training will be performed by the experts who made it.

  o Monthly reports are reviewed by one of our experts.

- Report and/or Review of Tickets Opened with the Services Team

  o Monthly report of open and closed tickets

- o Root-Cause Analysis (RCA) on reported severity 1 issues after implementation of corrective actions

- Training for Customer's Help Desk Personnel

  - o Training on customer self-service basic administration (e.g. adds, changes, deletes) via RightFax clients and standard tools

    - ▪ Use of Enterprise Fax Manager (EFM)

    - ▪ Use of Web Admin

    - ▪ Use of RightFax Connect Portal

    - ▪ Use of FaxPulse BI Dashboards

    - ▪ Use of FaxPulse MA Dashboards

    - ▪ Use of FaxPulse AI Portal

  - o End user training enablement ("train-the-trainer") for customer's Tier 1 Support/Help Desk

    - ▪ FaxUtil

    - ▪ Print-to-Fax

    - ▪ Web Client

  - o Full access to the RightFax Resource Center

Customer Responsibilities

- Own / purchase proper RightFax product licensing

- Ensure associated RightFax licensing is under active and current subscription to OpenText ASP Software Maintenance Program

- Maintain proper ownership and licensing for Microsoft Windows servers, operating system software, virtual machines, and / or any additional third-party software licensing needed for the deployed solution.

- Perform system administration outside of RightFax Administration

  - o Operating system patch management

  - o Virtual machine maintenance

  - o System-level backups

  - o Database backups

- o Network / File Share management

- Provide Professional Services personnel with self-serve remote access to RightFax systems as required. NOTE: Services Team will spend up to one (1) hour to work with Customer to configure remote access to the RightFax environment (to include activities such as security training, password updates, etc.)

- Provide Tier 1 Support/Help Desk function and related activities

  - o Review and respond to internal end user client common usage questions

  - o Always submit tickets to Help Desk (issues and change request) via standard support process for Critical issues and after-hours support

  - o Enable access for Services Team to remote into RightFax servers if/when necessary

  - o Adds, changes, deletes of user accounts via standard RightFax clients

  - o Customer Tier 1 Support/Help Desk is expected to have a basic understanding of RightFax and systems troubleshooting skills.