

OpenText

OpenText is a market leader in fax server solutions, including solutions for IP networks. Its trusted and proven flagship product, OpenText RightFax, supports direct integration with Avaya products via the T.38 fax over IP (FoIP) standard. This enables organizations to integrate fax, voice, data, and desktop applications for powerful IP communications, helping them realize productivity and cost efficiencies while maintaining security and compliance. OpenText has sold more than 100,000 fax servers worldwide, and every FORTUNE 100 company successfully uses its fax solutions. Due to its continued strength in the marketplace and the depth of its relationship with Avaya, the company has earned Gold member status in the Avaya DevConnect Program.

Member presence in North America, EMEA, APAC and CALA.

For more information, visit faxsolutions.opentext.com or contact:

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Offers

OpenText RightFax

Compliant with: Avaya Aura® Communication Manager, Avaya Session Manager, Avaya 650 Media Gateway and Avaya 700 Media Gateway

Offer Solution Category: IP Telephony, Unified Communications

Primary Industries Served: Capital Markets, Banking, Government – State & Local, Hospitality

A market leader in fax server software, OpenText RightFax helps reduce costs, risks, and overhead associated with standalone fax machines and paper driven processes. OpenText RightFax integrates with a wide range of applications and devices, and securely delivers documents to help organizations with compliance initiatives. Fax Server can also provide FoIP capability by integrating directly into a VoIP network.



Success Story

University of Kansas Hospital

Member product/service: *OpenText RightFax*

Associated Avaya products: *Avaya Aura® Communication Manager*

Challenge:

One of the United States' leading academic medical centers, The University of Kansas Hospital (UKH) needed to transfer thousands of medical files on a weekly basis. UKH relied on dozens of fax machines, multi-function devices, and fax servers to manage the transfer process. However, using disparate faxing methods throughout the organization produced challenges. Those challenges included service delays due to unreliable fax hardware, lack of fax integration with the EMR system, lack of fax security associated with paper-based health information, and costly manual fax supplies and hardware printing costs.

Solution:

With the OpenText RightFax solution, UKH consolidated multiple fax devices into a multi-site, multi-server RightFax Shared Services (collective) environment. The new solution employed VMware Virtual Servers and T.38 FoIP using Avaya Communication Manager, allowing RightFax to serve as a virtualized, software-based solution.

Value:

The RightFax solution has made sending faxes easy and reliable, helping UKH increase employee productivity and patient satisfaction. In addition, the solution reliably delivers medical documents, serving as a foundation for responsibility and satisfaction. The integrated, automated support helps hospital employees communicate and meet HIPAA requirements. UKH has also reduced its reliance on hardware, and enabled future hospital expansions by integrating RightFax as a virtualized, FoIP solution.

Keith Anetsberger, System Administrator with Information Technology Services for The University of Kansas Hospital has said the high-availability of the RightFax technology is "life-critical". "RightFax has been a dream to support," he reported. "We haven't had a single outage that was caused by RightFax. Also, we were able to patch our servers into a high availability collective environment without users noticing any downtime," continued Anetsberger. "It's nice to sleep at night instead of being called on paper jams. RightFax just works."

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