

Choosing an Enterprise Fax Server Solution

A guide to choosing an enterprise fax server solution that supports your faxing needs

Faxing has a long history as a trusted and secure form of communication and document exchange. It is deeply rooted in many business processes and workflows all around the world. When organizations want to make faxing operations an efficient part of their business, they turn to an enterprise fax server to boost efficiency and productivity by increasing the speed of transmitting, routing, and processing faxed documents. Understanding the features and functionality of enterprise fax servers is an important step in choosing a solution that is best for your organization.

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Executive Summary

Fax remains a relevant and important part of many organizations. Millions of fax documents flow in and out of companies around the world every single day. When your business operates on processes and functions that rely on fax, an enterprise fax server solution should be considered. Enterprise fax servers turn faxed documents into electronic documents that can be integrated as part of a workflow or business process. As a result, companies can increase efficiency and productivity by increasing the speed of transmitting, routing, and processing faxed documents.

When organizations require that their fax systems be installed and managed internally, the prevalent solution is an on-premises fax server. The primary reasons for an on-premises implementation include security and privacy issues, the need for better administrative control and for data sovereignty of fax content. In addition, on-premises fax systems can integrate with other applications easily. It is primarily for these reasons that world-class organizations, regardless of industry, turn to on-premises enterprise fax server solutions to increase efficiency and productivity of transmitting, routing, and processing faxed documents.

Investigating fax servers and the functionality they provide can be an overwhelming task. Fax servers come with different levels of capabilities, and when fax document management is deemed a mission-critical function, choosing a fax server solution should not be taken lightly. Not all fax servers are the same, and companies should actively seek fax server suppliers with a proven history of developing reliable enterprise-class fax server platforms.

This paper will serve as a decision support tool for organizations planning to choose and implement an on-premises, enterprise-grade fax server solution. It is designed to help evaluate business needs and develop a foundation of criteria for choosing the optimal fax server application.

Fax Server Basics

A fax server is a multi-tiered software application that provides a centralized fax resource for the sending and receiving of fax documents from anywhere on a LAN/WAN network. Fax servers work by providing a centralized network-based software application that handles both inbound and outbound faxing. Unlike a standalone fax machine, a fax server application is capable of integrating with all kinds of business workflow processes that need to send or receive fax documents in and out of an organization. End users, applications and printers communicate with the fax server, using it as a communications platform that connects to the outside world.

Core Components of a Fax Server Deployment

As mentioned previously, not all faxing systems are the same. Companies who rely on fax cannot afford to lose, misplace or not deliver/receive a fax in a timely manner. That is why overall system architecture is important when considering fax server options. Enterprise quality fax systems, properly deployed, have proven to maintain extremely high degrees of system reliability because of the numerous built-in fail-safes that ultimately protect the faxes from being lost, delayed or accidentally deleted.

Below is a typical list of basic core components of a fax server system. Understanding these terms allows a solid foundation for evaluating fax server systems and the functionalities they provide.

Fax Server Software - The core set of application services that manage the entire network fax environment, including the fax database services, job handling and queuing, document conversions, and the services that interface with the telephony equipment.

Fax Database - An open, relational database (e.g. MS SQL Server) that manages system objects, fax metadata or can manage and track fax deliveries.

Client Programs - 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. The most popular client integration is the email client, which is used in most enterprise fax server implementations.

Additional Modules - Often provided as optional modules above and beyond the fax server's core offering, additional modules can be added for extra functionality and workflow enablement. Some possible module examples include email integration, searchable PDF conversion, PDF encryption, optical character recognition, etc.

Integration Modules, Tools and Developer APIs - These modules are developed to allow for integrations between the fax server and specific business applications. Vertical application systems (software specifically developed for healthcare, legal, financial, etc.), SAP, Oracle, etc. are all examples. APIs can include Web Services, JAVA, COM, C++, etc.

Server Hardware - A dedicated server unit running the installed fax server software and application. Separate, dedicated server units may also be deployed to operate the telephony boards in some scenarios. Or fax server software may be deployed in a virtual environment, eliminating the need of physical server hardware.

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

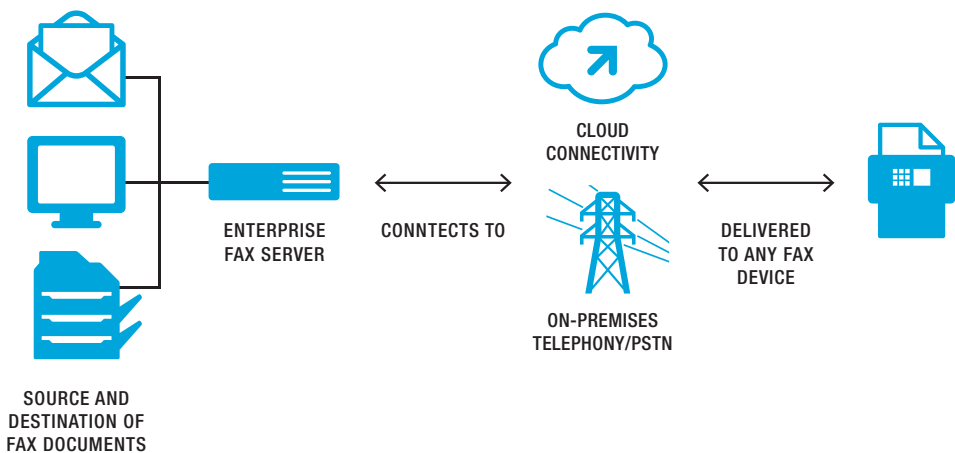


DIAGRAM 1

Enterprise fax servers send and receive documents from a number of different sources, use your telephone connections or the cloud to connect to the outside world, and deliver the documents electronically and securely.

Enterprise Fax Servers – Key Capabilities to Evaluate

Now that we understand the basic core components, let's review the functions, features, and capabilities that fax server applications can offer. The categories below outline eight basic fundamentals of what enterprise fax servers must do to meet the rigorous demands of today's document-centric businesses.

- 1. What is the Business Need?** – The first step in evaluating enterprise fax servers is to determine the business need for a fax server within your organization. This will help shape how you evaluate the subsequent key capabilities of a fax server.
- 2. Desktop, Email and MFP Integrations** - Enterprise faxing solutions must provide company-wide users 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.
- 3. Production (Automatic) Faxing and Application Integrations** – Choose a fax server which has the ability to fax-enable any application that generates documents that are part of a workflow or automated business process. Back-end applications such as CRM, ERP, EMR, EHR systems, document management and more can integrate to send/receive documents.
- 4. Easy Routing and Storage of Electronic Fax Documents** – The ideal fax solution would provide several options for routing inbound faxes (to users, to groups of users, by document content, to network folders, to MFP devices, etc.) with notifications and audit trail available for every document touch point. Also, for long-term storage, a fax archiving option should be available to offload and store documents for as long as you need them.
- 5. Security, Privacy and Compliance** – An on-premises fax server solution should help with compliance initiatives by providing a secure solution for managing all fax documents. The solution must offer various features and capabilities that help organizations achieve privacy and security standards.
- 6. Business Continuity/Disaster Recovery** - Identify an enterprise fax solution that can deploy in high-availability scenarios. Look for a solution that can provide disaster recovery options over multiple site locations.
- 7. Ease of Administration and Administrative Tools** – Key to the success of any fax server implementation is the administration and management of the system. Choose a fax server which provides comprehensive guides and tools to make the administration of the fax server as efficient as possible.
- 8. Telephony Compatibility** – Choose a solution that can operate 100% in-house and/or as a hybrid solution – or a combination of both. Make sure that the fax server software is compatible with your telephony equipment, if applicable.

The following sections of this paper will breakdown these categories and provide insight in to the types of features and capabilities companies should expect from an enterprise grade fax server application.

1. What is the Business Need?

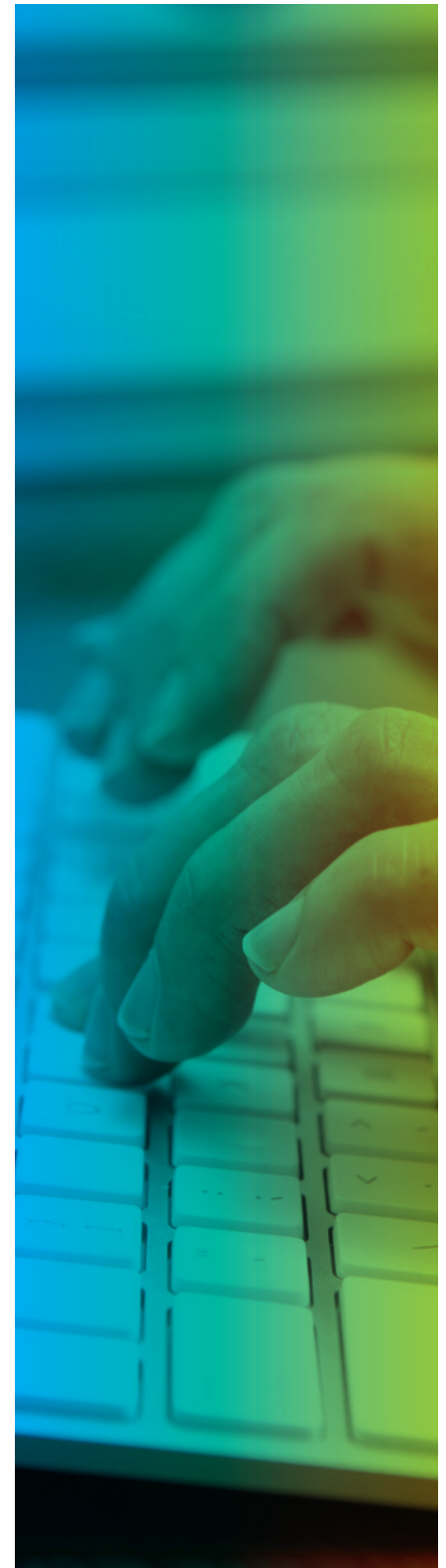
Many organizations begin their quest to implement a fax server based on a business need that is driving the project. Understanding this business need is important to evaluating the capabilities that you will need in a fax server. Understanding **how** fax is used is key to choosing the best fax server for your organization. Here are some questions to consider:

- Is there a business process or workflow involving fax that can be more efficient with a fax server? Tip: Identify the workflow/business process and the line of business owner/stakeholder.
- Has the line of business owner/stakeholder mapped how fax documents flow in and out of this business process or workflow? Tip: Interview the line of business owner/stakeholder to see how the process works today and how it would ideally look with a fax server implementation. Map out the flow of fax documents (inbound and outbound) to see where efficiency, productivity and cost savings can be gained.
- What types of applications need to be integrated with fax? Tip: Make a list of all of the back-end applications that are part of a workflow or business process for fax (ERP, CRM, document management, etc.) and any vertical application systems (software specifically developed for healthcare, legal, financial, etc.). Do users need to fax from applications such as Microsoft Office? Do you need to integrate fax with your existing email application? The more comprehensive the list, the better prepared you will be to evaluate fax server capabilities.

2. Electronic faxes from Desktop, Email, and MFPs

Companies that rely on paper-based faxing with fax machines know how time-consuming, costly and frustrating it can be. A fax server turns formerly paper-based faxing (with a fax machine) into electronic-based faxing (with a fax server). It essentially takes the “paper” out of faxing, whenever possible. A fax server can integrate with a variety of desktop environments and email systems so that an employee can send and receive fax documents directly from their computer, without ever touching a fax machine. Worker efficiency is greatly improved as they are able to manage faxes directly from familiar system interfaces which will reduce learning times.

- **Desktop: Fax directly from Windows® environments**
 - **Print-to-fax:** Send a fax from any Windows-based application such as Microsoft Office, select “File” then “Print.” This allows a user to select the fax server, just like selecting a network printer.
 - **Send to fax:** While exploring in Windows (folders, etc.), simply “right-click” a file and select “Send To Fax”.
 - **Windows tray icon:** Open a Windows Tray Icon to send quick faxes, broadcast faxes or link to external phone books to streamline sending.



▪ **Desktop: Fax using dedicated fax software interface**

- **Windows client:** A fax server should come with the option to install a desktop application just for managing fax documents. This desktop client is used to create, send, receive, route, and forward faxes. For users who require more control over their faxing or for mission critical processes, choose a fax server that offers a fully-featured fax application that has the look and feel of an email system, including an inbox for its users or groups.
- **Web client application:** Alternatively, seek a fax server that offers a fully-featured workflow tool that allows end users and administrators to access the server remotely from a web browser via the internet. Make sure that the web client application is compatible with the web browsers (Internet Explorer®, Chrome™, Firefox®, Safari®, etc.) and operating systems (Windows, Mac®, etc.) that the users of your organization utilize.

▪ **Email integrations**

- One of the greatest efficiency gains for fax server users is their ability to send, receive, and manage faxes within their existing email client. That's why it's important to make sure that, at the very least, the fax server is compatible with any SMTP email server, such as Google Apps™, Office 365™, Microsoft Exchange and IBM Lotus Notes®.
- For a richer experience within the email clients, some fax server providers offer specific connectors for the most popular business email applications, such as Microsoft Exchange and IBM Lotus Notes. This connector enhances the faxing experience within these email clients, adding a "send a fax" button on toolbars or pre-populating fax forms for easy faxing from the email client.

▪ **Multi-Function Printer (MFP) Integration**

- 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, auto-print upon receipt of a fax when paper-based processes are still required.
- Most fax servers connect to MFP devices via a universal SMTP connector. However, if MFP device printing is an important part of a workflow or business process, consider fax servers which provide a two-way, personalized experience at the MFP. This is achieved when the user logs into the device or swipes a badge for identification. The user then has access to their personal fax coversheets, phonebooks, fax history, etc. It is a much richer experience for the user and keeps their fax history in their personal faxing audit log.

3. Production (Automatic) Faxing and Application Integrations

Production (Automatic) Faxing: If you have identified a business process or workflow involving faxes that are generated “automatically” (typically without human involvement), this section is particularly important. Automated faxing, or production faxing, is a term used to describe a means by which the application sends documents to the fax server, and the fax server then delivers the documents reliably as faxes, secure email or both. A fax server that has production fax capabilities should integrate seamlessly with back-office applications (ECM, CRM, ERP, EMR/EHR, etc.) that produce batch-oriented documents. As a result, the fax server 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.

Seek a solution that offers tools to receive data from network folders or print streams of large batch jobs (invoices, purchase orders, for example) and can reliably send them to unique recipients—fully unattended and automated. A production fax solution should have the ability to create automated notifications of the progress of each production fax batch job, and more importantly, each document within the group.

Most fax servers will integrate with virtually any back-office applications with integration tools, modules and APIs, including those that support embedded scripting command languages, XML, JAVA, and COM. However, some fax servers offer pre-built, certified integrations to applications such as SAP® and Oracle®.

- **Certified Connector for SAP** – Create, send and receive faxes from SAP.
 - Fax Cover Sheets: Either SAP or the fax server can automatically generate fax cover sheets.
 - Batch Faxing: organizations can submit faxes to be grouped into a batch and sent later at a prescheduled time.
 - Dialing Rules: Allows configuration of special dialing rules that can modify outgoing fax numbers above and beyond the SAP “exception rules”.
 - SAPscript: The ability to recognize several special SAPscript codes that allow users to add fax control commands to their output forms (cover sheet information, attach library documents, and specify delivery and notification instructions and more).
 - Vendor should be certified with SAP ECC 6.0 via the SAP integration scenario BC-CON 3.1. The solution should meet the requirements for connecting the fax server to SAP NetWeaver®.
- **Connectors for Oracle** - Create, send and receive faxes from Oracle E-Business Suite foundation and in Oracle 9i applications.
 - Support the following Oracle document types: Postscript, PCL, PDF, ASCII, XML

Application Integrations: There is a second subset of integrations known as application integrations—a good example of this is fax servers interoperating with Enterprise Content Management (ECM) systems. It can be thought of as production fax in reverse. They are similar however inasmuch as they both are considered automated application integrations—meaning the workflows (whether inbound or outbound related) are both unattended by personnel and thus fully automated.

Fax servers should offer specific integrations to the most popular systems. Alternatively, fax servers should provide a comprehensive set of custom integration tools to build integrations ad hoc. Inbound fax documents and their metadata can be delivered outside of the fax server where a multitude of applications can access these documents and their metadata.

- Preferably, a fax server would have **pre-built integrations** for leading document management applications to send existing documents, create a new document as a fax, and drag and drop a document into the explorer view of the fax library. Search for fax servers with pre-built ECM integrations with:
 - Microsoft SharePoint®
 - IBM FileNet®
 - OpenText eDOCS
 - OpenText Content Server

And finally, many organizations have built custom integrations for their in-house applications to interface with their fax servers. Most fax server providers offer a complete suite of integration tools like APIs, SDKs, and command languages to get the jobs done efficiently. Custom integrations require that a fax server offer a suite of tools including XML, JAVA, COM and advanced Web Services.

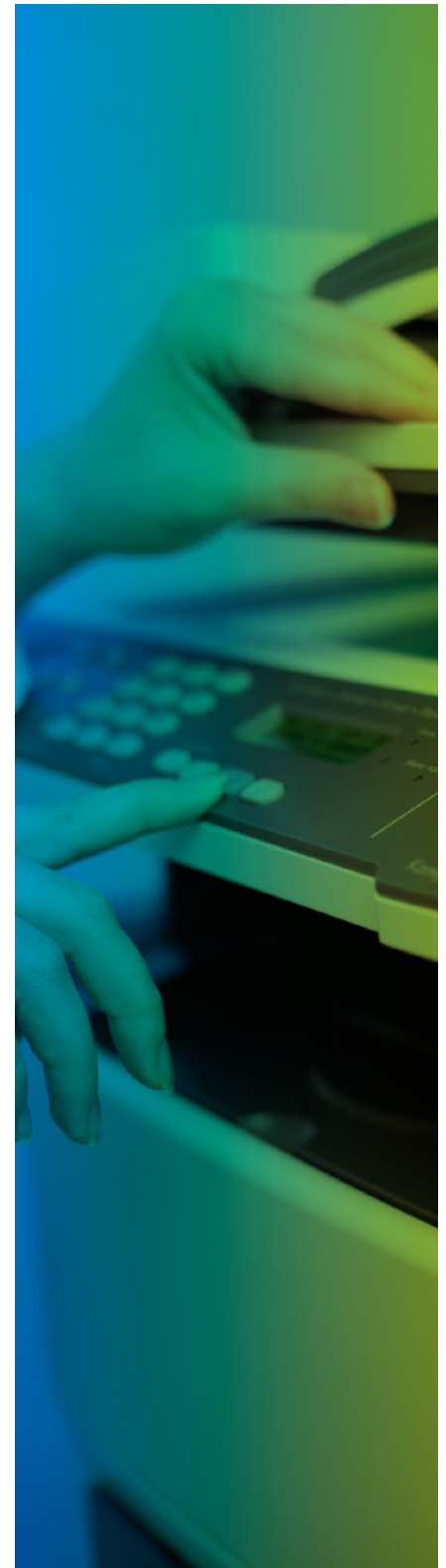
4. Easy Routing and Storage of Electronic Fax Documents

A network fax server can be set up to receive inbound faxes and apply routing rules based on the fax's content. Shortly stated, a fax server can serve as an on ramp to a workflow process, an index and storage application, or as a routing mechanism to direct documents to the final destinations within an organization. Organizations should evaluate their workflow/business process requirements against the capture routing and storage features of a given fax server.

Easy Routing of Electronic Fax Documents

There are three basic types of inbound routing:

- Routing based on telephone number dialed, such as DID/DNIS
- Inbound routing options
- Routing based on fax content



Routing based on phone number dialed, such as DID/DNIS: Administrators can set up rules to automatically use the telephony information associated with the inbound fax for routing purposes and more. The types of telephony data include:

- Direct Inward Dialing (DID) and Dialed Number Identification Service (DNIS)
 - The fax number dialed will be unique and represent the recipient's fax inbox.
A fax server can support as many fax numbers as unique inboxes are needed.
- Dual-Tone Multiple-Frequency (DTMF): A method of using "touch tones" to route faxes or to prompt senders who call you.
- Automated Number Identification (ANI): A method in which to capture the inbound calling phone number. It can be used to compare to a list to determine which rules to apply.
- Call Subscriber Identification (CSID): A string that identifies a fax as a recipient and helps to confirm that the fax is being sent to the correct recipient.
- Channel routing: Routing an incoming fax to a user or group mailbox depending on which fax channel the call was received on.

Inbound Routing Options: Inbound faxes can be routed based on a number of customizable rules. These routing options are designed to get the faxed documents where they need to go quickly and efficiently. Routing options include sending faxes to:

- An individual user's fax inbox or integrated email inbox.
- All members of a group's inboxes-Many fax server solutions can provide systematic distribution of faxes to groups of users either linearly (to user 1, 2, 3, etc.) or in a round robin workflow (to the next available inbox).
- A network folder
- Back-end workflow systems and other business applications
- Vertical applications
- Content management systems
- Storage systems
- MFP devices-A fax solution should have a setting for received faxes that allow for inbound faxes to be automatically printed upon receipt.

Routing based on fax content – Some fax servers can search the content of an incoming fax and route the fax based on its recognized characters. This is particularly important to those industries 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. Supports 1D and 2D bar codes.
- **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.

Easy Storage of Electronic Fax Documents

A faxing system should enable fax archiving to allow for easy storage and retrieval of fax documents. These features should include:

- Record all inbound and outbound fax transactions and provide searchable access
- The ability to archive automatically without the suspension of operations
- The ability to export faxes and metadata to third-party archiving or content management systems.
- Searchable PDF capabilities should be considered if there is a need to create text searchable versions of inbound faxes. This feature is import to companies that need to store or archive faxes with searchable content from keywords and text strings. Search fax history as easily as typing a keyword search string to find related faxes.

Also, select a fax server that includes optional automatic archive capabilities such as security and encryption, compliance and audit readiness, and a comprehensive search and retrieval engine.

5. Security, Privacy, and Compliance

Organizations today face a multitude of compliance directives and thus their investments in a fax solution must be able to demonstrate tangible capabilities that contribute to the security and privacy of their faxes and associated data. Many businesses that rely on fax turn to fax servers to provide top-notch security and privacy of fax documents.

Faxing, by its nature, is reasonably secure—the point-to-point transmission of a fax over a secure PSTN and is highly resistant to tampering, interception, viruses, or malware. But there are other security advantages of a fax server, such as automating paper-intensive delivery processes to eliminate paper handling and reduce opportunities for unauthorized viewing of fax content. Organizations can also eliminate inefficient manual routing that could breach security and privacy guidelines.

Many fax servers offer other forms of delivery, which increase the security of transmission, such as secure email, certified delivery, and encrypted PDF delivery.

Specific security features to look for in a fax server are plenty. Look for a faxing solution that allows multiple servers on the same network to communicate directly with each other through least-cost routing to eliminate telephony charges. This will allow for high speed encrypted faxing between network fax servers and will bypass phone lines or dedicated FoIP connections. A fax solution should be able to encrypt fax images that reside in the images folder/fax database—if required. Customizable outbound dialing rules can gain precise control of outbound faxing by specifying rules and restrictions over how faxes are sent. Make sure that a fax server has secure SMTP options for support for off-premise email solutions and provides authenticated, secure, encrypted connections (TLS and SSL).

Other security options are available for making sure the content that is being sent is approved for transmission. Many organizations have strict regulations regarding the type of content that can be transmitted. A fax server should provide the ability to require approvals prior to sending—someone who reviews the electronic document and provides approval prior to transmission. This approval system can be in place for any type of content: contracts, RFP/RFQs, invoices, legal notifications, etc. and is designed to be an internal fail-safe for organizations trading confidential or sensitive content.

6. Business Continuity/ Disaster Recovery

Interruptions can happen at various layers of the fax server system. These business disruptions can be planned or unplanned such as telephone equipment failures, network server failures or reboots, communication outages, electric power interruptions, or even a software application failure. To mitigate this, it is important to devise a fax server implementation that can be redundant at every necessary layer. It is important to determine the business continuity strategy of your faxing operations in the event of an unplanned disaster or planned outage.

The more critical fax is to your business, the more important business continuity of faxing is to the implementation. It is recommended that you review your architecture and business continuity plans with the experts of your chosen fax server company—they can often recommend architecture and failover options that could benefit your needs.

Here is a short list of deployment scenarios that can provide business continuity in the event of a planned or unplanned outage:

- **Shared Database for High Availability** - A fax server that can load balance and share its internal services and images for high-availability. This is a scenario in which a fax server shares its database of users, groups, printers, etc. It also shares various server services and fax images across a network. The fax server database resources are shared such that the application is providing a centralized location for all company users, groups, and other data objects.



- **Cold Spare** - A cold spare configuration is intended for use in the event of a long-term system shut down, a failure, or any other system interruption that may take more time to repair.
- **Active-Passive Cluster** - In the case where a primary fax server had a failure, the business would revert to the secondary server to continue fax processing. Cluster environments protect against an application/service failure, system/hardware failure, site failure and downtime due to planned maintenance.
- **Virtualization** – Among the many benefits of virtualization is the ability to consolidate multiple physical machines onto a single traditional server and do so in a remarkably expeditious fashion. The net result equals a significant reduction in expenditures (less hardware and energy costs) and a new centralized point of administration that streamlines server management and increases the agility and efficiency of your IT organization.
 - **Virtualization support should include the following:**
 - Microsoft Hyper-V®, Live Migration
 - VMware ESX™ 3.01. or later
 - VMware vSphere® 4.0 and later (includes support for VMotion®)

7. Ease of Administration and Administration Tools

Key to the success of any fax server implementation is the administration and management of the system. Choose a fax server which provides comprehensive guides and tools to make the administration of the fax server as successful as possible.

Here are some of the things to look for in a fax server provider:

- **Enterprise Administration Tools** – these tools are designed to ease the burden of managing the fax server and provide platforms to easily manage updates and activities.
 - Enterprise Management: Seek a solution that allows administrators the ability to manage all fax servers on the network from a single client application. The ability to manage users, groups, forms, coversheets, billing codes, printers, signatures, and frequently used documents (among other key functions) is a must.
 - Reporting tools: A fax server must include a variety of system reports that can be generated by schedule or ad hoc by users or administrators. Useful reports include server analysis reports, inbound or outbound fax reports, fax printing reports, volume reports, viewed/unviewed reports, channel utilization reports, and many others.
 - Administrative Tools: A fax server should include a comprehensive set of utilities for managing all aspects of the fax the database. These include server diagnostics, database backups, fax aging, fax purging, and many more. A web edition of the administration utility should be available or the tool should be web-based to allow for remote access.

- **Robust synchronization capabilities** - Fax servers typically maintain a database of users and user-specific information like permissions, preferences, logon information, etc. Look for various ways to interface and synchronize the fax server data with company phone books and directories.
 - Active Directory, ODBC and LDAP-compliant data sources support are a must.
- **Support for latest OSs and productivity software** - Ensure that the fax solution meets requirements to support the latest editions.

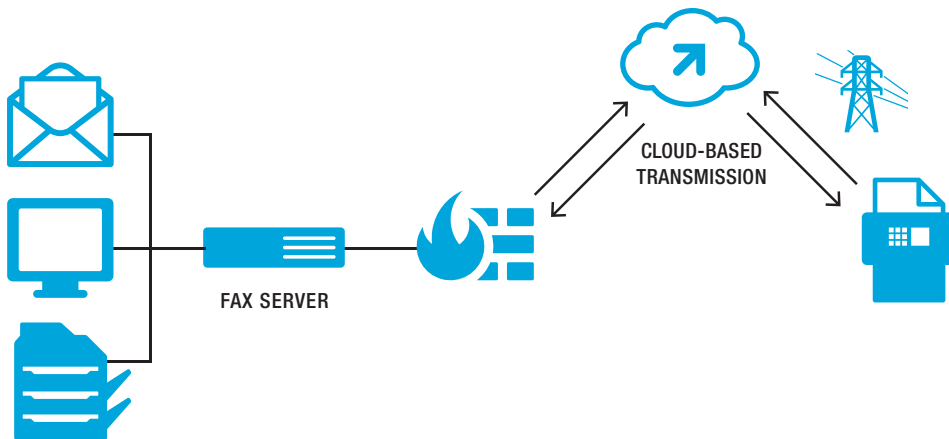
8. Telephony Compatibility

The final consideration in your fax server choice is telephony compatibility. Depending on your existing telephony infrastructure, you may choose to connect via TDM, Fax over IP (in VoIP environments), SIP Trunk, or by converting fax traffic with a media gateway.

Consider these options, depending on your existing infrastructure:

- Support for intelligent fax boards – Support for TDM (analog, DID, BRI, T1/PRI, E1/PRI)
 - The fax server should natively support the latest Dialogic® Brooktrout® TruFax® and TR1034 products in scalable densities
- Support for software-based Fax over IP (FoIP)
 - Supports Dialogic SR140 FoIP middleware
 - Supports T.38, T.37, H.323 and SIP
- Sip Trunking – SIP Trunking vendors like AT&T, babyTEL, CenturyLink®, Level 3®, Verizon, and XO® Communications should supported
- UC/UM Equipment compatibility - Integrates seamlessly with UM/UC systems, including Voice over IP (VoIP) networks. Review interoperability guides to ensure interoperability with your UM/UC or VoIP networks.
- Media Gateway Support – Choose a media gateway vendor that supports integration to the fax server.
- Cloud/Outsourced telephony – choose a fax server that can seamlessly interconnect to a cloud-based telephony solution (this is a hybrid deployment of on-premises fax server and cloud-based telephony). Make sure when choosing a cloud provider that it is one offered by the fax server company and not a third-party cloud provider for the best service and continuity with software.

This last option, the hybrid deployment, is becoming more and more popular. It is transmitting faxes via the cloud. This option is considered a hybrid option because it is a single deployment that uses on-premises fax server with cloud fax services to send and receive faxes. It completely removes the burden of connecting, troubleshooting, maintaining and managing the connection of the fax server to on-premises telephony by outsourcing the telephony connection to the cloud. This implementation typically provides unlimited capacity and built-in failover/redundancy of connectivity.

**DIAGRAM 2**

This hybrid deployment uses an on-premises fax server connected to the cloud to send and receive faxes. This cloud-based connectivity removes the complexity of managing a telephony connection to the fax server.

However, a second type of hybrid deployment uses **both** cloud-based transmission and a fax server connected to in-house telephony. Some companies elect to connect their fax server by combining on-premises telephony and cloud-based telephony. This implementation allows complete failover and redundancy of fax transmission capabilities for your fax server. This implementation can easily handle spikes in fax traffic by using the cloud's unlimited capacity to handle large volumes and eliminate congestion over in-house telephony.

OpenText will work with you to find the right Enterprise Fax Solution for your organization

OpenText offers a wide range of fax solutions to meet the needs of your organization. Because RightFax offers 100's of feature settings for users, groups, process automation, and so on, the total sum of choices can be staggering. To help with selection, this white paper was designed to help you match fax server features to your needs and requirements. OpenText can provide you with expert advice and guidance regarding your solutions. We will take the time to understand your current environment, requirements, and needs. You can also reach out to any one of the extensive network of partners that sell OpenText products to help you choose the right solution.

About OpenText

OpenText provides Enterprise Information Management software that enables companies of all sizes and industries to manage, secure and leverage their unstructured business information, either in their data center or in the cloud. Over 50,000 companies already use OpenText solutions to unleash the power of their information. To learn more about OpenText (NASDAQ: OTEX; TSX: OTC), please visit www.opentext.com.

The OpenText Information Exchange suite of products and services provides market-leading fax, document exchange, messaging, notifications, and EDI solutions for businesses ranging from the smallest office to the largest enterprise. OpenText on-premise and cloud-based solutions can deliver even the largest files quickly, securely, and reliably in the format of your choice.

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