



TOP FIVE

Top Five Reasons to Integrate Electronic Fax with IBM Lotus Notes

OVERVIEW

Fax and email are unquestionably two of the most effective tools ever developed for exchanging information. However, anyone who has ever wasted time walking to a fax machine to send or receive documents knows how inefficient this can be. And any administrator faced with managing fax machines, email and messaging applications knows the time and cost of managing multiple hardware and software solutions. It doesn't have to be that way. Smart organizations are integrating electronic fax software with IBM Lotus Notes to automate faxing and gain the most value from these essential messaging, collaboration and document delivery tools.

TOP FIVE REASONS TO INTEGRATE ELECTRONIC FAX WITH IBM LOTUS NOTES

One: Make Your People More Productive According to The Kauffman Group, a consulting firm specializing in fax server technology, if a 25-person organization manually faxes just 30 two-page documents daily, it's squandering 1,000 man hours a year. Enabling users to fax from IBM Lotus Notes is an easy way to boost productivity without significant training time or cost. Users don't waste time waiting at a stand-alone fax machine. Instead, they can send, receive and manage both fax and email from IBM Lotus Notes. Combining fax with IBM Lotus Notes also improves IT staff productivity. Since fax and email services are consolidated on the network and administration is centralized, management is simplified enabling you to spend time on other valuable IT functions.

Two: Reduce Your Costs Paper-based document delivery can be very costly*. By integrating electronic faxing capabilities with IBM Lotus Notes, you can eliminate the expense of installing and maintaining fax machines, phone lines, modems and leased equipment as well as paper, toner and related supplies. You also eliminate the labor costs associated with manual processes. Simply eliminating these costs can result in savings of up to 90 percent.

Three: Support Compliance and Enhance Security Sarbanes-Oxley (SOX), Health Insurance Portability and Accountability Act (HIPAA) and other regulations place security at the top of IT agendas. When you integrate fax software with IBM Lotus Notes, documents can be delivered as tamper-resistant Tagged Image File (TIF) images, encrypted Portable Document Format (PDFs) or certified email. This supports compliance and enhances security by eliminating manual processes that can expose information to unauthorized viewing, tampering or alteration. In addition, fax software takes advantage of the latest security technology and provides comprehensive backup, fault tolerance and archiving capabilities to ensure reliable disaster recovery, document security and maximum uptime.

Four: Maximize Your IT Investments You've made a big investment in IBM Lotus Notes. Electronic fax software is a simple and effective way to optimize this important messaging and collaboration tool. It is highly interoperable and flexible, making it easy for administrators and users to leverage to improve overall performance. Not only that, but you can extend it to other enterprise systems such as Customer Relationship Management (CRM), Enterprise Resource

* Based on averages of intrastate and interstate phone rates at various times during the day the average cost to manually fax a document is \$1.20 per page compared to 10 cents a page using an electronic fax server.

Planning (ERP), document management, workflow, host, legacy and multifunction products. Together this gives you a more connected work environment resulting in a rapid payback on an affordable investment.

Five: Improve Service to Your Customers Not everyone can receive email or has access to email all the time. Some of your customers, partners and suppliers may want correspondence via email, others via fax or a combination of the two. And some legal documents are still required to be sent via fax. By enabling employees to send and receive faxes and emails simultaneously from IBM Lotus Notes, you make it fast and easy to share information in the manner recipients prefer. This bolsters service levels and eliminates costly delays in document handling, enabling you to improve service and build long-term customer loyalty.

CUSTOMER STORY: PARKER HANNIFIN DEVELOPS AN ENTERPRISE MESSAGING SOLUTION WITH IBM LOTUS NOTES AND RIGHTFAX

Background

With annual sales approaching \$5 billion and 1,400 product lines in 1,000 industrial and aerospace global markets, Parker Hannifin Corporation employs over 40,000 workers globally and is the world's leading diversified manufacturer of motion and control technologies, providing systematic, precision-engineered solutions.

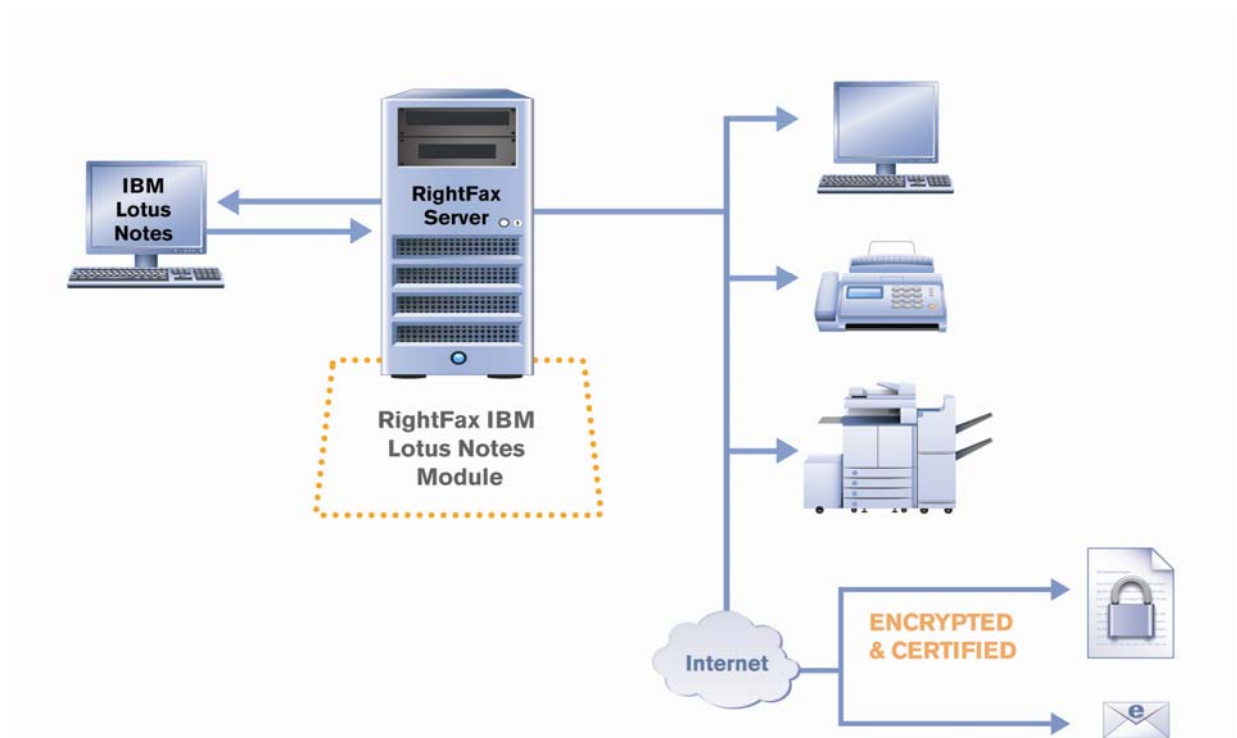
The Challenge

Parker employees deliver a variety of documents from mainframe and desktop applications including purchase orders, invoices, quotes, as well as Microsoft Excel and Word documents. Prior to implementing Captaris RightFax, they printed and manually faxed documents using either fax machines or various Local Area Network (LAN)-based fax solutions. When Parker standardized on IBM Lotus Notes, it decided to develop an enterprise messaging infrastructure. "We determined that if we could replace the various existing methods of delivering documents with one product, we would have the corporate-wide business communications solution we needed to save the organization both time and money," says Don Shisila, computer operations manager at Parker.

The Solution

Today RightFax provides high-volume, automated document delivery and supports mainframe-based applications as well as desktop faxing. It integrates seamlessly with IBM Lotus Notes as well as their mainframe applications, allowing employees to fax and email from both the mainframe and IBM Lotus Notes. "RightFax gives each of our users the ability to deliver information safely, reliably and quickly," says Shisila.

Figure 1. An example of RightFax used with IBM Lotus Notes.



The Results

"Speed of delivery is critical in dealing with our customers, distributors and other business partners," says Shisila. "When a customer needs a part, for example, they typically need it immediately. Consequently, they also need the related documentation for the part, including a quote. "We're able to actually have the printed material in their hands within minutes of their request by phone—often while they're still on the line." With a little more than 1,000 documents sent daily and growing steadily, the benefits of a faster and more constant document delivery method multiplies. For example, the more quickly orders and invoices are delivered, the shorter the lead times are for purchasing, which can have a positive impact on inventory levels. In addition, immediate fax delivery provides immediate confirmation of receipt, thereby eliminating delays associated with other document delivery methods.

"RightFax fits perfectly into our enterprise messaging solution. It continues to save us time and effort by providing nearly effortless document delivery capabilities that accelerate and enhance our ability to do business around the world." Don Shisila, computer operations manager at Parker Hannifin

Get It Together

RightFax is the world's leading electronic fax server product and provides the most reliable, robust and integrated electronic faxing solutions. That's also why customers such as Parker Hannifin depend on the RightFax and IBM Lotus Notes integration.

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.

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