



Do More with MESSAGEmanager

# MESSAGEmanager Document Delivery

## How it Works

Key information in document output or print streams eg. mail or fax address, is recognised by MESSAGEmanager to automatically generate PDF or TIF files for delivery by mail or fax.

Messages can contain body text and any number of attachments.

Document delivery can send attachments in their original format or convert the attachment to PDF.

Site options include:

- No conversion, mail copies of original files – files will be sent as is, with no merging or conversion.
- Convert each attachment into a separate PDF file – each attachment will be converted into a separate PDF file.
- Merge all attachments into one PDF file - each attachment (including PDF files) is merged into one PDF.

Email messages are delivered via the email driver with the sender's address shown as either a default SMTP address or the originator's email address and the message subject as the email subject. MESSAGEmanager supports the conversion of most Windows and Postscript file formats to Adobe Portable Document Format (PDF) for transmission to any Internet email address.

Fax messages are delivered by the Fax driver with the senders fax number shown as the return address.

MESSAGEmanager also provides support for Adobe (formerly Jetform), Optio, WilComm, Streamserve, Paris and CreateForm Workflow and Forms packages.

Business has always been concerned with time sensitivity and speed in communications. Today there is increasing pressure to improve profitability through improved productivity and more efficient processes challenging organisations to find affordable easy to deploy technology that adapts and improves organisational workflow processes and communications effectiveness and security with timely document delivery.

Today there is the added burden of compliance-meeting investors' expectations of reliable financial reporting and higher standards of corporate ethical behavior. In many industries regulatory bodies are strictly enforcing statutory acts, regulations and rules which demand transparent ethical operational management.

Many businesses continue to rely on labour intensive, slow, insecure and costly printing, fax machines and postal services for delivery of commercial documents such as reports, RFQ's, invoices, purchase orders and remittance advices from IT systems.

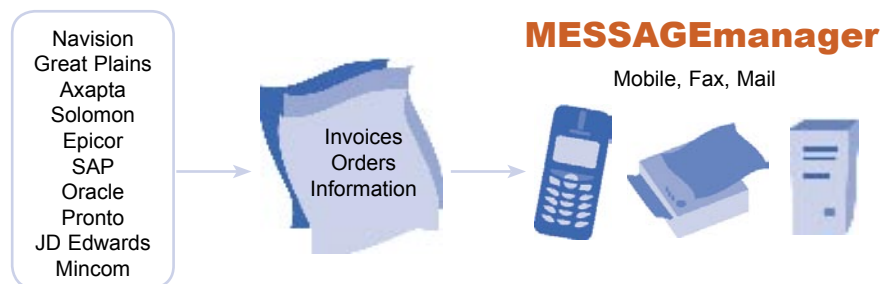
## Document Delivery

MESSAGEmanager automates the delivery of business critical documents such as purchase orders, invoices and statements to FAX, Email, SMS and Print destinations eliminating the cost of printing, enveloping, stationery, manual fax and postal services.

And MESSAGEmanager easily interfaces with workflow processes and Document Management solutions so you won't have any compliance headaches with a comprehensive record of every fax and email message sent and received.

Business can rapidly implement MESSAGEmanager without disrupting current systems or business processes.

## Open Modular Architecture



MESSAGEmanager modular architecture separates applications from the actual media processing by providing a gateway to the document delivery Server via Web Services, COM, Print and File Pickup API's. The Server is responsible for message routing, file conversions, transmission and reception, retries, security and logging.

Document delivery is platform independent and supports IBM AS/400, Sun Solaris, HP-UX, IBM AIX, HI-Tru (Compaq/Digital), SCO Unix, Linux, Windows XP/2000, Windows NT and VAX/VMS environments.

## Least Cost Routing and Load Balancing

Multiple machines can be configured for backup, load balancing and least cost routing over the intranet to a Server ideally located to send the message, based on call costs, processing capacity and workload.

## Notifications

MESSAGEmanager provides notification of the success or failure of the transmission and if required a copy of the transmitted message to a users mailbox or the host application.

**Microsoft**  
GOLD CERTIFIED

Partner

**Dialogic**  
Application Partner

Innovator



## Queue Manager

MESSAGEmanager provides tools to manage the progress of messages from any Windows workstation, or from anywhere on the Internet:

- Check the status of any message.
- Search for any message by status, date, time, received or sent.
- Display, print, or delete any message, or group of messages.
- Forward a received message to another user or address.
- Cancel or change the priority of a pending message.
- Sort message by subject, address, account, addressee name and company.
- Resubmit messages to the original or new destination.

MESSAGEmanager automatically archives documents sent by fax, email and SMS making it ideally suited for complying with regulatory mandates that documents be preserved. Documents transmitted with MESSAGEmanager can be easily routed to a network file store or document management system.

## Report Manager

MESSAGEmanager produces detailed Graphical and Statistical Reports on all message activity.

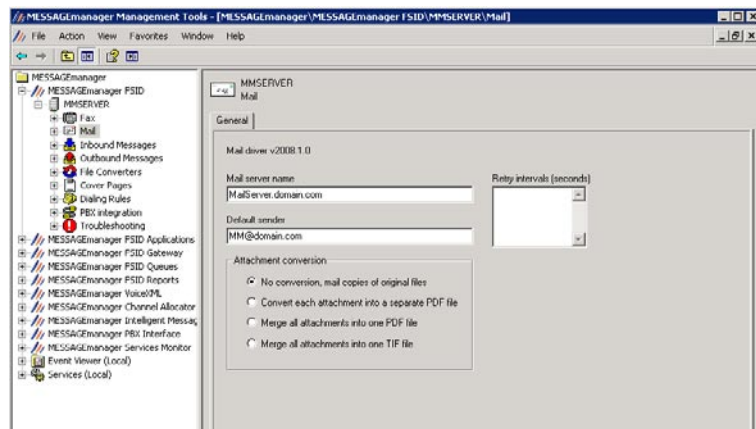
- Estimated call cost by user.
- Total call duration by user.
- Total incoming and outgoing call duration by hour.
- Summaries and detail of outgoing messages by sender or billing code.
- Incoming message details sorted by Server.

For a complete list of prerequisites visit:  
[www.mmanager.com/products/prereqs.htm](http://www.mmanager.com/products/prereqs.htm)

## Administration

MESSAGEmanager supports the .NET framework for remote configuration and management. Locally Microsoft Management Console (MMC) Snap-Ins provide industry standard tools to configure and manage services.

All components present familiar tabbed controls to minimise training costs and learning time.



## Incoming Facsimiles

Incoming faxes are routed direct to user mailboxes or host application.

Routing methods supported include DID, DTMF, PBX CT Interface, Line-based, CSID or ISDN. Messages can be manually routed by the Administrator or automatically forwarded to users' Exchange 2000/2003, SAP, Domino, GroupWise, SMTP Mailboxes, as well as Printers and Folders for processing by third party applications.

Whilst TIF has been the standard for FAX, there is little doubt PDF is the unchallenged de facto standard for document distribution.

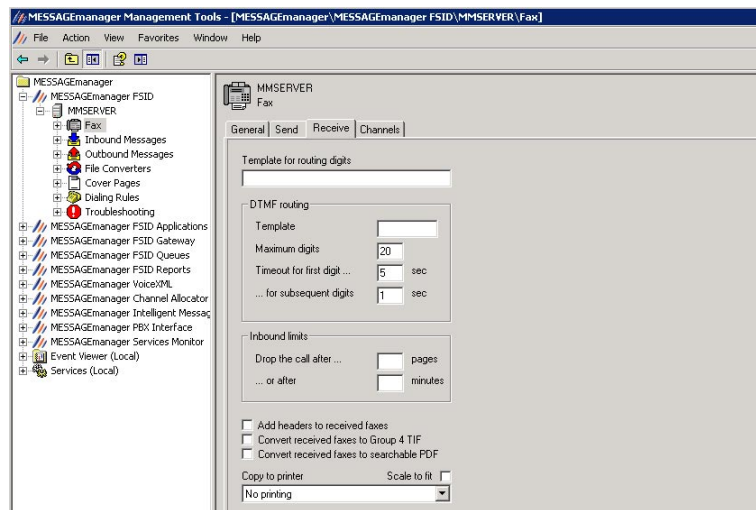
MESSAGEmanager can optionally convert Incoming facsimiles into searchable PDFs means incoming messages are easily imported into easily accessible, retrievable and manageable electronic documents.

Searchable PDF is the preferred format for organisations with Compliance Applications such as Document Management systems that can take advantage of the text search capabilities to quickly ascertain the content of a fax document.



MESSAGEmanager uses OmniPage to convert the incoming Fax TIF file to searchable PDF. OmniPage offers the most accurate and robust OCR and efficient PDF processing engine available.

Details of received messages are stored in a receive database and the associated Searchable PDF files are stored in the receive subdirectory. In addition there is an optional separate archive copy which can be stored in a SQL Server database.



Searchable PDF is licensed by FAX Server