



MESSAGEmanager FAX *on Premise* and *on Demand*

MESSAGEmanager

SAP FAX, SMS & E-mail Delivery

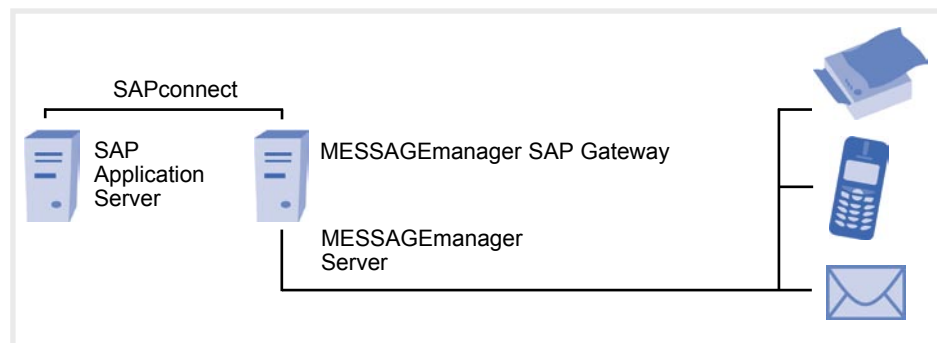
'Automates the delivery and receipt of business critical documents with SAP Business Applications via SAP Certified Integration.'

Processing paper documents is part of every daily work process. If your organisation is like most, you waste a lot of time and money manually handling documents when you could quit paper and automate your business processes.

However efficient your system may be handling logistics, financial flows and other business critical information, one major bottleneck still remains, getting invoices, purchase orders, remittance advices etc out of SAP.

MESSAGEmanager certified integration provides a seamless interface to SAP business applications for delivery of business documents by:

- T.38 IP and T.30 Public Switched Network Fax.
- SMS to GSM, CDMA and TDMA phones and pagers via GSM modem or Short Message Peer to Peer (SMPP).
- Email in PDF, TIFF or native format.



SAP Certified
Integration with SAP NetWeaver®

SAPconnect Integration

With SAPconnect organisations can send from any SAP Business Suite application.

MESSAGEmanager is configured as the default output device, with preferred addressing details and notification parameters.

Message delivery can be scheduled as a batch process or as a one off to be sent immediately. Messages can be delivered in PCL, PostScript, PDF and RAW text file formats which are automatically converted to the required format by the Server as part of the delivery process.

The SAP Connector routes data to and from MESSAGEmanager. The Connector includes ComServer, software licensed from SAP Systems Integration AG, which allows the MESSAGEmanager Server to support the SAP program-to-program communication interface and to communicate with SAP via SAPconnect.

No software is required to be installed on the SAP system.

MESSAGEmanager Server is responsible for media processing, message routing, file conversions, transmission, reception, retries, security and logging.

Notification of the success or failure of the transmission can be delivered to any Exchange, Notes, GroupWise, SMTP or SAPoffice Mailbox. You can receive notification of failed and successful transmissions or for failures only.

Software Only IP Fax Server

Historically fax media processing and the interface resided on a server necessitating a fax server in each business location. With IP Fax, the fax resources reside on the Server and the PSTN network resources reside in an IP Gateway.

SAP users access the fax image and signal processing capability that resides in a central data center with the Gateways in the remote offices providing the interface to the PSTN.

This translates into *one Fax Server* for all your fax requirements, PLUS

- STD and IDD Call savings.
- Elimination of analog phone lines, toner, paper and dedicated fax hardware.
- Lower operating costs and simplified deployment to remote sites as fax software is easier to deploy and less complex to maintain than multiple hardware based solutions.
- Runs on Virtual Environments.

SMS

MESSAGEmanager server supports SMS via GSM modem connected via USB and Short Message Peer to Peer (SMPP)

A GSM modem can deliver 1 message every 7 seconds. The maximum message capacity for an SMPP configuration is up to 100 messages per second.

Incoming SMS messages can be automatically routed to a mailbox.

E-mail

Email messages are delivered via the MESSAGEmanager email driver. The MESSAGEmanager conversion engine converts Windows, PCL and Postscript file formats to Adobe Portable Document Format (PDF) for transmission to any Internet email address.

The sender's address is shown as either a default SMTP address or the originator's email address and the message subject as the email subject.

Management and Reports

You can manage the progress of messages from MMC or the Web Browser Client to:

- 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.
- Resubmit individual or multiple messages to the original or a new destination.
- Sort messages by subject, address, account, addressee name and company.

Detailed and Graphical Reports provide details of all message transmission and reception including:

- Estimated call costs by user and total call duration by user.
- Total incoming and outgoing call duration by hour.
- Summaries and detail of outgoing messages by sender.

Call costs can be reduced by diverting fax messages to a Server that can deliver the messages to the final destination more economically.

