FaxPlus/Open

Highlights

- **Reduces costs by streamlining communications and information sharing**

- **Provides a secure, central document archive**

- **Works with existing workflow programs to accelerate business processes**

- **Supports a broad array of application environments and operating systems.**

Businesses that interact with customers by fax can streamline communications and save time and money by managing their fax traffic on desktop PCs with FaxPlus/Open.

Bring order to paper chaos

The paperless workplace isn't here just yet — companies are still communicating and exchanging documents by fax. It's a fast way to interact and collaborate, but managing fax traffic can be costly and time-consuming.

To alleviate this administrative burden, improve communication and enhance customer service, IBM offers FaxPlus/Open, an enterprisewide fax solution that manages a large organization's fax traffic electronically. With FaxPlus/Open, users no longer have to worry about lost faxes, nor do they need to keep running to the fax machine. FaxPlus/Open lets users send and receive faxes from their desktops, without closing other applications. What's more, it creates a clear audit trail and provides document security.

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business

Generating bottom-line value from business data

An open system, FaxPlus/Open works with legacy applications in most IT environments.

When integrated with the IBM Content Manager portfolio of software, the solution can merge incoming faxes seamlessly into an organization's workflow processes, indexing and routing them automatically so that action items can be addressed promptly by the right people.

Saving money by streamlining processes
Organizations typically achieve a full payback on their FaxPlus/Open solutions within three to six months of deployment. The cost savings contributing to this fast return on investment can come from many areas:

- *Eliminated fax machine maintenance and supply costs*
- *Reduced transmission costs due to batching and least-cost routing (using TCP/IP)*
- *Streamlined communication processes*
- *Fewer errors and resends.*

Rather than dealing with a snarl of paper, FaxPlus/Open users save time and money by having a central archive of documents. Organizations can centrally administer and monitor fax traffic by:

- *Keeping electronic journals of all sent and received faxes*
- *Automatically distributing faxes to e-mail inboxes, applications or printers*
- *Sending transmission reports to individuals or databases.*

Document management and archiving capabilities are provided through FaxPlus/Open's integration with Content Manager solutions. These include:

- *IBM Content Manager, which manages digital business information and provides document workflow capabilities*
- *IBM Content Manager OnDemand, a middleware solution for enterprise report management and electronic statement presentment*
- *IBM Content Manager ImagePlus for OS/390®, a document imaging and folder management middleware solution.*

"The majority of our fax activity is generated between 4 a.m. and 6 a.m., when we transmit an average of 1,700 faxes with more than 15,000 pages. We have committed to a 7 a.m. delivery time to satisfy our clients' business requirements. With FaxPlus/Open we have met this objective."

–Gary Ritzmann, Systems Programmer, Bear Stearns

Generating faxes from an array of applications

In addition to the Content Manager portfolio, FaxPlus/Open supports a variety of other application environments through standard interfaces, including:

- *Lotus® Domino™ and Lotus Notes®*
- *All mySAP.com applications*
- *IBM WebSphere® MQ, IBM DB2® Universal Database™ and IBM CICS®*
- *Microsoft Exchange, Novell GroupWise, Nexus MEMO, Internet mail (SMTP)*
- *PCL5 and PostScript.*

Users can fax multiple attached files (including formats such as PDF, bitmaps and documents generated by Microsoft Office and Lotus SmartSuite®) with assured document fidelity from all standard e-mail integrations. In addition, FaxPlus/Open supports standard integration of all host and LAN applications, print-to-fax drivers, and includes APIs that enable users to add fax functions to existing applications. FaxPlus/Open also complements any e-business environment, enabling virtual stores, for example, to integrate fax orders with those from other electronic channels.

For businesses that take orders by fax, FaxPlus/Open delivers the digitized information on to a PC screen, enabling greater order-processing efficiency.

A scalable solution with multiplatform support

For organizations using IBM S/390® Parallel Enterprise Server™, FaxPlus/Open can be integrated with Lotus Domino to provide a scalable, highly available and secure Internet-enabled solution for communications and groupware functions. With FaxPlus/Open for OS/390, organizations can consolidate their fax servers, support most types of carrier connections and enable bulk faxing from mainframe printing systems.

In addition to OS/390, FaxPlus/Open, which employs analog and ISDN networks, is available for a variety of other platforms, including IBM AIX®; Microsoft Windows® 2000, Windows NT® and XP; HP-UX; Linux® and Sun's Solaris Operating Environment.

Using FaxPlus/Open to manage inbound and outbound fax traffic, businesses can better focus on what they do best—rather than on the administrative logistics of running their operations. In short, FaxPlus/Open provides an ideal way to move closer to an efficient, paperless workplace.

For more information

Please contact your IBM marketing representative or an IBM Business Partner, or call 1-800 IBM CALL within the U.S. Also, visit our Web site at **ibm.com**/software/data/cm