

A Business Partner Solution for the Cross Industry Sector

Faxing and Printing for IBM Content Manager Enterprise Edition v.8

SYSCOM, Inc.

SYSCOM Fax Integration (SFI)

Technology Description

SYSCOM Fax Integration (SFI) is a direct interface to IBM Content Manager that provides for background faxing and printing. The fax subsystem is Open Text Fax Server (formerly know as Captaris RightFax). The SFI interface supports both in-bound/out-bound faxing and background printing to network attached printers.

Features & Benefits

- Allows for printing the entire contents of IBM Content Manager folders or selected documents of folders to a fax device, print server or file server.
- Queues output requests for later batch processing; requests can also be queued from a batch job.
- Provides conversion of host AFP images to Tiff when not capable of printing AFP (i.e. MO:DCA, PO:TCA, etc.).
- Customizable fax header - user can complete an online form to easily change the header page.
- Customizable print separator sheet - user can complete an online form to easily change the separator sheet.
- SFI can be customized to output files to a file system for later use.
- Allows for faxing or printing to multiple devices from one request.
- Customizable events can be created to track the user who faxed or printed the document and where the document was sent for faxing or printing.
- Supports both digital and analog fax lines as well as banks of lines.

Value Proposition

For customers with a lot of fax traffic, SYSCOM Fax Integration can be used to automate the handling of inbound or outbound faxes with little or no human intervention. Inbound faxes can be set to trigger a workflow step; outbound faxes can be sent from a workflow step.

SFI can also be used to automate printing of the entire contents of an IBM Content Manager folder or the printing of a large number of images.



IBM Segment

- Enterprise Content Management

Business Function

- Faxing/Printing

Target Industry

- Cross Industry



*For more information,
please contact:*

SYSCOM , Inc.

Neil Peckman
+1 800 579 7266 x1319
npeckman@syscom.com

www.syscom.com

For customers who copy images off of other systems, SFI can be used to fax to a file or print a file. The output directory can be a directory that might later be written to a CD to be sent externally or zipped and FTP'd. Using the SFI exits, the header or separator sheets could be used to hold identifying information about the document or folder.

For batch output, a free form batch command processor is available that allows the user to create a command file to output any number of folders or documents to multiple location.

Company Description

Headquartered in Baltimore, Maryland, SYSCOM has been an IBM Premier Business Partner since 1984. Our team consists of over 60 software architects, database administrators, business analysts, project managers, capture technicians, technical writers, and more. We provide GSA schedules (small business designation), solution services, outsourcing services and Enterprise Content Management utility products.



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