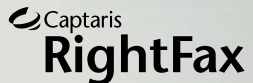




Streamline

A Special Guide on Enterprise Fax & e-Document Delivery for Financial Services

Will Your Company Benefit
from Enterprise Fax and
e-Document Delivery?



Quit wasting your team and budget doing the paper shuffle. Automate document delivery with RightFax and save over a dollar per document, as much as 90 percent annually. Deliver loan applications, mortgage documents, rate sheets, statements, wire transfers and other vital financial documents via fax, email or the Internet. Securely, reliably, efficiently.

RightFax has seamless, certified integrations with leading software and hardware solutions. That's why some of the biggest names out there use market-leading RightFax to streamline business information delivery. Perhaps even your competitors? So go ahead, watch the savings stack up—not the paper and overhead. RightFax. The right way to deliver financial information.

You didn't get the memo?



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Will Your Company Benefit from Enterprise Fax and e-Document Delivery?

In the highly time-sensitive and competitive financial services industry, institutions from banking and investment to lending and insurance firms are under increased pressure to improve customer communications and business process efficiency in an effort to reduce costs, improve security and maximize business performance. One tool that financial services institutions can add to their arsenal to address these challenges is fax server software.

Fax server software can dramatically enhance productivity and reduce costs while streamlining processes and improving the quality, security and timeliness of business information delivery. Therefore, if your financial services organization is still employing stand-alone fax machines to fax important business information, it's wasting time and money and is way behind current fax technology. This is also the case if your employees use desktop modems to fax important financial documents, or if you manually fax or mail batch-oriented documents generated from your back-office applications. Fax server software does the job more quickly and efficiently, allowing your employees to be more productive while allowing you to address regulatory concerns and provide customers a higher level of service. It also does the job more securely and accurately at a much lower cost. >>

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Fax Server and e-Document Delivery Software: *What It Does*

The financial services industry is driven by many specialized documents—rate sheets, insurance claims forms, loan approvals and denials, wire transfers and regulatory forms—to name a few. Timely and efficient delivery of these documents is essential for customer-focused financial services organizations. Meeting government regulations for how these communications are handled is also an important consideration. Today's fax server software can address the challenge of delivering these documents by providing the tools to send and receive documents from the desktop as well as automating document delivery and receipt from back-office applications. It gives financial services institutions the flexibility to securely distribute virtually any document from any application, using a central server integrated in a company's network.

A fax server processes inbound and outbound faxes and stores them on the server. Among other functions, it can track fax history, add fax billing codes, route incoming faxes to groups or individual's fax or email inboxes, provide fax cover sheets, supply fax notifications and broadcast fax.

Today's fax servers also integrate with lending, billing, mortgage, CRM, imaging, document management and mainframe applications to automate the delivery of documents related to financial transactions. Such back-office automated document delivery, also known as e-document delivery, provides an electronic method to cost-effectively exchange information with customers and suppliers via fax, email or over the Internet.

Fax and e-Document Delivery Benefits

Implementing fax server software for e-document delivery has countless benefits for financial services institutions. Some of the top benefits include:

Fax Servers Reduce Costs. The use of fax servers generally reduces the number of phone lines in a company and ensures least-cost routing of faxes, which makes lower telephone bills the norm where it is put into use. In addition, they provide significant savings by eliminating the labor, printing, postage, equipment and supply costs associated with manual faxing or mailing of documents.

Fax Server Software Improves Business Processes.

By integrating electronic document delivery capabilities with key business applications, fax server software allows financial services institutions to streamline and automate business processes and transform the way in which they communicate and disseminate information to customers, suppliers and business partners.

Fax Server Software Increases Productivity.

By providing email faxing, desktop faxing and automating delivery of documents from back-office applications, financial services institutions that implement fax server software can reduce time-consuming manual processes. Your employees do not have to waste time in line at a fax machine waiting to send or receive documents. Instead, they can conveniently fax right at their desktop or automatically from key business applications. >>

“RightFax was so pervasive in our organization and the industry, it was an easy choice for us to make.”

— John Parchman, Manager of Workflow Engineering at JPMorganChase

Snapshot: JPMorganChase Implements an Integrated, Centralized Faxing Solution.

Background: The Chase Manhattan Corporation and J.P. Morgan & Co. Incorporated merged in late 2000 to unite two firms that have played formative roles in global finance. Today, J.P. Morgan Chase & Co., headquartered in New York, is a leading global financial services firm. With assets of \$755 billion and operations in more than 50 countries, JPMorganChase employs more than 90,000 professionals and serves approximately 30 million retail customers and the world’s most prominent corporate, institutional and government clients.

The Challenge: As a result of this merger, JPMorganChase was challenged with the need to integrate and consolidate its disparate business systems to make its IT infrastructure secure and strong. Adding to the process was the need to foster and maintain compliance with various legislative regulations outlining, among other guidelines, how organizations can communicate and retain information.

One of the high priority areas within JPMorganChase’s IT consolidation efforts was creating large utility services such as fax. Every day JPMorganChase processes thousands of transactions, amounting to hundreds of thousands of faxes per month using stand-alone fax machines and a variety of fax software solutions. This was a challenge, according to John Parchman, manager of Workflow Engineering. “We had many smaller fax systems from a variety of different vendors,” he said. “Integration efforts for each vendor were unique and time-consuming.”

To address this issue, JPMorganChase decided to replace costly stand-alone fax machines and multiple fax software products with a single, centralized solution. It required an automated, reliable solution that consolidated procedures and integrated with business-critical applications. Additionally, the enterprise needed a fax solution that would fit within current regulatory compliance guidelines such as those set forth by the Sarbanes-Oxley Act, the Patriot Act and the Securities and Exchange Commission.

The Solution: “By standardizing on a single product we were able to leverage our integration and certification efforts across many areas,” Parchman said. The solution: Captaris RightFax Universal Information Exchange (UIX). Parchman continued, “RightFax was so pervasive in our organization and the industry, it was an easy choice for us to make.”

Captaris RightFax, the leader in enterprise fax and e-document delivery, combines fax, email and Web technologies to provide a one-stop, full service solution. Designed for multiple fax server environments and high volume transactions, RightFax enables users to increase productivity and eliminate manual processes with delivery features including least-cost routing, load balancing and redundancy. In addition, with more integrations than any of its competitors, RightFax easily integrates with front and back office applications and is robust enough to handle the rigors and requirements of vital high volume document delivery and receipt.

Case In Point: For nine months following 9/11, JPMorganChase’s Manhattan phone lines were down, cutting off critical communication channels. The company expedited its recovery and quickly returned to the business of processing trades within hours, due—in large part—to a disaster recovery plan that includes automated e-document delivery from RightFax. Parchman said automated e-document delivery reduces transaction costs. “Using RightFax servers and integrated solutions, we’re able to scan documents and complete processing without needing someone to view the documents,” he explained.

Electronic delivery also eases records retention for JPMorganChase and has made it easy to direct faxes into long-term archive solutions for supporting new legislation on records retention. The regulations delineate the type of content to be kept on file, how long records should be retained and the media on which information may be stored. Parchman said, “RightFax integrates easily with our back-end archives. It makes the process of moving faxes from our servers to the archives easy and straightforward. It also keeps our chain of custody intact.” As opposed to manual processes of handling paper faxes, he said JPMorganChase saves time and money accessing the records or performing audits.

Results: Along with current procedures, Parchman counts on the out-of-the-box integration RightFax offers to leverage future solutions as well. “We’re in the process of selecting a new workflow vendor,” he said, “And RightFax integration is a key component to that selection. As expected, we’re not finding RightFax integration capabilities to be a hindrance at all.” Overall, JPMorganChase is succeeding in its consolidation efforts to integrate systems and centralize fax among several units and views the central administration offered by RightFax as a tremendous benefit. “We have a centralized maintenance area that controls all the RightFax servers and even those distributed globally,” Parchman stated. Along with centralized management, the company has found RightFax to be a reliable solution to build around. “What proves reliability to me is that I don’t get called in the middle of the night.”

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Fax Servers Are Secure and Reliable. Fax servers integrate faxing and e-document delivery capabilities with your business applications, eliminating the need to worry about lost or missing faxes. Users can send and receive documents directly at their desktops, or large batches of documents can be faxed automatically and unattended, from back-office applications to eliminate error-prone manual routines.

In addition, since financial information is confidential in nature and governed by strict regulations, fax server software takes advantage of the latest computer security features and provides options such as encrypted or certified delivery to ensure privacy protection.

Fax Servers Assist with Regulatory Compliance. Financial documents and their handling and storage are governed by many governmental regulations including Sarbanes-Oxley and the Gramm-Leach-Bliley Act. Acts such as these are designed to protect the security and confidentiality of personal financial information. Fax servers centralize communications and can automate the delivery of documents as well as provide electronic tracking and storage. As a result, fax servers are an easy way to support compliance with mandates addressing the

way financial services institutions receive, process, use, store, protect and share financial information.

Fax Servers Reduce Administration and Maintenance. Fax server software allows administrators to consolidate faxing services on the network. Administrators do not need to waste time dealing with multiple fax modems, phone lines or stand-alone fax machines. Centralized and easy-to-use administration tools make ongoing administration simple.

Fax Servers for e-Document Delivery: *Do You Need One?*

Do you need a fax server? According to Maury Kauffman, managing partner of The Kauffman Group, a consulting firm specializing in fax server technology, if a 25-person organization manually faxes just 30 two-page documents daily, it's squandering 1,000 man hours a year. "That equates to one employee spending six months each year printing documents and feeding fax machines," explains, Kauffman. Another industry expert, Peter Davidson of Davidson Consulting, calculates that labor savings

from using fax server software alone in a large company can exceed \$100,000 a year. In addition, companies that use fax servers to automate delivery of high-volume, batch-oriented documents such as loan approvals and denials, rate sheets, account summaries and insurance forms can reduce document delivery costs by up to 90%.

The numbers above are impressive if you think about the amount of documents that go through your business every day. And they don't even take into account the cost of buying fax machines or modems, modem software, toner and paper, or repairs. Nor do they take into account the incalculable cost of even one vitally important fax that is lost or misplaced.

Will your organization benefit from using fax server software for e-document delivery? Most firms with more than 25 employees sending faxes probably need fax server technology; those with more than 50 definitely do. >>

RightFax electronically delivers financial documents with no manual intervention, supplies or associated labor costs.

- ✓ Financial Statements
- ✓ Credit Applications
- ✓ Insurance Claims
- ✓ Rate Sheets
- ✓ Wire Transfers
- ✓ Purchase Orders
- ✓ Confirmations
- ✓ Regulatory Disclosures
- ✓ Loan Approvals & Denials
- ✓ Reports

Return on Investment

RightFax is designed to reduce overhead costs by providing flexible enterprise fax and e-document delivery options that eliminate the costs associated with manual document delivery and receipt processes. The table below illustrates the cost savings companies can realize.

Table 1. Cost Savings In US Dollars Using RightFax to Automate Financial Document Delivery*

Number of Pages Faxed	100	200	300	500	1,000
Mail cost per page	\$1.20	1.20	1.20	1.20	1.20
Cost if mailed	\$120.00	240.00	360.00	600.00	1,200.00
RightFax cost per page	\$0.10	0.10	0.10	0.10	0.10
Cost if delivered with RightFax	\$10.00	20.00	30.00	50.00	100.00
Monthly savings	\$2,200.00	\$4,400.00	\$6,600.00	\$11,000.00	\$22,000.00

*Based on averages of intrastate and interstate phone rates at various times during the day. Mail costs include postage, printing, labor and associated supply costs.

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Choosing Fax Server Software for Your Financial Services Organization

Choosing the right fax server software can be overwhelming because every manufacturer claims to be the leader, with every product seeming to have “Yes” checked in every column of a reviewer’s feature comparison chart. If you’re about to make a substantial investment in an installation, you probably wonder how you make an informed decision about fax server software before committing yourself.

Research Fax Server Technology. It’s simple: ask the right questions; get the right answers. As computer-based fax server technology has matured, so has fax server software. Fax server software provides more than just network faxing. Now fax servers provide a base platform for e-document delivery via fax, email or the Internet, as well as secure and certified delivery options. Remember that all products are not created equal. Some features touted as available in a product are executed so differently in real application that they are hardly comparable without in-depth research. Where do you start your research on fax server technology?

Trade shows, Web sites, online computer magazines and other industry-magazine reviews will help you pinpoint fax server products.

Determine Your Faxing Needs. The next step is to evaluate your organization’s faxing needs. When selecting a fax server, saving time, leveraging hardware investments, ease of faxing and integration with applications you are already using should rate high on the list.

Do your employees “live” in Microsoft Outlook, Microsoft Word, IBM Lotus or other desktop applications? Do you need to integrate faxing capabilities with CRM, workflow, lending, commercial banking, imaging, document management and mainframe applications? You’ll need an application that supports the software programs your organization uses most. Do you have a multi-function device for copying, scanning and printing? You can add network-faxing capabilities to this solution to enhance productivity as well.

Research The Vendors’ Industry Expertise.

How much experience does the vendor have in the financial services industry? Do they understand the unique regulatory and security challenges impacting financial services institutions? Do they have experience integrating their solutions with key applications used within the financial services industry? You’ll want a vendor with proven experience that understands the unique challenges facing financial services institutions when implementing a document delivery solution.

Determine Your Fax Server Software Budget.

Finally, look at cost. What is the budget both in hard costs to purchase a fax server software system, and in hidden costs such as the ability to leverage the hardware and software your company already owns? Ask how transparent the fax server software is for users. If it is difficult to learn and use, people will revert to old-fashioned, stand-alone fax machines, and potential savings will be lost.

Fax Server Features To Ask About

When looking for a fax server software solution for your financial services organization, there are some important features to consider.

Fax and Email Integration. Fax and email integration is vitally important because people already communicate extensively via email. Your solution needs to integrate fax with the email program your employees already use, for example Microsoft Exchange or Lotus Notes. They should be able to fax from within the application and receive fax documents as attachments to email messages.

Fax Server Integration with Back Office

Applications. Your fax server investment will be best leveraged if you look for a solution that has proven and reliable integrations with all the applications you use to run your business. Does the vendor have strong partnerships and tested integrations with leading email, CRM, document management, imaging and multi-function devices? Does your fax server take advantage of technologies that make it easy to integrate with your business systems?

Fax Server System Security. Since most communications regarding financial services are highly confidential, you want to ensure that your company's fax documents are safe from prying eyes both in-house and externally. All fax server products promise security, but you should make certain that passwords cannot be read in plain text, and that password lists are inaccessible to other users. Ask about additional safeguards that ensure that a fax cannot be delivered to the wrong number. Ask if the fax server provides options to send documents as encrypted files or certified email to ensure the confidentiality of important communications. Also, check to see if the administrator can control access to billing codes.

Single Fax Server Platform for Desktop and

Back Office. At financial services institutions, IT departments are under increasing pressure to justify the value of any IT investment. Therefore, your fax server should give you long-term value and provide a platform for all of your document delivery and receipt needs.

Can it provide convenient desktop faxing capabilities as well as automate delivery and receipt of back-office documents? Does it integrate easily with applications unique to the financial services industry? Is it robust enough to handle multiple users? Can it integrate with multiple applications within your enterprise? What is the ROI?

Document Faxing. All desktop faxing systems can fax almost anything that resides on the desktop computer. But, what if a user needs to fax another document and wants to maintain formatting, graphics or signatures? Can you fax a variety of file formats? Make certain the faxing software you are considering supports more than message faxing.

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Cost Recovery. If the fax server software you are contemplating integrates with popular document management systems, work done by your employees is automatically assigned billing codes with time spent tracked and updated automatically. If billing codes are important to the way you do business, check that it includes this feature.

Fax Status and Notifications. The documents you fax are the lifeblood of your business so you need to be confident that they reach their destination. Ask what types of fax notifications are available with your solution. Can you receive fax status confirmations in your email or back to a host application?

Routing of Faxes. The ideal fax server routes a fax over telephone lines, Internet, Intranet, WAN and LAN environments and directs incoming faxes to the appropriate desktop without human intervention. Look for flexible inbound routing methods such as DID, DTMF, CSID, and OCR for example.

Least-Cost Routing of Faxes. Where do people send their documents? Is your business mostly local? Or does your company have branches and/or clients all over the country, and around the world? According to Davidson Consulting, faxing can account for as

much as 40% of a company's long distance telephone costs. Ask about Least-Cost Routing (LCR), which automatically transmits faxes by the most economical path, taking advantage of off-hour telephone rates for non-critical faxes and even bypassing commercial telephone lines altogether by using the Internet for international transmissions.

Most developers offer LCR, but some have added enhancements that save even more time and money. Check to make certain you can customize LCR. If your company is in New York City but conducts a lot of business in Westchester County and Long Island, you already know that intrastate telephone rates can be higher than interstate. Can you tailor your fax server installation to route your faxes to your firm's fax server in Philadelphia or Boston, or to a third-party service provider to save telephone line charges? With some fax server products you can also customize LCR to optimize server installations at your branch offices. For instance, if your server in Atlanta has a busy fax queue, yet an associate there has prepared a critical outgoing fax, special rules within the fax software can assure the fax goes instantly from your Atlanta office to Chicago for transmission. The sender will not have to do anything

to make this happen, and sender and receiver alike will be unaware of the routing change. They will know only that the fax arrived quickly.

Fax Server Software with Multiple Document Delivery Channels. With today's fax server software, fax should be just one of the methods for document delivery. Does the software allow you to deliver your documents via fax, email or over the Internet? Does your vendor have a plan in place to take advantage of new and expanding document delivery channels as technology evolves?

Fax Servers with Multiple Input Connectors and Data Recognition Tools. Organizations today require business communications in many formats from a variety of desktop and back-office systems. Look for a solution that provides the flexible data recognition tools needed to capture data from virtually any application. Companies also need to be able to integrate their fax server using technologies that fit their environment. Look for technologies such as Java, XML or Facsimile Command Language that provide powerful, flexible tools for integrating or customizing the solution specific to an organization's faxing and e-document delivery needs and environment.

Fax Server Scalability. Think about your fax server from the perspective of both today and tomorrow. How many people will use it today? How many employees will your organization have five years from now? Organizations grow much faster than you think; companies need a scalable fax server (one that can grow as your company grows).

Will the system you are considering let you build a modular fax server network, i.e., expand, add on and customize to meet your specific needs? Also, look at licensing. Is the number of users limited, which will necessitate replacing, or spending a lot more money down the line for planned or unforeseen expansion?

Fax Server Administration. Is the fax server program easy to install and maintain? Is back up automatic? Will you have to shut down the fax server to back up or make changes, or will the system run 24x7x365?

For your own convenience, is remote management possible? What is the fax server software developer's reputation for technical support? Judge this from magazine reviews, industry awards, and success stories on companies' Web pages.

Remote Fax Access. How many people do business away from the office? How important is it for them to have access to faxing while on the road? Does the program allow users to send, receive and manage faxes from their email mailboxes? Can they access their faxes from the Web? From a touch-tone phone? Be clear about remote-access capabilities of the fax software you are considering.

Intelligent Fax Board Support. Fax boards vary in price and, as with all products, you get what you pay for. Does the fax server support intelligent fax boards? Intelligent fax boards cost more than modems, but provide hardware intelligence through advanced compression schemes that reduce fax transmission time, thereby lowering operating cost. They also assure a path for smooth upgrades in the future.

After considering your organization's faxing needs you will come up with more questions, but with these, you are on the way to making an informed decision about the correct fax server software solution for you.

For More Information

Captaris is a leading provider of business information delivery solutions that integrate, process and automate the flow of messages, data and documents.

Captaris produces a suite of proven products and services, in partnership with leading enterprise software companies, delivered through a global distribution network.

Captaris has delivered nearly 50,000 systems worldwide, with 93 of the Fortune 100 using the company's award-winning products and services to reduce costs and increase the performance of critical business information investments.

For more information please contact us at:
www.Captaris.com/Financial or +1.520.320.7000.

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