FaxPulse™ Business Intelligence for RightFax
Advanced Fax Traffic Analytics with System Monitoring and Alerting

The FaxPulse™ Business Intelligence Suite is a unique enterprise platform developed by Advantage Technologies, Inc. The product combines fax traffic analytics gathering and reporting with monitoring and alerting. It provides a single "visual-based" portal where system administrators can simply "click and gather" to get critical information on the state of their RightFax environments, their services, and the inbound and outbound fax traffic the systems process. If RightFax is essential for your organization, FaxPulse™ is the most comprehensive solution available today for RightFax monitoring and reporting.

RightFax system administrators use FaxPulse Business Intelligence to:

- Monitor single and/or multiple RightFax systems and collectives, their channels, services, and server resources through a single, visual-based console and graphical display.
- Isolate persistent fax delivery failures so fax address databases can be updated and maintained; maximizing usage of RightFax fax channels and system resources for inbound and outbound fax processing.
- Identify system issues, in near real-time, and resolve them quickly; avoiding missed inbound faxes and outbound fax processing bottlenecks in order to meet service level agreements for your most demanding users, groups, departments and teams using RightFax through integrated applications like Hyland OnBase, AllScripts, Cerner, McKesson, PeopleSoft, SAP, Oracle, and Epic.
- Configure alerting email features based on system matrix and allowable thresholds – pages in queue, work requests in queue, active channels, in-process faxes, and sending/receiving channels and their usage.
- By data warehousing critical, historical information, system administrators are able to look back at fax trends to help with capacity and architecture planning.

FaxPulse™ Business Intelligence gives RightFax customers the ability to easily view and understand channel usage, fax conversion processing, peak fax periods, identify *chronic* fax errors, and helps with understanding the overall health of the RightFax system(s) and fax communications services. RightFax administrators are able to drill down into specific fax delivery information to look at fax history and transmission details and are able to monitor and set thresholds and alerts on RightFax services performance.

FaxPulse™ Services for RightFax

Deploying RightFax helped your business save time and money and streamline document handling processes. If your organization still uses fax, it's is clear this communication method is still critical to the business and the people you communicate with. Our FaxPulse™ products and services are designed to enhance the RightFax product experience so customers can better manage and maintain their vital fax systems for optimal performance and to meet critical business demands.

FaxPulse™ Alternate Fax Route Service - Maximizing fax deliveries and reception success rates is vital to our healthcare and financial services customers. Organizations who are able to identify "trouble" fax numbers - fax numbers and devices that experience a higher than normal failure rate - can bypass on-premise telephone equipment and carrier lines using the FaxPulse Alternate Fax Route Service (AFRS) – the two elements that play a major role achieving reliable fax transmissions. Customers also have the options to port existing inbound fax numbers and/or provision new inbound fax numbers to assist with inbound fax reception as well. While these scenarios are rare; when they occur, it is important to deliver a solution to the business that is transparent to the administrators and end users and avoids the use of manual, paper-based fax machines.

FaxPulse™ Test Fax Service - A simple, reliable service that allows RightFax customers to determine if inbound fax transmissions are being received by their telephone service provider (carrier), telephone equipment, and RightFax system(s). The FaxPulse™ Test Fax Service systematically attempts to send a fax transmission throughout the day to specific inbound fax number(s)/DID(s) assigned in a RightFax system(s). System administrators receive delivery status notification via email. Delivery notifications state if a test fax transmission was successfully received by their RightFax system or not. Administrators can receive notification on successful only, failed only, or both. If an administrator receives a failure notification, they can take immediate action to troubleshoot and resolve the issues quickly and efficiently.

About Advantage Technologies, Inc.

Advantage Technologies, Inc. is a leading provider and integrator of enterprise fax server and mission-critical electronic automated document and information delivery systems. All of our solutions help customers reduce or eliminate paper-based document handling by digitizing critical documents, streamline document processes, increase productivity, and help reduce costs over traditional, manual fax and document delivery, reception, and scanning methods within their organizations.

As one of a very few Platinum Authorized Support Partners (ASP) Fax and Document Distribution partners for RightFax and with more than two decades in the industry; we are uniquely qualified to help design, implement, and support RightFax and its related products and services. All of our RightFax engineers and sales representatives hold certifications for all aspects of the RightFax product lines, including on-premise solutions, cloud-based, and hybrid offerings and system configurations

Our engineers were the first team to design and implement a clustered RightFax system and RightFax in a collective here in the US and assisted with documentation development for these system architecture types.

Our team has worked with Fortune 100 companies, IBM, Perot Systems, Capgemini and small businesses alike, to insure that the solutions they require are designed and implemented to each customers exacting requirements. Clients that work with us find a dedicated group of professionals ready to help your team move through projects as quickly as possible; while effectively communicating every step of the way.

Contact us for more information or discuss how we can help your organization deploy and maintain new and existing RightFax systems.

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