Graphic Fax for R/3

GlobalComServer Application Interface

Communication Interface
FAX, SMS, Vocal, E-mail, TELEX

Introduction

The creator of Fax, Voice, E-mail, SMS and telex solutions, **AVM Informatique** is a leader in the field of Enterprise Communication, delivering turnkey systems to large corporations worldwide.

With more than 15 years experience in communications technologies and providing the most effective products to the market, AVM Informatique is increasing its development in Europe, the United States and Asia, with a majority of all projects being destined for **SAP** accounts. Today, **GlobalComServer** is installed at more than one thousand sites in 30 different countries.

Our solutions are secure, cost-effective and scalable.

Our servers are integrated with multiple environments, such as Microsoft, Lotus, and SMTP electronic messaging, job specific applications and ERP systems, most notably **SAP** R/3 (Graphic Fax for R/3 is BAPI certified). They offer true Fax, Voice, E-mail, SMS and Telex services for the entire enterprise, no matter how large or small, and respond rapidly and efficiently to the most demanding operating conditions.

How added value does AVM Informatique provide to its clients?

- A development team with experts of **SAP**, Lotus, Microsoft, UNIX, HP3000, AS400 and many other platforms,
- Communication systems and system integration functional consultants,
- State-of-the-art and **certified** products that guarantee seamless integration and longevity of systems,
- Teams with fast response times in a humanly-sized company.

Your AVM contacts

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GlobalComServer

GCS is a multi-environment, multi-line, centralized communication platform for Fax, Voice, E-mail, SMS, and Telex services.

The unified software is installed on one or several servers (software cluster functions) running Windows NT or Windows 2000/2003. The server is connected to the enterprise's computer network (compatible with all network types) and is compatible with communication hardware (fax modems, ISDN fax adaptors, "Intelligent" fax cards, SMS boxes, telex boxes…).

The **GCS** platform can be equipped with the following communication modules:

FaxServer32

E-mailServer32

## SMSServer32

TelexServer32

VoiceServer32

The modules are totally integrated with **Lotus Notes, Exchange 5.5, Exchange 2000/2003, and SMTP** electronic messaging.

Spool NT, based on TCP/IP Remote Printing, offers integration of **GCS**'s messaging functions from all computer applications and all hardware platforms (DOS, Windows 9x, Windows NT or 2000/2003, UNIX, AS/400, DEC/ALPHA, HP 3000, Mainframe, etc…)

For SAP R/3, "Graphic Fax for R/3" (BAPI Certified and Complementary Software Program) was certified by SAP AG in March 1999.

ARCHITECTURE OF THE COMMUNICATION SERVER WITH ITS COMPONENTS
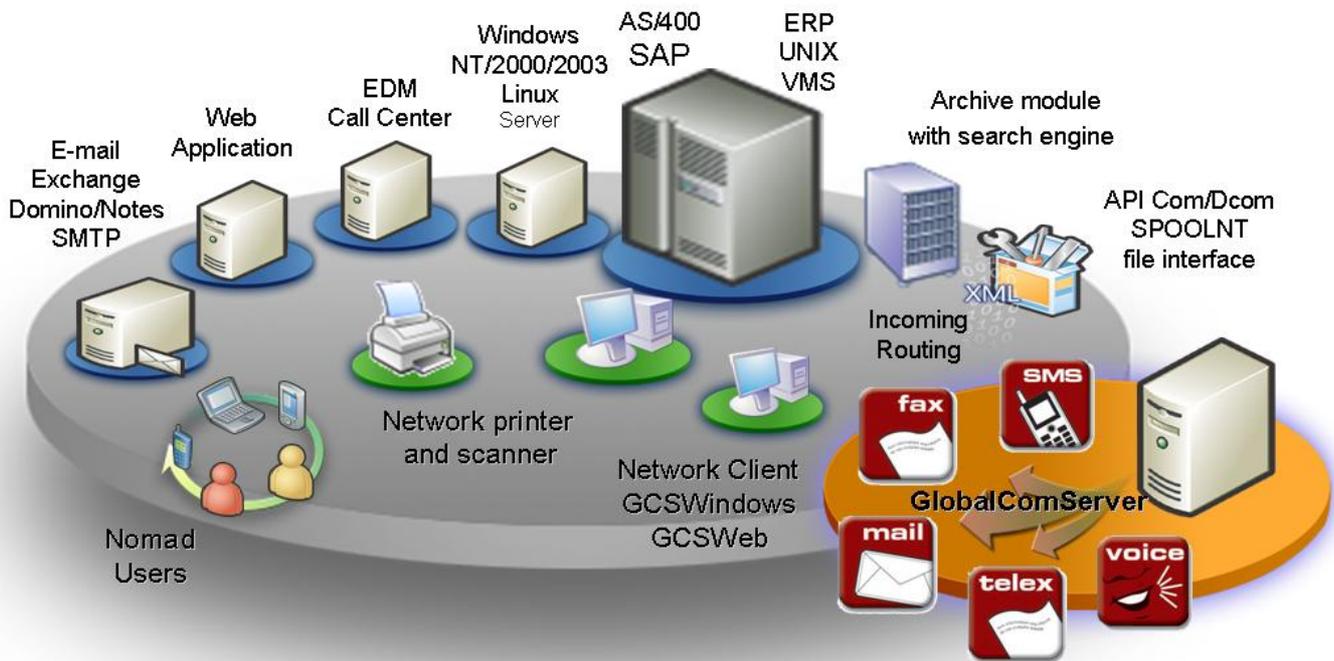
GlobalComServer's main features

- Compatible with all network types

- Communication platform : Fax, Voice, E-mail, SMS, Telex

- Archive module with multiple criteria client search engine. Software is compatible with EDM solutions

- Software to monitor communication costs with detailed billing module

- Software to automatically route incoming calls to individuals' or groups' workstations or email accounts.

- Manage lines dedicated to sending, receiving or both

- Software cluster function for failsafe multi-server operations

- Real-time report of incoming and outgoing communications

- Manage and automatically merge overlay forms onto faxed documents

- Delayed automatic and manual sending

- Communication server event reports with automatic notification of NT/2000/2003 events

- All **GlobalComServer** components are NT services. No session is opened on the server

- Remote administration from anywhere on the network, ergonomic and complete. One common interface for all **GlobalComServer** platform components

- Functions to optimize costs for fax, SMS, and real-time communications - choose operator and time of day, send faxes and SMSs over the Internet,…

- Software to analyze incoming and outgoing traffic

- Manage incoming by line, DID, time of day, server…

- Compatible with common communication hardware standards

- Load distribution functions for multiple servers

- "View before sending" function

- PCL5E, PostScript 1&2 converter and universal viewer compatible with 400 file formats

- Manage user profiles

- Least Cost Routing and Low Cost Routing functions

GCS meets three essential criteria of your project:

- **Simple to use –** thanks to its ergonomic design, easy installation and administration
- **Security –** thanks to many different security features
- **Scalable –** thanks to several ways to use **GCS** with a large number of applications.

Specify the number of lines used for faxing (FaxServer32 module)

Each fax server line is capable of processing 60 pages per hour of both incoming and outgoing analog or digital data. Warning: peak traffic times will need to be accommodated.

Hardware required

GCS must be installed on a local network PC running Windows NT or Windows 2000/2003. The machine should be close to the analog and/or digital telephone lines (possibly those from your PABX).

- For configurations with more than 2 lines, a multiplexer card will need to be installed in the machine to ensure modem connectivity (or connectivity of an "intelligent" multi-tone fax card).
- Optional communication hardware:

  - Sms modem
  - "Intelligent" FAX Card (Brooktrout/Eicon), installed directly in the server's PCI or ISA ports

- PSTN and/or ISDN telephone lines (**GCS** is compatible with all PABXs)

Graphic Fax for R/3

AVM Informatique has developed **Graphic Fax for R/3** to be seamlessly integrated with your **SAP** architecture and compatible with all hardware platforms and R/3 versions.

Graphic Fax for R/3 has two native SAP products, dependent on the version:

- Version 3.0 up to version 3.1G: **Graphic Fax for R/3** is based on the **SAPcomm** communication standard,
- For versions 3.1G or higher, **Graphic Fax for R/3** is based on the **SAPconnect** communication standard.

Graphic Fax for R/3 is available in French and in English.

Graphic Fax for R/3 main features

- **Graphic Fax for R/3** is based on communication interfaces provided by your **SAP** system

- **SAP** Least Cost Routing for multiple fax servers

- Manage several **SAP** clients and **SAP** systems

- Transmission reports sent to your application, **SAP**office, electronic mail, network printers, or client fax

- Automatically receive faxes in **SAP**office mail boxes

- Send fax / Email / SMS from **SAP**office

- PDF convertor for Email output

- Fax/Email/SMS workflow

- Compatible with UNIX, Windows NT, Windows 2000/2003, AS/400…

- **Graphic Fax for R/3** runs as an NT/2000/2003 service

- Manual and automatic fax/Email/SMS functions from all your application modules

- Compatible with your overlays and publishing software

- No software to install on your **SAP** systems or **SAP** client stations

- Store overlays on the **SAP** machine or the communication server

- Batch function with breakdown of spool file, or have separate files for any number of faxes

- SMTP/MAPI/LOTUS connector

Fax or E-mail message way

The **Graphic Fax for R/3** gateway is an NT service located on the communication server **GCS** and operates in client/server mode (The diagram below is keyed to the following paragraph numbers.)

1) *Sending*

a) Sending messages from application modules or SAPoffice
Each request to send a message is recorded in the sender's **SAP**office send box.

b) Message transfer from SAPconnect to Graphic Fax for R/3
In **SAP**connect, when a message is generated it is not sent until the end of **SAP**connect's wait cycle (R/3 activates **SAP**connect at five minute intervals, at a minimum).
The **Graphic Fax for R/3** (server module) immediately answers upon sending of **SAP**connect.

c) Message transfer from Graphic Fax for R/3 to GCS
Graphic Fax for R/3 takes the document sent by **SAP**connect, processes it and transmits the send request to **GCS** in the form of two files (one file containing the request header and the other containing the data).

d) Communication server (GCS)
GCS listens for send requests from **Graphic Fax for R/3** at customizable intervals.
GCS sends the document and then generates a send report for **Graphic Fax for R/3**.

e) Send status transfer from Graphic Fax for R/3 to an application server
The **Graphic Fax for R/3** client module listens for the send report from **GCS** at customizable intervals.
When the send report generated by the communication server is received, **Graphic Fax for R/3** processes it and sends it to a **SAP** application server.

f) Status of document sent from SAPoffice or the application modules
The status of the document can be read in the sender's **SAP**office send box.
If an error occurred, a message is automatically generated by **SAP** to notify the sender of the error.
If there are no errors, the contents of the "READ" column in **SAP**office's send box is updated to indicate that the document was correctly sent by the communication server (**GCS**).

2) *Receiving*

a) Communication server
GCS receives the message then generates a receive notification for **Graphic Fax for R/3**.

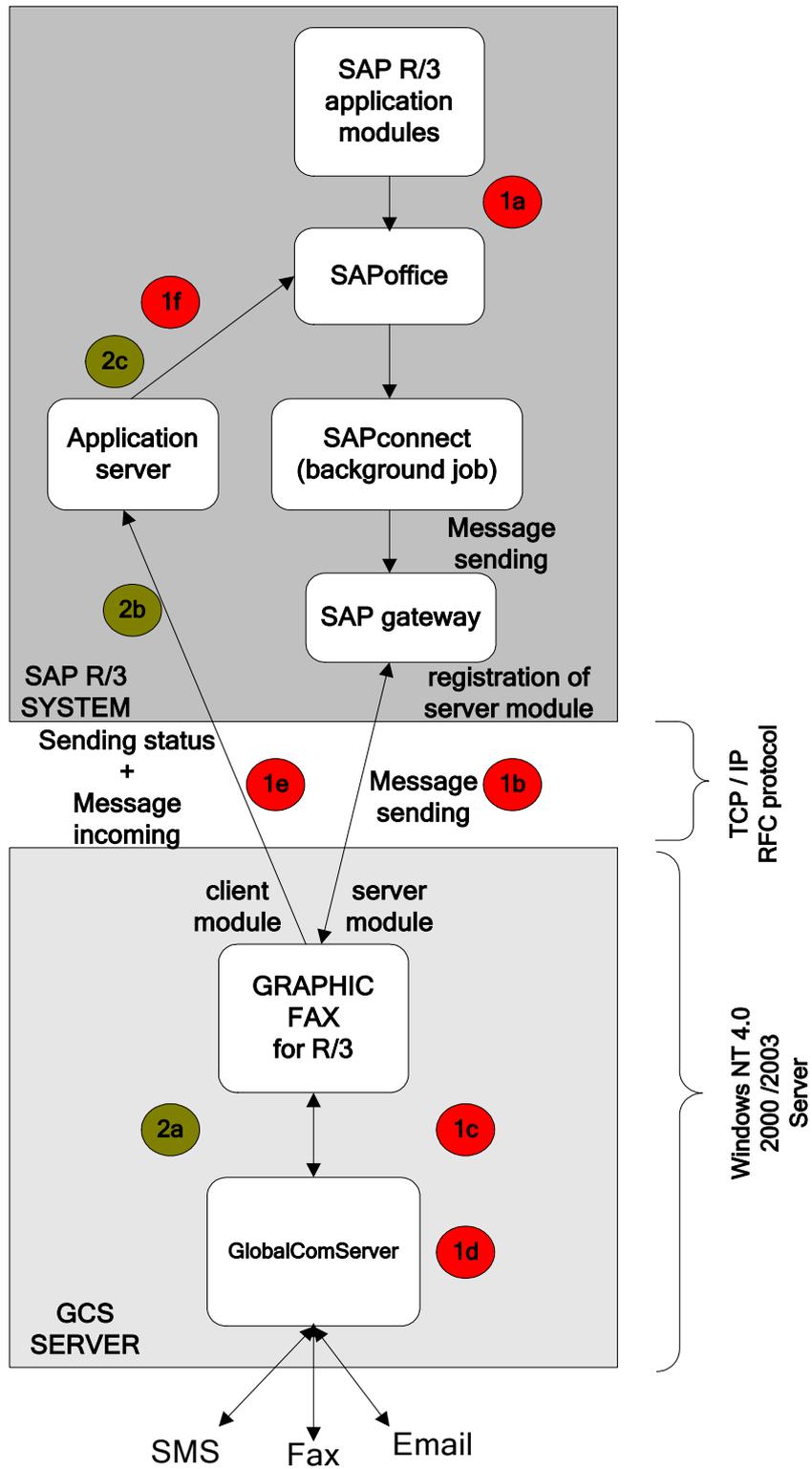### b) Transfer from Graphic Fax for R/3 to an application server
The **Graphic Fax for R/3** client module listens for the receive notification from the communication server at the same customizable intervals (see paragraph "e" above).
Upon reception of the receive notification , the request is processed and sent to the **SAP** application server.

c) Transfer from the application server to SAPoffice
The application server generates an e-mail in the recipient's inbox with the document regardless of the status of the message received.
Generating an "express" message is possible for transmissions received with or without errors.

Message status in the SAPoffice send box.

Network traffic volume

An ASCII file fax is about 5 KB.

Least Cost Routing

Least Cost Routing is included with GlobalComServer. Faxes are sent by the server closest to the recipient. Outgoing routing rules will need to be implemented.
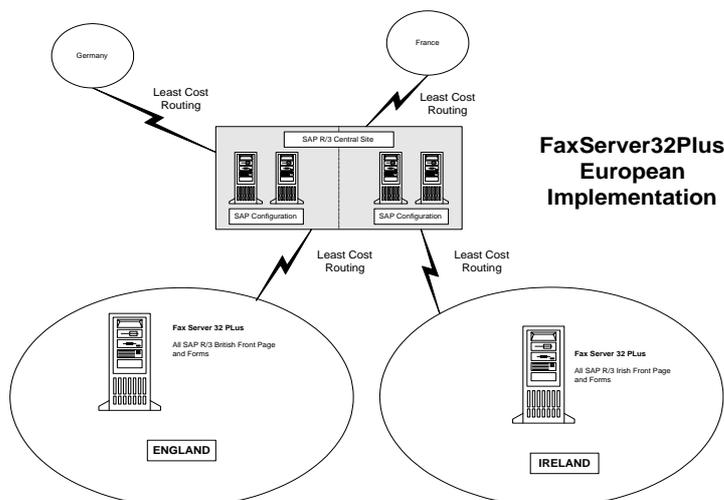
Multi-server solution

- Load distribution for document transfers transmitted over several servers,
- Security and flexibility. If one communication server fails, faxing can be routed to another available **GCS**,
- Least Cost Routing. Faxes are sent by the **GCS** closest to the recipient (this reduces telecom costs).
- Multiple administration, done from any point on the network
- Several sites to maintain

Mono-server solution

- Centralized and single administration,
- Only one site to maintain.
- Reduces LAN traffic (if the communication server is on the same LAN as the **SAP** systems),
- Requires optimal security (software or hardware cluster function, or spare machine having identical configuration of production communication server),
- Redundant and high telecom costs,

Other technical options

ABAP developments are available according to your **SAP** technical specifications
Automatic routing of incoming faxes by ISDN DID
Sending of Internet messages from **SAP** modules
Coupling with EDM solutions
Optical character recognition software to integrate faxes in text format into the EDM
RAS communication solutions

Sales options

Marketing of AVM products

- Indirect sales with service company working on your **SAP** project
- Indirect sales from our network of **SAP** partners
- Contracts with executives

Please visit us on the web (www.avm-informatique.com).