# The FastFax Advantage
Selecting a Quality System i
Fax Solution

EVERYTHING ELECTRONIC

v0801

# Introduction

Quality fax solutions are efficient, adaptable, integration-friendly, and have a solid reputation for reliability and long-term viability. Of course, every vendor will tell you that they are all these things and a lot more.

To cut through the sales hype, you need to learn about the variety of features available in top-notch fax solutions and understand how they provide a return on investment. And because the biggest differences amongst fax solutions occur in the software architecture, it's critical to understand what the software does "under the hood" to save money while increasing efficiency and productivity. This knowledge also helps prevent costly mistakes often associated with falling victim to a good sales pitch.

Ultimately, some vendors offer fully developed, tested, and stable feature sets. Others try to mimic the same features via hacks and workarounds. And some vendors don't even support critical features and will try to convince you that they're not important.

It's up to you to decide what features you need and investigate how well they are implemented in the products you compare. The only way you can do that is to come armed with the best information available.

This white paper lists the most critical features found in the best faxing solutions and the reasons why you'll want them available in your enterprise.

## Icons used in this document.

| | |
|---|---|
| 💡 | *Important criteria to consider.* |
| 🛑 STOP | *Things to watch out for when talking to vendors.* |
| ❓ | *Interesting facts.  Did you know that...?* |

# Just the Facts: End Users, Administrators, Integrators

**We know we need to get rid of manual faxing, but we're having a hard time putting together a plan. Where do we start?**

It starts with people. Faxing is a tool and people use tools. The first step is to identify the needs of the people who use the fax system (the end user), the people who will take care of the system on a day-to-day basis (the administrator), and the people who will tie the fax system into specific applications and processes (the integrator). At times, one person will fall into multiple categories, but on a conceptual basis, it makes sense to consider each as a separate entity.

## Faxing for the End User

**One-Click Sending:** Faxing can occur from several different locations: directly from the System i (iSeries 400), from within a fax-integrated business application, from a separate PC-based client, or even from a common email client. In an ideal solution, you want access to all of the above so you can tailor fax delivery based on each end user's platform, comfort level with technology, authority level, and other important factors. For example, a user who works primarily within an ERP application on the System i should be able to fire off faxes in batch or interactively just by printing as usual. Look for a fax solution that allows a great deal of customizable automation so that users don't find themselves mired in back-end operations.

**Easy Receiving:** Receiving faxes can happen in all the same places as sending them. And the same wish list applies: you want to view and manage received faxes from any platform on your environment, you want it to be automatic, and you want it to be easy. Inbound fax management also benefit from three telephone routing technologies which allow your fax system to determine where a fax originates, where the fax is going, and then automatically route it to a specific person, group, or department without user intervention. Quadrant Software has authored a guide to telephone routing technology. Click here to download it.

**"What You See Is What You Fax":** WYSYWYF provides an on-screen view of exactly how the document will look on delivery and eliminates the wasteful practice of printing test copies. True WYSIWYF lets you look at live spool data exactly as it will appear to the recipient(s), and does not ghost images or text.

**Easy attachment of files:** Users should be able to attach documents either manually or automatically based on pre-set preferences. In addition, any fax system you choose should support automatically converting documents into multiple file types (tif, pcx, pdf) based on the recipient's preferences. When batch faxing, this allows your end user to simply hit "Send" and the fax solution intuitively knows who gets which file type, how they want it delivered, automatically handling the rendering of the attachment.

**Document Auto-Fitting:** Without this feature, your users will waste a lot of time testing how their documents fit on the page (or actually send out thousands of documents with the outer edges shaved off). A fax solution that automatically determines the printable space for the destination device and resizes your document will save a lot of time and headaches for both you and your recipients.

**Central Repositories for Sharing Data:** Central repositories consist of secure, cross-platform databases that store recipient contact information; frequently used attachable documents; and common cover sheet notes. To reduce redundancy and manual updates, it's important that these databases be centrally managed across all hardware platforms via a virtual link. The end result is greater productivity for users and real-time access to data as it is updated at a single location.

**Auto Cover Sheet Attachment:** Cover sheets stored in a central repository can be automatically attached to certain documents so that the user doesn't have to worry about the specific documentation (like legal disclaimers) that accompanies certain faxes. And because the cover sheets are managed, updated, and accessible from one location, the risk of sending an outdated version disappears.

**Inbound Routing increases productivity and dramatically increases the efficiency of your fax system.**

**Look for solutions that support telephone technologies like DID, DNIS, and ANI.**

**It is estimated that there are 112 million fax machines in use in the world today with more than 6 million new units sold each year.**

**Easy Addressing of Faxes:** Like the cover sheets, all contact information should be centrally managed and simultaneously available to users on all platforms. This helps to eliminate the need to manually confirm contact information, or even worse, sending mission-critical documents using bad or outdated contact information.

**Security Against Unauthorized Access:** Users need to know that their communications are secure, so the administrator needs to easily and securely configure your fax system to restrict certain users from accessing other users' or department's faxes. At the same time, you'll have users who need expanded access to faxes for other users, groups, and departments. To further increase security, these authority levels should be managed centrally across all platforms to eliminate security gaps that can occur with manual updates.

## Faxing for the Administrator

**Single View of Fax System:** Fax solutions quickly become unmanageable when the administrator has to jump platform to platform to check the system. Whether you have one fax server and a half dozen users or dozen's of locations with thousands of users, your administrator should be able to sit down on any platform and have a single view of the entire fax system with complete access to reporting, updating, configuration, and trouble-shooting. Also, in some large installations, departmental administrators need the authority to view departmental faxes without affecting the overall performance of the entire system. Check to make sure a fax system gives individual, departmental, and global views of the fax system's operation.

**End User Profile Maintenance and Security:** You wouldn't want to give any random end user open access to the System i (iSeies 400), and the same goes for your fax server.

A fax system lacking tight security and authority functionality at the individual, department, and enterprise levels makes you vulnerable to catastrophe at the hands of either a malicious or well-intentioned user.

The best way for administrators to save time and cut back on human error when managing users is through centrally located user profiles. Create, edit, and delete user profiles for individuals, departments, or groups from any platform and then instantly and automatically update records on every other platform. This functionality should include the ability to create and customize security authorities.

**Error Recovery and Control:** A stable fax system consists of software components running on the System i (iSeies 400) and typically a Windows environment. These components work with a server (containing fax cards and more software) to connect to other fax devices and deliver documents.

But there's a lot that can and will go wrong. Eventually, error recovery is unavoidable. The good news is that the best enterprise fax servers build error recovery into the system architecture by storing multiple copies of fax activity on both the System i and fax server. There's no single point of failure. So, if something goes wrong on either platform (like a hardware failure) the system is easily restored when the hardware is replaced. All user profiles, system configurations, and faxes are automatically copied from one platform to the other for a clean, quick recovery. Without this built-in redundancy, you'll spend many hours recreating setting and profiles and trying to recover faxes and other vital information.

**Troubleshooting Problems:** When things go wrong, the administrator must have the ability to access and work with the entire system from any platform. This drastically speeds problem tracking and repairs. Your fax system should also offer a wide range of diagnostic and repair utilities to quickly clear up the vast majority of issues. Another very important feature is the ability to continue sending faxes while you troubleshoot the system. Most importantly an enterprise fax system will monitor itself and alert you of potential problems before they affect the productivity of your end users.

**Easy Installation:** Usually, installing a fax server device is a no-brainer. That is until you add applications running on multiple hosts and multiple connections to digital phone services (like T1 and DID). At that point, getting your server running becomes a delicate task. The solution is to target fax system vendors who offer no-programming, plug-and-play application integrations and intelligent installation software. These integration and installation tools should be tested extensively and used successfully at numerous customer sites. This increases the integrity of your initial installation and speeds time to production.

**Simultaneous PC & Terminal Access:** Some users primarily work from a terminal while others stick to PCs. Still others need to jump from terminal to PC on a regular basis. Regardless of how they interact with your fax system, it's critical that they work with the same up-to-date information on every platform. The fax system you choose should provide cross-platform access to document sending/receiving, management, diagnostics, and security functionality from either the PC or System i (iSeries 400) terminal.

**Beware of vendors claiming WYSIWYG (What You See Is What You Get) when the feature is not truly supported. Always ask to see it on-the-fly.**

**Users should get involved when evaluating fax systems. Not only will they be most affected by the new system, but they also may bring up important concerns during the evaluation process.**

**All-in-One Fax Server:** The location of faxes and faxing information (delivery time, user identity, page count, etc.) should be flexible in relation to your network. Your network shouldn't have to adapt to your fax system. Look for a fax solution that offers the option to store faxes and fax information on either your file server (where you have pre-established backup routines) or on the fax server itself where faxing activity can be self-contained.

**Purge Efficiency:** Closely examine how a fax system keeps, archives, and cleans old activity. Enterprise fax systems make it easy to automate & customize the purging of old faxes to increase efficiency while decreasing the amount of time it takes for a purge to complete. In many fax systems, purges and activity management is inflexible and often time consuming. Imagine what it would be like to find a critical month-old fax first in a list of 50,000 documents sent prior to that...

**Self-Administering:** In addition to performing scheduled diagnostics and optimizations, a self-administering system should have the capability to self-repair numerous common issues and notify the administrator of any fixed or ongoing problems.

**Customized Reporting:** Getting neatly organized and completely customized fax system reports gives you the ability to securely manage the end users while diagnosing potential abuses or inefficiencies. At a minimum, report capabilities should include fax system configuration & performance, end user/departmental profiles, and audit trails of inbound / outbound fax activity. With strong reporting, you can quickly optimize a system and avoid costly system upgrades before their time.

**Detailed Cost Accounting:** This feature shows how much money is being spent on faxing by individuals, departments, and/or customized groups across any time period. Getting complete details to see who is utilizing the fax system allows the proper departments to be easily and accurately charged.

**Microsoft Client Support:** Full support for any Windows 98/ME/2000/XP/NT workstation.

**Thin Client Support:** Full support for thin clients including Citrix WinFrame and MetaFrame servers gives you flexibility to roll out a fax system across your enterprise according to your network requirements.

**Auto Filing Faxes into Imaging / Archiving Systems:** The right fax solution can even streamline the processes surrounding your archiving / imaging products. Typically, documents (inbound or outbound) need to be manually scanned and converted to a digital image, and then indexed (also by hand) with searchable criteria, and then filed into the system. The top fax systems integrate directly into imaging / archiving systems and offload all of those manual processes. The fax server either creates or receives a fax and automatically routes one copy into the imaging / archiving system while delivering another copy to the intended recipient. Even better, the fax system automatically indexes the document with searchable criteria to completely eliminate any user intervention. In addition, documents created electronically can be automatically archived directly from an electronic forms solution.

## Faxing for the Integrator

**Platform Integration Experience:** System i (iSeies 400), MS Windows, and any other connected platform have a specific set of tools and requirements and configurations that must be in place for the fax system to work. Take the time to ask how many platform integrations a particular vendor has done and seek out references from other customers. Beware of any fax server vendor who has minimal or zero platform integration tools and goes on to tell you that they really aren't necessary. Enterprise fax servers running across multiple platforms require platform-specific tools to maintain stability and reliability. Remember, a workaround is NOT an integration tool.

**Available Platform / Application Integration Tools:** When integrating a fax server solution onto different platforms using different business applications, it is important to understand the tools that are available including: API tools; CL commands and programs; no-programming tools; and PC application integration tools.

The API tools typically involve imbPPMing fax commands within a spool file, whereas the CL commands and programs allow the spool file to be left intact with the faxing parameters as part of the CL call. On the PC side, EXE's and DLL's integrate PC-based applications into the fax system. Each tool offered varies depending on the vendor's expertise. Perhaps the most significant platform / application integration tool is the no-programming interface. Using these tools, the fax system creates faxes from existing spool files by creating a template to 'extract' the information that resides within the spool file. This tool handles every conceivable example of multi-page spool file, including spool files in which the fax number does not reside.

**Seamless Integrations:** A seamless integration means the user can't distinguish between the fax solution

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**Native System i fax systems will outperform other platform solutions in every major aspect, especially when integrating with your application. Ask about the product's architecture and the vendor's committment to the System i platform.**

**Concerns over privacy issues, security, and fraud have delayed the acceptance of email as a legally binding document by most businesses. Large organizations still rely on fax for the delivery of mission-critical business documents.**

**Strong reporting capabilities allow users and administrators to effectively do their jobs. Ask for a list of reports from each vendor to compare the differences.**

**Watch out for vendors claiming integration with your ERP when, in fact, you have to change your source code significantly. Integration options where little programming is needed are available from quality providers.**

and your business application. Users working in their familiar application can easily track down a fax, confirm a fax's exact send time, arrival time, arrival status, and they can view the fax without ever opening a different fax application. They have more productivity tools while you decrease your user training time. This level of integration should extend even further than business applications to include no-programming integrations into electronic forms design products and imaging / archiving solutions.

**Automated Batch Faxing:** This is a big feature but (if it's done right) your end users will never see it in action. Automated batch faxing lets the user simple hit "Send" and your fax system takes over formatting the spool data into professionally-designed documents, determining and using each recipient's preferred delivery method and file type, automatically attaching the correct cover sheet, and then processing the deliveries according to pre-set priorities or delivery times. Taken a step further, the end user can even configure the entire delivery process to take place automatically with zero user intervention.

**Electronic Forms Design & Archiving / Imaging Solutions:** These two very important tools sit on either side of a fax solution. Regardless of whether you have one or both it's very important to consider how your fax solution will interact with other document management systems.

> **Electronic Forms Design Solutions:** Electronic forms allow you to eliminate pre-printed forms and specialty printers. You can custom design all of your business documents to include graphics, conditional logic, multiple font styles, and multiple page styles. At the same time, your forms solution should be able to hand off documents to your fax solution with zero user / administrator intervention with complete reliability and customized handling wherever required.

> **Archiving / Imaging Management System:** By integrating with imaging / archiving systems, your fax solution can automatically route incoming and outgoing documents directly into your system for automatic management, user routing, and search retrieval. Cut down on manual filing & scanning, reduce the risk of human error, and increase the ROI for your archiving / imaging management software. The fax solution should be fully integrated with major imaging / archiving vendors like RealVision, Vanguard, Gauss, and other imaging/archiving systems.

**Flexibility:** Perhaps you've found several fax vendors capable of integrating with your current systems, but what about the future? Whether you're going through an upgrade or a complete system change, you need to ensure that your vendor can keep up with how fast your IT environment changes. It's usually a good sign if you can find a vendor with a large number of long-term customers.

**Testing:** A vital part of implementing a new fax system is the ability to perform testing in a "live" environment. The fax system you choose should be capable of full functionality within a development environment including the ability to test multiple platform and application integrations, sending, receiving, WYSIWYF previewing, routing, and working with central repositories user profiles, etc. Meanwhile, this testing environment should not touch or threaten your regular processes.

Also, it's critical that your testing environment allow you to run trials and tests without having to wait for a fax to be sent. That doesn't sound like a big deal, but consider the following example. You're doing application integration and need to make sure that 100 two-page faxes have been properly created and will transmit as you intended. Using a lot of fax systems, you'll be forced to wait approximately 100 x 2 x 60 seconds per page (end result: 3.33 hours) for the faxes to physically transmit.

The best fax systems let you process and review the faxes as they will appear without having to actually wait for them to transmit. Then, testing tools show you errors at time of creation and provide a WYSIWYG preview prior to transmission. This cuts many, many hours out of customizing and debugging your integration.

# Fax Traffic Management

**Key Question:** What kind if flexibility is available for managing, routing, and automatically archiving inbound and outbound fax traffic?

**Answer:** Making sure that you're sending and receiving documents in the most efficient, logical way possible figures prominently in your ability to achieve maximum ROI. Your perfect fax solution should allow you to streamline and optimize fax delivery without forcing you to baby-sit the fax queue. In addition, the best fax solutions make it easy for you to integrate fax delivery with telephone routing technologies as well as document imaging / archiving systems for even greater savings in time and money.

**Currently, 60% of all laser fax machines and 25% of inkjet models sold are v.34 enabled.[2]**

**The number of lines and the type of fax card you use can significantly affect the performance of your system.**

**Download this whitepaper for more information on choosing the number of lines and fax cards.**

**"How many phone lines does your fax server need?"**

**Digital Fax Cards & V.34 Standards Compliance:** Until very recently, all fax devices delivered faxes at the standard speed of 14.4 Kbps (a.k.a. the V.17 standard). That was until the International Telecommunications Union passed the V.34 standard that allows fax sending and receiving across phone lines at up to 33.6 Kbps. This technology allows faster transmission time per fax page, greater adaptability to varying line conditions, and a reduction in the number of resends per fax. This results in cost savings from reduced fax phone bills. To ensure that your fax system operates at optimum cost effectiveness and efficiency, you should consider a fax vendor who offers V.34 compliant fax servers.

**Support for Email Server Clustering:** Continue sending and receiving faxes after the failure of a network email server by automatically switching over to another email server. The rerouting is seamless to the user and recipient.

**Load Balancing:** Support for load balancing across fax and email servers for better overall performance in an active or passive cluster network environment.

**Intelligent Resending:** A fax system's ability to intelligently resend faxes that fail to transmit on the first (or subsequent) attempt is critical to dependability. Why? Because batch faxing mostly happens during off-hours when there's little or no operator intervention available. If the fax server receives a busy signal and then immediately redials, it will likely get another busy signal. Repeat this procedure five times in a row and the intended fax winds up in an error status. Not only does this tie up your fax line, it also becomes very time consuming when numerous faxes get rejected and need to be manually resent. Top quality fax servers utilize sophisticated algorithms to resend failed faxes at different intervals and drastically increasing its successful transmission rate.

**Least-Cost Routing:** When using multiple fax servers in different locations, your fax solution will automatically choose to deliver faxes from the server yielding the least expensive phone charges. This feature is particularly beneficial when establishing fax servers in different countries and then using your existing data network to route calls rather than dialing country-to-country over expensive voice lines.

**Least-Cost Scheduling:** Choose to prioritize or schedule faxes for delivery during low-rate time periods. This is particularly useful for international dialing.

**Off-Line Sending and Receiving of Faxes:** A good fax solution should continue to fax even when the System i (iSeies 400) is down for service. A fax server that stays operational during downtime ensures greater throughput and reliability.

**Flexible Fax Queue Management:** Start, stop, edit, and/or prioritize any job in the fax queue either by direct intervention or using easily customized and automatic rules. Use your system's sophisticated algorithms to decide how and when faxes will be sent or you override pre-set rules with a few simple clicks.

**Easy Inbound Routing:** Combined with telephone technologies like DID, DNIS, and ANI, your enterprise fax system should make it easy to automatically route inbound faxes to individual users, entire departments, or to specialized groups with zero user or administrator intervention. This functionality allows your fax server to detect where a fax is coming from and where it's going to, and uses that information to fully customize inbound document delivery. This saves a lot of time and helps create a truly automatic fax system. Without support for digital technologies, it's like mailing a letter without a recipient's name or exact address, and then hoping it gets to them if the address reads, 'Main Street USA'.

# Hardware Integrity & High Availability

**Key Question:**

**How badly would hardware failure affect my ability to fax and my bottom-line ROI? Just how picky do I need to be about components and configurations?**

**Answer:**

To answer the first question: pretty badly...sometimes devastating. To answer the second question: very picky. Put high-quality fax software into a cheap or untested server and you still have a low-quality fax solution. It's imperative that you invest in a hardware configuration that uses the best components and has a proven track record under the most demanding conditions. For some industries and companies, the inability to fax is catastrophic. In these cases, your fax solution vendor should offer high-availability hardware configurations.

**Intelligent fax boards can send at 2 to 3 times the speed of most class 1 and 2 modems. This could translate to savings of more than $15k of phone bills after a 5-year period.[3]**

**High-Quality Components:** Every hardware component, ranging from the case to the fax card itself, comes from a highly reputable manufacturer with a track record for high-quality, dependable products.

**Time-Tested Configurations:** Vendor has a proven history for successfully and quickly installing fax server configurations similar to your own at numerous locations.

**Support for digital T1 and fractional T1 fax cards:** Support for high-speed fax cards provides the framework for future high volume faxing for growing companies.

**High-Availability Hardware Configurations:** The ability to implement a high-availability fax server provides continuous server operation as well as greater security and stability to IT environments where uninterrupted fax and email delivery of mission-critical documents is paramount. High-availability configurations feature redundant hardware components including hard drives & fax cards. This redundancy means that in the event of hardware failure, the system automatically switches over to redundant components and backed-up data and keeps relaying inbound and outbound documents while you swap out the faulty component.

**Enterprise faxing can save a company up to $182,000 in comparison to manual faxing.[1]**

# Security & Authorities

**Everyone says that their fax solution is secure. How do I know that the solution I pick is secure?**

**Answer:**

First, look for security procedures that are centrally managed. Meaning, if you update authorities on one platform, then those changes get automatically and instantly carried over to all other platforms. This saves time and reduces the potential for human error. Second, during any product demo, make the salesperson talk about security in detail and explain how they provide the integrity they promise. Ultimately, you'll probably want a system featuring object-level security and a long history of providing high-integrity solutions.

**Recent industry regulations such as HIPAA and Sarbanes-Oxley require companies to follow strict guidelines. Don't compromise your company by selecting a vendor with lackluster security controls.**

**Centrally Managed Security:** Authorized administrators should be able to easily edit and customize authorities from a centrally located profile that gets instantly updated across all platforms.

**Level of Security:** Fax systems that only provide one level of public security don't scale well in most medium-to-large scale implementations. To allow for easier management of authorities, good enterprise fax systems employ security for public access as well as access by individual users, departments, or specialized groups.

**Object-Level Security:** Fax servers with object-level security mirrors the data integrity of the System i (iSeies 400) platform across the enterprise. Confidential information, data, and resources remain absolutely unavailable from unauthorized users.

**Standards-Based Architecture:** Your fax solution should include a standards-based architecture utilizing an ODBC level 2 database for user and fax data storage.

# Vendor Support & Reputation

**Key Question:** How likely am I to get the tech support I need and how do I evaluate a company's ability to deliver on its promises?

**Answer:** Who you're dealing with is an important aspect of any software solution. The vendor's reputation will ultimately make a significant difference in your experience and affect your long-range payback. The quality and availability of product support can save a lot of time and money in both the long and short term. Quality vendors have a track record for supplying customers with the following:

**Think long-term when choosing your fax solution. If you will eventually move to a total PPM solution, look for a vendor that has all the pieces of the puzzle to avoid integration problems.**

**Availability:** Your company and your fax system probably runs around the clock, which means that tech support issues won't just occur during business hours. Seek out vendors who offer 24/7 support available 365 days per year at no additional charge.

Level of Support: It's impossible to predict when, where, or how extensive your support issue might be. Certain issues can be handled by emails while others require the presence of a warm body. Make sure your vendor offers many levels of support including on-site and over-the-phone technical support covering installation, implementation, training, education, and custom programming services.

**Reliability of Problem Resolution:** Detailed problem resolution system tracks issues from reporting to closure, ensuring no 'dropped' issues.

**Platform Expertise:** You've probably already played the tech support "hot potato" game. Your solution vendor blames your application vendor, who blames your hardware vendor, who in turn blames your mother...

It's critical to find a fax vendor who employs tech support professionals with up-to-date experience on multiple hardware and software platforms. That way, you'll spend less time playing the blame game and quickly resolve issues with a single call.

**Quality of Engineering Staff:** Highly-trained customer support and professional services engineers with call escalation procedures.

**Diagnostics:** Diagnostic tools built into the software for easier problem diagnosis for quick resolution.

**Easy to Install Releases:** Single-command release updates for ease of administration.

**Experience & Expertise:** Fact: You don't want to trust your mission-critical documents to an inexperienced company with a largely untested set of fax products and integrations. Look for a fax vendor who has a long track record, a large and loyal customer base, a reputation for quality, reliable fax systems and integrations, and the industry awards and accolades to back it all up. Could you wind up paying a little more up front for these fax solutions? Quite possibly...but you'll pay a lot more in a lot of different ways for an untested workaround-driven solution.

**Partnerships:** In business, a partnership means that each company sees quality on the other side of the partnership and they're willing to invest time and money into creating solutions that work together and work reliably. Pay special attention to fax vendors who are long-term IBM Business Partners with integrations for most major System i (iSeries 400) application vendors such as JD Edwards, Infor XA, SSA Global Technologies, etc.

**Proven Solutions:** Winner of most major System i industry awards for quality and excellence including: Midrange Systems Buyers Choice, Showcase Product Excellence, Reliability Rating Client/Server Advisor, Channel Connection Partner in Success, Tech Target Search 400 Products of the Year, eServer Honor Roll.

# Conclusion

So, by now you can appreciate that not all fax solutions are created equal. While they will all claim to be perfect in every way, the fact is that out of all the enterprise fax solutions available, there's probably only one or two that are right for your company.

You should also think very carefully about the future when selecting a fax solution. Very often, purchasing a fax server is a company's first step toward a total Paperless Process Management (PPM) solution.

What's PPM? It's a total document management strategy that's cost effective, time efficient, and completely modular and scaleable. It's hard to fight the temptation of PPM once you take that first step. You start with an enterprise fax server. Then you integrate email with your fax solution. From there, it's just a short hop to an electronic forms product and MICR check printing. And voila! You have PPM.

If you do it right, then you'll eliminate manual fax machines, pre-printed forms, and save tons of time and money. That is, if you do it right...

There are numerous features, issues, and priorities that must be weighed and evaluated before you can make a decision. Even then, it's often a leap of faith.

One way to reduce that leap is to invest in solutions from a company that has a reputation for quality and excellence. Look at how long they've been around, how many awards they've won, and (most important) their reputation in the marketplace. These are qualities that can't be created out of thin air with snappy writing and graphics...a company either has them or they don't.

Quadrant Software wishes you luck in your search for an enterprise fax solution. If you would like to view our own offerings, then please visit www.quadrantsoftware.com/fastfax/

[1] "Saving Time and Money With Network Faxing" - *Frank Potocnik, Brooktrout Technology - 2003*

[2] "V.34 Fax: Superior Performance and Cost Savings" - *Peter Davidson, Davidson Consulting - 2003*

[3] "Why Intelligent Fax Boards Are the Smart Choice" - *Peter Davidson, Davidson Consulting - 2003*