

Captaris[®] RightFax[®] 9.3 Messaging

Main RightFax Positioning

Main Product Positioning

RightFax is the proven market leader in fax server and electronic document delivery software solutions. It delivers the most reliable and robust solutions to integrate and automate the flow of fax, paper and electronic documents and data, enabling enterprises to drive revenue, cut costs and meet compliance goals.

MESSAGE ONE: RIGHTFAX IS THE PROVEN MARKET LEADER IN FAX SERVER AND ELECTRONIC DOCUMENT DELIVERY SOLUTIONS.

Proof Points:

- RightFax is the world leader in fax server software, with a market share five times larger than its nearest North American competitor and 2.5 times larger than its nearest global competitor. (Source: Computer-based Fax Report 2005-2010, Davidson Consulting)
- RightFax Servers are installed worldwide in thousands of organizations.
- RightFax has 27 percent market share worldwide. (Source: Computer-based Fax Report 2005 - 2010, Davidson Consulting)
- RightFax is proven in a variety of industries including healthcare, financial services, government, manufacturing and legal. Tailored solutions are available for healthcare and financial services.
- Captaris has strong and deep channel relationships (1,000 partners worldwide with some partnerships lasting more than 15 years).

Customer Evidence

- “RightFax is the perfect fit. We looked at other solutions, but they seemed make-shift, not as simple or seamless as RightFax.” —Barilla America
- “We looked at several other solutions and determined that RightFax was the most solid product with the best reputation and good customer support.” —DiversiTech
- “Ellie Mae conducted rigorous comparisons and testing of competing fax server products. It chose RightFax because the fax server is well-established, scalable, robust and includes the telephony component.” —Ellie Mae

MESSAGE TWO: RIGHTFAX DELIVERS THE MOST RELIABLE AND ROBUST FAX SERVER INTEGRATIONS AND CONNECTORS.

Proof Points

- Reliability is the #1 reason new customers choose RightFax.
- RightFax supports 24-hours, seven-days-a-week operations.
- RightFax uses Microsoft[®] SQL Server for enterprise scalability, reliability, performance and interoperability.
- RightFax provides a breadth of services in add-on modules and connectors and the ability to add document delivery channels and capacity. RightFax offers the simplest set of integrations to the most back- and front-office systems.

- RightFax provides open APIs, Facsimile Command Language (FCL, Java and XML) to enable easy integration with most back- and front-office applications—even custom software.
- RightFax maximizes access to corporate data through long-standing integrations and partnerships with leading technology companies such as Canon, FileNet, HP, IBM Lotus, Microsoft, Oracle, SAP, Sharp and Xerox.
- RightFax has the most certified, tested and endorsed integrations in the industry.
- RightFax is tightly integrated with Captaris Alchemy[®] and Captaris Workflow[™] to provide end-to-end document delivery, workflow and document management. This integration provides a single source vendor for solutions to help companies automate all business processes and maintain regulatory compliance.

Customer Evidence

- “RightFax is reliable—virtually maintenance free and priced within budget. Comparatively, for what we were looking for to fit our need and what the cost came out to be...It worked.” —Barilla America
- “Edmonton Public Schools consulted with several other vendors before choosing RightFax. Others were cumbersome and not as reliable as RightFax.” —Edmonton Public Schools
- “With electronic faxing, we have control from the starting point right from the desktop or anywhere using the Internet. It’s more robust and no one is asking why they didn’t receive faxes.” —DiversiTech
- “With RightFax, we have a solution supported by the supplier that is customizable with connectors and add-on modules. I don’t think that kind of flexibility is often seen (in fax server vendors).” —Calgary Board of Education
- “As we grew, each area saw the benefits of using RightFax. We knew its potential and wanted to increase volume and use integrated capabilities. On the enterprise level, the integrate solution has proven flexible and scalable to meet growing needs.” —Regions Financial Corporation

MESSAGE THREE: RIGHTFAX ENABLES ENTERPRISES TO DRIVE REVENUE, CUT COSTS AND MEET COMPLIANCE GOALS.

- RightFax can reduce document delivery costs up to 90 percent by eliminating manual document delivery processes and associated labor, equipment and supply costs.
- RightFax Server software replaces stand-alone fax machines and associated supplies, equipment and labor costs.
- RightFax provides tamper-resistant document delivery, receipt and tracking from virtually any enterprise application.
- RightFax offers additional security features with certified and encrypted document delivery available in Enterprise Suite/SecureDocs.
- RightFax is relied upon as a centralized, secure document delivery hub that supports corporate compliance with Sarbanes-Oxley, HIPAA and other government regulations.
- RightFax helps organizations automate processes and reduce errors in areas such as claims processing, purchasing and loan approvals, among others.
- RightFax enables organizations to allocate resources more effectively by eliminating error-prone, time-consuming manual faxing.

Customer Evidence

- “They love it, RightFax really solves a lot of problems for them in terms of compliance and document archiving. It’s great to move to the next generation of document management.” —Ellie Mae
- “Return on Investment for RightFax is holding true to projections. Given resources spent and efficiencies gained, full payback is estimated within six months.” —DiversiTech

- “RightFax just out of the box is HIPAA-compliant...SecureDocs gives us the ability to customize who receives faxes, where they print or save the documents...Then it provides a log when recipients view or save files.” —Diamond Pharmacy
- “Time-savings of up-to-15 minutes per fax, which may total thousands of man-hours per year. Eliminating two hard copies for every purchase order, the team foresees cost savings of at least thousands of dollars per year. All better efficiencies and cost reductions automatically benefit schools and students.” —Calgary Board of Education
- Denton County saves \$100,000 annually with unified voice and fax messaging solution.
- “With RightFax, we now have confidence in delivery and an audit trail for the requisition process.” —Calgary Board of Education
- “The main benefit is that with an electronic version of the document, we don’t have to worry about papers getting lost, but now we have an electronic archive and better tracking. We were confident RightFax was worth what we paid for it and we would have the ROI we were looking to achieve.” —DiversiTech
- “Electronically delivering mortgage documents via RightFax is convenient, secure and affordable.” —The Mortgage Warehouse

RightFax 9.3 Messaging

RightFax 9.3 includes significant enhancements in enterprise performance, scalability and user administration, with faster document delivery speeds, better support for disaster recovery scenarios and an updated Web access client.

Feature Highlights

RightFax 9.3 provides exciting new features and enhancements and a platform for next generation, innovative fax server offerings. Product highlights include, but are not limited to:

- A new database consolidation feature: Multiple RightFax application servers will be able to share a single instance of the RightFax SQL database, offering significant improvements in user administration, load-balancing, data redundancy, and support for disaster recovery scenarios.
- An XML-based tool to synchronize company data to RightFax from Microsoft Active Directory or the Lightweight Directory Access Protocol (LDAP). Built on the Microsoft .NET Framework, this drastically reduces administration time and ensures more accurate data synchronizations. The new Microsoft Active Directory integration does not require an update to the company's existing schema.
- Several enhancements to the RightFax Web Access client make it even easier to deploy and to use.
- Performance enhancements to inbound document processing will benefit companies seeing increased document traffic entering their organization. RightFax 9.3 uses Microsoft SQL Server to manage the receive queue, adding even more reliability, better performance and load-balancing.
- A new server application, built on the Microsoft .NET Framework, provides a faster and more efficient conversion of Microsoft Office documents into faxes.
- Support for multiple dedicated SMTP gateways for inbound or outbound fax processing will improve document delivery speed and eliminate processing delays.
- Updates to Eicon fax board support include call blocking, inbound routing and enhanced use of CSID.
- RightFax supports the new Microsoft Office 2007 document file formats .xlsx, .docx and pptx. The RightFax Form for Outlook continues to be supported in Office 2007.

- RightFax client applications are now compatible with Microsoft Windows Vista. End-user client applications can be deployed on Windows Vista as well as older supported versions of Windows (Windows 2000 & XP). RightFax Web Access and Enterprise Fax Manager Web Edition are supported on Internet Explorer 7.0.
- The new RightFax connector for Microsoft Exchange 2007 enables organizations to support multiple RightFax Servers with a single Exchange Server (2003 or 2007). One RightFax Server may serve multiple Exchange Servers or vice-versa.
- Improved management for undeliverable faxes and notifications with the ability to route undeliverable messages to defined account—according to their business processes
- Support of PCI Express (PCIe) versions of Cantata Brooktrout TR1034 T1/E1 digital fax boards
- Fax over IP solutions allow connection to a variety of network equipment supporting Fax over IP protocols
- For a more complete overview of the new features and relevant changes to RightFax 9.3, please refer to the *RightFax 9.3 Guide to New Features* and *RightFax 9.3 Feature Pack (FP) 2 Guide to New Features* available in PartnerPath.

RightFax 9.3 Product Line Overview

Electronic Fax Servers

- RightFax Business Server
- RightFax Enterprise Server
- RightFax Satellite Server (add-on server)
- RightFax Enterprise Suite

Production Fax

- RightFax Business Integration
- RightFax Enterprise Integration

Optional Modules and Connectors

- RightFax Lotus Notes Module
- RightFax Microsoft Exchange Module
- RightFax PDF Module
- RightFax Web Access
- RightFax Integration Module
- RightFax Connector for SAP
- RightFax Share Services Module
- RightFax XML Generator
- RightFax Workflow Wizard
- RightFax Connector 2.5 for FileNet P8
- RightFax MFP Module
- RightFax Archive Link for Alchemy

Customer Services

- Captaris Professional Services
- Captaris Support and Maintenance
- Captaris Learning Center

RightFax Product Line Descriptions

25 Words

Captaris® RightFax® is the leader in fax server and electronic document delivery with robust, reliable, integrated solutions that drive revenue, cut costs and meet compliance goals.

50 Words

Captaris® RightFax® is the proven market leader in fax server and electronic document delivery software solutions. It delivers the most reliable and robust solutions to integrate and automate the flow of fax, paper and electronic documents and data, enabling enterprises to drive revenue, cut costs and meet compliance goals.

75 Words

Captaris® RightFax® is the proven market leader in fax server and electronic document delivery. It delivers reliable, robust solutions that enable enterprises to drive revenue, cut costs and meet compliance goals by integrating and automating the flow of fax, paper and electronic documents and data. RightFax integrates with desktop, email, CRM, ERP, document management and other applications to efficiently and securely send and receive documents from any application via fax, email, print devices or the Internet.

100 Words

Captaris® RightFax® is the proven market leader in fax server and electronic document delivery. It delivers reliable, robust solutions that enable enterprises to drive revenue, cut costs and meet compliance goals by integrating and automating the flow of fax, paper and electronic documents and data. RightFax integrates with desktop, email, CRM, ERP, document management and other applications to efficiently and securely send and receive documents from any application via fax, email, print devices or the Internet. Using RightFax, enterprises can cut document delivery costs up to 90 percent by automating manual business processes, such as faxing and paper-based document distribution.

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