



Whitepaper: Integration of Rightfax multi-function device for Pharmaceutical company



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| Integration Technology | LDAP |
| Industry | Pharmaceuticals |
| Enterprise Applications | RightFax |
| Document Flow | Outbound |
| SNAPS Products | Snapsflow |
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Executive Summary

This client is a US based global pharmaceuticals company with offices located around the world. They were in the process of eliminating a significant number of office devices and replacing them with Ricoh MFDs.

This project would save the company a significant amount of money by eliminating thousands of individual fax machines, scanners and printers. The problem was that RightFax could not synchronize the users on the

Novell network and the corporate IT department did not want to be responsible for creating individual RightFax mailboxes each time a user wanted to send an out-bound fax from one of these MFDs. Snapsflow was implemented to monitor the Global Scan server looking for new out-bound fax attempts. When it found one, the user's credentials were obtained and a RightFax mailbox was automatically created.

Case Study Details

This client had already invested a significant amount of money in a centralized corporate fax environment and wanted to leverage this investment when they rolled out 600 Ricoh MFDs. Since RightFax could not synchronize with the Novell user database, the only option they had was to manually create RightFax user accounts each time a user wanted to fax out-bound from one of the MFDs. Since they had over 5000 users, this was going to be a big job.

We were contacted for a solution and Snapsflow was installed on a test instance of Ricoh's Global Scan server product. File listeners were configured to monitor a number of network subdirectories using recursion.

When a user tried to send a fax, it would fail because the user did not exist on the RightFax server. Snapsflow would then create the user account on the fax server, so at the next retry, it would go through successfully.

Here is how the process worked:

- User walks up to an MFD and logs in using their Novell account name and password.
- User selects the fax option and is prompted for the fax number.
- When the user pressed the send button, the paper document was scanned and delivered to the Global Scan server along with his/her credentials.
- Global Scan attempted to create a fax on the RightFax server using these credentials. However, this process would fail because the user did not exist in the RightFax database. Global Scan would then move the image file and an XML file with the user credentials to another directory and re-try the send a few minutes later.
- Snapsflow was configured to monitor the Global Scan server file system.
- When an attempt failed, Snapsflow would pick up the XML file and create the user account on the RightFax server.
- Snapsflow would then email a standard welcome message to the user with instructions on how to use RightFax to monitor his/her out-bound faxes.
- Global Scan would try to send the fax again three minutes later. This time the fax would go through successfully because now the RightFax server had an account for that user.

Once this process proved successful, Snapsflow was installed on all five of the Global Scan production servers. It took one day to prove the concept on the test Global Scan server and another day to implement the solution on the five production Global Scan servers.

Business Need

This client was rolling out several hundred Ricoh multi-function devices for the purpose of scanning, printing and faxing. They wished to use their existing RightFax infrastructure, but were limited because they were using Novell networks. Since RightFax had no way to synchronize with the Novell user database, they could not leverage their existing RightFax infrastructure.

Benefit/ROI

Our client received a significant benefit from implementing Snapsflow to solve this problem. No human resources were required to create the users in the RightFax database and they were able to roll out the 600 MFDs on time.