



## OVERVIEW

### WHAT IS RIGHTFAX?

The world leader in computer-based faxing solutions; the RightFax Server and RightFax end-user applications replace fax machines and automate document delivery.

### WHY USE RIGHTFAX?

**Save Money** Significantly reduce document delivery costs by eliminating the need for paper-based delivery, stand-alone fax machines and associated maintenance, supply, equipment and labor costs.

**Save Time** Reduce the time it takes your employees to exchange documents with customers or suppliers—resulting in faster sales cycles, quicker customer service and improved efficiency.

**Provide Better Document Security** A trusted and reliable document delivery solution helps you comply with government regulations and safeguard information security and privacy.

### WHY CHOOSE RIGHTFAX?

RightFax is the proven market leader with more than 20 years in service and a global market share four times larger than the nearest competitor.<sup>1</sup> RightFax is also the leader in each market segment: Enterprise, Midmarket and Small Business.<sup>2</sup> RightFax is used by every industry in all sizes of companies with customers in financial services, healthcare, government, manufacturing, legal and virtually all other industries.

<sup>1</sup> Computer-based Fax 2004-2009, Davidson Consulting

<sup>2</sup> Ibid.

<sup>3</sup> The Kauffman Group, Fax Industry Analyst

## Captaris® RightFax® 9.3 Product Overview

The Market-leading Fax Server and Electronic Document Delivery Software

### APPLICATION OVERVIEW

Captaris RightFax is an efficient, reliable and secure way for organizations to send and receive documents from virtually any application. The three main uses for RightFax are network faxing, document delivery automation from business applications such as ERP, and faxing from MFPs.

### CURRENT ISSUES

Many organizations rely on stand-alone fax machines, standard postal service or express services to deliver vital business documents. Examples include loan applications, sales proposals, purchase orders, contracts, invoices, statements, reports and general correspondence. There are a number of challenges related to this:

**High document delivery costs** Using postal delivery, manual fax and/or express services can be costly, especially as the volume increases.

**Inefficient business processes** Just one example: If a 25-person organization manually faxes just 30 two-page documents daily, it's squandering 1,000 staff hours annually.<sup>3</sup>

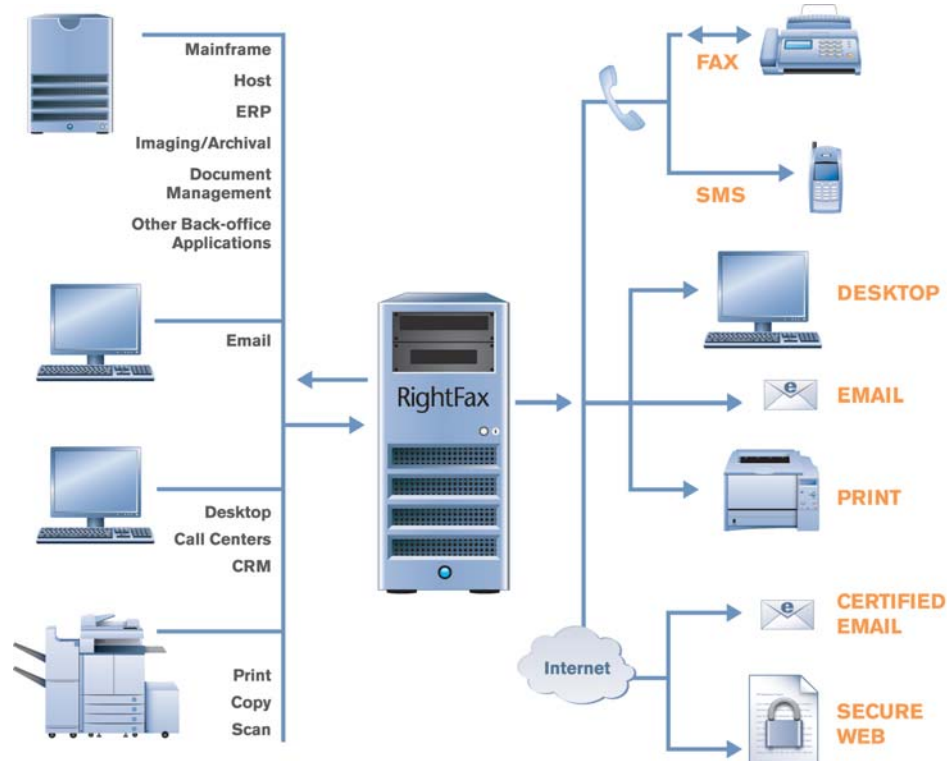
**Compliance issues** For compliance and risk-reduction purposes organizations are under increasing pressure to use tamper-resistant document delivery systems that provide secure delivery, notification, history and audit trail.

**Lack of integration with other applications** Email, desktop, CRM, ERP, host/legacy, health information systems, MFPs etc.—all generate documents that must be delivered or received in a timely, reliable and secure fashion.

### BENEFITS OF RIGHTFAX

BENEFIT	CUSTOMER EXAMPLE
Saves money by reducing paper, phone lines, modems, stand-alone fax machines and related supplies	One brokerage firm eliminated 25 stand-alone fax machines using RightFax. They estimate the total Return on Investment (ROI) at close to half-a-million dollars.
Increases productivity by allowing users to fax directly from business applications	The district attorney's office in a large county government reduced the time to send a fax from 15 minutes to just seconds.
Shortens the business cycle by speeding document delivery	A mortgage industry service provider reduced the time to process a loan by two business days.
Helps with compliance by providing a secure place for managing all document delivery	A managed healthcare organization complied with the US healthcare privacy law (HIPAA) by using RightFax as a centralized hub to securely exchange personal health information.
Automates fax, email and print delivery from key business applications	One manufacturer automated delivery of purchase orders and other documents by integrating RightFax with desktop, email and ERP applications.

## HOW RIGHTFAX WORKS



## KEY CAPABILITIES

**Delivery** Send documents from virtually any application with several delivery options: fax, email, certified email, encrypted PDF, SMS or to a print device. Receive faxes on the desktop, inside your email or delivered to other applications. Choose between Fax over IP, PSTN, or a mixed mode.

**Enterprise-level management tools** Tracks, reports and provides notifications and electronic audit trail of document delivery status. Secure, encrypted delivery option. Also saves a copy of every document sent or received.

**Integration** The leader with integrations to MFPs, Microsoft® Office, Microsoft Exchange Server, IBM Lotus Notes, ERP systems such as SAP and Oracle, CRM systems, ECM systems and other enterprise applications.

## ABOUT CAPTARIS, INC.

Captaris, Inc. is a leading provider of software products that automate business processes, manage documents electronically and provide efficient information delivery. The products of Captaris and its subsidiary Castelle, including Captaris RightFax, Captaris Workflow™, Captaris Alchemy® and the Castelle FaxPress line of products, are distributed through a global network of leading technology partners. We have customers in financial services, healthcare, government and many other industries, and our products are installed in all of the Fortune 100 and many Global 2000 companies. Headquartered in Bellevue, Washington, Captaris was founded in 1982 and is publicly traded on the NASDAQ Global Market under the symbol CAPA. For more information, please visit [www.Captaris.com](http://www.Captaris.com).

**RightFax is Represented by:**

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