

## INTRODUCTION

### Why choose Sagem-Interstar's OpenLine PR Server?

OpenLine is a complete plug and play document management solution providing rich enterprise fax server capabilities with the added benefit of workflow optimization, document management, and archive capabilities for total security & audit traceability. OpenLine is an easy to use, reliable solution with intelligent document routing for optimizing information flow.

### Addressing Diverse SMB/Enterprise Document Management Needs

Target customers include various departments such as Accounting, Customer Service, Human Resources, Purchasing, Administration, and Sales across a wide spectrum of industries including Healthcare, Financial, Insurance, Government & Legal, Education, Manufacturing, Technology, and Real Estate / Mortgage.

## OPENLINE PR SERVER HIGHLIGHTS

Secure, interoperable, out-of-the-box-ready document management / fax server solution:

- 2U appliance supporting enterprise fax server, document management workflow, and archiving capabilities
- Fax functionality integration into business-specific applications
- Future proof fax architecture - analog / DID boards, boardless (T.38, software only)
- Digital storage of fax communications and scanned documents in TIFF/PDF format
- Intra-system replication providing high availability and guaranteeing business continuity

## COMPELLING ECONOMICS

### Rapid ROI and Increased Staff Productivity

OpenLine is simple to use and administer, yielding considerable and rapid ROI (typically 3-6 months). It plugs easily into any network infrastructure and is compatible with MFPs so users can send, receive, scan, index, and automatically archive incoming and outgoing documents to boost productivity by as much as 90%.

### Interoperability Driving Profitability

Sagem-Interstar has deployed thousands of solutions in businesses handling high volume fax workflows. Sagem-Interstar solutions provide robust interoperability with legacy TDM and evolving computer telecommunications networking infrastructures. Simple to deploy and maintain, this server appliance offers a multitude of benefits to any business environment.

The system works with or without a fax card to optimize current and future network assets. OpenLine enables seamless integration of VoIP network deployment/projects through total control over T.38 (FoIP), SIP and H.323 protocols. OpenLine also merges seamlessly with unified messaging solutions.

## FLEXIBLE ARCHITECTURE

### Flexible administration

Designed to fit industry-standard-sized computer racks and cabinets, or available in a desktop version, the OpenLine server can be networked into systems under any IT architecture. The front-loading RAID array drives guarantee secure and robust data storage and configurations and are easily swapped.

## Control and Compliance

Gain control of business documents and accelerate business processes to support compliance efforts and increase the bottom line - only authorized users can access documents stored in the centralized OpenLine archive.

OpenLine's easy to use administration and management interface, coupled with security control and encoding features offers graded levels of confidentiality. OpenLine PR Server is therefore fully compliant with traceability legislation such as Sarbanes-Oxley and HIPAA. Confidential inbound documents converted into TIFF or PDF files are only routed to the authenticated recipients, designated printers or all-in-one devices for secure workflow processing.

## High Availability

OpenLine servers are engineered to be bulletproof through the implementation of a synchronous replication technology used for survivability. This optional intra-system replication scheme is used for co-located servers and provides a transparent failover mechanism ensuring high availability (HA) and minimizes service interruptions.

## SIMPLE OPERATIONS

### Fully Controlled Data Access

With Enhanced LDAP directory integration, there is no need to synchronize user databases. The system administrator can continue to work through a single application (Active Directory or Lotus Domino, among others) for handling user rights and user settings for fax functions.

### Direct and Efficient Access to Fax

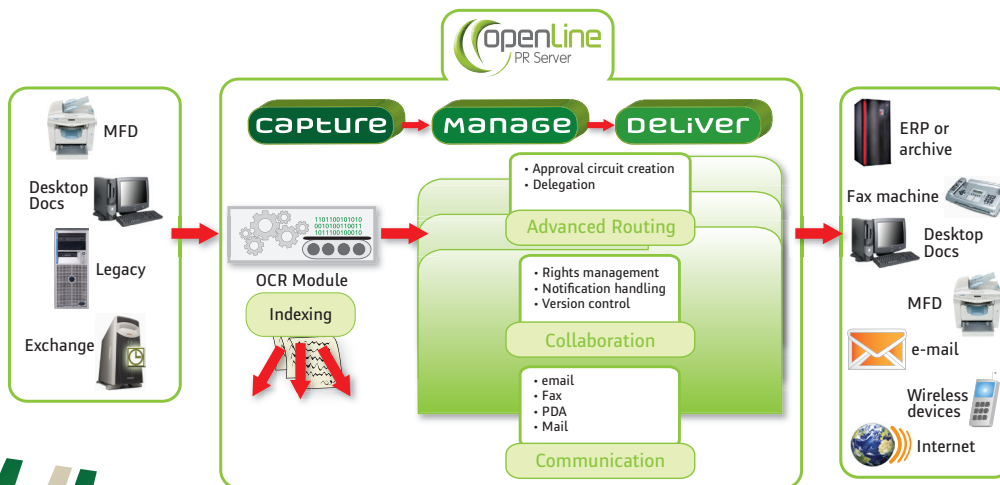
Teams can benefit from increased productivity and streamlined collaboration through the sharing of documents within a centralized location. Multiple iterations of documents are managed by OpenLine for complete revision control.

The comprehensive fax feature set integrates seamlessly into office applications, email clients, business-specific software, and more. The OpenLine PR Server GUI is available in six language options - French, English, German, Spanish, Italian and Portuguese - providing international customers with localized user interfaces for easy data access.

### Easy Archive and Search

Archive faxes, documents, business application files and email for easy search and storage.

Track all inbound and outbound business data and provide an audit trail - who did what and when, for every document. Find documents quickly with multi-criteria or full-text search to increase productivity and improved customer service.



OpenLine Application Overview

# OpenLine PR Server Technical Specifications

## SUPPORTED TELECOM / IT ENVIRONMENTS

### FAX Protocols

- V.34 Super G3 and G4
- ECM error correction mode
- T.38 and T.37
- SIP, H.323, and MGCP with CUCM 4.2(3) and 6.1+

### VoIP Gateways and Key Systems

- Cisco, Avaya, AudioCodes and Alcatel VoIP Gateways
- PABX supporting analog or ISDN connections

### Messaging Server

- Microsoft Exchange 2003/2007
- Lotus Domino 7.0/8.0
- Any SMTP mail server

### Application Interfaces

- Clients: Windows 2000 SP4/2003/XP/Vista
- Terminal Services and Citrix
- Microsoft Outlook 2003/2007
- Lotus Notes 6.x/7.x/8.x
- MS Word or OpenOffice Writer macros
- Web interface: IE6 or higher/Safari/Chrome/Firefox
- SAP R/3
- Business applications (ERP/CRM) via the Autofax option

### Peripheral Interfaces

- Multifunction devices (SAGEM, OKI Printing Solutions, HP, Xerox, Lexmark) with Scan-To-Email or Scan-To-Folder functionality
- Sagem-Interstar Connectors for eCopy ShareScan OP and Sharp OSA
- Network printers and scanners
- Smartphones, PDA

## Administration

- Administrator languages: French/English

### System

- Centralized Microsoft Management Console (MMC) or web interface for easy fax server system administration
- Delegate site administrators with configurable privileges

### User Administration

- Simplified user management with enhanced LDAP directory integration
- Create, edit and delete internal users
- Assign resources, cover pages, billing codes through Profiles
- Multi-tenancy for hosting several independent organizations, each with their own administrators and users on a single system

### Communication Service

- Centrally manage queues and communication channels
- Configurable error codes and retries for transmission delivery failures
- Definable user faxing priorities and QoS
- Prevent users from sending faxes simultaneously to the same number
- Support for multiple T.38 VoIP gateways with redundant dial-plans
- Number Modification and Least Cost Routing (LCR) tables
- Fax Smart Resume (Resend only the failed pages of a fax)

### Automatic Fax Delivery

- Methods: DID, DNIS, ANI, CSID, OCR, Channel and LDAP lookup
- Destinations: user, email, folder, printer, MFD or external applications

- Configurable notification templates and attachment filename and automatic page split
- Notify several destinations simultaneously

### Supported Document Format

- Adobe PDF, HTML, JPG, GIF, RTF
- Microsoft Word, PowerPoint, Excel
- Any Windows application that support "Print-To"
- Output to G3 and G4 TIF fax formats from low to ultra-fine resolutions

### Scalability

- Number of documents: 500,000
- Number of fax channels: up to 8
- Maximum number of users: up to 50 for document management, unlimited for fax server

### Security

- SSL authentication and encryption between all server modules and clients
- HTTPS for secured Web Client communications
- Built-in Windows Authentication support
- Enforce usage of billing codes
- Restricted fax number destinations
- Per user/profile security settings (Allow to fax, require password, modify sender information, enforce cover page, etc.)

### Monitoring & Reporting

- Monitor all faxes sent, received, or in process, as well as server modules status
- Live graphical fax port usage monitor and integrated network packet capturing utility
- System queue monitoring and alerts through SNMP and Performance Monitor (PerfMon)
- Exportable communications log for traffic analysis: line load, communications, billing codes

### Application Integration

- Send faxes via any application capable of producing an image (TIF/PDF) or Postscript or PCL5 files via OCR zone recognition
- Business application/process integration using XML or embedded fax codes
- Route to Folder with MetaData and XSLT support

## User Interfaces

- Client languages: French/English/German/Spanish/Italian/Portuguese

### Desktop client

- Send-out directly from any print-capable application
- Drag-and-drop transmit using SendFAX: build a fax from several different files
- Rearrange/delete pages, add text insertions, highlights, and stamps to faxes
- Customizable cover page and transmission settings
- Fax preview before transmission
- Select either individual or broadcast report notifications
- MAPi or private phonebook for fax contact management
- Office 2003/2007 add-in for documentation management

### Messaging client

- Fax (Send/receive) using familiar messaging client
- Custom forms for Microsoft Outlook and Lotus Notes allow users to select coversheets and modify fax transmission settings
- Deliver documents by fax and email simultaneously
- Fax notifications in HTML or text format, and attachments in TIF & PDF
- Select either individual or broadcast report notifications
- Address faxes using messaging client address book
- Print, forward and archive fax notifications

### Web-Based Client

- Web-based user fax composition and management utility
- Fax management from anywhere, any time
- Live view of queued faxes
- Send, resubmit, cancel, delete, forward your faxes
- Customizable cover page and transmission settings

## Document Management and Archival

- Document lifecycle management: creation, publication, approval workflow, archiving, or deletion
- Document search < 5 seconds
- Unlimited rules creation
- Unlimited approval process creation
- Advanced and adaptable metadata categories
- PDF conversion

### Document lifecycle

- Separator sheet management for scanned documents
- Automated identification of structured documents
- Automated data extraction
- Automated OCR and indexing

### Content management

- Flexible Document and folder classification
- Public folders: automated and manual creation by administrator
- Private folders: automated and manual creation by administrator and users
- Document life management
- Document version management
- Archive creation on external storage devices
- ISO image creation for CD and DVD archiving

### Tracking

- Document history and system events logs
- Events notifications regarding document status changes

### Search

- Full text and multi-criteria search
- Save customized search queries

### Workflow

- Web-based configuration interface
- Approval process creation
- Single or automated delegation
- Workflow validity and duration management
- Event triggered notifications
- Advanced routing rules
- Open or controlled collaboration



## Hardware

Chassis:	2U rack <sup>(1)</sup>
Integration kit	Slides and handles delivered as standard
Weight	10kg/22.05lbs
Dimensions (LxDxH)	430 x 420 x 98 mm 16.93 x 16.53 x 3.86 in
Disk Drives	2 x 250 GB SATA RAID 1 Hot-swap capable
Network interface	2 x 10/100/1000 Mbps Ethernet
USB 2.0 interface	2 ports in front 2 ports in rear
OS	Windows 2003 Server
SNMP surveillance	Hardware, disks
SMTP alerts	Disk drive status
Working temperature range	10°C - 35°C / 50°F - 95°F
Standards certification	Europe CE North America c-UL-us listed

## OPTIONS

### Fax Board

- 2, 4, 8 channels (Analog)
- 2, 4 channels (DID)
- 2 channels (1 Analog/1 DID)
- 4 channels (2 Analog/2 DID)
- 8 channels (Digital) <sup>(3)</sup>

### FoIP <sup>(3)</sup>

- One T38 channel
- One channel upgrade from legacy to T.38

### Fax Server

- High Availability <sup>(4)</sup>
- SPAM Filtering and OCR Routing <sup>(2)</sup>
- AUTOFAX – Configurable utility to automate outbound faxes
- Sharp OSA Connector
- SAP R/3 Connector

### Document Management Users <sup>(5)</sup>

- 10, 20, 40 additional concurrent users

### Notes

- (1) Base H/W appliance – no fax cards included . T.38 "application ready"
- (2) Availability based on specific evolving customer demand
- (3) For scalability options beyond 8 channels, please contact Sagem-Interstar.
- (4) Requires a second H/W appliance (boarded or boardless) which is ordered separately for RTU license on the HA s/w option.
- (5) Base offering includes 10 concurrent "Document Management" users. Maximum of 50 users for document management & unlimited for Fax users.

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