



Solution Brief

OPENLINE AND INBOUND FAXING

TAKE CONTROL OF YOUR INBOUND FAXES WITH OPENLINE

THE CHALLENGE

Many organizations work with large volumes of fax documents and receive these documents by stand-alone fax machines. This process is expensive to manage and includes the high costs of printing faxes, re-keying information into systems, scanning, sorting, and manually routing documents to their intended recipient and involve risks in storing private information in filing cabinets. The inefficiencies and high costs associated with stand-alone fax machines are measurable in both hard and soft costs.

Successful communications with customers, employees, financial partners, legal advisors, and partner sites worldwide hinges on effective document control. With the OpenLine Fax Server Appliance, organizations receive and route inbound faxes electronically directly to the people who need them. Manual processes are automated and information exchanges are managed with OpenLine to optimize fax-triggered business processes.

TOP FIVE FEATURES

Eliminate Lost Faxes

"Every lost document costs anywhere from \$350 to \$700" IDC – "Analyze the Future" - March 2009.

With OpenLine, faxes will stay in the security of a user's computer system. Automated approval processes electronically capture and deliver inbound documents to the people who need them.

Shorten Business Cycles

The time it takes to fulfill orders is reduced, 'days sales outstanding' are reduced, and customer response times are decreased by automatically routing documents to the systems and people who can complete the necessary processes.

Enhance Security

Compliance efforts such as the Health Insurance Portability Act (HIPAA) and Sarbanes-Oxley (SOX), are supported and the privacy of employees and customers is protected by providing secure routing and a document audit trail. Users know who did what, and when, with all OpenLine faxes.

Reduce Search Time

OpenLine helps users find what they're looking for immediately. Openline uses Optical Character Recognition (OCR) to make documents ready for quick multi-criteria or full-text search.

Reduce Costs

OpenLine saves money through cost reductions in phone lines, paper and ink usage, as well as file cabinet and floor space. Business processes are automated to fully recognize the power of savings and a quick return on investment (ROI).



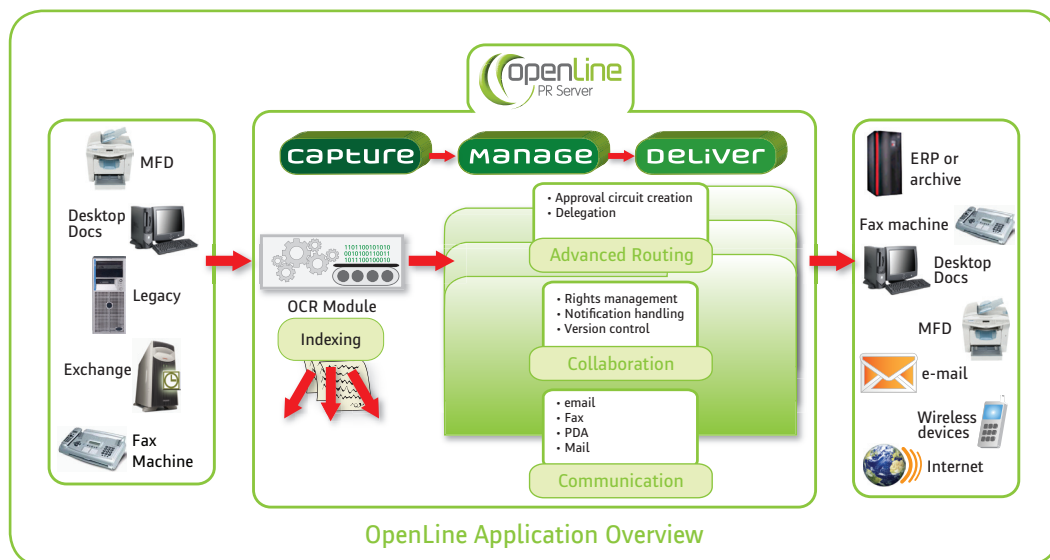
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HOW IT WORKS

OpenLine can be the first step in receiving faxes and documents from fax machines, multi-function devices, email servers, legacy systems, office applications, and more. Once a fax is received in OpenLine, it uses Optical Character Recognition (OCR) to facilitate indexing and document classification processes. Now documents are controlled and business rules can be used to route information, track document history for an audit trail, control document versions, send to other destinations, or archive automatically.

Inbound documents include:

- Invoices
- Purchase Orders
- Insurance Claims
- Patient Information Forms
- Lab Reports
- Human Resource Forms
- Employee Applications
- Student Applications
- Legal Contracts
- Loan Applications
- Sales Orders



OPENLINE INBOUND ROUTING OPTIONS	ADVANTAGES
Route to network MFPs, printers, or copiers	Integrate with LDAP source, any device with SMTP functionality
Route based on telephony information	Direct Inward Dialing (DID), Dialed Number Identification Service (DNIS), Automated Number Identification (ANI)
Route to workflow for automated approvals	OpenLine templates; advanced routing to delegates
Route to folders for application integration	Legacy systems, Enterprise Resource Planning (ERP), Document Management systems. Images can be presented as PDF or Tiff with flat file or XML meta data
Route to Archive	User defined rules and easy access to archived documents
Route to Email	Receive and manage faxes in your Email inbox as PDF or TIFF
Route to Web	Receive and manage faxes using Internet Explorer or Mozilla Firefox web browsers
Custom Routing	Route fax images using custom parameters and routines via Python scripting language

WARRANTY & SUPPORT

OpenLine is covered by a five year warranty and optional support contracts are available for regular business hours as well as 24 hours / 7 days coverage. Support contracts entitle users to receive software patches and includes phone/email support with proficient technicians to resolve technical problems, provide sound advice and answer questions about OpenLine.

For more information :

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