

Why do eFax?

Cost Center Perspective

Save Money, Efficiency, etc.

Strategic Perspective

Strategic Agency Goals (such as eFiles) require receiving documents in the most efficient and effective manner.

Efax will provide WCC with EFA (Electronic Forms Automation) and application specific eFiling Processes such as Court eFiling to receive documents electronically and store in a comprehensive eFiles system that can be managed by Automated Records Management Systems.

Enables agencies to send/receive information from/to partners and citizens that do not have web or email today.

Significantly speed interactions with customers and partners.

Eliminate manual processes that include printing, mailing, and faxing of documents

Integrate with existing legacy, CRM and ERP systems

Receive prompt confirmation of e-document receipt

Improved speed of communications with customers

Reduced errors due to lost or incomplete information Reduced labor costs significantly

Security

eFax and "secured" email connections (Port Encryption for Lotus Notes, SSL between servers, etc.) creates a secure communication environment.

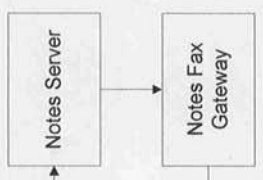
All faxes are logged in one place making tracking and management easier.

Other Reasons?

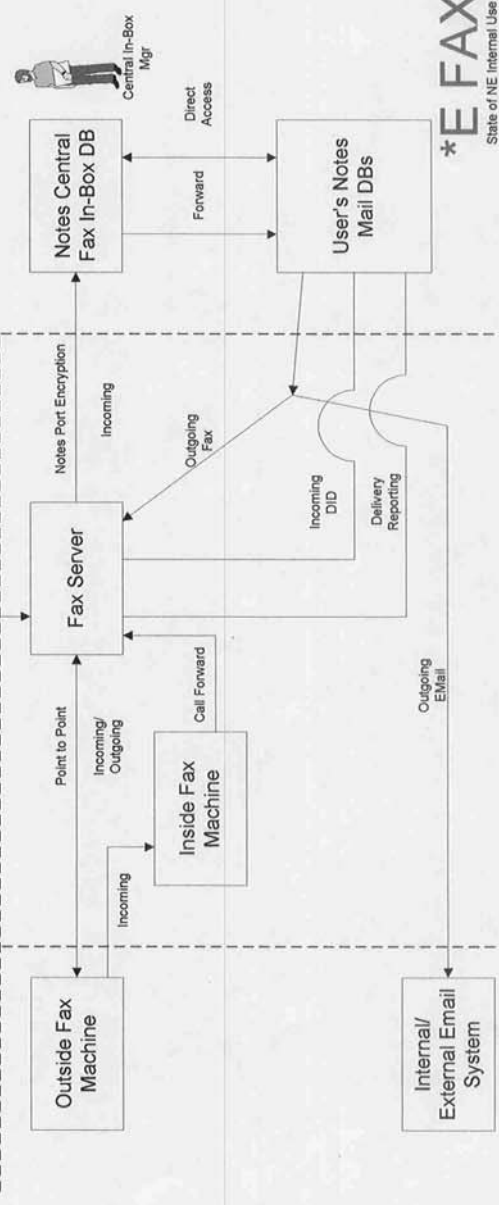
Other Available Features

- Fax Forwarding
- Fax On Demand
- Fax To Printer
- Browser Access
- FaxUtil (win32 client faxing)
- Print To Fax Drivers (win32 only)

Blast Fax



Lotus Notes



***E FAX**
 State of NE Internal Use Only
 9/12/2002

Fax Server Information

CAPACITY

The number of fax ports and phone lines needed were calculated by taking the agency estimated monthly volumes and dividing by 20 working days. Then dividing that by 60 pages per port. That gave us the number of ports we will need to send that days volume in 1 hour. By default all faxes will be sent out as normal priority, but some specific individuals will have the ability to send faxes out as high priority, which will be sent before normal priority messages. Based on the current configuration it is estimated that the fax system can support around 21,000 pages a month (7,000 in and 14,000 out). At 21,000 pages we should have additional capacity for other agencies, but do anticipate the excess capacity to reduce from additional use. So agencies may be required to incur the costs of additional capacity to participate at a later date.

CURRENT FEATURES

- Inbound and outbound faxing from Lotus Notes
- Web based blast fax with delivery reports being sent back to Lotus Notes. We would have to investigate sending reports to alternate mail systems. The cost of the directory and web application are not included in this project.
- Direct Inbound Dialing (DID) capability.

FUTURE FEATURES

These are features that come with the product license, but were not required by our Fax POC. If an agency is interested in these, it will take further investigation and may require additional hosting fees if implemented.

- Fax on Demand
- Sending and receiving faxes from web browser
- Sending and receiving faxes from RightFax Win32 client
- Using a phone to forward faxes on the fax server to a fax machine you are at.

Monthly Fax Recovery Costs

| <u>Agency</u> | <u>In</u> | <u>Out</u> | <u>Volume</u> | <u>Suggested Startup \$</u> | <u>Estimated Page Costs</u> |
|--------------------|-----------|------------|---------------|---------------------------------|-------------------------------------|
| WCC Inbound | 2,000 | 500 | 13% | \$8,189 | \$300 |
| HHSS Inbound | 0 | 8,000 | 43% | \$26,205 | \$960 |
| IMS Inbound | 800 | 0 | 4% | \$2,621 | \$96 |
| DCS | 3,250 | 4,250 | 40% | \$24,567 | \$900 |
| | ===== | ===== | | | |
| | 6,050 | 12,750 | | | |
| Total Pages | 18,800 | | | | |
| Cost Per Month | | \$2,296 | | | |
| Cost Per Page | | \$0.12 | | | |

NOTE: Long distance calls will be billed an additional \$0.08 per page

Ports to receive all in 1
hour

5.0

Ports to send all in 1 hour

10.6

Monthly Fax Recovery Costs

| <u>Agency</u> | <u>In</u> | <u>Out</u> | <u>Volume</u> | <u>Suggested Startup \$</u> | <u>Estimated Page Costs</u> |
|--------------------|---------------|------------|---------------|---------------------------------|-------------------------------------|
| WCC Inbound | 2,000 | 500 | 22% | \$13,624 | \$500 |
| HHSS Inbound | 0 | 8,000 | 71% | \$43,598 | \$1,600 |
| IMS Inbound | 800 | 0 | 7% | \$4,360 | \$160 |
| DCS | 0 | 0 | 0% | \$0 | \$0 |
| | ===== | ===== | | | |
| | 2,800 | 8,500 | | | |
| Total Pages | 11,300 | | | | |
| | | | | | |
| Cost Per Month | | \$2,296 | | | |
| Cost Per Page | | \$0.20 | | | |

NOTE: Long distance calls will be billed an additional \$0.08 per page

Ports to receive all in 1
hour

2.3

Ports to send all in 1 hour

7.1

| | | Fax Server Costs |
|---------------------------------|--|--------------------|
| | | |
| | | |
| | | |
| Costs | | Total Costs |
| Inbound Ports | | 6 |
| Outbound Ports | | 12 |
| Servers | | 2 |
| | | |
| Hardware | | \$9,420 |
| Windows OS | | \$1,400 |
| Backup Software | | \$200 |
| Anti-virus | | \$200 |
| Server Setup (admin) | | \$3,600 |
| Phone Install | | \$330 |
| Fax Server Licenses- production | | \$7,585 |
| Fax Port Licenses - production | | \$13,515 |
| Fax Server Licenses - test | | \$3,793 |
| Fax Port Licenses - test | | \$1,590 |
| Fax Cards - production | | \$15,750 |
| Fax Cards - test | | \$3,500 |
| Windows OS - test | | \$700 |
| | | ===== |
| Total One Time Costs: | | \$61,583 |
| | | |
| Server Hosting | | \$4,200 |
| Server Replacement | | \$3,140.00 |
| Admin. Support | | \$9,360 |
| Backup Software Maintenance | | \$200 |
| Anti-Virus Maintenance | | \$200 |
| Windows OS Maintenance | | \$400 |
| Fax Server Maintenance/Support | | \$3,972 |
| Phone Lines | | \$4,104 |
| 100 DID numbers | | \$1,980 |
| | | ===== |
| Yearly On Going Costs: | | \$27,556 |
| Yearly Divided By 12 | | \$2,296.36 |
| | | |
| 3 Year Total Costs | | \$144,252 |
| 3 Year Divided By 36 | | \$4,007 |

RightFax Assumptions

- * Analog Phone Line = \$15/month. \$19 install fee.
- * Analog DID Line = \$27/month. \$17 install fee.
- * T1 Line = \$1027/month (12 lines) \$1300/month (24 lines) + \$1000 install
Detail 150/month for line. \$30/line/month + other charges
This should include 100 DID numbers.
- * Server setup 40 hours. Admin Support 104 hours/year. at \$90/hour
- * Fax Server includes 1 port. Each additional port license costs \$795.
- * Software Maintenance is 15% of software costs with a \$2000 minimum
- * Rightfax business server can scale to 30 ports
- * Rightfax enterprise server would be another \$2000. R8.5 will include web module, ability to purge faxes from server, fax on demand, and ability to call in and have faxes forwarded to you.
- * Rightfax enterprise server can scales past 30 ports. If you run out of PCI slots, you can add boards to another (board) server.
- * Server will have 7 PCI slots so can support 7 cards/server. This is 28 Analog or 72 digital
- * Production Server costs include: Rightfax Business server for \$1,995, the Notes gateway for \$81,595 and the PDF module for \$1,595.
- * Test server costs include: Rightfax Business Server for 1/2 of \$1995
- * Test server will be a two port system. One in and out. It will NOT be hosted in the 501 server farm. Rightfax will give 50% discount on test licenses, but not cards.
- * DID numbers are \$165 for first 100 and \$75 for each additional 100 / month
- * Will take 2 days to create users guide at \$90/hour
- * HHSS estimated they would send out around 10,000 faxes a month. They believe these are conservative numbers so we used 8,000 for our costing.
- * DCS estimates 6,500 inbound and 8,500 outbound every month. They anticipate sending all these through the fax server. I used 3,250 and 4,250 for our volume.
- * Based on the current configuration we estimate that the current configuration can support around 21,000 pages a month. (7,000 in and 14,000 out)
- * No faxes will be stored on the fax server. They will be deleted after transferring to Lotus Notes. We will need to reevaluate this if we implement the web or win32 clients. Future storage of faxes on fax server may require a disk space charge.