

A New Generation

# Enterprise Fax Management System



## Having Problems Tracking Your Faxes?

### Enterprise Level Fax Management Solution

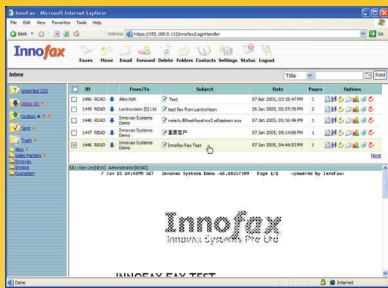


Innofax® is a secure, web-based, plug-n-play fax management solution that manages both incoming and outgoing faxes equipped to fit the needs of a growing enterprise. Innofax a complete out-of-the-box solution, combined with its powerful fax routing mechanism and user-friendly web-based user interfaces, provides quick productivity gains and return on investment.

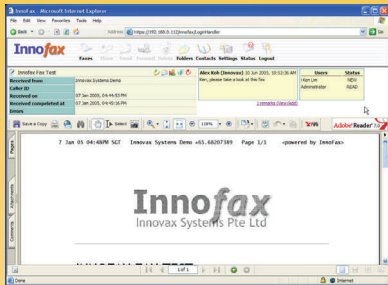
### Cutting-Edge Technology

Based on the robust Linux OS architecture and together with industrial grade hardware, Innofax provides a highly secure and reliable platform for handling any fax requirements. Innofax provides enterprises with features like:

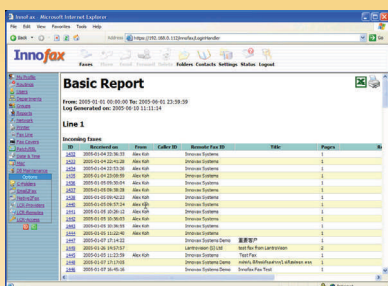
- **Fax Tracking:** Track and monitor faxes that require action. Faxes can be annotated with subject titles and user comments. Innofax keeps track of who has the same copy of the fax within the enterprise and whether user has read or deleted the fax. Faxes emailed out via the interface are recorded, providing an audit trail of all activities related to the particular fax. Incoming faxes are also time-stamped together with a unique fax ID, allowing printed faxes to be tracked against Innofax.
- **Inbound Fax Routing:** Capability to route inbound faxes based on port number, TSID (remote fax transmission station ID), Caller ID and DID/DTMF<sup>1</sup>. Routing rules also allow for holiday and time-of-day routing conditions to be specified.
- **Automatic Fax Acknowledgement\*:** Automatically fax back an acknowledgement page with a preview of the successfully received fax.
- **Fax Merge\*:** Works seamlessly with Microsoft Word to send personalised bulk faxes.
- **Fax Approval\*:** Enforce approval process for Innofax users when they send faxes.
- **Access and Privacy Control:** Users only see what they are allowed to see. Unique capability of restricting fax sorters to see only a percentage of the first page.
- **Report Generation:** Generate reports in HTML and MS Excel anytime for any desired period using the report generation tool. In addition, HTML reports allows administrators to open and view suspicious fax activities of any Innofax user.
- **Prioritized and Scheduled Fax Sending:** Queue outbound faxes with different priorities, so that bulk faxes no longer block other faxes. Outbound faxes can be scheduled to start at a later date and time.
- **Email Notifications** with inline fax previews within the email body and TIFF/PDF attachments for new faxes and outbound fax send status.



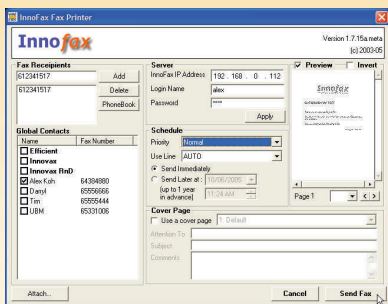
Simple to use Web-based User Interface



Read Faxes in PDF<sup>2</sup>



Detailed Reporting



Print2Fax Driver

### Specifications

- Comes in standard analogue 1, 2, 4, 8 and 16 port configurations. Digital interfaces available as well.
- Via 1GHz CPU
- Min. 1GB RAM
- Min. 160GB Hard Disks
- RAID-1 (Mirror) configuration
- G3 (14.4kbps) fax speed. Super G3 (33.6kbps) fax speed available as well.
- 1 and 2 ports: 30 user licenses, 4 ports: 100 user licenses, 8 ports: 200 user licenses, 16 ports: 400 user licenses
- Customization on demand to suit business operations.

### Requirements

SMTP compliant mail server for email notifications and functionality from Innofax.

### Client

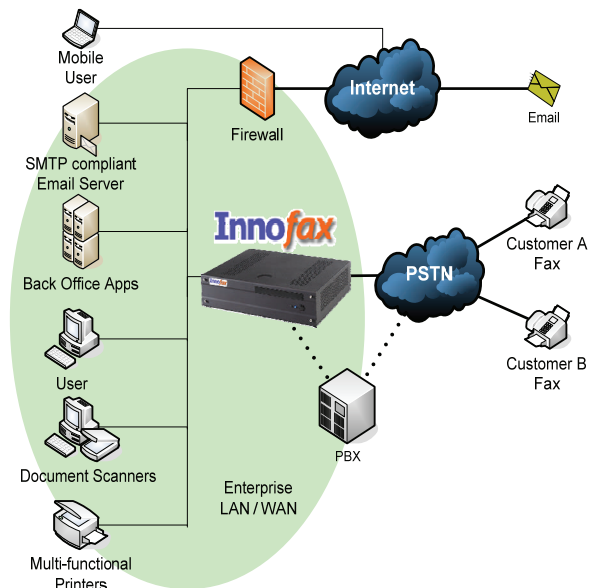
- Microsoft IE 6 (and above) or Mozilla Firefox (1024x768 resolution displays recommended)
- Adobe Acrobat Reader plug-in for viewing faxes from within the browser
- For Print2Fax functionality, Windows 2000/2003/XP/Vista required.

## Easy Web-based User Interface

Innofax user interface is designed with the familiar look and feel of an email client, providing a low learning curve for users and administrators. Combined with its comprehensive search capabilities, users can easily search and retrieve past faxes. Faxes can be viewed, forwarded to other Innofax users, re-fax to another fax number, emailed as an attachment to intended recipients, or saved as TIFF or PDF. Unwanted and junk faxes can be deleted with a few simple mouse clicks. All functions can be performed purely from the web user interface, no additional software installation is needed<sup>2</sup>. Accessing faxes from almost anywhere in the world remotely via the Internet can be done by just simply logging on to the Internet and company enterprise WAN (if required).

## Diverse Integration Possibilities

- Innofax provides a Print2Fax driver for faxing out documents directly from almost all Windows-based applications.
- With Email2Fax\* module, users can fax out documents by attaching the documents and sending the email from within their familiar email client<sup>3</sup>.
- For hardcopy faxing, Innofax's Email2Fax\* module integrates seamlessly with multi-functional printers (MFP) and document scanners, allowing all faxing activities within the enterprise to be consolidated in Innofax.



- Innofax can be integrated with major document management solutions and workflow systems with its C-Folder\* module. Inbound and outbound faxes can be automatically filed or routed to shared folders within the Windows enterprise network for further processing by the document management solutions and workflow systems. In turn, these systems can also fax out by dropping faxes into shared folders monitored by Innofax.
- Innovax Systems provides consultation and professional services if special customization and integration is required to suit the enterprise needs.

## Value Add to Business Operations

- Greater ROI with cost cutting measures — savings on toner and paper.
- Higher fax accountability — no more misplaced or missing faxes.
- Shorter lead time for document processing — greater efficiency and productivity.
- Highly secured and reliable — no more security lapse.

Headquartered in Singapore, **Innovax Systems** specializes in business consulting, software development and system integration for the contact centre industry in the Asia Pacific region. With more than 10 years experience and its proprietary contact centre system software OpsCentral®, Innovax Systems provides its clients with total solutions for their contact centre needs. OpsCentral® is a complete suite of management and productivity tool for the modern contact centre which covers voice, email and fax. Innovax Systems has provided contact centre related consulting, development and implementation services for MNC and SME customers in the region.

<sup>1</sup> PBX dependant for DTMF routing <sup>2</sup> Adobe Acrobat Reader plug-in for viewing faxes in PDF from within the browser  
<sup>3</sup> Postscript, PDF and TIFF attachments only. Other formats requires Native2Fax gateway \*Optional modules

## Innovax Systems Pte Ltd

Holiday Inn Atrium, 317 Outram Road  
 #01-01 Concorde Shopping Centre, Singapore 169075  
 Tel: +65-6304 7900 Fax: +65-6438 4880 <http://www.innovax.com.sg>

