

FAMILY OF FAX SERVERS

Designed for enterprise environments, Esker Fax provides high-volume production faxing from enterprise applications including SAP®, ERP, CRM, financial systems and more, plus high-performance desktop fax integrated with leading email platforms such as Microsoft® Exchange. With Esker Fax, enterprises can deliver documents securely and cost-effectively to streamline document exchange, reduce communication costs and increase operational efficiency

THE ESKER FAX ADVANTAGE

Automated fax with Esker Fax cuts the cost of manual document delivery by as much as 90%, eliminating costs for paper, supplies, postage, printers/fax machines, equipment maintenance, labour, etc.

In addition to the significant cost savings, Esker Fax allows enterprises to:

- ◆ Eliminate tedious and expensive manual fax handling
- ◆ Improve profitability and competitiveness
- ◆ Shorten the routing and processing cycle of time-critical documents and data
- ◆ Protect sensitive or confidential content from being exposed
- ◆ Reduce debtor days outstanding and improve resulting cash flow
- ◆ Speed procurement processes
- ◆ Improve response time, enhance communication, and strengthen loyalty with customers/partners
- ◆ Balance workloads and provide timely customer service in round-robin service centres

LEADING PRODUCTION FAX CAPABILITIES

Bred in the mainframe world of high-volume fax delivery, Esker is a proven leader in production fax. Esker Fax delivers seamless integration with any business applications residing on IBM mainframes, Unix systems, and AS/400s® (iSeries).

Add-on connectors for TCP/IP, SNA, and AFP (IBM® Advanced Function Presentation) provide the power to automate the faxing of thousands of documents every day from your most powerful business applications—with no interruption or administrator intervention.

With Connector for mySAP.com™, Esker Fax helps organisations achieve higher return on SAP investments by providing non-intrusive integration with SAP R/3® and mySAP.com solutions to automatically fax SAP-

generated documents while eliminating expensive SAPscript customisation and programming efforts.

THE POWER OF GENERAL DOCUMENT RECOGNITION™

Esker's patent-pending General Document Recognition (GDR™) technology automates the faxing of documents generated by host applications—with no change to the application code. Using document content to identify the recipient and then retrieving the fax number from an address book or database, GDR lowers the cost of production fax for fast return on investment. Enhancing the quality of application-generated documents, GDR's formatting capabilities convert plain text to professional fonts and merges it into attractive forms.

ENTERPRISE DESKTOP FAX

As a high-performance solution for desktop faxing throughout the enterprise, Esker Fax integrates with leading email platforms, including Microsoft® Exchange, Lotus® Notes®, Novell® GroupWise, SMTP-based Internet mail and more to streamline inter- and intra-business communication with a single, familiar inbox for both fax and email.

Using advanced inbound routing (AIR) technology, Esker Fax also automatically routes inbound faxes to virtually any destination—individual users or groups, document management or archive system, or other applications. With AIR, enterprises can all but eliminate manual fax handling and significantly improve productivity.

MAXIMISE PERFORMANCE, MINIMISE COST

Esker Fax supports clustered and load balanced environments designed to distribute workloads most efficiently among multiple servers, ensuring

maximum availability, scalability, and manageability. Esker Fax also supports Microsoft clusters to ensure that failure of an individual server doesn't affect the availability of the entire fax service. If a server stops functioning, the fax workload of the failed server is automatically shifted to another server in the cluster for continuous availability of critical applications and data.

For organisations with heavy fax output distributed to widespread locations, Esker Fax's Least Cost Routing (LCR) coordinates the operation of multiple and/or geographically dispersed Esker Fax servers, reducing transmission costs by routing outbound faxes through the lowest cost server. When LCR is enabled on Esker Fax servers in more than one calling zone, enterprises can send faxes at local or best available calling rates.

In addition, Esker Fax offers proven versatility and industry-standard security. Esker Fax enables maximum throughput with support for intelligent fax boards.

EXPANDING YOUR E-DOCUMENT DELIVERY HORIZONS

To extend document delivery capabilities beyond fax, Esker Fax provides a direct path for migration to Esker DeliveryWare Platform—Esker's comprehensive enterprise information communication solution. Esker DeliveryWare transforms any enterprise application output into any preferred electronic delivery format for unassisted delivery to customers and business partners via web, email, fax, archive, hybrid mail, wireless message, distributed print, or outsourced delivery service—all with no modifications to the source application.

ESKER FAX TECHNICAL INFORMATION

MINIMUM REQUIREMENTS

HARDWARE

- ◆ Pentium® III 1.1 GHz
- ◆ 512 MB RAM
- ◆ 400 MB on hard drive for installation + extra space depending on fax volume (20 GB in NTFS recommended)
- ◆ Ethernet or Token Ring network interface card
- ◆ One slot appropriate for fax card and one slot appropriate for NIC

FAX SUPPORT

- ◆ Any Brooktrout TR114 or TR1034 fax board, or
- ◆ Any Dialogic CP fax board, or
- ◆ TAPI modem class 1, 2, 2.0

OPERATING SYSTEM

- ◆ Windows 2000 Server SP1 (or SP3 in clustered or load balanced environments), or
- ◆ Windows 2000 Advanced Server SP1 (or SP3 in clustered or load balanced environments), or
- ◆ Windows NT Server 4.0 SP6a (except in clustered or load balanced environments) companion software
- ◆ Microsoft IIS 4.0 (required if using the Esker Exchange Connector, Esker Web Interface, load balancing, or least cost routing)
- ◆ Microsoft Host Integration Server (required if using Esker SNA Connector)

COMPANION SOFTWARE

- ◆ Microsoft IIS 4.0 (required if using Esker Exchange Connector, Esker Web Interface, Load Balancing, or Least Cost Routing)
- ◆ Microsoft Host Integration Server (required if using Esker SNA Connector)

TECHNICAL SPECIFICATIONS

EMAIL/MESSAGING SUPPORT

- ◆ Microsoft Exchange 2000 and Exchange 5.5
- ◆ Internet Mail (SMTP, POP)
- ◆ Lotus Notes
- ◆ Novell GroupWise
- ◆ Microsoft Mail
- ◆ Lotus cc:Mail
- ◆ HP OpenMail

SUPPORTED DATA FORMATS

- ◆ Any Windows application file type, including Microsoft Office 2000/97/95, Lotus SmartSuite, WordPerfect® Office
- ◆ TIFF (PCX/DCX)
- ◆ PCL/PostScript (excluding bitmap fonts)
- ◆ PDF (excluding bitmap fonts)
- ◆ RTF
- ◆ ASCII text
- ◆ AFP
- ◆ EBCDIC text
- ◆ XML

ADVANCED FAX FOR ENTERPRISE APPLICATIONS

- ◆ General Document Recognition automates delivery of production-oriented documents from enterprise applications
- ◆ Connector for mySAP.com integrates fax with SAP R/3 and mySAP.com solutions
- ◆ TCP/IP Connector fax enables any IP-based host application via FTP, LPR/LPD, SMTP
- ◆ SNA Connector fax enables any SNA mainframe or AS/400 (iSeries)—RJE, 3270, APPC
- ◆ Advanced Inbound Routing
- ◆ Least Cost Routing/Load Balancing
- ◆ Forms merge (electronic forms overlay)

SERVER MANAGEMENT

- ◆ Esker Administrator, a Microsoft Management Console (MMC) snap-in interface
- ◆ Remote Queue Manager
- ◆ Logging to 2000/NT event log
- ◆ Performance monitoring
- ◆ Scheduled sending
- ◆ Disk Space Monitor
- ◆ Notification
 - Log upload (SNA, TCP/IP, and LanCopy)
 - Email notification of failed transmission, job status, etc.
- ◆ Application printing

CLIENT SUPPORT

- ◆ LanFax Manager (desktop client for Windows XP, 2000, 98, 95, NT 4.0)
- ◆ LanFax Outlook Client
- ◆ Esker Web Interface (web-based fax client)

TELEPHONY COMMUNICATIONS

- ◆ Analog Loop Start
- ◆ Analog DID/DTMF
- ◆ Digital T1 (Up to 2 T1 lines per server)
- ◆ ISDN BRI
- ◆ ISDN PRI (E1/T1)

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