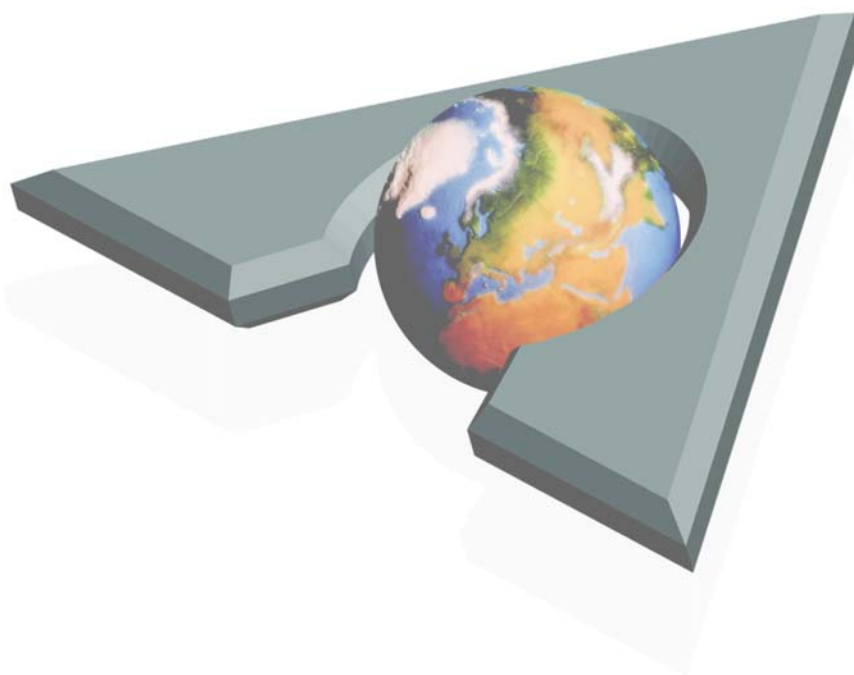


## Network Faxing ROI: What You Don't Know Could Save You Money



The move to computer-based, network faxing is one of the most cost-effective, productivity-enhancing improvements available to organizations involved in fax-intensive industries. Network fax servers take care of fax jobs more quickly, accurately and inexpensively than any standalone fax machine.

## Save Time, Save Money

---

Sending a fax with a network fax server takes less than one tenth of the time sending a fax manually. In fact, the higher the fax volume, the more money, time, and resources computer-based, network faxing can save. Computer-based, network faxing has already helped companies in the manufacturing, financial, legal, hospitality, insurance and health care industries to:

- Reduce communication costs
- Integrate paper documents into electronic workflow
- Reduce paper consumption
- Accelerate document processing and turnaround time
- Meet security and regulatory compliance goals
- Provide web-based fax access to mobile, offsite employees

In some cases, network fax servers have even enabled customers to grow their businesses – expand their client base, for example – without ever having to hire additional staff.

## A Reliable, All-In-One Network Faxing Solution

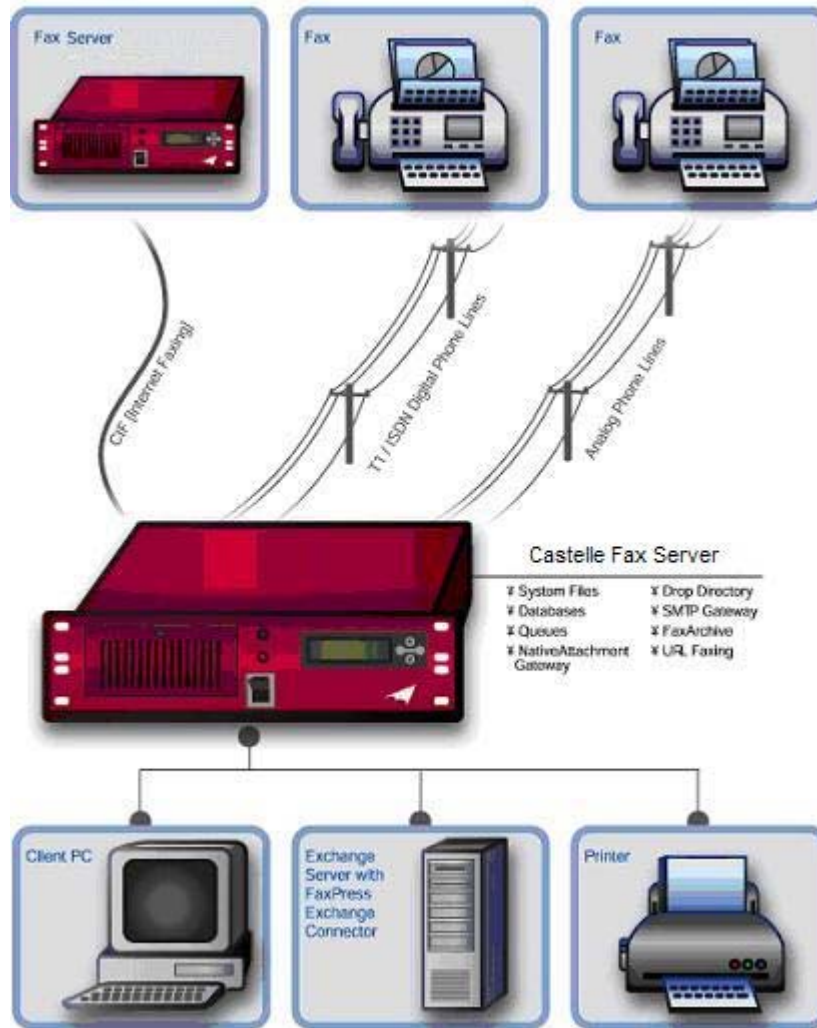
---

Implementing a Castelle network fax server is like providing everyone in the office with a virtual fax machine, at a fraction of the cost. Castelle's server-based licensing rather than per user licensing means users can be added at any time with no extra expense. Castelle's FaxPress Premier analog and FaxPress Enterprise digital fax servers offer every possible network faxing option, including:

- Desktop PC faxing
- Automated, production faxing
- Faxing from email applications
- Faxing from Microsoft Office applications
- Sending faxes to multiple email and fax recipients
- Document management system and electronic workflow integration
- Touch-screen faxing from copiers, scanners and MFPs
- Multilanguage character support
- Leading-edge development tools for custom fax applications

A combined hardware and software solution, Castelle fax servers represent an advanced, state-of-the-art approach to network faxing in one robust, server-class machine. With

integrated file storage for system and fax data files, a multitasking embedded Windows operating system and pre-installed server software, Castle's patent pending FaxPress Plus technology offers a complete, enterprise-class network faxing solution. Load sharing with multiple fax server units provides for even distribution of outbound and inbound fax loads and efficient high volume fax transmission.



Castle fax servers use industrial grade server hardware (6 layer or above PCB) chosen for reliability, stability, and product longevity. Industrial grade hardware offers 24/7 uptime that consumer grade hardware (below 6 layer PCB) can't provide. Intel Dialogic fax modem boards, the fax module inside the Castle fax server platforms,

provide fast transmission and throughput, worldwide compatibility and product scalability. An internal 80GB hard disk stores system files and fax job files. The FaxPress Premier and FaxPress Enterprise's default Error Correction Mode (ECM) guarantees faxes will be sent and received with no errors, as long as the sending or receiving machine also supports ECM.

## Built-in Services, Gateways and Connectors

---

The FaxPress Premier and FaxPress Enterprise services, email gateways and connectors provide administrative convenience and control, as well as a wide range of user benefits. Services, gateways and connectors include:

- FaxPress Exchange Connector
- FaxPress Lotus Notes Gateway
- FaxPress Email Gateway for SMTP
- FaxPress Email Gateway for MAPI
- eCopy Connector
- Xerox Fax Interface
- Active Directory Synchronizer
- Built-in Fax Archive Service
- System Backup and Restore

### Time Saving User Benefits

---

With Castelle fax servers, faxing becomes as easy as sending an email, encouraging prompt, efficient response to customer requests. Faxing is ideal for handling business-critical and potentially sensitive information – sales quotes, invoices, purchase orders, contracts and lab results are just a few examples.

Allowing users to send, receive, and manage faxes from their desktops, the Web, business applications, FaxPress Premier and FaxPress Enterprise fax servers deliver reduced communication costs, accelerated processing time, and streamlined, accurate communication. Web-based fax access for mobile, offsite employees is just as secure, confidential and efficient as access from the desktops of their own PCs.

Time-saving user benefits include:

- Sending and receiving faxes from email applications and the FaxPress Plus desktop client
- Faxing straight from desktop applications
- Faxing from secure Web Interface
- Fax transmission tracking (fax history, sender, time sent, destination info, bill-back codes, etc.)
- Customizable notification features, allowing users to monitor document delivery status
- Automatic inbound routing delivers faxes directly to users' desktops and email inboxes
- Inbound faxes accessible from Windows-based fax client interface, web client interface or email inbox
- Incoming and outgoing fax queue sorting, according to sender, status, destination, etc
- Access to personal and corporate database phonebooks
- Fax phonebook creation from local, file-based databases such as Access, Excel, dBase, FoxPro, etc.
- Improved fax quality, formatting capability and document legibility
- Multiple attachment capability with multiple file format support (e.g., .pdf, .xls, .doc)
- Document delivery to both fax and email recipients simultaneously
- Fax archiving, eliminating the need to keep faxed copies of documents
- Load sharing prevents delays and assist in efficient high volume fax transmission
- Drag & drop fax routing routes inbound faxes to users with a single mouse click
- FaxMerge (faxing equivalent of Mail Merge) allows broadcasting of

customized documents to multiple recipients. Destination specific info (fax numbers, names, etc.) comes from any data source supported by Microsoft Word Mail Merge

- Favorite Documents and Favorite Messages feature provides immediate access to frequently used fax content
- Optional alert feature can be configured to automatically notify recipient whenever a new fax arrives.

Whether in the office or on the road, FaxPress Premier and FaxPress Enterprise users can send, receive and manage documents without ever misplacing a fax.

### Maximize Existing Document Management, Network and Telephony Resources

Castelle's corporate partnerships with a wide range of vendors means Castelle fax servers support most of today's leading technologies, devices and applications, integrating your company's fax transactions seamlessly into electronic document workflow.

Offering support for virtually all network environments and telephony interfaces, Castelle FaxPress Premier and FaxPress Enterprise fax servers are compatible with most PBX systems, converters and third-party integrated access devices used to integrate network and phone systems.

A variety of email gateways provide fax and email integration options for most of today's email environments. The FaxPress Premier server's embedded email gateway service provides the added benefit of running on the server rather than on a network workstation.

### Copier, Scanner and MFPs

- Canon
- HP
- Microtek
- Minolta
- Ricoh
- Xerox

### Document Management and Storage Systems

- Documentum/OTG/Legato
- Liberty IMS
- PaperWise
- Ricoh
- Westbrook/Fortis
- Verity's TeleForm

### Forms Design

- Planet Press
- Fabsoft Reform

### Contact Management Solutions

- FrontRange GoldMine®

### Telephony Interfaces

- FaxPress Enterprise digital fax servers T1, E1, and Euro-ISDN digital line types
- FaxPress Premier analog fax servers support standard analog telephone lines and DID (Direct Inward Dialing) trunk line types

### Telephony Devices and PBX Systems

- 3COM (NBX/VBX)
- Adtran (TA 604/608, Atlas 550)
- Avaya
- Cisco Avvid
- NEC
- Toshiba

## Network Environments and Applications

- Microsoft Windows 98/NT/2000/XP/2003 and Windows Terminal Servers.
- Novell NetWare 5 and 6 Pure IP Networks
- Linux/Unix Networks
- Apple Macintosh with TCP/IP Networks
- Citrix MetaFrame

## Email Environments

- Microsoft Exchange and Outlook Environments
- IBM Lotus Notes Environments
- Novell GroupWise
- SMTP-Compatible Email Environments

## Microsoft Certified

---

As a Microsoft Certified Partner, Castelle is committed to ongoing fax solution development for Microsoft applications. Castelle fax server/Microsoft integration features include:

- Embedded Windows SAK 2.0 operating system
- Windows XP certified FaxPress Premier client
- Seamless integration with Microsoft applications, including Outlook and the Office Suite.
- Microsoft Word-based fax cover pages provide Word's familiar formatting and editing power for creating custom fax cover pages.
- Active Directory synchronizer provides advanced, simplified Microsoft Active Directory integration and centralized user management
- Send To menus of Microsoft Office applications and Windows Explorer are fax-enabled

- Exchange and Outlook integration means users can send and receive faxes from their Inboxes
- Using existing MAPI phonebooks and Outlook contact lists for fax addressing

## Integrate Faxes into Electronic Document Workflow

---

Castelle fax servers are extremely useful in integrating paper-based information into electronic document management systems and workflows. Paper-based faxes received by a FaxPress Premier or FaxPress Enterprise can be electronically stored, converted, forwarded to an email address, annotated, archived, or even retrieved by third party applications with no user intervention.

## Powerful, Labor Saving Administration Tools

---

Designed with administrators in mind, the FaxPress Premier and FaxPress Enterprise's administrative tools make for an easy rollout, seamless integration with existing IT systems, and convenient ongoing server and user management.

Administration and user management tools include:

- Pre-installed operating system and server files
- Remote administration and fax management using the secure Web Client or Remote Access.
- Active Directory synchronization automatically creates new fax accounts
- NT user import utility

- SMS and ZENworks centralized client installs
- SNMP Management for Windows with HP OpenView, Novell ManageWise and IBM Tivoli
- Fax Archive service with both offline, long-term mode or continually active online mode
- Backup and Restore feature protects system files, user information, and fax job data
- Fax Reporting
- Priority user and fax job priority support
- Automated, production fax utilities
- Easy phone book creation and management; corporate and personal FaxPress Premier phonebooks utilize the CodeBase database; support up to 32,000 entries; import and export facilities from .dbf and comma delimited formats; other ODBC-based contact management packages (such as ACT) also supported
- Convenient phonebook mapping to existing databases; any SQL compliant DBMS servers, such as Microsoft SQL server, Oracle, Informix, ISAM type databases such as: dBase, Excel, FoxPro etc supported.
- ODBC phone book supported; Microsoft Access database supported

## Web-based Administration and Fax Access

---

The FaxPress Web Interface provides secure, SSL encrypted access to fax server administrative and end user features from any web browser. Any web browser with access to the server allows administrators to manage FaxPress Premier and FaxPress Enterprise units and

users, and also allows users to send, receive and manage faxes.

## Innovative, Flexible Application Development Tools

---

Interfaces based on open Web Services standards make the FaxPress Premier and FaxPress Enterprise fax servers flexible enough to meet the needs of the most heterogeneous, high volume production fax environments. Castle's Web Services SDK provides an ideal tool set for developing custom fax applications. Highlights of the Web Services SDK include:

- Sample clients, with source code provided, in Java, C++, C#, Visual Basic, and Perl
- Full interoperability with Microsoft Windows, Linux, Macintosh and standard Unix platforms
- Functionality exported as WS-I conformant Web Services
- Full interoperability in Microsoft .Net environments and Java environments
- Web Services SDK Developer's Guide, provides a variety of potential development scenarios
- Java API, generated from Apache Axis wsdlgen, provides a 100% pure Java client
- C# and Visual Basic APIs automatically generated from .Net environment's WSDL file.
- Optimized Web Services functionality, including DIME file transfers and SSL security
- Encoded file transfer provided for environments lacking DIME attachment transfers

## Copier, Scanner, and MFP Integration

---

Castelle's FaxPress Premier and FaxPress Enterprise fax servers provide an ideal scan in, fax out solution for a variety of copier, scanner and MFP devices. With a Castelle fax server integrated into the system, walk-up copier, scanner and MFP users have access to an intuitive, user-friendly fax interface and can convert paper documents immediately to electronic fax files with the touch of a button. Once a document is scanned, the copier, scanner or MFP is immediately free for further use, since all fax retries occur at the fax server.

Supported copier, scanner and MFP devices include:

- HP High-End Mono LaserJet, LaserJet MFP and Digital Sender devices
- Xerox Document Centre and WorkCentre systems with Xerox Server Fax Kit

Castelle fax servers also integrate with eCopy ShareScan OP v3.0, letting users scan and fax documents directly from a variety of ShareScan-enabled copiers and MFPs, including Canon, Minolta, HP, Océ, Ricoh, Sharp, Fujitsu, and Toshiba products. Castelle fax servers and eCopy's ShareScan Open Platform software transform copier and MFP devices into reliable, high-powered fax machines.

## Security and Regulatory Compliance Advantages

---

FaxPress Premier and FaxPress Enterprise fax servers are a real benefit to organizations trying to meet legal

obligations to protect client, employee and patient privacy, safeguard business-critical data, and confirm all document transactions are properly recorded and archived. With Castelle fax servers, senders can fax confidential information directly from the privacy of their computers, right from the application they're working in.

Departmental computers receiving inbound faxes can be password-protected, accessible only to authorized individuals within the department, and configured with built-in security policies, further reducing security risks.

FaxPress Premier and FaxPress Enterprise can also be configured to automatically perform many of the privacy and security procedures that an individual – the fax sender, recipient, or administrator – would otherwise have to perform manually. Additionally, Castelle fax servers provide a variety of configurable, automatic tracking features useful in meeting both HIPAA and Sarbanes-Oxley audit trail requirements:

- Automatic carbon copy
- Transaction logs
- Fax reports
- Notifications
- Automated fax archiving
- PBX dial-out password security
- User access and authorization features
- Supervisor-assigned fax approval requirements

These features guarantee that the details of every fax transaction will automatically be recorded, stored, organized and available for auditing purposes at any time. Additionally, with computer-based, network faxing, senders know without a

doubt whether or not faxes have been delivered successfully. Messages are either sent successfully, or the fax server transmitting the fax alerts the sender.

### Delivering Value: Exceptional ROI

By saving employees time, the Castelle fax servers save companies money. With FaxPress Premier and FaxPress Enterprise sending faxes becomes as convenient and reliable as sending email, dramatically reducing the time and labor involved in sending, receiving, and managing faxes.

Familiar Windows-based interfaces, as well as email, address book and business application integration dramatically reduces the steps employees take in their fax transactions. Automated, production

faxing capability also means that documents formerly sent by employees

can be automatically delivered by fax without user intervention.

Larger enterprises with offices linked by IP routing can also make use of Internet faxing. Faxes are sent over the Internet to a remote fax machine, which then uses phone lines at its own location to send the fax to its destination at a much lower cost. Internet faxing is extremely helpful in reducing long distance phone charges for office-to-office fax transmission. Scheduled broadcast/batch faxing allows faxes to be sent at off-peak hours, dramatically reducing document delivery costs.

The Castelle fax servers' combined hardware and software solution offers more potential for return on investment than any standalone fax machine.

FaxPress Premier ROI		
Time and Labor	Manual Faxing	Network faxing with a FaxPress Premier
Time spent per fax	10 minutes	1 minute
X Number of faxes per day	120	120
= Total time spent faxing	20 hours	2 hours
(x) Average employee wage	\$20/hour	\$20/hour
= Total cost/day	\$400	\$40
Cost savings per week = \$1800		

## Which Fax Server is Right for Your Company?

Offering straightforward integration with virtually all computing applications, messaging environments and telephony interfaces, there's a FaxPress Premier or FaxPress Enterprise to meet the faxing needs of any organization, from a small or medium size businesses to a large scale enterprise. Castelle's per-server licensing allows an unlimited number of users, unlike the per-user licensing of software-based fax solutions. Line types (analog or digital) and fax volume requirements play a large part in determining which FaxPress Premier model is right for your company.

The chart below provides a very conservative estimate of each model's fax capacity, with factors like graphic-intensive documents and retries for busy taken into account.

	FaxPress Premier Analog Fax Servers	FaxPress Enterprise Digital Fax Servers
Fax Transmission Capacity Per 8 Hour Period	2,112 pages (4 line model)	4,224 pages (8 channel fractional T1 model)
	4,224 pages (8 line model)	12,672 pages (24 channel/single T1 model)
	6,336 pages (12 line model)	25,344 pages (48 channel/2 T1 model)
	8,448 pages (16 line model)	38,016 pages (72 channel/3 T1 model)
Line Types Supported	- DID analog trunk lines - Standard analog (POTS) telephone lines	T1, E1, and Euro-ISDN digital line types

# CASTELLE®

Founded in 1987 and headquartered in Morgan Hill, California, Castelle develops office automation systems that allow organizations to easily implement faxing over local area networks and the Internet. Whether it's a small business or a large enterprise, Castelle network fax servers are tailored to meet the needs of any organization. Castelle products are easy to use and maintain, and provide an economical way for companies to share resources over the network. Our products are utilized by Fortune 1000 companies and small to medium-sized businesses, and are available through a worldwide network of distributors, value-added resellers, systems integrators and e-commerce retailers.

Castelle

855 Jarvis Drive, Suite 100

Morgan Hill, CA 95037

USA

Tel: 408-852-8000 or 800-289-7555

Fax: 408-852-8100

E-mail: [sales@castelle.com](mailto:sales@castelle.com)

Web: [www.castelle.com](http://www.castelle.com)

©2006 Castelle. This document is provided for informational purposes only.

Castelle is a registered trademark of Castelle. All other brand names are trademarks or registered trademarks of their respective holders.