

Improve accountability, compliance, security and search with the OpenText RightFax Archiving Connector

The RightFax Archiving Connector enables organizations to more effectively manage their corporate risk mitigation and security strategy through the secure storage, access, and retrieval of vital fax transmissions

Any fax can become a high-value document required as evidence in an audit, financial dispute, legal proceeding or regulatory enforcement action. The OpenText RightFax Archiving Connector provides:

- Compliance and Audit Readiness
- Search and Retrieval
- Security and Encryption

Audit systems, HIPAA rules, Sarbanes-Oxley, and other legislative and regulatory rules concerning confirmation of receipt and retention of financial, communications, and legal records rely on fax servers and services for compliance.

--Frost & Sullivan Enterprise Network Market Report 2010

Compliance and Audit Readiness

More laws and regulations govern business communications today than at any other time in history.

- Organizations must be able to authenticate transactions, and confirm delivery.
- Disputes are lost and won based on the strength of evidence produced.
- Courts now scrutinize both fax images and their metadata.
- Highly regulated industries require privacy when transferring client records.

Solution: The RightFax Archiving Connector permanently stores sent and received faxes in an Open Text Alchemy database. Alchemy can be easily extended to enforce retention policies so that selected documents are purged after a specified time frame such as seven years.

Search and Retrieval

From a legal perspective, documents that cannot be found do not exist.

- Failure to find loan applications, mortgages, patient records, and other evidence may result in legal repercussions.
- In an audit or ediscovery request you may need to provide documents based on sender, recipient, date range, etc.
- Manually searching faxes page by page for requested information could take hundreds of hours.

Solution: Alchemy lets you find archived faxes from Open Text RightFax quickly and easily. Its sophisticated, multi-pass OCR engine converts fax images to text. Alchemy's rapid search capability lets you search through millions of faxes in an instant. You can access all fax contents and metadata within one simple search box.



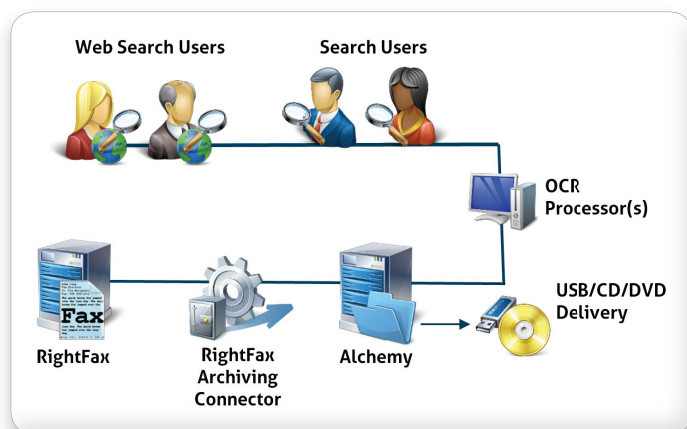
OCR and full text search let you quickly find keywords in the fax image as well as the metadata.



Security and Encryption

Unsecured faxes may be read by inappropriate individuals, posing a significant level of risk to an organization. Businesses spend unprecedented amounts of time and money to improve overall document security, but often fail to securely archive critical faxes. In some industries, regulations require storage of electronic records including faxes as encrypted data.

Solution: Alchemy can encrypt the database as well as the network traffic. Faxes are encrypted upon archival. The RightFax Archiving Connector can be configured to archive faxes weekly, daily, hourly or more frequently.



The RightFax Archiving Connector retrieves faxes and metadata from RightFax and delivers them to Alchemy. One or more OCR processors create full text indexes of the fax images for rapid and granular searching. Users search fax metadata and text with one simple query.

High-performance Archiving

RightFax can support long-term storage but many organizations may choose to use it primarily as a delivery agent. High-traffic RightFax users report performance improvement from offloading archival, search and retrieval to a separate Alchemy server.

The RightFax Archiving Connector highlights include:

- Populate the archive with existing faxes during setup (backfile conversion)
- Install the connector on the RightFax server, the archive server, or a third server
- Run one, two or more connectors to suit your fax volume, server topology and other needs
- Consume minimal RightFax system resources when archiving

Seamless RightFax Integration

- Pull faxes off RightFax servers at desired interval (immediately to every 365 days)
- Assign different RightFax users to different Alchemy databases (i.e., private HR faxes go to a separate database)
- Retain each RightFax user's mailbox folder structure in archive
- Update archive fax history as faxes are viewed, printed, etc. in RightFax

Advanced Search and Retrieval Capabilities

- Optimize fuzzy logic on a query by query basis
- Search across multiple users, mailboxes, databases, etc.
- Convert faxes to PDF and attach to emails automatically
- Deliver on USB, CD or DVD drive, optionally encrypted

Multi-server Support

- Multiple RightFax servers, collectives or clusters
- Collective servers can share an identical configuration or apply unique ones
- Multiple Alchemy servers and databases

Field Name Customization Capabilities

- Customize field names
- Preserve custom billing code names or other custom field names set up in RightFax
- Make friendlier names for reporting

Powerful Alchemy Security

- Role-based, folder-level and document-level security
- SSL encryption for Web client
- Documents can be distributed to CD/DVD/USB key using the same encryption as the archive

Peace of Mind Implementation

- Optional implementation service provided by Open Text Professional Services
- Expert consultants to provide guidance on archival strategy and implementation best practices

Learn more

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