\Orchestrating a brighter world

NEC

CLOUD FAXING
SOLUTION

ENTERPRISE FAX FUNCTIONALITY

opentext™

ENTERPRISE FAX FUNCTIONALITY FROM A NO-COMPROMISE CLOUD FAX SOLUTION

Compromise has become the new normal for many companies because of budget cuts, economic uncertainty and concerns about emerging technologies. Nowhere is compromise more evident than in companies who conduct business using manual fax machines or ones that use internet faxing solutions designed for consumers, not businesses. If you work for one of these companies, you no longer need to compromise on your faxing capabilities.

NEC's Cloud Faxing Solution from OpenText™. XM Fax™ is the latest iteration of their award-winning fax server software. It delivers all of the benefits of an on-premises fax server without the upfront capital expenditure. And it eliminates or reduces many of the nearly two dozen fax-related costs that companies incur per location.

XM FAX
REDUCING FAXING COSTS

> Liberates employees from the mundane task of manually handling faxes to focus on more valuable work activities
> Ensures faxing is available 24x7 to every colleague with Internet access
> Eliminates legal and compliance risks associated with paper faxes
> Provides users a redundant, high-availability faxing solution with no additional infrastructure expenditure
> Provides unlimited inbound and outbound faxing capacity with no additional telecom expenditure
> Enables your company to generate a higher return on its capital because it pays for the faxes it actually sends and receives, not overpays for fax infrastructure to support fax volumes it might have in the future
> Provides powerful inbound and outbound fax functionality typically found in Fortune 500 companies to any sized business

FAX MACHINES

$$
Initial CAPEX
Telecom Connectivity
Consumables (Toner, Paper)
Annual Support
Lower Productivity (Fax Handling)
Helpdesk Support

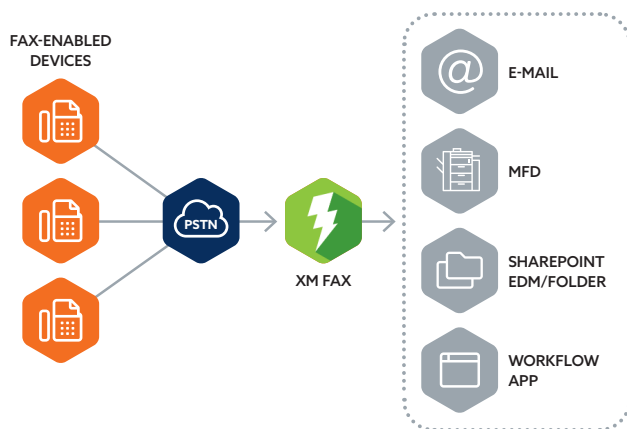**FAX SERVERS**

$$$
Server CAPEX
Software CAPEX
Telecom Connectivity
Annual Support
Helpdesk Support

CLOUD FAXING SOLUTION

INBOUND FAX FUNCTIONALITY

> Port your company's current local, long distance and toll-free fax numbers to XM Fax. Your customers, vendors and business partners fax to you using the same fax numbers they have always used.

> Route inbound faxes to: email recipients; automatically print them on cloud-connected printers and MFDs; route them to SharePoint, an Enterprise Content Management (ECM) system or archive to a directory; send them to a workflow application; or distribute them to any combination of these destinations.

FAX-ENABLED DEVICES

PSTN

XM FAX

E-MAIL

MFD

SHAREPOINT EDM/FOLDER

WORKFLOW APP

> Route inbound faxes to specific destinations using any combination of 5 fax criteria:
  - ANI - the sender's fax number
  - DID - the recipient's fax number
  - CSID - the sender's identity (often their company name or main fax number)
  - DTMF - manual touch-tone input from the sender (used with legacy analog phone lines)
  - Bar Codes – route based on one or more values contained within a bar code on the fax

> Perform even more advanced inbound fax routing via Python scripts.

> Deliver inbound faxes as fully searchable, text-based, PDF files. Automatically print them to cloud-aware printers via SMTP, HP ePrint and Google® Cloud Printing.

> Create powerful, custom inbound fax workflows:
  - When your largest client sends your company a fax, route a copy of the fax via email to the Account Manager handling their account.
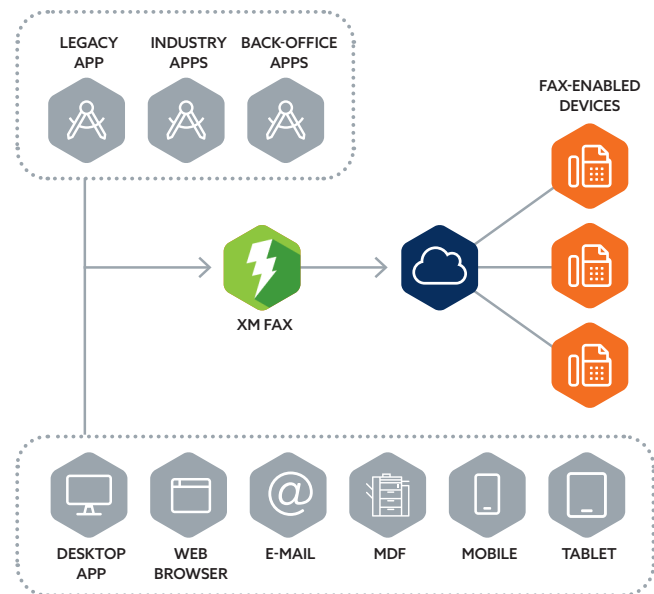 - Automatically route faxes received outside of normal business hours to your company's after-hours service provider via Python script.
  - Add a bar code containing a customer number and issue ID to an outbound form that you fax to a customer. When they fax it back, XM Fax can parse the customer number and issue ID from the bar code, write the data to an XML file, then route the fax and XML file to a directory, workflow or ECM application.

OUTBOUND FAX FUNCTIONALITY

> Fax from back-office, vertical-industry and legacy applications, desktop applications, Web browsers, email, multi-function devices (MFD), smart phones and tablets.

LEGACY APP   INDUSTRY APPS   BACK-OFFICE APPS

XM FAX

FAX-ENABLED DEVICES

DESKTOP APP   WEB BROWSER   E-MAIL   MDF   MOBILE   TABLET

> XM Fax runs in a public or private cloud. It integrates with systems running in public, private or hybrid clouds and systems running on-premises. It could simultaneously fax-enable an ERP application hosted in a private cloud; integrate with Microsoft Exchange hosted in a public cloud; and enable faxing from on-premises MFDs in multiple office locations.

> Send an outbound fax from an application by:
  - Attaching the document to an outgoing email message
  - Submitting the document and an XML file containing the data to send the fax via an HTTPS POST
  - Submitting the document and the data to send the fax through a Web Service (SOAP)

> Users send an outbound fax by:
  • Attaching the document to an outgoing email message
  • Using the XM Fax Web Client to compose a new fax using SendFAX, the Desktop Client for XM Fax to compose a new fax
  • Printing the document from any Windows application to the Web Fax Composer Printer driver. This converts the document to a TIF image; launches the Web Client Fax Composition page and automatically attaches the TIF file.
  • Sending the document from an MFD supported by XM Fax : Xerox EIP; Ricoh ESA; Sharp OSA; eCopy ShareScan, Fuji-Xerox Apeos; Lexmark eSF-enabled devices and MFDs that scan documents to email.

> Fax sending from the Web Client is simplified by importing CSV files to create Phone Books of frequent fax recipients. Phone Books can be accessed company-wide, by a single group of users, or by multiple groups of users. A group of users can also access multiple Phone Books. Users quickly locate recipients by Name, Company or Fax Number because all three Phone Book fields are indexed. If the intended recipient is not in a Phone Book, the user can add them to a Personal Phone Book.

> Users view, print, delete and manage their inbound and outbound faxes in the Web Client. Faxes can be filtered by date range and simple text and advanced Boolean search tools make it easy to locate a fax.
  • Alternatively, users can manage their faxes in email because XM Fax can deliver a text-searchable PDF of every fax sent or received by the user to their email address.

> XM Fax offers customizable email notifications for different groups of users.
  • If an invoice faxed by a user in Accounting fails to transmit, the failure notification sent to the user could

contain invoice number, customer name and fax number in the email subject line.
  • A Call Center user who successfully sends a fax could receive a delivery confirmation with the recipient name and company name in the email subject line.

FAX MANAGEMENT CAPABILITIES

> Automatically provision user accounts in XM Fax via synchronization with your Active Directory server. Or provision user accounts manually.

> Configure faxing preferences for business applications and groups of users by location, department, job title, etc. through XM Fax Profiles. Define Cover Sheets; control Phone Book access; assign Billing Codes, restrict Security; define Fax Notification preferences; and customize critical sending options:
  • Assign fax priorities of Normal or Low.
  • Specify the Default and Maximum number of retry attempts when a fax transmission fails along with the number of minutes to wait between retries.
  • Select Low (100 x 100) dpi or High (100 x 200) dpi image resolution.
  • Define the CSID (your identity to other fax devices) to clearly identify the division, location or department of your company that is sending or receiving the fax.

> XM Fax delivers flexible, powerful configuration options to meet real-world faxing needs:
>   • If different people need access to faxes sent to a main fax number, you provide access to those faxes via the Web Client by setting them up as Delegates to the main fax number mailbox.
>   • Typically, companies do not want multiple copies of the same fax floating around the office. Likewise, XM Fax can restrict users from copying fax image files.
>   • The time stamp showing when a fax is sent or received must reflect the user's local time zone, not the time zone where the cloud fax server is located. XM Fax lets you assign local time zones to groups of users, which is crucial for companies with offices in multiple time zones.
>   • Some departments must include a cover sheet when faxing documents. XM Fax can enforce this requirement.
>   • Diversified companies require multiple CSID's to support different divisions, operating units, product lines. Sometimes they conduct business under different DBA's. A single, global CSID is unworkable.
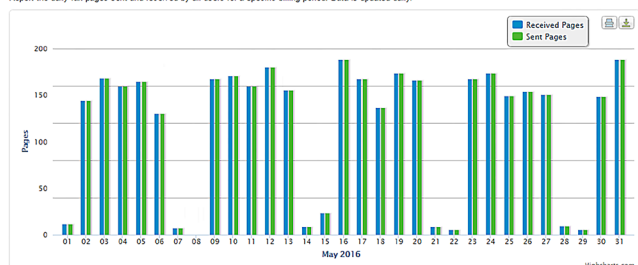
FAX MONITORING CAPABILITIES

> Your XM Fax Administrator(s) can view and download your current and past billing statements from the Web Client. They also access usage and billing information including: Total fax pages received and sent and detailed usage by user or fax number per billing period.

> Administrators also submit and monitor support requests to OpenText™ directly from the Web Client.

SECURITY OVERVIEW

> XM Fax utilizes these security protocols:
>   • HTTPS for all web connectivity.
>   • FTPS, SCP and SFTP to route fax image files to customer folder destinations.
>   • SSLIOP is used by SendFAX (Windows Client) to submit faxes.
>   • TLS encryption is available for email communication.

> XM Fax uses Access Tokens (randomly generated keys) to provide applications access to system services to manage users, query the user directory and send and manage faxes. Tokens are required for AD Synchronization and submitting faxes via Ricoh ESA, Xerox EIP, Sharp OSA, eCopy ShareScan, Fuji-Xerox Apeos, Lexmark eSF and Web Services.

> All data is encrypted at the hard drive controller. All fax images and fax transmission metadata are fully encrypted.

> The 3rd-party supplier that processes our billing transactions and retains information on XM Fax customers is PCI Level1 compliant. Credit card information is never accessed or processed by XM Fax.

NEC's Cloud Faxing solution from OpenText™, XM Fax, offers seamless integration with multiple email platforms and browsers which makes the transition to cloud easy so employees will be up to speed and ready to fax online in no time. The flexible pricing models also allow businesses to choose the best option to fit their needs. OpenText™ XM Fax – faxing without compromise.

Americas (U.S., Canada, Latin America)
NEC Corporation of America
www.necam.com

For further information please contact NEC Corporation of America or: