opentext™

Building secure, reliable communications across the entire organization

Leveraging digital communications to respond, recover and thrive

Contents

Introduction

Solutions and systems that function "well enough" can quickly become inadequate when put under significant stress. IT teams are faced with supporting communications serving a mix of remote, office-based and mobile staff. Organizations are forced to come up with new, secure communications processes that will empower them to survive and thrive in the future. With the move to the cloud, many processes are changing—presenting an opportunity to rebuild workflows to make them more efficient and reliable. Fax remains essential to many businesses' secure communications strategies, but must evolve to meet new operating demands.

What does the workforce of 2030 look like?

People are working differently due to the rise of hybrid environments and the four-day work week.

Alexa

Claims processing
Today: Works from home
Future: Hybrid work arrangement

Frank

Patient relationship manager
Today: Works from home
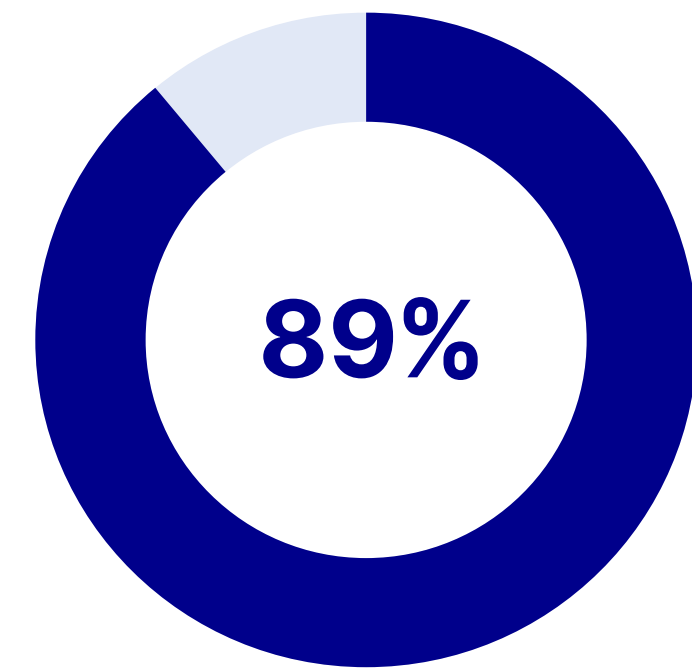Future: Office-based

Justin

Inbound referral processing
Today: Works from home
Future: Works from home

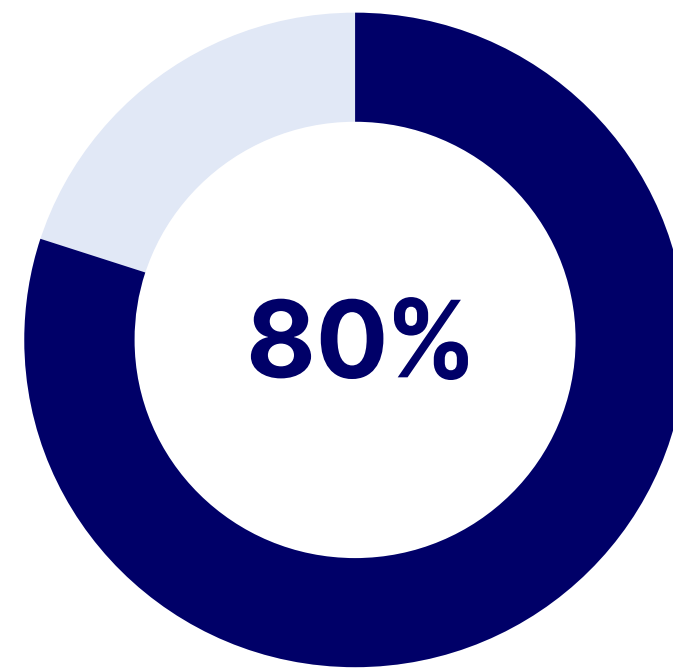# Fax is used cross-functionally

Fax usually isn't limited to a single line of business (LOB) or business process.

Percentage of organizations using digital fax to support specific business processes
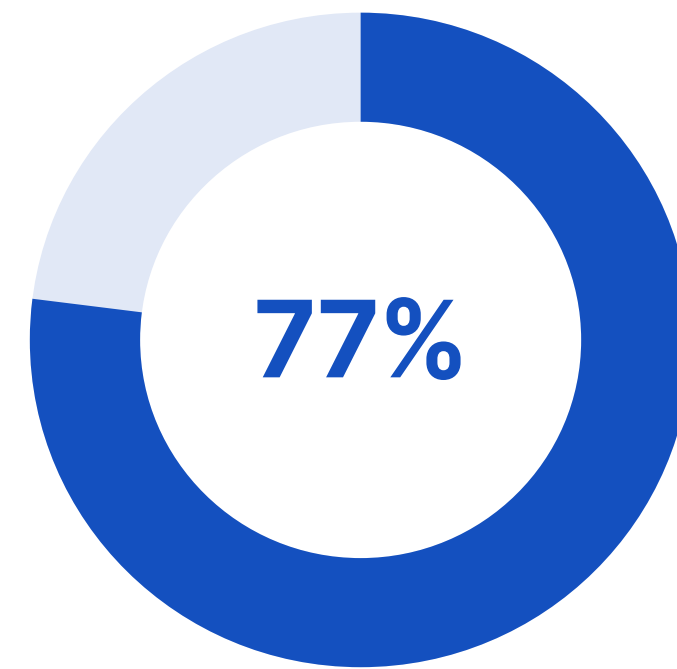
89%

Financial

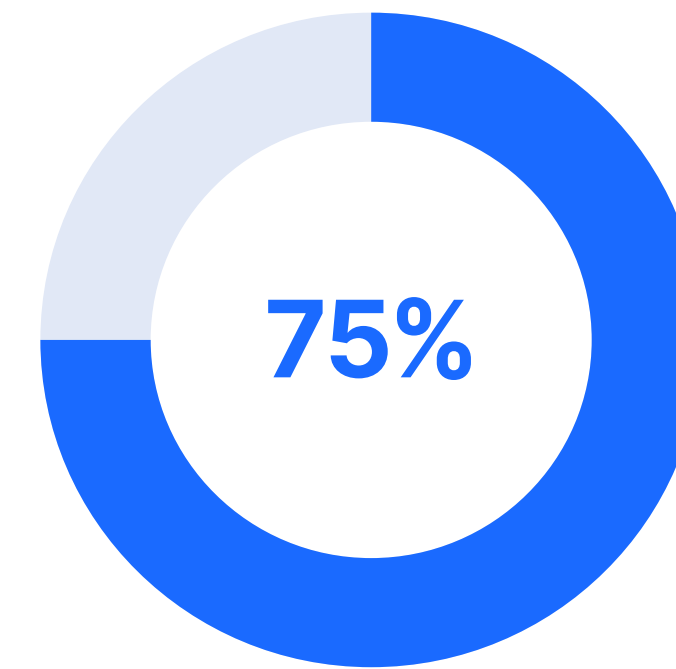(invoice processing, expense tracking, credit applications, etc.)

80%

Customer/Patient transactions

(bids/ RFP, claim processing, lab results, etc.)

77%

Manufacturing or supply chain-related

(POs, order changes, shipping documents, etc.)

75%

Legal

(contracts, patents, records management, etc.)

The digital fax difference

Replace device- and paper-based faxing with paperless, desktop faxing

Empower staff to send and receive faxes anywhere

Eliminate costs for on-site hardware, software and fax telephony

Increase security with direct delivery, paperless transmissions and built-in security protocols

Integrate with back-end systems and applications to automate fax workflows

Speed fax-dependent business processes

Decrease compliance risk for regulations such as HIPAA, PCI DSS and others

Modernize faxing and enable digital transformation
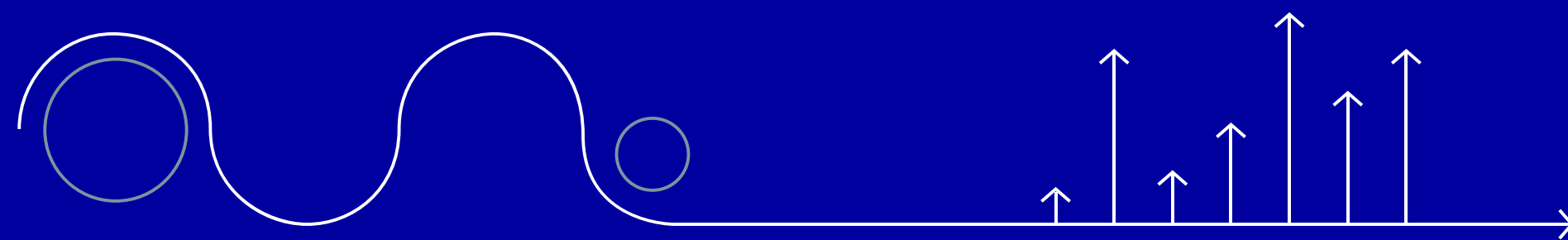
Adapting to changing environments

Digital fax can be part of an organization's journey to the cloud.

Ease the load

Budgets and IT teams are under pressure. Faxing through the cloud allows organizations to offload all upgrades, maintenance and hardware repairs on to the OpenText™ Cloud team and free up staff time to focus on other priorities.

Connect the dots

OpenText fax solutions integrate with Microsoft® Outlook®, SAP®, Microsoft® Active Directory®, leading electronic medical record (EMR/EHR) solutions and a variety of other key tools to streamline workflows.

Rest easy

High availability/disaster recovery are included in cloud deployments (and available in on-premises versions) to ensure sending and receiving of documents whenever needed.

Thriving into the future with intelligent capture

One of the biggest benefits digital fax offers for growth is its ability to integrate with solutions that make it even more powerful. Fax's immutability is important for its security, but once received, the information often needs to be parsed into databases.

A digital capture solution can "read" faxes, extract information, ascertain what it is and shunt it to the appropriate applications, locations and fields automatically. The potential for increased efficiency and reduced human error is huge.
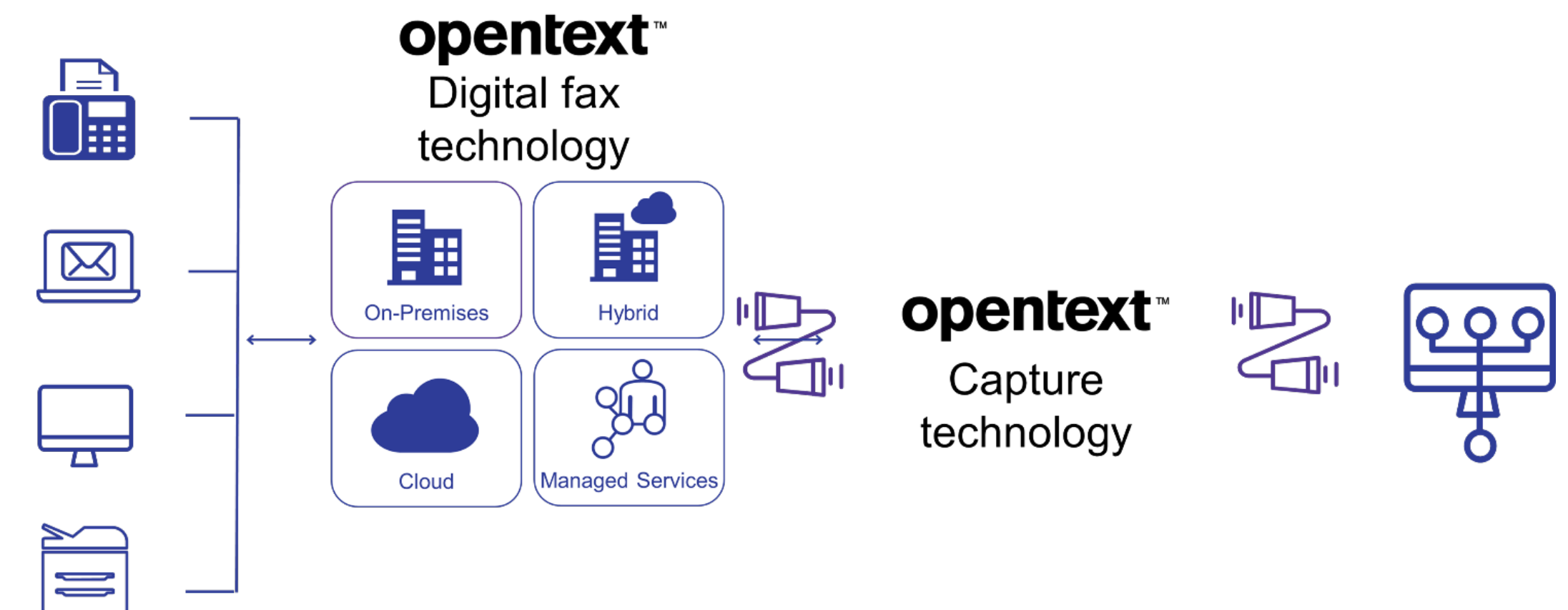
Get started in 4 easy steps

1
PAIN POINTS

2
BUSINESS PROCESSES

3
INTEGRATIONS

4
CHOOSE THE EXPERT IN CLOUD FAX
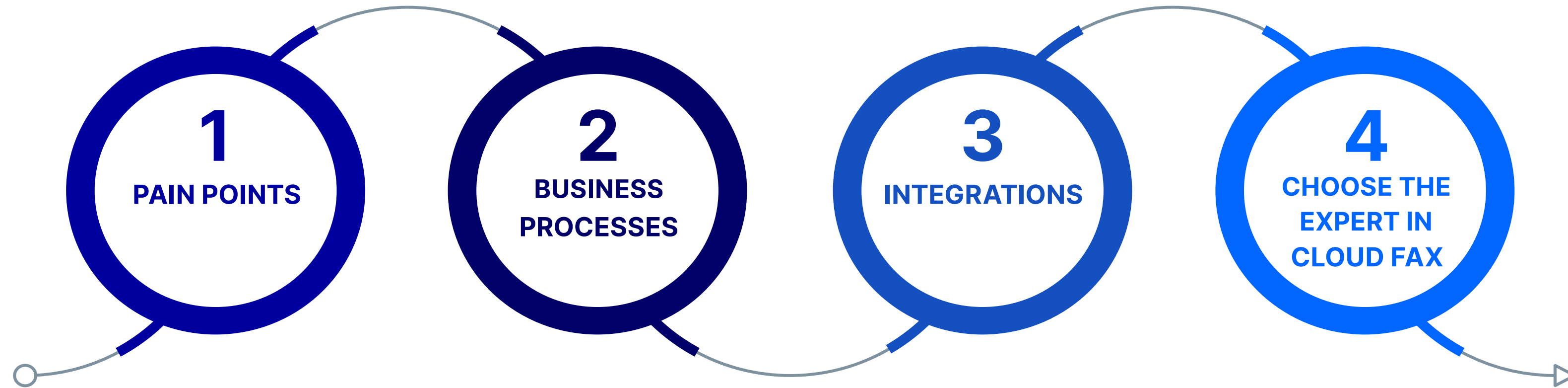
What are the pain points with the current fax method?

Paper-based, no access for remote/mobile employees, non-integrated fax environment, slow processing times, security and compliance.

What business processes rely on the exchange of faxed documents?

Inbound and outbound; Reach out to LOB owners!

What back-end systems and applications need to integrate with the fax solution?

Link to business processes! SAP? An EMR application? CRM? Email? Archiving tool?

Not all cloud services are created equally.

Defense-in-depth security and certifications. Agile. Resilient. Reliable. Scalable. Powerful.

The most trusted digital fax provider

OpenText digital fax solutions automate time-intensive, document-driven processes and provide a secure, trackable and auditable form of information exchange that is easy to use and cost effective.

OpenText™ Fax

OpenText Fax (OpenText™ RightFax™) is a scalable fax server solution available in on-premises, hybrid and managed services deployments. OpenText Fax integrates with the industry applications that drive key business processes to maximize productivity, reduce risk and decrease costs. It provides comprehensive enterprise information exchange capabilities, shortening business cycles and increasing speed to revenue for companies of any size. OpenText Fax is JITC certified, provides extra layers of protection with the Encryption Module and has archiving tools for the secure, long-term storage of faxed documents.

OpenText™ Core Fax

OpenText Core Fax is an enterprise-grade solution that can be tailored to meet the needs of businesses of all sizes. The best-in-class cloud fax solution integrates with and streamlines workflows across the entire organization.

Learn more about OpenText digital fax solutions >

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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