Enterprise fax and capture technology

Extract content trapped in fax documents with capture technology to integrate, automate and optimize business processes
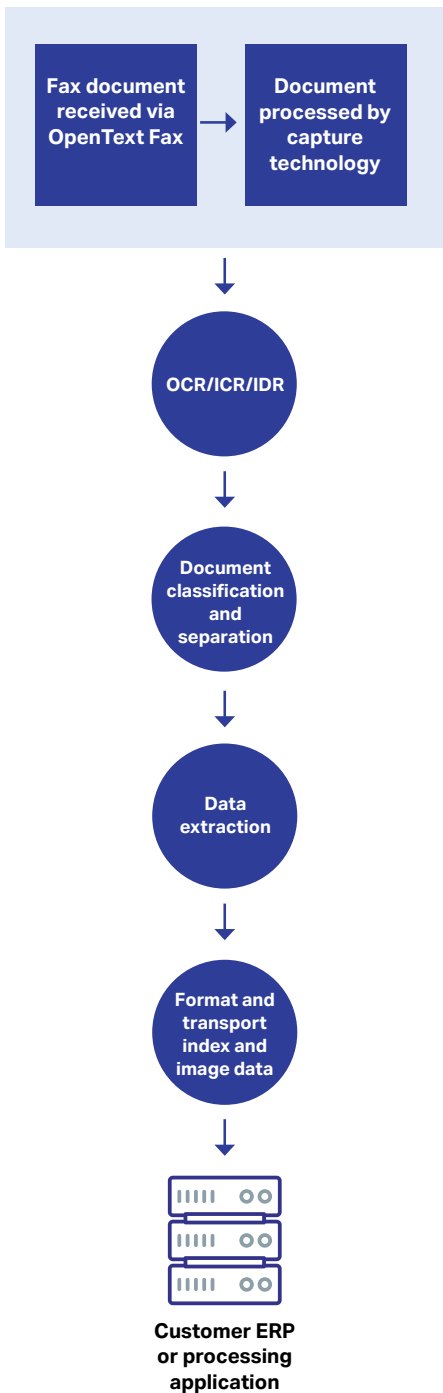

Benefits

- Accelerate and automate business processes
- Improve information quality and governance
- Save time and reduce costs

As organizations embrace digital transformation, they need effective ways to automate their content-centric workflows. Many workflows start with a faxed document, a "picture" of the content that is not actionable until transformed into data to be consumed by applications. Often, received faxes are reviewed by the recipient, uploaded as a fax into a system or re-keyed into an application as data, a manual, timeconsuming and error-prone process.

Digital fax solutions offer integration features that allow faxes to flow into applications, such as ERP, CRM and electronic medical records systems. However, the key to entering fax data into back-end applications is smart data capture technology. Capture technology automatically extracts and intelligently routes data to the appropriate system, allowing enterprises to unlock the full value of data trapped in fax documents.

Many industries rely on fax to support important workflows or business processes. Applying capture technology to faxed documents extracts content and transforms it into data, whether from a purchase order, a patient's lab results or a loan application.

This process optimizes and automates workflows with structured data and speeds business processes. This process optimizes the first mile of a workflow, automates workflows with structured data and speeds business processes. It transforms what was a standalone fax service into an integrated, key component of workflow automation.

Fax document received via OpenText Fax → Document processed by capture technology

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OCR/ICR/IDR

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Document classification and separation

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Data extraction

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Format and transport index and image data

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Customer ERP or processing application

Solution components chart

Accelerate and automate business processes

Optimizing and automating fax data capture speeds the many inbound fax workflows and shortens cycle times, giving organizations quick and easy access to critical information. Converting these documents into actionable information significantly reduces manual handling and human error. Data suitable for driving intelligent, automated fax workflows is generated, along with processes that reduce expenses and improve worker productivity.

Improve information quality and governance

Applying capture to faxed documents connects information to key back-end systems, processes and content repositories faster and with higher accuracy than manual processing. Leveraging optical character recognition within capture solutions eliminates the manual tasks associated with processing faxed documents and reduces errors.

Save time and reduce costs

By supporting businesses in their goal to automate and reduce the time and expense of manual document sorting and data entry, combining fax with capture technology saves money and improves business processes. Organizations gain quick and easy access to critical information while improving productivity.

Whether deploying on-premises, hybrid or in the cloud, OpenText provides flexible deployment options with market-leading solutions to create the most powerful fax and capture combination available.

On-premises: Fax server software and capture server software

- OpenText™ Fax (formerly RightFax™) is enterprise fax server software that provides electronic, paperless faxing to and from desktop, email and business applications.
- OpenText Fax Intelligent Workflows is an add-on module combining OpenText Fax and OpenText Capture to locate and extract information from digital faxes. Once data has been extracted, information can be intelligently routed to its destination.
- OpenText™ Capture provides organizations with a flexible, end-to-end capture solution that includes document capture, document classification, data extraction/optical character recognition (OCR), validation and delivery to back-end systems.

Cloud: Cloud fax services and cloud capture services

- OpenText™ Core Fax is an enterprise-grade solution that can be tailored to meet the needs of business of all sizes. With Core Fax, employees can easily and securely fa from their workstations, email, business applications, mobile devices, or multi-function printers (MFPs), integrating with and streamlining workflows across the entire organization.
- OpenText Capture - Thrust API is a cloud-based capture service for accurate, automatic data extraction and barcode recognition to provide actionable information in digital form to automate fax and email document processing.

Hybrid: Combine software with services

- OpenText Fax with OpenText Capture - Thrust API

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