



## DATASHEET

# RightFax® Solutions for Financial Services

Automate Processes, Reduce Costs and Speed Customer Transactions with Secure, Electronic Document Delivery

## OVERVIEW

Today, financial services institutions are delivering more and more services—from banking and investments to lending and insurance—and competition is greater than ever, making fast and reliable information access even more important. In addition, heightened regulatory requirements such as Gramm-Leach-Bliley and Sarbanes-Oxley, combined with security and privacy concerns are stepping up the pressure for organizations to more effectively exchange information with clients, regulators and business partners. To stay competitive in this aggressive market, financial services organizations need to deliver information more quickly, improve internal workflow processes and enhance communications security—all while reducing costs and providing superior financial services.

## RIGHTFAX: FAX SERVER AND ELECTRONIC DOCUMENT DELIVERY SOLUTIONS AT WORK IN FINANCIAL SERVICES INSTITUTIONS

Captaris® RightFax provides reliable fax server and electronic document delivery capabilities proven to meet the industry's unique information delivery challenges as customers below illustrate.

### RightFax Consolidates IT Infrastructure and Supports Disaster Recovery and Compliance

RightFax has been instrumental in consolidating IT infrastructure and supporting compliance for a leading global financial services firm with assets of \$755 billion. This firm processes thousands of transactions, amounting to hundreds of thousands of faxes per month. A merger, combined with integration and regulatory considerations demanded that the firm consolidate its IT infrastructure. As part of these efforts, it replaced its stand-alone machines and its many fax software products with RightFax. By standardizing on a single product to leverage integration and certification efforts across the enterprise, the firm has:

- Increased productivity and eliminated manual processes with delivery features including Least-cost Routing, load-balancing and redundancy
- Expedited its recovery and quickly returned to the business of processing trades within hours after a major disaster
- Complied with Sarbanes-Oxley, the Patriot Act and the Securities and Exchange Commission regulations

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*"We needed a fax solution that would fit within current regulatory compliance for capturing correspondence and client information and keeping it in an organized, secured manner."*

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## RightFax Delivers Cost Savings and Productivity

RightFax is also central to controlling costs in the industry. For example, one of the largest commercial grain brokerage firms in the United States uses fax to send commodities information, equities reports and other documents. When the brokerage needed to expand its faxing capacity to accommodate night trading, it replaced its 25 stand-alone fax machines and outsourced services with RightFax. Today RightFax provides a cost-effective, reliable and timely way to meet its high-volume faxing needs, which can reach up to 10,000 pages a day. By using RightFax for document delivery the brokerage has:

- Saved close to half-a-million dollars over the last few years with RightFax. Compared with the brokerage's previous solution, RightFax was \$132,000 less expensive each year—That's a 55 percent savings each year based solely on faxing with RightFax.
- Positioned itself to take advantage of international growth opportunities
- Increased productivity by enabling brokers to send and receive faxes at their desktops

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*"Our initial RightFax investment has paid for itself over and over again."*

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## RIGHTFAX BENEFITS FOR FINANCIAL SERVICES

With RightFax, organizations have an easy-to-use, easy-to-deploy and affordable method to leverage electronic document delivery in a strategic way:

Benefits	Outcome
<b>Realize a Quick Return on Investment (ROI)</b>	Reduce document delivery costs up to 90 percent by eliminating the preprinted forms, postage, labor and equipment costs associated with manual document delivery.
<b>Improve Efficiency and Streamline Business Processes</b>	Extend existing applications with fax server and electronic document delivery to eliminate error-prone, time-consuming and repetitive manual routines that waste time and resources.
<b>Provide Secure Document Delivery</b>	Ensure important financial communications reach their intended recipients with electronic document delivery notifications and options for authenticated and certified delivery.
<b>Comply with Regulatory Mandates</b>	Leverage automated fax to address regulatory concerns, such as Sarbanes-Oxley, Gramm-Leach-Bliley, Payment Card Industry (PCI) and others.
<b>Enhance Customer Service Levels</b>	Expand service offerings and provide immediate information access.
<b>Accelerate the Business Cycle</b>	Provide instantaneous information delivery using fax, email, certified email, encrypted PDF or SMS delivery options to improve response times and accelerate revenue recognition.
<b>Improve Reliability and Disaster Recovery</b>	Use comprehensive backup, fault tolerance and archiving capabilities for reliable disaster recovery and 24x7 up time.

## APPLICATIONS FOR DOCUMENT DELIVERY WITH RIGHTFAX

- Account summaries
- Accounts payable
- Bid specifications
- Branch summary reports
- Change orders
- Collections
- Confirmations
- Credit applications
- Derivatives
- Financial statements and reports
- General correspondence
- Insurance claims and adjustments
- Investment records
- Invoices
- Loan approvals and denials
- Mortgage banking documents
- Notifications—collections, regulations
- Purchase order acknowledgments
- Purchase orders
- Rate sheets
- Regulatory disclosures
- Requests for quotes
- Return items—overdrawn accounts, bad checks
- Securities reports
- Title documents
- Transfer of funds
- Wire transfers

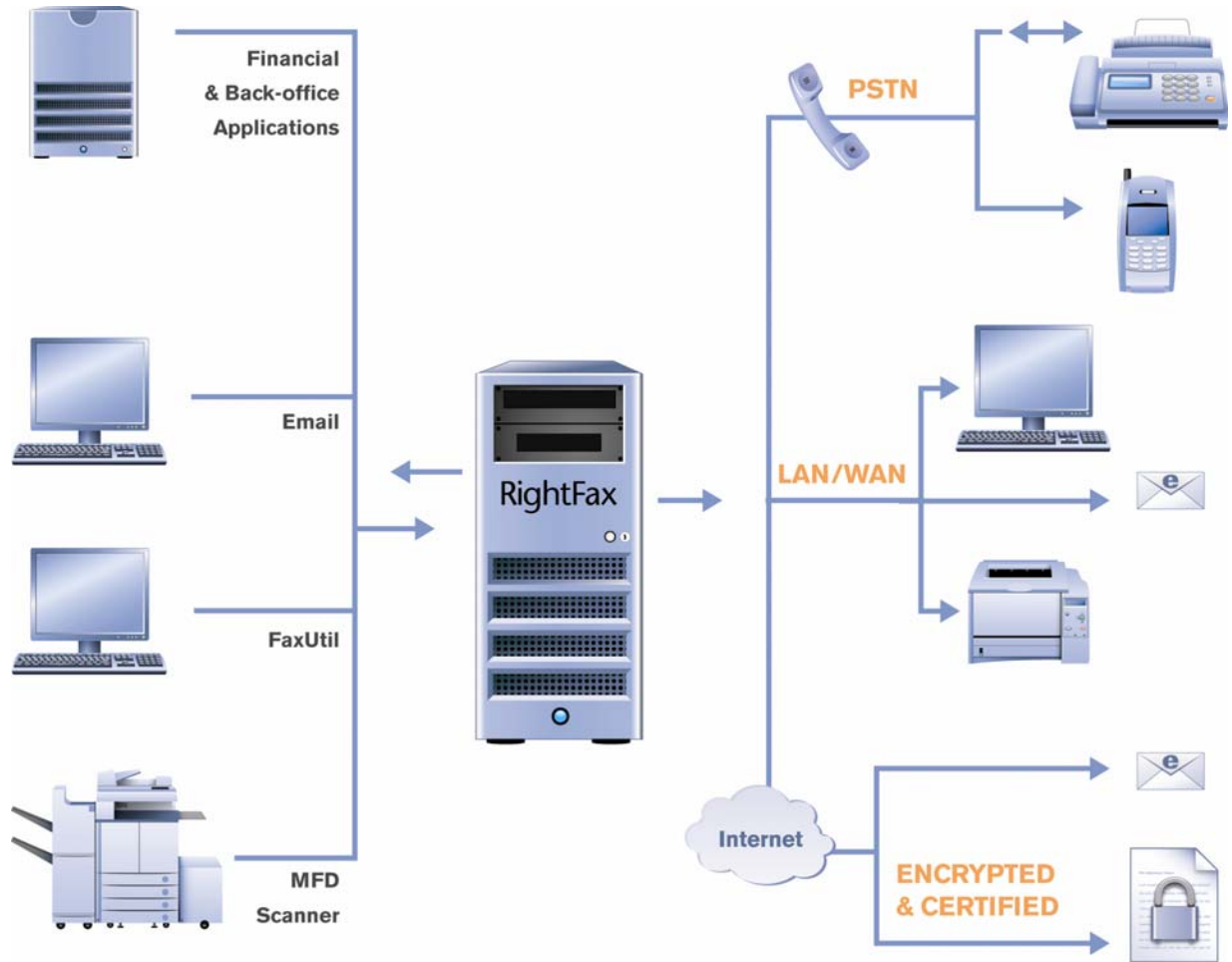
## KEY RIGHTFAX FEATURES FOR FINANCIAL SERVICES

RightFax provides a central hub for inbound and outbound delivery of vital business information. With RightFax, individual users and departments can send, receive, track and manage sensitive financial information in a secure, reliable and electronic format directly from desktop and back-office applications.

CENTRALIZED COMMUNICATIONS HUB	ENTERPRISE-WIDE FAX AND ELECTRONIC DOCUMENT DELIVERY	DOCUMENT SECURITY AND PRIVACY
<p><b>Multithread, client server application</b> Microsoft Windows 2000/2003 architecture provides the robust engine required for handling even the most demanding document delivery needs.</p> <p><b>Integrated with key business applications</b> Easy-to-use integration tools such as Facsimile Command Language (FCL) as well as certified or built-in integration options with leading enterprise applications and MFPs make RightFax easy to add to any environment.</p> <p><b>Directory and phonebook synchronization</b> RightFax synchronizes to confidential contact data on clients, employees and business contacts.</p> <p><b>Advanced administrative tools</b> Provide precise control over all aspects of server functionality.</p>	<p><b>Network-wide desktop faxing</b> Enable users to send, receive and manage communications from desktop applications.</p> <p><b>Email gateways</b> Send, receive and manage faxes directly from email.</p> <p><b>Fax broadcasting</b> Broadcast fax documents to hundreds or thousands of recipients at once.</p> <p><b>Automated, unattended document delivery</b> Automate document delivery to speed communications, streamline business processes and cut costs.</p> <p><b>Inbound routing</b> Route documents to the correct recipient via a variety of methods including Direct Inward Dialing (DID), Dual-tone Multi-frequency (DTMF), Caller Service Identification (CSID), email and more.</p>	<p><b>Encrypted and certified delivery options</b> Maintain privacy and security with certified or encrypted delivery options.</p> <p><b>Automatic fax distribution</b> Provide systematic distribution of faxes to groups of users for fast, efficient and secure processing.</p> <p><b>Fax authorization system</b> Enable managed review of confidential faxes prior to their release to send.</p> <p><b>Windows security authorization</b> Take advantage of your network's established Windows security system by linking each RightFax user ID to a Windows user account.</p> <p><b>Customizable dialing rules</b> Gain precise control of outbound faxing by specifying rules and restrictions over how faxes are sent.</p>

DEPENDABLE DELIVERY, RECEIPT AND TRACKING	COST REDUCTION AND COST RECOVERY	RELIABILITY, SCALABILITY AND FAULT TOLERANCE
<p><b>Immediate electronic delivery</b> Provide timely, automated electronic delivery of financial reports and other essential documents.</p> <p><b>Fax archival</b> Record all inbound and outbound fax transactions.</p> <p><b>Notifications</b> Receive customized notifications and verification of document transmission and receipt.</p> <p><b>Secure delivery format</b> Deliver image-based Tagged Image Format (TIF) or PDF documents over a secure Public Switch Telephone Network (PSTN).</p> <p><b>Auto reply</b> Monitor one or more RightFax mailboxes for inbound faxes, and provide fax replies to the sender.</p> <p><b>Reporting</b> Log, record and provide audit trail of vital financial documents.</p>	<p><b>Intelligent Least-cost routing</b> Route outbound faxes between servers on a Wide Area Network (WAN) using the RightFax Enterprise Server to minimize long-distance and other telephone charges.</p> <p><b>Fax, email or over the Internet delivery</b> Send, receive and manage documents via fax, email, certified email or encrypted PDF from key business applications, and eliminate paper, postage, equipment and related supplies.</p> <p><b>Scheduled delivery</b> Schedule or prioritize delivery to leverage off-peak phone rates or expedite transactions.</p> <p><b>Billing codes and cost recovery</b> Track and report fax activity using billing codes by recipient, department or group to recover costs.</p>	<p><b>Load-balancing</b> Maximize system performance by directing faxes to the server with the most available lines.</p> <p><b>Open database</b> Leverage Microsoft SQL Server for enterprise scalability, reliability, performance and interoperability.</p> <p><b>24x7 reliability</b> Ensure continual uptime with proven and reliable RightFax technology.</p> <p><b>Automatic backup</b> Back up automatically without suspension of operations for maximum uptime.</p> <p><b>Adjustable bandwidth</b> Adjust channels automatically to send, receive, or both, during peak intervals to control fax traffic volume on a group-wide basis.</p> <p><b>Scalable and expandable</b> Start small and add servers, channels, modules and document delivery options.</p>

## RIGHTFAX IN THE FINANCIAL SERVICES ENTERPRISE



### ABOUT RIGHTFAX

RightFax is the proven market leader in fax server and electronic document delivery solutions that integrate and automate the flow of a full range of fax, paper and electronic documents and data. RightFax seamlessly integrates with desktop, email, CRM, ERP, imaging, document management and other business applications to efficiently and securely send and receive any document from virtually any application within an enterprise via fax, email, print devices or the Internet. Using RightFax, organizations can cut costs up to 90 percent by replacing and streamlining manual business processes, such as faxing and paper-based document distribution.

### ABOUT CAPTARIS, INC.

Captaris, Inc. is a leading provider of software products that automate business processes, manage documents electronically and provide efficient information delivery. Our product suite of Captaris RightFax, Captaris Workflow and Captaris Alchemy Document Management is 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 National Market under the symbol CAPA. For more information please visit [www.captaris.com](http://www.captaris.com).

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