

# The Workflow Platform for RightFax Solutions

## Improve Process Efficiency for Paper, Fax and Email Documents

**Your company's business transactions are driven by documents and information. But those documents can arrive in many different formats and require a wide variety of actions, decisions and interactions with multiple back-end business systems.**

The Workflow Platform for RightFax is a game-changing platform for automating such document intensive business transactions and processes. It maximizes the value of paper, fax and email documents by automatically routing and processing them as electronic documents and integrating them with a wide variety of back-end systems.

Unlike most workflow solutions, the Workflow Platform for RightFax leverages a company's existing business processes, database applications and a wide range of back-end systems to meet each organization's specific needs.

This means the Workflow Platform for RightFax can evolve with your business while enabling tighter integration, faster user adoption and significantly lower implementation costs.

*The Workflow Platform for RightFax provides flexible, easy automation for a wide variety of document types and business systems.*

**The Workflow Platform for RightFax *provides a combination of features, functionality and price unmatched by any competing solution***

The Workflow Platform for RightFax provides a combination of features, functionality and price unmatched by any other solution on the market. It can introduce easy automation to business processes that still receive mostly paper and fax documents, and it can improve automation for transitional business processes that must support both paper and electronic information.

Customers in healthcare, financial services and other document intensive businesses have used the Workflow Platform for RightFax to process tens of millions of documents and faxes into complex workflows that require synchronization with multiple third-party systems.

# Superior Workflow Flexibility Without Programming

*The Workflow Platform for RightFax provides superior workflow flexibility plus configurable connectors and definable, rules-based processing engines that can perform many tasks simultaneously for each event with little to no programming required.*

It also offers a low total cost of ownership and built-in functionality that avoids expensive customization and programming during both initial deployment and later modifications.

**The platform's core features and licensable components include:**

## Powerful Workflow Capabilities

- Flexible router client to enable employees to view inbound documents and perform indexing, validation or workflow tasks, as well as complex "completion" actions based on a rules template. The interface includes customizable buttons, routing lists, actions, database lookups, index fields and many other attributes.
- Database updates and lookups to intelligently fill index values, identify document senders by CallerID and determine how to route and prioritize documents.

## Flexible Integrations

- Scanner and fax integration to collect documents from a variety of sources such as OpenText RightFax, Fujitsu ScanSnap iScanners, One Touch TargetFax, EtherFax and many others.
- MFP integration to enable users to scan to email, fax or storage from network devices and intelligent network scanners such as the HP Digital Sender, Canon ScanFront, HP Digital Sender, Fujitsu N1800 and 6010N.
- Email capture to collect and process emails and corresponding attachments.
- XML reader and generator for ingesting and outputting XML files.
- Pre-built and configurable connectors to integrate with EMR/ EHR and other healthcare applications as well as enterprise-class document management, ECM, CRM, ERP and database applications such as Microsoft SQL and SharePoint, IBM DB2 and Content Manager, Salesforce.com, Siebel, Google Docs and more.
- Intelligent, custom email notifications to deliver custom, rules-based messages and documents to users, vendors and customers.

## Proven Technologies

- Fax-enable Healthcare, Legal, ERP and other line of business applications such as Siebel and WebMethods for both incoming and outgoing faxes.
- Fax over IP (FoIP) and cloud fax support to further support transactional processing and minimize the total cost of ownership.
- Mail merge to easily send large numbers of unique fax documents at any scheduled time and priority.
- Fax document distribution management and high-speed queuing to schedule, manage and prioritize high-volume faxing and optimize fax line usage so that compliance timelines can be met and verified.
- Intelligent "retries" to control subsequent attempts to send a fax document based on whether the line is busy, a human answers or the number is not valid.
- Desktop fax client to enable users to send and receive fax documents from their own systems.

## Robust Document Handling

- Intelligent file naming based on a document's content or source.
- Single/multi- page TIFF/PDF support and file separation to enable each document to be delivered to different locations in different formats according to business rules.
- Barcode generation, detection and parsing for reliable, accurate indexing of both 1D and 2D barcodes even under harsh receipt conditions, plus barcode stamping to add key identifying information to an outbound document; when the signed document is returned, the system already knows where it goes.
- Image controls to detect and correct the orientation of incoming documents.
- Automatic overlay of dynamic data fields from multiple sources for both inbound and outbound documents.

## Simple Configuration and Administration

- GUI-driven, rules-based configuration to easily create, change or add complex functions without expensive, risky and time-consuming programming.
- Centralized administration and configuration to enable administration by an authorized user from any workstation.
- Multiple profile support to apply relevant rules and workflows to different types of documents, and to assign projects and interface options to different users, all based on business requirements.
- User and group security and workflow definition to control access to features, functions and processes by user role or explicitly.
- API's for solutions that require real-time connections, including XML, Web Services, .NET, C#, COM and FileScan API for straightforward file pickup and processing without special interface programming or versioning issues.



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### 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