



WHITE PAPER

 Captaris®
RightFax®

INTRODUCTION

Today's business and economic climate present enormous challenges to businesses. Companies are under increasing pressure to cut costs, streamline processes and improve efficiency while improving customer loyalty and strengthening vendor relations. Demands for speed, security and reliability in communications turn up the pressure. To remain competitive and profitable in this environment, companies have invested in SAP applications to improve business processes and bring them closer to their customers and suppliers.

SAP applications generate huge volumes of information in the form of documents. These documents provide the roadmap for interactions with customers and suppliers, dictate business cycles and can determine profitability or failure. As a result, it is crucial for organizations to efficiently and cost-effectively distribute them to their customers and suppliers in a timely manner. Companies that take advantage of automated production fax and electronic document delivery capabilities to distribute documents can further extend the process efficiencies of SAP while reducing costs and improving response times, thus significantly impacting overall business performance.

This white paper examines how companies can extend the business process efficiencies gained with SAP by automating document delivery from the SAP applications. It presents production fax and electronic document delivery solutions as powerful tools for speeding business-to-business communication while improving efficiency, enhancing security and reducing costs. It also presents the innovative line of scalable Captaris® RightFax® solutions, which automate document delivery from SAP.

Reduce Costs and Improve Efficiency by Automating SAP Document Delivery



THE CHALLENGE: EFFICIENTLY DISTRIBUTING DOCUMENTS GENERATED IN SAP APPLICATIONS

SAP applications provide the foundation to enable end-to-end business processes so that companies can collaborate and perform at top efficiency. They allow organizations to connect and automate the flow of business processes across an organization to streamline procurement, order fulfillment, marketing, sales, manufacturing, financials and human resources. All these business processes generate volumes of valuable information in the form of documents—purchase orders, invoices, order acknowledgements and confirmations, to name a few. This information is vital to running business operations, maintaining customer loyalty and ensuring a healthy bottom line.

While SAP applications are designed to automate core business processes and improve the efficiency of generating data for business documents, they are not designed to distribute the documents to customers and suppliers. Instead, organizations revert to printing documents and relying on manual methods of delivering business information to their customers and suppliers. These methods, including mail, overnight services and manual fax are costly, time-consuming and rife with inefficiencies. They drag on company resources and do not fully take advantage of SAP or the latest technologies for optimizing information delivery and receipt.

THE SOLUTION: AUTOMATING SAP DOCUMENT DELIVERY

To fully leverage vital business information, companies need to be able to quickly, securely and efficiently disseminate business information to customers and suppliers in a cost-effective and accessible format. Production fax or electronic document delivery provides an automated method to cost-effectively exchange information with customers and suppliers via fax, email or over the Internet.

Solutions for automating document delivery bridge the gap between generating information in SAP applications and disseminating information so that it flows directly to the people who need it, when they need it and in the format that is right for them. This eliminates time-consuming, error-prone manual processes and enables organizations with SAP to:

- Shorten the business cycle and recognize revenue more quickly
- Extend and enhance SAP process automation benefits through integrated electronic document delivery
- Enhance SAP collaboration benefits by streamlining information exchange
- Eliminate labor, equipment and supply costs associated with manual document delivery and recipient methods
- Respond more quickly to customers, suppliers and trading partners
- Support compliance goals and ensure security and reliability of communications

RIGHTFAX: PROVEN SAP PRODUCTION FAX AND ELECTRONIC DOCUMENT DELIVERY SOLUTIONS FOR AUTOMATING INFORMATION EXCHANGE

RightFax provides low-cost, electronic document delivery from SAP applications. It extends the process automation, collaboration and efficiency gains of SAP by enabling companies to automatically and instantaneously distribute documents to customers and suppliers via fax, email, certified email or encrypted PDF delivery options. The impact on companies that integrate RightFax with their SAP applications can be substantial, including:

- Document delivery cost reductions of up to 90 percent or thousands of dollars monthly
- Document processing time reductions from almost 9 minutes per page to seconds
- Improved workflow, transactional and communications efficiency and accuracy
- Reduced Days Sales Outstanding (DSO) and quicker revenue recognition
- Improved Just-in-time (JIT) delivery capabilities
- Timelier information access for customers and suppliers
- Reduced equipment and supplies to manage and maintain

RightFax achieves these gains for organizations by providing reliable and intelligent automated document delivery tools that leverage SAP and other existing enterprise applications. It takes advantage of proven technologies, as well as the latest innovations for ultimate interoperability and flexibility. This yields reduced costs and improved responsiveness with minimal investment or risk.

RIGHTFAX ADVANTAGES FOR SAP DOCUMENT DELIVERY

RightFax solutions are an ideal component of a company's strategy to increase performance, support compliance and extend process automation efficiencies. Some of the advantages of implementing RightFax are:

Proven Technology from a Certified Solutions Partner As the industry leader and recognized innovator, Captaris has been providing proven and reliable automated document delivery capabilities for SAP users since 1994. Captaris is an SAP Software Partner and RightFax has received SAP Certified Integration status as a result of extensive collaboration, testing and integration between the two companies. This ensures that RightFax implementations are technologically sound investments today and in the future.

Return on Investment RightFax is designed to reduce overhead costs by providing flexible automated document delivery options that eliminate the costs associated with manual delivery and receipt processes. In addition, RightFax Intelligent Least-cost Routing, along with scheduled and Internet delivery options can further enhance the savings potential by reducing or eliminating long-distance phone charges. Table 1 illustrates the cost savings companies can realize.

TABLE 1

COST SAVINGS IN US DOLLARS USING RIGHTFAX TO AUTOMATE DOCUMENT DELIVERY FROM SAP*					
Number of Pages Faxed	100	200	300	500	1,000
Mail cost per page	\$1.20	\$1.20	\$1.20	\$1.20	\$1.20
Cost if mailed	\$120	\$240	\$360	\$600	\$1,200
RightFax cost per page	0.10	0.10	0.10	0.10	0.10
Cost if faxed	\$10	\$20	\$30	\$50	\$100
Monthly savings	\$2,200	\$4,400	\$6,600	\$11,000	\$22,000

*Based on averages of intrastate and interstate phone rates at various times during the day. Mail costs include postage, printing, labor and associated supply costs.

Improved Efficiency Speeds Communications RightFax extends the process automation and efficiency gains of SAP by eliminating labor-intensive, time-consuming and costly manual document delivery processes. Table 2 highlights how RightFax can dramatically improve efficiency and speed communications with customers and suppliers.

TABLE 2

EFFICIENCY GAINS USING RIGHTFAX WITH SAP APPLICATIONS		
Standard Business Documents Generated from SAP Applications	Traditional Document Delivery Methods	Automated SAP Document Delivery with RightFax
<ul style="list-style-type: none"> • Bills of lading • Change orders • Confirmations • Invoices • Purchase orders • Rate sheets • Requests for quotes • Sales orders • Other SAP-based documents 	<ul style="list-style-type: none"> • Manually generate documents • Process documents manually for delivery <ul style="list-style-type: none"> • Print on pre-printed forms • Burst • Insert documents in envelopes • Apply postage and mail • Manually fax documents 	<ul style="list-style-type: none"> • Documents are generated from SAP and automatically sent to recipients via fax or email • Deliver documents electronically and unattended <ul style="list-style-type: none"> • No labor, forms, stationery, postage, postal machines or stand-alone fax machines required
	<p>Processing time per page: Approximately 9 minutes*</p> <p>Delivery time: From 1 to 14 days with no confirmation</p>	<p>Processing time per page: Seconds</p> <p>Delivery time: Instantaneous with confirmation of receipt</p>

*Source: COM Group

Integration with SAP RightFax provides integrations with SAP applications via SAPconnect, SAPscript or SAP SmartForms as well as a host of intelligent data recognition tools that enable organizations to automate SAP document delivery from virtually any SAP application. Within SAP ECC and SAP R/3, RightFax integrates by taking advantage of the SAPoffice Fax Module activation. Also, the RightFax Connector for SAP does not have to be installed on the SAP system and runs as a service from the RightFax Server.

Facsimile Command Language (FCL) RightFax is the only product that provides highly flexible FCL to make fax- or email-enabling SAP applications fast, simple and straightforward, without modifications to the application code.

Support for XML and Java RightFax Enterprise Integration and Business Integration provide the option to extend the RightFax Server using the RightFax XML Interface and the RightFax Java API for companies that want ultimate flexibility. These technologies provide powerful, flexible tools for integrating or customizing solutions specific to an organization's SAP fax and electronic document delivery needs. They also allow faster implementation.

Advanced Notification RightFax is equipped to dynamically notify senders of the status of their documents. RightFax provides numerous host notification options depending on the RightFax package, SAP environment and customer requirements. Notification methods include email (Microsoft® Exchange, IBM Lotus Notes, SMTP), FTP, LPR, WinPopup, TCP/IP sockets, HLLAPI, IBM MQ Series, directly to SAPoffice, among others. Notifications can also be customized to include a variety of information.

Customized Fax Commands to SAP Output Forms using SAPscript The RightFax integration to SAP recognizes several special SAPscript codes that allow companies to add fax control commands to various SAP output forms. This gives flexibility by allowing administrators to use these codes to include RightFax cover sheet information, attach frequently sent library documents and more.

Advanced SAP Fax Control Features Special SAP fax control features (such as automatically generated cover sheets) are also available in RightFax. When developing a fax solution with RightFax and SAP ECC, the fax control features of either or both systems can be used, providing enhanced flexibility. Advanced features include automatic fax cover sheet generation, special dialing rules and setting up various batch faxing rules from different SAP modules (for example, purchase orders can be sent with higher priority than invoices, etc.).

Security Traditional delivery methods (postage, overnight services and manual fax) can place organizations at risk of noncompliance to various regulations. In addition they can also jeopardize information confidentiality since information must be printed and can be lost, misrouted or viewed by an unintended recipient. For companies that take advantage of RightFax, confidential information is sent in real-time directly from the application to the intended recipient in whatever format the recipient requests. This eliminates many security concerns associated with error prone manual processes and helps support compliance efforts.

RightFax also provides options that make it possible for users to transmit confidential documents to customers and partners as certified email or as secure encrypted files. Documents that are digitally encrypted require passwords to access them, so they cannot be read if intercepted while transmitting over the Internet. In addition, a certified delivery feature is available that allows users to verify the receipt of a sent document and the time it was accessed by the recipient. This functionality requires SAPscript or SAP SmartForms as the integration method and is bundled with RightFax Enterprise Integration.

Internet Delivery RightFax allows companies that integrate with SAP via SAPscript or SAP SmartForms to deliver documents as automated emails via the Internet and eliminate long-distance phone charges. This functionality requires SAPscript or SAP SmartForms working with the RightFax Facsimile Command Language (FCL).

Modular and Scalable Across the Enterprise Highly scalable and modular, RightFax provides a broad set of electronic document delivery alternatives. Companies can start small and add more capabilities and capacity to expand RightFax beyond their SAP implementation. Certified integrations and long-standing partnerships with industry leading software and hardware vendors such as SAP, Canon, FileNet, Hewlett-Packard, IBM Lotus, Microsoft, Oracle, Sharp and Xerox make RightFax the solution of choice for fax server and electronic document delivery for companies in all industries across the globe.

OVERVIEW: HOW RIGHTFAX WORKS TO PROVIDE SAP PRODUCTION FAX AND ELECTRONIC DOCUMENT DELIVERY

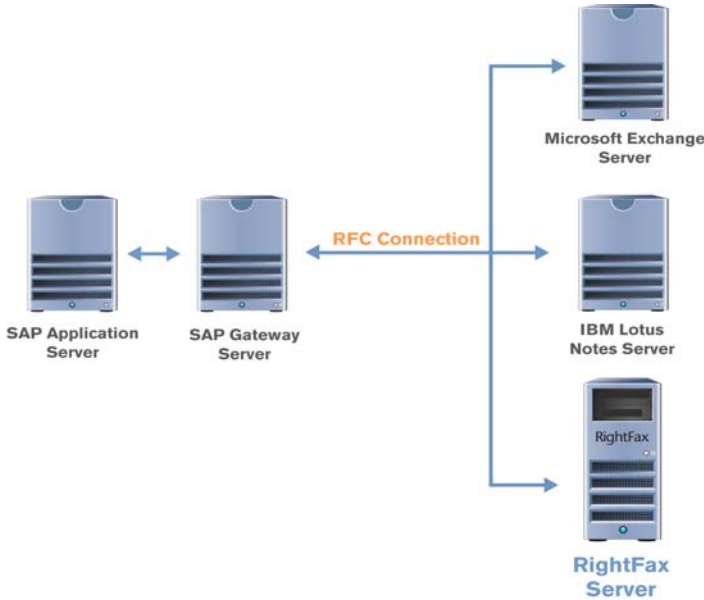
RightFax allows companies to integrate a RightFax system with SAP to automate the delivery of documents generated in SAP. RightFax provides several integration options for adding RightFax to an SAP environment. Depending on the integration option selected, companies can:

- Send documents from SAP modules
- Create and send faxes from SAPoffice
- Receive faxes into SAPoffice
- Receive status messages about sent faxes
- Configure delayed fax queues in SAP for off-hours or off-peak batch delivery
- Include native document attachments in outbound faxes
- Include objects such as forms, signatures and library documents in outbound faxes
- Use automatic cover sheet features in either SAP or RightFax

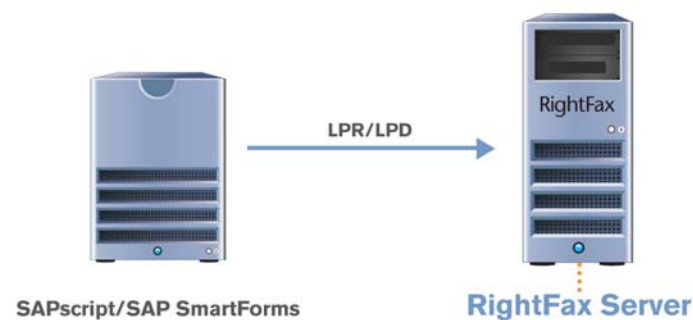
RIGHTFAX INTEGRATIONS WITH SAP

RightFax provides three methods of integration with SAP applications: SAPconnect, SAPscript or SAP SmartForms.

Integration with SAPconnect With SAPconnect, RightFax and SAP production fax and electronic document delivery functionality is implemented and controlled from within the SAP system. SAPconnect also works closely with SAPoffice, making it possible for RightFax users to trace fax progress directly from the SAPoffice Outbox.



Integration with SAPscript or SAP SmartForms RightFax also can also integrate with SAP applications via SAPscript or SAP SmartForms. With SAPscript, the appropriate layout sets are modified to include the full range of the Right Fax FCL command set. With SAP SmartForms, a graphic user interface is employed to modify the forms to include FCL. The delivered document appears like a native request to RightFax and may be delivered in ASCII, PCL or PostScript format for conversion to a faxable TIF format.

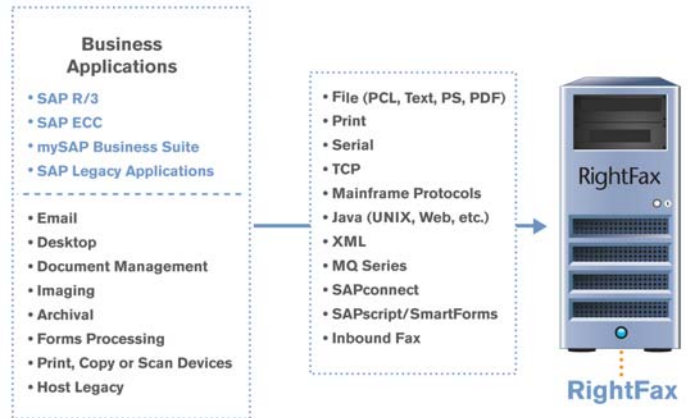


FOUR PHASES OF RIGHTFAX

RightFax utilizes a four-phase workflow process for automating SAP document delivery.

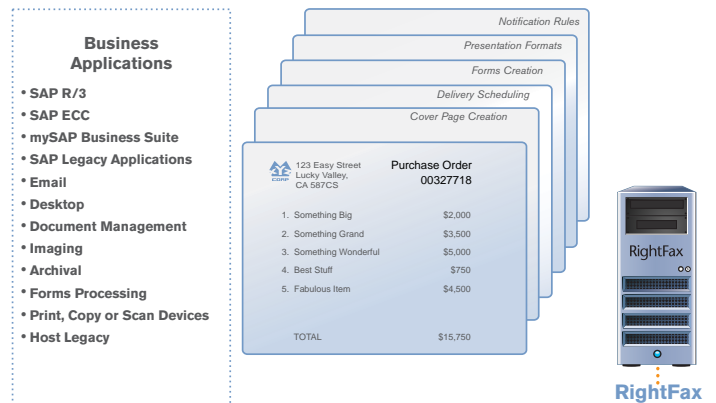
Phase One: Data Capture Companies that use SAP applications can interface with RightFax for automating document delivery. The first phase involves capturing and recognizing the SAP data. Data recognition tools include powerful FCL, production embedded codes, a data recognition filter, XML, COM and Java interfaces.

Phase 1: Powerful RightFax tools and interfaces allow for multiple forms of input data and connections into the RightFax Platform.

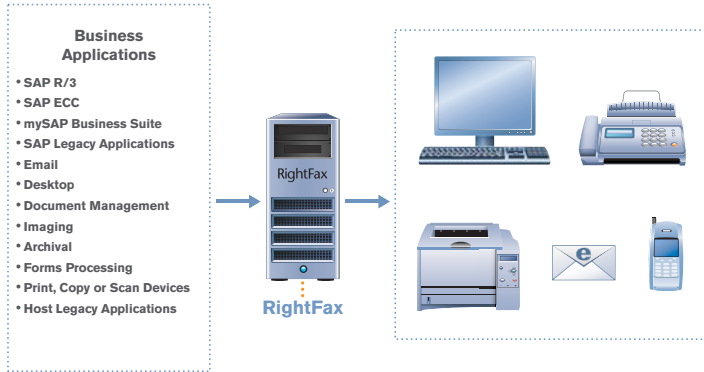


Phase Two: Information Assembly Phase two involves processing the captured SAP data and converting it to information in the form of deliverable documents. This phase of the RightFax workflow also determines the unique rules governing how a document is delivered, including scheduled delivery, alternate recipients, notifications and formatting rules.

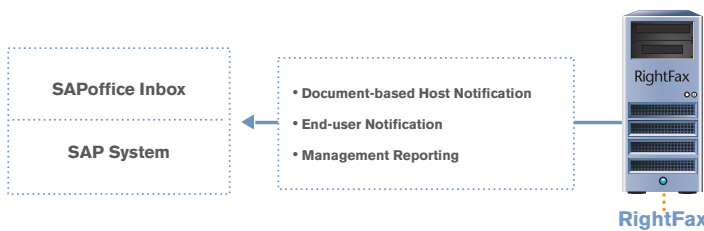
Phase 2: Using various tools like FCL, filter, embedded codes or integrations to forms packages, SAP data is transformed into documents based on content, transactional rules and pre-defined templates.



Phase Three: Information Distribution RightFax offers multiple redundant and automated methods of SAP document delivery. Depending on implementation and requirements, documents can be sent via fax, email, to print devices or routed over the Internet during the third phase. In addition, certified and encrypted delivery options are available.



Phase Four: Reporting, Tracking and Notification During phase four, RightFax tracks communications with a variety of tracking and monitoring tools that can report on the status of business communications. Depending upon which RightFax package is implemented and the notification requirements, there are different levels of notification capabilities available. RightFax management tools can be customized for all aspects of message reporting and tracking. Delivery confirmations can also be presented in many forms, depending on success or failure of the sent document(s).



RIGHTFAX SOLUTIONS FOR SAP ELECTRONIC FAX AND DOCUMENT DELIVERY

RightFax provides a series of packages to meet diverse business needs and provides the best implementation method for different SAP environments. Offerings include:

- **RightFax Business Integration** The entry-level solution for organizations with low volume transactions that want to automate document delivery from a single SAP application.
- **RightFax Connector for SAP** The solution for organizations that need to automate document delivery from multiple SAP applications but does not require integration with other enterprise applications.
- **RightFax Enterprise Integration** An enterprise-wide solution, ideal for companies that need to automate document delivery between multiple applications across their enterprise including SAP, desktop, email, supply chain management, sales force automation, forms and imaging systems. It includes the RightFax Enterprise Suite as well as advanced notification capabilities for dynamic document delivery status.

CONCLUSION

Production Fax and electronic document delivery software integrates with SAP applications to automate the exchange of documents with customers, suppliers and employees.

RightFax is an industry leading solution for addressing the challenge of automating SAP document delivery. It is tightly integrated with SAP applications and provides certified, low-cost, real-time, electronic document delivery via fax, email, certified email or encrypted PDF from existing SAP, mainframe, midrange and legacy applications. By incorporating RightFax into their SAP document delivery strategy, organizations can extend process automation efficiencies to improve productivity, support security and compliance goals and dramatically reduce the time and cost of business information delivery from SAP applications.

ABOUT RIGHTFAX

Captaris RightFax is the proven market leader in fax server and document delivery software with market share of more than four times greater than the closest competitor. It delivers the most reliable and robust fax software solutions to integrate and automate the flow of a full range of fax, paper and electronic documents and data, enabling enterprises to achieve significant cost reductions. By using a RightFax Server, companies can securely and efficiently deliver business information from virtually any application via fax, email, print devices or over the Internet. RightFax is also the leader in enabling network fax solutions for MFPs.

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® 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 Global Market under the symbol CAPA. For more information, please visit www.Captaris.com.

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