

Alcatel-Lucent OmniTouch Fax Server

RELEASE 5

Utilizing “boardless” FoIP technology, the Alcatel-Lucent OmniTouch™ Fax Server yields a significant return on investment and costs appreciably less than leading legacy fax server solutions.



Sagem Communications provides Alcatel-Lucent with a fast, secure and robust IP fax server solution that has proven its market leadership in boardless (software-only) T.38 Fax over IP (FoIP). For five consecutive years, it has ranked #1 in the global IP fax market¹, and garnered numerous IP telephony awards.

The Alcatel-Lucent OmniTouch Fax Server is a scalable, full software, “boardless” FoIP solution. For enterprises that are adapting their workforces and realigning their business processes to newly adopted IP environments, the OmniTouch Fax Server is ready for mobility and faxing anywhere, anytime.

The OmniTouch Fax Server integrates seamlessly with Voice over IP (VoIP) technology and the T.38 fax relay capabilities of leading Alcatel-Lucent VoIP gateways. It complements the Alcatel-Lucent OmniTouch Unified Communications (UC) Application Suite, thus enriching unified messaging with fax mail in addition to e-mail and voice messaging.

The OmniTouch Fax Server is also available as an independent application.

Features

- Offers full integration into Alcatel-Lucent OmniTouch 8600 My Instant Communicator with OmniTouch UC based on Voice Extensible Markup Language (VXML) messaging
- Supports SIP/T.38; no hardware boards required
- Enables transmission and receipt of faxes from:
 - ↳ Anywhere through secure web access
 - ↳ Any SMTP-based e-mail messaging system (advanced features through user forms are available for Microsoft® Outlook® messaging software and IBM® Lotus Notes® mailbox)
 - ↳ Any desktop application through a virtual fax printer
- Assures system management from anywhere through secure web administration
- Delivers a full software-based solution, Red Hat® Enterprise Linux® environment on the server side

¹ Based on research conducted by Davidson Consulting

Benefits

- Ideal for any organization that has deployed or plans to deploy an IP telephony infrastructure
- Field-proven to manage large fax volumes and deliver high levels of scalability, reliability and availability
- An elegant and economical software solution that addresses the “fax problem” in IP networks with the most advanced T.38 FoIP integration for Alcatel-Lucent VoIP gateways
- Provides seamless IP PBX integration and virtual machine support through the Alcatel-Lucent Business Integrated Communication Solution (BiCS)
- Software can be installed on the same server as OmniTouch UC

Highlights

Lower telecom costs

The OmniTouch Fax Server dramatically boosts productivity over traditional manual faxing, because users no longer need to make time-consuming trips to the fax machine. The OmniTouch Fax Server also reduces telecom costs significantly compared with traditional faxing, while eliminating costly analog phone lines, hardware, maintenance and supplies. As a result, organizations can save tens of thousands of dollars a year with the OmniTouch Fax Server.

Security and compliance

The OmniTouch Fax Server protects document privacy and facilitates compliance with regulations, such as the Health Insurance Portability and Accountability Act (HIPAA) and the Sarbanes-Oxley Act. It routes sensitive documents in TIFF or PDF format via the security of VoIP networks and virtual private network (VPN) encryption to approved recipients and designated secure printers.

Scalability

As a completely software-based solution, the OmniTouch Fax Server is scalable up to tens of thousands of users simply by licensing extra channels. No new hardware is required. This type of investment provides an easy migration path to VoIP deployment in the future. And Session Initiation Protocol (SIP) ensures compatibility with today’s VoIP systems and those of the future.

OmniTouch Fax Server and Omni-Touch Unified Communications

The OmniTouch Fax Server seamlessly integrates with the OmniTouch UC solution and thus complements the unified messaging service.

- Fax messages are presented in the e-mail inbox (for Unified Messaging)
- Faxes are handled by the Alcatel-Lucent OmniTouch 8600 My Instant Communicator

Broadcast notification

An enhanced notification mechanism notifies users once a broadcast is completed (all faxes are sent and/or failed).

Enhanced support and integration

- Support for Windows Vista® operating system and Microsoft Office 2007
- Integration of Microsoft Exchange 2007 through SMTP

Easy integration

The OmniTouch Fax Server easily integrates with an existing e-mail system to enable users to send and receive faxes from their desktops.

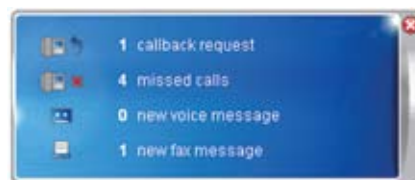
Flexibility

Administration features like billing codes and remote monitoring allow powerful control over transmission, logging, delivery and notification of faxes. Users can send individual faxes or fax broadcasts from their familiar e-mail programs.

Reliability

Sagem Communications pioneered boardless FoIP technology and remains the industry leader. Its team of experienced support professionals is second to none.

Figure 1. Fax notifications are handled as part of Alcatel-Lucent OmniTouch 8600 My Instant Communicator



Technical specifications

IP protocol support

- T.38, SIP

E-mail server support

- Microsoft Exchange 2007/2003
- Lotus Domino® R6.0, R6.5 & R7.0
- SMTP-compliant mail servers

Automatic routing

- Methods: Direct Inward Dial (DID), Automatic Number Identification (ANI), Call Station ID (CSID), Channel and Lightweight Directory Access Protocol (LDAP)
- Destinations: user, e-mail, printer

Administrative

- Active Directory® directory service/ Microsoft Exchange integration
- Remote monitoring and user management
- Support for T.38 Error Correction Mode (ECM)
- Graphical fax port monitor
- Exportable transaction logs

Server conversion of documents

- Adobe® PDF
- Microsoft Word word processing software, PowerPoint® presentation graphics program, Excel® spreadsheet software (requires Microsoft Office installation on server)
- HTML, JPEG, GIF and RTF
- Output to G3 and G4 TIFF fax formats in fine and ultra-fine resolutions

Fax notification and format

- Through e-mail in HTML or text format
- Fax attachments in PDF or fax TIFF

Multifunction printers

- Multifunction printers (Sagem, OKI Printing Solutions, HP, XEROX®, Lexmark) with Scan-To-Email or T.37 functionality

Operating systems

- Server: Red Hat® Enterprise Linux® Release 4
- Client: Windows Vista/XP

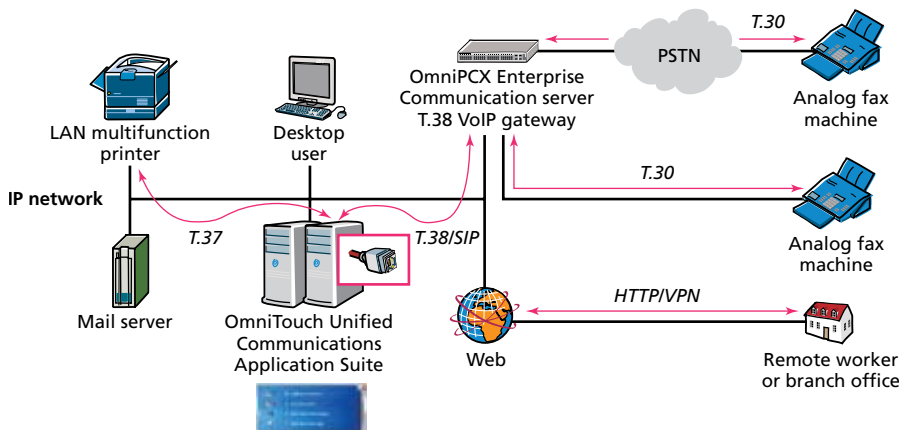
Hardware requirements

- Linux-compatible PC server platforms
- Minimum configuration: Pentium 4, 1.3 GHz, 512 MB RAM, 10 GB hard drive (IDE or SATA), Ethernet Card (server running only fax server, 2 simultaneous fax channels, 50 users)
- May be installed on the same physical server as OmniTouch UC software (for up to 500 users and 4 simultaneous fax channels, higher provisioning requires a dedicated server)
- Integrated into BiCS

Provisioning

- Up to 10,000 users and 30 simultaneous fax channels on a dedicated physical server. Typical hardware requirements in such a case are: CPU Dualcore 2.4 GHz, 2 GB RAM, and 50 GB hard drive for 1 million stored fax pages. Detailed specifications may vary depending on the specific customer usage.

Figure 2. Boardless FoIP



www.alcatel-lucent.com Alcatel, Lucent, Alcatel-Lucent and the Alcatel-Lucent logo are trademarks of Alcatel-Lucent. All other trademarks are the property of their respective owners. The information presented is subject to change without notice. Alcatel-Lucent assumes no responsibility for inaccuracies contained herein. © 2008 Alcatel-Lucent. All rights reserved. ENT2913080603 (07)

