



fax enable your world with

Technical Support ...

# FACSys Fax Messaging Gateway

|                      |                          |                          |                                   |                                  |                         |                            |
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## Overview - fax technology is here to stay!

Although the Internet, email, cell phones and wireless PDAs have given the world new and effective means of communication, Fax technology remains an integral component of most businesses. Despite the introduction of these new technologies, the number of faxes sent each year continues to increase dramatically.

In many cases a fax transmission of a signed document is considered a legally binding contract, whereas an emailed document is not, even though it contains an electronically captured signature. With its ease of use, security, cost-effectiveness, world-wide ubiquitous deployment and fast delivery, fax technology will remain a vital communication vehicle for most companies.

### The Burden of the Fax Machine

Unfortunately, a traditional fax machine's simplicity and ease of use comes at a high cost. Manually sending and receiving faxes is an inefficient, time consuming and expensive process. Dozens of trips to the fax machine each day, paper jams, dialing numbers, busy phone lines, and empty toner cartridges all rob office workers and their companies of valuable time and money. The task of managing and filing the piles of paper faxes produced each day never ends. It's hard to believe that this manually intensive process is still tolerated in today's computer-enabled office environment. There has to be a better way!

**FACSys** is the answer

**FACSys** automates the process of sending and receiving faxes and eliminates the time, cost and hassle of using a stand-alone fax machine. Cost savings vary based on the number of faxes sent per day, but an office that sends out only 25 faxes per day can save over R18,000 per year in time and labor. An efficiency improvement of over 80% is easily achieved.

With its support for over 200 file-type formats, **FACSys** can transmit virtually any document directly from your desktop computer with the click of a mouse. Faxes coming into the **FACSys** server can be automatically routed to the correct person's computer based on direct-inward dial telephony and flexible rules-based routing where it can be viewed and stored for later reference.

**FACSys** integrates seamlessly with Microsoft Exchange / Outlook, Lotus Notes and SMTP email systems. This means is that if you know how to manage emails with attachments, you already know how to send faxes from your email system just as easily. There is

virtually no user training required.

Compose a fax in Outlook, attach a document and instead of sending it to someone's email address, you enter their fax machine's number or select the fax field from the Outlook contact; **FACSys** takes care of sending the document to that person's fax machine. Is the fax machine you are calling busy? Resending the fax is as easy as clicking on the Send button again. Inbound faxes addressed to you automatically appear in your Outlook inbox. A small fax machine icon lets you know that this message is a fax and not an email. Click on the message and you can view the fax.

### Benefits for your Organization

**FACSys** provides the following benefits to your organization.

- Improved productivity and efficiency
- Cost and time savings
- Ability to electronically send and receive faxes from your desk
- Minimal training requires
- Frees up resources for other activities
- Improved communications with customers and vendors
- Electronic storage and audit trail of sent / received faxes
- Electronic notification of successful and failed fax transmissions
- Elimination of hard copy fax storage

### Benefits for Administrators

Business managers are being asked to find ways to streamline operations and to leverage the substantial capital IT infrastructure investments made in previous years. **FACSys**:

- Integrates seamlessly with existing business systems
- Automates the process of sending faxes from legacy business systems
- Provides a single point of administration and centralized control
- Generates substantial Return on Investment
- Facilitates the broadcasting of critical information to a distributed work force
- Accommodates quicker responses to customer's requests for information
- Allows for "Free" fax transmission between offices using existing corporate LAN
- Enables efficient load balancing of existing phone lines
- Uses least cost routing for after hours broadcast fax blasts
- Provides billing codes and usage reports by department and user

### Is Your Company Wasting Valuable Resources?

With today's cost conscious environment business managers are being asked for more productivity with fewer resources. Ask yourself? What other valuable activities could your employees be doing right now if they weren't still manually sending and receiving faxes?

| Sending faxes manually |             |            |            | Sending faxes with <b>FACSys</b> |            |            |              |
|------------------------|-------------|------------|------------|----------------------------------|------------|------------|--------------|
| Faxes/day              | Minutes/day | Hours/year | Labor/year | Minutes/day                      | Hours/year | Labor/year | Savings/year |
| 25                     | 250         | 1042       | R 20,833   | 25                               | 104        | R 2,083    | R 18,750     |
| 50                     | 500         | 2083       | R 41,667   | 50                               | 208        | R 4,166    | R 37,500     |
| 100                    | 1000        | 4166       | R 83,333   | 100                              | 417        | R 8,333    | R 75,000     |

|     |      |       |           |     |      |          |           |
|-----|------|-------|-----------|-----|------|----------|-----------|
| 250 | 2500 | 10416 | R 208,333 | 250 | 1042 | R 20,843 | R 187,500 |
| 500 | 5000 | 20833 | R 416,666 | 500 | 2083 | R 41,666 | R 375,000 |

Savings based on the following

- Pages per Fax transmission: 2 pages
- Time to send a Fax Manually: 10 minutes
- Time to send a **FACSys** Fax: 1 minute
- Office labor rate: R20 / hour

This formula assumes that the process of sending a document using a conventional fax machine takes a person approximately ten minutes to print the document, retrieve it from the network printer, bring it to the fax machine, fill out a cover page, dial the phone number, feed the document into the machine, wait for the transmission to be completed, and (assuming the transmission is successful on the first attempt), return to his or her desk. This process can actually take even longer in many situations.

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