

Introduction to opentext™ | RightFax™

What is Digital Fax?

Many organizations rely on automated document delivery workflow strategies to securely exchange and process information to and from their customers.

A key element to the automation of document delivery is the process of how that information is exchanged. Digital faxing technology is largely adopted by organizations who are looking to replace paper-based processes to improve information agility, employee productivity, and achieve higher levels of compliance with state and federal agencies.

The Different Types of Digital Faxing

Faxes can be digitally sent and received in three basic ways: via integrating with an internet faxing service provider, your existing telephone infrastructure or connecting to the cloud.

Integrating with an Internet Fax Provider (i.e. eFax)

Internet faxing providers typically provide a web-based interface instead of a physical fax machine to send and receive transmitted documents and delivered into email. To receive faxes, a fax number is individually assigned to each person who signs up, typically with a cost for each fax transmitted.

This can provide a flexible, inexpensive option for organizations, but generally lacks the integrations with third-party integrations, MFPs, and any in-house software. As fax traffic increases, your costs will also increase.

Existing Telephone Infrastructure

Faxing through your existing telephone infrastructure requires connecting to your organization's telephone network via analog lines (POTS/DID), digital lines (T1, E1, PRI, BRI), SIP Trunk or VoIP.

This provides the ability to integrate with existing software applications and multi-function printers (MFPs) with advanced configurations for high availability – including virtualization and redundancy.

Why is Digital Fax Important?

Not all faxing systems are the same. Organizations that rely on fax need to ensure that their document delivery workflows are processed in a timely manner. That is why overall system architecture is important when considering fax server options.

Enterprise-grade fax server solutions can maintain an extremely high degree of system reliability with numerous built-in fail-safes that ultimately protect faxes from being lost, delayed or accidentally deleted. With a digital fax solution, your organization can:

- Integrate fax documents with the business applications that are most important to your business, making it easier to exchange information more quickly
- Turn static, paper documents into dynamic, smart content as part of an electronic workflow
- Shorten business cycles by delivering quotes, invoices, and purchase orders automatically and instantly
- Eliminate the cost of fax machines, paper, toner, analog phone lines, and the frustrations that go along with them
- Maintain compliance with regulations around the world to keep protected information private

Transforming paper-based processes into automated document delivery workflows provides benefits across the entire organization by increasing the efficiency and productivity of anyone who touches a faxed document.

Connecting to the Cloud

A digital SIP service that leverages the cloud to transmit your faxes so that users can transmit faxes from any place that has an internet or wireless connection and use your current servers or software.

This can help reduce costs by eliminating the need for fax machines, servers, telephony infrastructure as well as the IT resources necessary to maintain these technologies.

What is RightFax?

As the most flexible and configurable fax server available, OpenText RightFax provides robust configurability and flexible automation capabilities that make it the most trusted and reliable choice for organizations to support their digital transformation strategy.

The RightFax Basics

RightFax Fax Server Editions

RightFax has several flexible fax server options to centralize electronic document delivery workflows, including:

RightFax Branch Office Server

Ideal for smaller operations, departments, or branch offices that need to manage their documents independently, even in the case of a failure at a central data hub.

RightFax Business Server

A workhorse for smaller to mid-size companies with a higher level of faxing needs. No matter what your business does, RightFax Business Server is a safe investment because it can grow as you grow.

RightFax Enterprise Integration Server

The RightFax Enterprise Integration Server is the same as the Enterprise Suite but includes the integration modules which transforms RightFax into an automated outbound fax solution. This includes integration with legacy systems and current applications.

RightFax Enterprise Suite

Offers the same enterprise functionality and capabilities as Enterprise Server but includes even more add-on modules as a bundle.

RightFax Enterprise Server

Designed for enterprise organizations which require enterprise-grade capabilities across the entire

organization. Multiple enterprise fax servers work together to provide a network that integrates with the unique systems of your large business. RightFax Enterprise Server supports extremely high fax volumes, advanced integrations and additional add-on modules for expanded capabilities.

Channels

RightFax Channels are licensed document delivery channels which represent the number of concurrent documents that can be transmitted at any given time. Regardless of the size of your fax needs, RightFax has a solution to meet the capacity your business needs to send and receive fax documents.

Gateways

Analog and digital media gateways allow customers to configure and deploy reliable, secure boardless, IP-based fax server systems; suitable for both the small to mid-size businesses and Enterprise organizations and compatible with a variety of popular PBX manufacturers including Cisco, Alcatel, Avaya, Ericsson, Fujitsu, Mitel, NEC, Nortel, and Siemens.

Client Software

The client-side component of the fax server, including dedicated enterprise administration software, fax client software, web-based user tools or utilities designed to appear as a local printer on the network, including:

FaxUtil

A comprehensive desktop application for users of OpenText RightFax. Within RightFax FaxUtil, users can create, view, edit, and print faxes, along with a number of other useful features for managing fax traffic.

FaxUtilWeb

A web-based client that allows for a reduction of the required effort to support RightFax on hundreds or sometimes thousands of desktops.

Enterprise Fax Manager

A Windows-based client application with which administrators manage RightFax servers, including items such as users, groups, printers, cover sheets, and the general functions of the fax system.

Telephony

RightFax can interface with telephony systems via hardware-based intelligent fax boards (IFBs) or software-based fax over IP (FoIP) middleware. A RightFax server can have dedicated transport services that run in the background as an interface between the RightFax and your telephony equipment.

Deployment Options

RightFax has four main deployment options available depending on the needs of your organization. Each model has its own unique characteristics – whether those characteristics are strengths or weaknesses will depend upon your requirements for functionality, the availability of IT staff, related costs and how critical fax is to your business.

RightFax Fax Server (On-Premise)

This 100% on-premises deployment installs RightFax on an on-premises server and uses on-premises telephony for electronic faxing. RightFax can connect with virtually any type of telephone network: analog lines (POTS/DID), digital lines (T1, E1, PRI, BRI), and VoIP.

The key strength of on-premises solutions is the ability to integrate with existing software applications and multi-function printers (MFPs). Advanced on-premises solutions support configurations for high availability – including virtualization and redundancy. One option with on-premises solutions is a fax appliance that includes the necessary hardware (server, network and telephone connections) and fax server software in an “all-in-one” plug-and-play configuration.

RightFax Connect (Hybrid)

This is a hybrid option where RightFax is installed on-premises and uses RightFax Connect (cloud service) to send and receive faxes. This removes the burden of connecting RightFax to your telephone network. RightFax Connect is the only cloud-based transmission built by the experts at OpenText to work with RightFax software. With virtually unlimited capacity, it handles spikes and peaks in volume with no fax traffic congestion. Since this option does not require fax channels, it removes the capacity limitations of RightFax fax channels by using the cloud for fax transmission.

The key strength of hybrid solutions is that the service portion typically includes the connection to the telephone network—often the most complex and confusing part of deploying fax solutions—taking this responsibility away from your IT and telecommunications staff. Because the software is residing on-premises, integration with MFPs and other software applications is the same as an on-premise solution. For organizations with disaster recovery strategies, RightFax Connect can simplify your process because no matter where your RightFax server is located, you can connect to the server and your inbound numbers will point to you.

Fax2Mail (Cloud)

Fax2Mail has been a leading provider of outsourced messaging services for over two decades. The Fax2Mail fax service allows you to send, receive, save, and forward faxes from an email client, BlackBerry, desktop, laptop, PDA, or smartphone. For a low monthly cost, the fax service can be used from any place that has an internet or wireless connection—no servers or software required.

The key strength of this solution is that it can help reduce costs by eliminating the need for fax machines, servers, telephony infrastructure as well as the IT resources necessary to maintain these technologies. However, a total cloud solution may limit your ability to integrate with applications, MFPs, Active Directory, and the ability to deliver inbound faxes to network folders.

Hosted (Managed)

This managed fax solution option moves RightFax from an on-premises deployment to a location managed and hosted by your cloud provider (AWS, Google, Azure, etc.). The software and feature set remain the same, but this option removes the complexity of managing and maintaining an on-premises deployment.

The key strength of this solution is that the IT infrastructure is managed by the service provider in their data centers, while keeping your data isolated and protected.

What is Telephony?

Analog vs. Digital

To transmit documents via telephony or fax machines, there are two basic technologies that can support document data flow: Analog and Digital.

Analog technology, or POTS, has been around for decades and works by translating transmitted documents into electronic pulses that travel through the network and reach the device on the other end, which translates them back to the original message.

On the other side, digital technology, including SIP, can use digital T1 lines or FoIP using SIP to deliver faxes. Digital has the ability to transmit DID information so you can route faxes to individual users or groups based on the number dialed while providing greater scalability.

T.38 vs. G711

A T.38 fax was developed to reliably send fax transmissions over standard voice lines. A T.38 uses less bandwidth, is more reliable due to redundancy, and is the gold-standard when transmitting fax over IP. This is great for organizations looking for support for data and control of redundancy, which mitigates the effects of packet loss. Packet loss results large gaps in fax data and is prevented by switching to a lower transmission speed.

G.711 is an ITU-T recommendation for Pulse Code Modulation (PCM) of voice frequencies. When sending a fax using G.711, digital fax data converted to a PCM audio stream, which is then sent as G.711 Real-time Transport Protocol (RTP) packets. G.711 has limitation since it was designed for pure voice and is not as reliable as sending fax as T.38.

H.323 vs. SIP

Session Initiation Protocol, or SIP, and H.323 protocol both support voice over IP and document transmissions, but each has different capabilities, which can present specific strengths or a weaknesses based on your enterprise needs.

H.323 is a well-structured and well-defined protocol, with specific definitions for establishing sessions. Due to its rigid services definition that comes out of the telecom-based standards body, all H.323

implementations are generally interoperable. Although H.323 can successfully work with fax, it is not ideal due to its complexity.

SIP, an ASCII text-based standard, is highly extensible, which allows developers to expand or add to its capabilities, and it supports rich-media communications, as well as data transfer. SIP's text format, however, can result in large messages that aren't as suitable for networks that may have bandwidth, delay and processing issues.

Gateways vs. Cards vs. Plugs in MFP

In RightFax, there are two different ways for the fax server to talk to the PSTN. First, you can have a physical service which as a physical fax card in it which connects to either your PRI or phone lines and allows you to go from digital documents to connecting to your phone system. Second, you can use the SIP protocol to communicate from RightFax to your gateways. Your gateways can be configured with PRIs or Analog, those are your connections out to the PSTN.

Typically, people have gone to gateways when they wanted to use virtual machines to run RightFax since you can't use a physical card in a virtual machine.

Secure FoIP

Organizations adopting an IP telephony environment may further streamline their messaging infrastructure and enhance the benefits of their existing fax server by enabling it to support FoIP.

When utilizing Fax over IP (FoIP), RightFax Secure FoIP channels secure and encrypt fax traffic within the firewall. This channel option introduces support for TLS over SIP, where TLS provides endpoint authentication by using mutual or two-way authentication on a hop-by-hop basis.

RightFax organizations can upgrade their existing RightFax FoIP channels to RightFax Secure FoIP channels. Depending on their telephony infrastructure and security requirements, new RightFax customers have many channel options, including traditional hardware-based fax boards, RightFax FoIP channels

How many Channels do you need?

RightFax deployments require careful planning to ensure the right capacity is available at any given time for fax transmissions. Understanding your fax volume is an important part of managing a RightFax implementation that utilizes on-premises telephony in order to properly plan for capacity requirements. Insufficient capacity leads to outbound fax delivery delays and inbound fax transmission busy signals.

A best practice of many installations is to expand the availability and use of RightFax across the entire organization: RightFax may have been implemented to solve a specific business problem or make a fax-dependent workflow more efficient, but many organizations expand RightFax to other lines of business, departments and to all employees to make faxing more efficient across the entire organization, which affects fax volumes. For example, organizations with a large fleet of MFPs can use a single RightFax server to easily transmit documents from multiple MFPs rather than maintaining individual phone lines for each individual MFP.

As fax volumes increase, additional payload is added to existing RightFax channels and available capacity – and understanding this impact helps avoid channel saturation, transmission delays or missed faxes that are critical to your business. Another key area in channel capacity and capacity planning is determining the highest level of faxing at any given time – including planning for spikes and highest peaks in fax volume. The uppermost level of faxing may occur only during certain times of the year (seasonal volume trends), certain times of the month (end of month invoices), or daily (broadcast faxing).

RightFax provides instant and unlimited scalability for any fax capacity requirements. Advantage has a dedicated team to assist your needs for capacity concerns, capacity planning, and additional capacity purchases and expenses, RightFax can scale with your business, providing the capacity where and when you need it.

and RightFax Secure FoIP channels.

Improved Security

Secure SIP channels will encrypt your faxes in motion between your RightFax server and your gateway (Cisco, Avaya, Sonus, Dialogic).

Plug & Play Functionality

This “plug-and-play” module can be integrated within minutes by connecting via Fax over IP (FoIP) with SIP Trunk.

TLS Support

New channel option introduces support for TLS 1.2 over SIP. TLS provides endpoint authentication by using mutual or two-way authentication on a hop-by-hop basis.

Receiving a Fax

RightFax automates and optimizes fax-triggered business processes by enabling organizations to electronically receive and route inbound fax documents directly to the appropriate people or systems needed to fulfill business transactions.

Delivery Methods / Routing Methods

RightFax can search the content of an incoming fax and route the fax based on its recognized characters. This is particularly important to those organizations that use account numbers, barcodes or other identifying fields in their fax content.

- Optical/Intelligent Character Recognition (OCR/ICR): Seek an enterprise fax solution that has OCR processors available.
- Convert images of text in received faxes into standard, editable text files.
- Barcode Recognition and Routing (routes faxes based on barcode data): Barcode information is included in the fax history record and routes based on routing rules.
- XML Export: A process by which the fax server application outputs fax image files and metadata in XML format. These can be imported into an XML-compatible document management system, Microsoft SharePoint, etc.

FaxUtil

RightFax FaxUtil is a comprehensive desktop application for users of OpenText RightFax. Within RightFax FaxUtil, users can create, view, edit, and print faxes, along with a number of other useful features for managing fax traffic.

FaxUtilWeb

A full featured web-based client that will run on any HTML compliant browser including tablets and smart phones. FaxUtilWeb is an excellent solution for organizations that do not have the staff to support a large client rollout of the RightFax FaxUtil or just prefer a web-based solution.

Deliverable File Types

Using RightFax, faxes can be sent as attachments in the most popular formats including:

- PDF's
- Microsoft Word
- PowerPoint
- Excel
- PostScript files
- Standard Image files (GIF, TIF, JPG)

Additionally, RightFax will send email notifications with an image / pdf attachment of the fax depending on your configuration.

Delegates

End users have the option in FaxUtil/FaxUtilWeb to manage who has access to their personal fax mailbox by granting a delegate permission to manage faxes (send, read, delete). Audit trails will show who the actual sender is, even when sent as a delegate which is useful for a group or shared fax inboxes.

Incoming Faxing Workflows / Inbound Routing

RightFax can serve as an on ramp to the inbound workflow process to provide an efficient routing mechanism to direct documents to their final destinations within an organization.

- Primary routing method for RightFax is routing based on the phone number dialed (DID/DNIS)
- Administrators can set up rules to automatically use the telephony information associated with the inbound fax for routing purposes
- Types of telephony information include DID (Direct Inward Dialing Routing), DNIS (Dialed Number Identification Service Routing), DTMF (Dual Tone Multi Frequency Routing), ANI (Automatic Number Identification Routing), CSID (Called Subscriber Identification Routing)
- Secondary routing options include delivery faxes to an individual's email inbox, individual user's fax inbox, a network folder, back-end workflow systems, vertical applications, content management systems, storage systems, MFP devices or printers, Smart Fax Distribution, or members of a user group.

Fax Automation

The intelligent inbound fax routing capabilities of Open Text Fax Server enable organizations to integrate seamlessly with the back-office applications (ECM, CRM, ERP, EMR/EHR, etc.) that produce batch-oriented documents.

As a result, RightFax ingests the document from the back-office system, creates and formats the documents and then delivers them as individual faxes, complete with notifications of delivery status and a traceable audit trail.

Sending a Fax

Print to Fax

In RightFax, Print to Fax allows a document to be securely faxed in the same way that a document is printed from any Windows-based application, such as Microsoft Office. Simply select “File” then “Print.” At that point, a dialog box pops-up which allows you to enter all the required faxing information. With integrated fax software, users can be where they need to be to focus on the task at hand, rather than being anchored down by traditional faxing methods.

Email to Fax

RightFax makes faxing via email quick and easy. RightFax is compatible with Microsoft Exchange, Lotus Notes and SMTP email clients. RightFax also integrates with your cloud email solution including Google Apps and Office 365. Email to Fax joins the power of fax with the familiarity of email, helping enterprises achieve their unified messaging goals securely while improving communication efficiency throughout the enterprise.

Multi-function Printers (MFPs)

MFP integrations are especially important if there is a paper document that needs to be faxed. By scanning the document on a connected MFP, the scanned copy becomes an electronic document that can then be sent via the fax server. The use of multi-function printers is growing, and organizations can significantly benefit from faxing with MFPs via a native or universal connection to the fax server. Ideal applications include scan-to-fax and auto-print upon receipt of a fax when paper-based processes are still required.

RightFax offers two types of connectors: Universal (SMTP & XML-based) and named (Ricoh, Xerox, Konica Minolta, and HP specific). With either type of connector, you effectively add RightFax fax send capability to the MFP without the need to have dedicated analog lines connected to each device or to purchase expensive embedded MFP fax kits. Organizations with a large fleet of MFPs can use a single RightFax Server to easily transmit documents from multiple MFPs rather than maintaining individual phone lines for each individual MFP.

Outbound dialing rules

RightFax can configure dialing rules to specify the fax number and then attach rules and restrictions to faxes whose destination fax number matches that pattern. Examples include:

- Automatically append a “9” to all outbound fax numbers
- Specify that some fax traffic is sent “after hours” so fax lines are not tied up during business hours
- Destination tables allow users to customize outbound dialing rules
- Block numbers based on digits dialed

Add-On Modules

Often provided as optional modules above and beyond the RightFax’s core offering, add-on modules can be added for extra functionality and workflow enablement. Providing flexible, extensible, scalable architecture and options for growth to meet the needs of all businesses, great and small, compare

available add-on solutions below to learn how you can increase the power of a RightFax system:

Shared Services Module

The RightFax Shared Services Module enables two to twelve RightFax Servers to operate as a single unit by sharing a single database. It increases performance and capacity by distributing workloads across servers. The module adds high availability and disaster recovery capabilities through duplication of critical system functions, so it can keep running even if sites or servers go offline.

Workflow Platform for RightFax

Documentation is an unavoidable part of doing business, but in industries like health care and financial services, keeping track of sensitive personal information can start to feel like herding cats. The Workflow Platform for RightFax maximizes the value of your organization's fax documents by automatically routing and processing them as electronic documents while integrating them with a wide variety of back-end systems. You can configure workflows so fax metadata can be added to the fax before it is moved to its next flow point. The entire workflow is audited in the fax history.

Integration Module

The RightFax Integration Module ties back-end systems into RightFax to automatically deliver documents by fax, email, print, SMS, certified email, or certified and encrypted email. Delivery from Oracle, SAP, ERP, and CRM systems is easily customizable with RightFax facsimile command language (FCL), XML, Java, and more. Delivery confirmation and audit trail data can be inserted into ERP and other back-office applications.

Encryption Module

A new licensed module which encrypts all fax images in the RightFax image directory, encrypted with TripleDES 192-bit security, helping organizations achieve compliance with regulations such as PCI-DSS and HIPAA.

Bar Code Routing Module

The RightFax Bar Code Routing Module automatically routes inbound faxes by reading a bar code on the cover sheet or first page of a document. By minimizing user intervention, businesses will see increased productivity.

Searchable PDF Module

The RightFax Searchable PDF Module uses optical character recognition (OCR) to convert sent and received fax images to searchable text. Instantly identify and retrieve the fax(es) you need by searching for keywords instead of reading through hundreds or thousands of pages.

FaxPulse

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.

MFP Connectors

MFP integrations are especially important if there is a paper document that needs to be faxed. By scanning the document on a connected MFP, the scanned copy becomes an electronic document that can then be sent via the fax server. The use of multi-function printers is growing, and organizations can significantly benefit from faxing with MFPs via a native or universal connection to the fax server. Ideal applications include scan-to-fax and auto-print upon receipt of a fax when paper-based processes are still required.

RightFax offers two types of connectors: Universal (SMTP & XML-based) and named (Ricoh, Xerox, Konica Minolta, and HP specific). With either type of connector, you effectively add RightFax fax send capability to the MFP without the need to have dedicated analog lines connected to each device or to purchase expensive embedded MFP fax kits. Organizations with a large fleet of MFPs can use a single RightFax Server to easily transmit documents from multiple MFPs rather than maintaining individual phone lines for each individual MFP.

RightFax provides fully integrated faxing with the following MFP brands:

- Ricoh
- Xerox
- HP
- Konica Minolta
- Canon

If your organization deals with a high-volume of fax communications transmitted through your stand-alone MFP and you would like to improve productivity, reduce paper-related costs, and increase document security, then RightFax is the solution for you.

Software Integrations

RightFax provides users with the ability to send, receive and manage faxes from virtually all user-based desktop systems, including applications such as Microsoft® Office, any email application and MFP devices to scan and send paper documents.

Featuring pre-built integrations, RightFax can improve the speed and flow of your company's vital information through business-critical fax and document distribution by providing a complete suite of integration tools, such as APIs, SDKs and command languages.

Below, find some of the most popular built-in software integrations for RightFax:

RightFax Connector for Microsoft Exchange®

Integrate RightFax with Microsoft Exchange email systems. OpenText fully supports faxing with Exchange Server 2016, 2013, 2010 and 2007. RightFax Connector for Microsoft Exchange enables users of Exchange Server supported versions to conveniently send, receive, and organize fax documents directly from Microsoft Outlook.

RightFax Connector for SAP ERP

The RightFax Connector for SAP ERP is certified by the experts at SAP and OpenText to provide inbound and outbound fax integration with SAP systems. The RightFax Connector for SAP automates high volume document production and delivery and integrates fax into SAP applications. Supports up to 15 connections to SAP clients.

RightFax Connector for IBM FileNet Content Manager

Integrates with IBM FileNet enterprise content management solutions and converges fax and document management technologies to allow companies to convert, index, route, and store inbound fax documents in FileNet.

RightFax Connector for Microsoft SharePoint

Capture images directly into SharePoint Server and automate business processes. Enhanced image management is now possible with the RightFax Connector for SharePoint as fax images delivered to SharePoint libraries can now conform to enterprise document policies, security, and lifecycle management, providing improved compliance and accessibility

Conclusion

RightFax improves the speed and flow of your company's vital information through business-critical fax and document distribution. When fax is important to your business, RightFax increases employee productivity and decreases paper-based operational costs. RightFax has met these needs for over 25 years and continues to lead the market by integrating secure fax automation into email, front offices, back offices, the web, MFPs, and nearly any system or application.



Advantage Technologies

575 Lexington Ave.
Suite 12-110
New York, NY 10022
866-730-1700
info@atechnologies.com
www.atechnologies.com

About Advantage

Advantage Technologies has been providing on-premise and cloud-based enterprise fax and automated electronic document delivery solutions for over 20 years. Our team has completed thousands of successful system deployments worldwide in such industries as finance, insurance, banking, government, manufacturing, transportation, and healthcare.

Our North American helpdesk and sales team are certified on OpenText RightFax, Alchemy, RightFax Connect, Secure Mail, Secure MFT, Brooktrout fax boards and FoIP software, Dialogic Media Gateways, Sonus Fax Gateways, and cloud-based fax solutions. Advantage Technologies is a leading OpenText Platinum Partner and Authorized Support Partner (ASP).

Throughout our partnership with OpenText, Advantage has been recognized as RightFax Partner of the Year, IX Partner of the Year, and an IX Partner Leader.

opentext™ | Partner
Distributor

opentext™ | Partner
Reseller Platinum

opentext™ | Partner
Support