

A Complete Fax Management and Record Keeping Solution

Easy integration between your Open Text Fax Server and Document Server



Overview

The Open Text Fax Server, RightFax Edition archive solution provides long-term, secure fax storage, search, and retrieval capabilities. It enables organizations to improve Fax Server performance, support compliance efforts, and reduce the time, cost, and complexity of fax archival and retrieval. The Open Text Document Server, Alchemy Standard Edition provides easy integration between your Fax Server and the Open Text Document Server, Alchemy Edition; the Fax Server administrator can configure intelligent and automated archiving from the fax server directly into secure and highly scalable repositories.

Document Server connector for Fax Server components

The solution consists of the Open Text Document Server, Alchemy Standard Edition and the Open Text Document Server, Alchemy Advanced Edition. Both servers provide the functionality for:

- Managing a large number of repositories located on diverse storage options
- Managing a large number of user connections
- Managing the input module and client licenses
- Microsoft® Windows Active Directory integration
- Backup, SMS support and remote administration
- Document Server Connector for Fax Server uses one Document Server Administrator license. Customers are encouraged to plan for that usage when purchasing Administrator licenses for the Document Server system.

Alchemy Standard is the basis for Fax Server archiving. It can be used for other applications such as imaging, email archiving, and computer report archiving in addition to the functionality just listed. Extra administrator licenses are available to manage these additional applications.

Alchemy Advanced is the basis for controlling the life cycle of documents in your organization. It includes server side functions that are important in controlling and auditing document access for compliance purposes, and supports applications requiring integrated document management and records management.

The license includes:

- Library services (check-in, check-out and version control)
- Audit logging
- Role-based Access Control (RBAC) with Microsoft Active Directory
- Support for the optional Records Manager Module
- Alchemy Standard Server functionality

Once you have a Document Server, you can easily expand its use to create and manage other repositories for archived content such as scanned document images, PDFs, email, and other unstructured documents.

Key fax archiving questions
companies should answer

- 1. Does every department have direct and fast access to vital documents?** Customer service staff in a financial service company; doctors and nurses in an emergency room; claims processing operations managers in insurance companies; salespeople in a mortgage loan processing firm—these are examples where “at-your-fingertips” access to fax documents can make a huge difference.
- 2. Are your fax documents an “isolated information silo” or can they easily be integrated into your enterprise applications?** The information contained in fax documents can be vital to other applications. Do you have an integration platform to enable fast retrieval and display of fax documents inside applications such as call-center software, ERP or health information management systems?
- 3. Are you storing documents in the most cost-efficient way?** Paper storage is costly, wastes valuable office space and retrieval can take forever. Keeping them on a fax server is inefficient because it takes up valuable space on a high-performance transactional server. Are your archives consolidated, or do you have separate fax server archives and paper archives?

4. Is your fax server running at peak performance?

Many operations rely on guaranteed fast delivery of vital documents so the fax server must be kept in top performing condition. As old faxes accumulate on the server, even the most efficient and scalable fax server may experience degradation in overall performance. Optimize your fax server for what it does best; sending and receiving faxes. Off-load long-term fax archival processes that might bog down your server.

5. Is your current archive strategy fully compliant with regulations?

Most regulations and legal jurisdictions require that a copy of the archive must be stored on a nonerasable storage medium, that archives be protected from any tampering or unauthorized access, and that documents and indices must be exportable. Can you afford not to address all of the above challenges?

To learn more about the Document Server Connector for Fax Server visit <http://faxsolutions.opentext.com>

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