AWARD WINNING FAX SERVER SOLUTION

“I feel that dollar for dollar the FaxCore® fax server is the best purchase we have ever made. The results are seen in the bottom-line every day.” – Don Myers, IT Manager

With globalization, increased competition, changing regulations and new market opportunities, you need to acquire IT systems that provide a payback like that. Success in this information age is having the right technology at the right time. To differentiate and compete, businesses need low-risk, high return information technology solutions.

Success is dependent on communicating with your customers and suppliers the most efficient and secure way possible, and fax is still the preferred method for businesses around the world.

FaxCore® is the next generation fax server built natively on the Microsoft .NET platform, which provides a secure, manageable, flexible and efficient way to fax while leveraging internet technologies such as the web and e-mail.

FaxCore’s New Design Features

- Web-Based Access via Internet Explorer 9, Google Chrome, Mozilla and Safari browsers (IIS 7.5 architecture).
- Design from Microsoft .NET 4.0 Framework with A.J.A.X. (Asynchronous JavaScript and XML) provides more functionality in a single window.
- Auto fax forwarding to email (Fax-to-Email).
- FaxCore’s multi-tenant design is perfect for multi-national companies.
- IP-Fax desktop Printer Driver - Print to Fax
- Built-in document tracking, searching and archiving of faxes.
- Secure fax image encryption (RSA 256 bit) and Tracking with Audit Trail
- Flexible and powerful tools for fax enabling 3rd party applications.
- Auto fax archiving. Stores all inbound and outbound faxes.
- SQL Reporting Services by Microsoft SQL Server 2008 R2.
- Cloud Ready and Hybrid model option.

FaxCore’s® Appliance Server comes with the fax hardware and software preinstalled and configured. The appliance arrives ready to be plugged into an existing network so you can begin working almost immediately, with minimal configuration. It is designed to operate with little or no support. IT managers need not worry about hardware compatibility and sourcing different vendors.

A single call to FaxCore® for all your fax server questions is what the appliance offers. It includes Windows Server 2008 R2 Embedded, FaxCore® and the appropriate Brooktrout fax board or Fax over IP drivers for a pure software only fax solution.
**Key differentiators that set FaxCore® apart from other fax server solutions**

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<td><strong>.NET DESIGN</strong></td>
<td>FaxCore’s® .NET SDK has a well-defined SOAP interface making the fax services available via XML to any enterprise platform (Linux, MAC, Unix, Windows). Redesigned from the ground up on Microsoft .NET 4.0 and IIS 7.5 architecture.</td>
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<td><strong>INHERITED USER PERMISSIONS</strong></td>
<td>The domain model in FaxCore® enables the propagation of inherited user and system properties within Organizational Units or Child Domains, which simplifies the administration of system cover pages, addresses, etc.</td>
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<td><strong>BROWSER INTERFACE FOR USERS AND ADMINISTRATORS.</strong></td>
<td>By leveraging ASP.NET Web Controls, the rich functionality normally associated with a Fat Client are available to both Users and Administrators through Microsoft’s Internet Explorer. Enhanced A.J.A.X. (Asynchronous JavaScript and XML) feature.</td>
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<td><strong>INTEGRATION WITH MICROSOFT OUTLOOK</strong></td>
<td>Send faxes from Outlook by sending an email to the Business Fax address of a Contact or using a one off address, and optionally add a FaxCore folder in Outlook for real time monitoring of faxes.</td>
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<td><strong>BEYOND FAXING</strong></td>
<td>FaxCore’s® Mixed Mode Messaging allows users to send documents messages via fax, email, HTTP and FTP. With the FaxCore® MFP Connector, users can get authenticated logins at the MFP to fax paper documents and then archive the fax in FaxCore. FaxCore’s® Multi-Lingual feature allow users to have a localized language preference (double byte characters).</td>
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<td><strong>N-TIER ARCHITECTURE</strong></td>
<td>The low level design of FaxCore® allows for scalability and fault tolerance with distributed processing. Legacy computer fax products are client-dependant first generation, while client/server products are second generation. FaxCore® is a latest generation solution and the only one that conforms to the N-Tier and web service paradigm.</td>
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<td><strong>ENTERPRISE DIRECTORY STRUCTURE</strong></td>
<td>The domain-based user model in FaxCore® is a true enterprise directory structure. This enables FaxCore® to mirror AD and NDS enterprise directory structures unlike other fax products that have a flat domain model.</td>
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<td><strong>SECURITY AND BETTER MONITORING</strong></td>
<td>Enhanced security design at the user level, dealing with permissions related to sending messages and a manager fax approval restriction. Superior audit trails enabling managers to audit and supervise all actions.</td>
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<td><strong>NEW RENDERING ENGINE &amp; CLIENT PRINT DRIVER</strong></td>
<td>The new rendering engine eliminates the requirement of having the native applications including Microsoft Office and Adobe Reader to be installed on the FaxCore® Server. Additional Print Driver Design specifically for broadcasting.</td>
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<td><strong>FaxCore® SDK</strong></td>
<td>FaxCore® provides a rich set of APIs that expose the full set features in the FaxCore® Server. The SDK/APIs includes Web Service API via XML over HTTPs as well Windows Communication Foundation (WCF). SDK Functions accommodate all message and user management functions.</td>
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<td><strong>NEW SMTP &amp; FILE GATEWAY</strong></td>
<td>The new SMTP Gateway provides email to fax functionality via direct sending to the FaxCore® SMTP Server, or through Microsoft Exchange, Lotus Notes and other mail servers. It supports character encoding when parsing sender and recipient emails address from mail server. This allows SMTP parser to convert double-byte characters from base64 string to original encoding.</td>
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<td><strong>FaxCore® FAX AGENT</strong></td>
<td>FaxCore® FaxAgent enhanced security for all communications between the FaxAgent and FaxCore® Server modules. Fax images and transaction details are encrypted and transmission information will be encrypted and relayed securely by a Windows Communication Foundation (WCF) service. WCF provides secure message transport between client and server, and it will support HTTPS on top of existing communication channel. Improved FaxAgent fax recovery during FaxAgent service downtime, as well as FaxCore® Server downtime (IIS outage) supports secondary driver instance for fail-over/overflow configuration. Driver supported is etherFAX services only.</td>
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<td><strong>MONITORING</strong></td>
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The new FaxCore® thin client and administrator interface delivers all the features normally only found in a fat client. The full feature UI allows users to select cover pages, initiate fax and/or email transmissions. User can view all fax transmission details and informative statistics. Additional reporting modules with most extensive variety of search criteria ever offered, is made available to the user in an intuitive format.

Localization to languages other than English is available to FaxCore® User panel, Admin Panel and Client Print Driver.

FaxCore® tracks incoming and outgoing faxes before, during and after transmission including confirmation, time of delivery, undeliverable notification, transmission replay and much more.

Fault Tolerant and Scalable without Expensive Clustering

FaxCore® is architected with the same web services design that popular on-line retailers use to provide scalable and fault tolerant Internet based services.

FaxCore’s® architecture enables organizations to duplicate and spread critical system processes across multiple PCs. For example, rather than putting all fax boards into a single server, spread them out over multiple PCs, each containing 50%, 25%, 20%, etc. of the fax boards and PSTN connections, thus eliminating single points of failure. This same concept can be applied to all of the critical fax server functions: Rendering, Document Storage, Presentation Services, and Event Processing.
FaxCore® offers a new way to automatically route faxes to the proper recipient through the use of bar code recognition. Implementing Bar Code Routing is far less costly than the monthly cost of providing every person their own unique fax number. For example, it can cost $5,000/year for 200 DID fax numbers on four DID lines. The FaxCore® barcode module is half that cost and it’s a one time cost.

The vast majority of legitimate faxes are sent and received by people and companies who have an established relationship. Just as we exchange phone, fax and email addresses, individuals can distribute their own unique barcode that contains their User ID.

The key to making barcode routing successful is to distribute the barcodes to the people who send the faxes. Barcodes can be put on survey forms, RMAs, Customer Support Requests, contracts, Order Confirmations, etc.

Barcodes can be placed on forms that are distributed and designed to be filled out and faxed back in. FaxCore® scans every page of a received fax, looking for a barcode. Once the barcode is read the data extracted is compared to a list of Routing Rules for determining ownership of the fax. Once ownership is established, a notification event occurs.

**BARCODE Routing explained**

**Minimum Requirement**
- Windows Server 2008 R2 (64bit)
- Intel Pentium Core Processor 2GHz or higher
- 4GB RAM
- 120 GB Hard Drive
- Dialogic Fax Boards or T.38 fax drivers over SIP

**Applications**
- PaperWise
- SAP, SAP Connect
- Citrix
- StreamServe
- Microsoft SharePoint

**Multifunction Devices**
- HP Digital Sender
- Xerox Document Center
- Fuji Xerox ApeosPort
- Sharp OSA MFP
- Konica Minolta MFP
- Ricoh MFP

**Email Integration**
- Microsoft Exchange 2007 and 2010
- Lotus Notes
- Group Wise
- SMTP Compliant mail system

**Telecommunication**
- CISCO
- AVAYA
- SHORETEL
- Microsoft Lync

**DID** — Direct Inward Dial service for analog DID lines.

**DNIS** — Dialed Number Identification Service for digital T1, PRI/T1 and E1 circuits.

**DTMF** — Dual Tone Multi-Frequency for analog fax boards.

**CSI** — Called Subscriber Identification is data traded by fax devices.

**Line Routing** — records which line the fax was received on.

**Caller ID** — available with digital fax circuits.

**Barcode data** — when present can be read by FaxCore and used to assign ownership of a fax.