

# About Advantage Technologies

## RightFax Support and Professional Services

Any organization using digital transformation technologies for their document workflows needs a reliable partner to help maintain, upgrade and resolve potential issues that might arise over the lifetime of their fax system. System failures or outages can be challenging to diagnose in a multi-tiered environment of integrated software, hardware and infrastructure and can lead to lost revenue, regulatory fines or a halt to business-critical processes.

For an organization looking for a partner that can provide assistance with an existing system or infrastructure, Advantage can help. We have been providing critical support and professional services to organizations that utilize electronic document delivery solutions, such as RightFax, for over 25 years. Advantage Support boasts an impressive record helping organizations who need assistance with an existing system or infrastructure, and we offer professional services that work with organizations to upgrade, integrate or install business critical hardware, software or devices, such as MFPs, with minimal downtime or disruptions.

**Below you will find details about our offerings and how your organization can count on Advantage Technologies to help maintain and improve your business-critical document delivery infrastructures and workflows.**

### Advantage Support

When something goes wrong within a complex web of software, telephony and devices, it can reduce, or even halt, productivity. Partnering with Advantage Support makes sure your organization receives expert assistance pinpointing and resolving the cause of the problem within your RightFax system. By addressing the issue as soon as possible, organizations can avoid fines or losses in revenue associated with failed faxes or reductions in productivity.

Advantage Support helps reduce potential software errors and faults from occurring in the first place by ensuring that your system receives the latest software updates as soon as they become available as part of the OpenText Protect Software Maintenance Program. Our engineers also work hard to properly configure the security and efficiency of your RightFax system and document workflows, preventing any issues from occurring from the onset. Should a potential issue occur with your RightFax

### Advantage Support Overlay

Already have a RightFax support provider? You can leverage the Advantage Technologies Support Overlay to provide an additional layer of RightFax support that extends the coverage of your current support and provides flexible, responsive assistance when and where you need it.

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system, you can reach out to our Advantage Help Desk to quickly diagnose and solve the problem. Should the problem be with a piece of hardware, we provide advanced hardware replacement for eligible malfunctioning products or parts. Upon approval, the Help Desk will ship the replacement product or part via overnight courier within one business day of the request.

The Advantage Support Help Desk is staffed with certified senior engineers who are immediately informed when a ticket is created so they can

immediately begin resolving any issues. With a current customer list that includes over a thousand RightFax SUIDs and over two decades of exceptional, award-winning support, you can count on our Help Desk to work with your organization to solve the problem. Also, as an OpenText Authorized Support Provider, exceptional cases can be escalated directly to OpenText.

### **Access to the Resource Center**

Utilizing Advantage Support also gives customers access to our RightFax Resource Center featuring hundreds of technical and troubleshooting RightFax articles and videos.

In the RightFax Resource Center, administrators and other staff can easily find important RightFax information to gain an expert view into their RightFax system. Users can leverage our advanced search function to quickly find content or view our most popular resources based on user type including administrator guides, error code solutions, training videos and tech tips. We also offer a RightFax Developer's Toolkit as a free download.

### **The RightFax Lab**

Advantage Technologies has created a state-of-the-art RightFax Lab, where we run every version of RightFax back to 10.6. Our engineers use these systems daily to recreate environments, test scenarios and validate solutions for our customers. On-premise access to all the RightFax software means that we can minimize the impact of troubleshooting an issue on a live production system and shorten the time it takes to resolve most issues.

### **Advantage Professional Services**

Advantage Professional Services assists organizations throughout the process of planning, implementation, testing and final cut over for upgrading RightFax Systems, installing new integrations or other custom electronic delivery solutions. This service helps large organizations with complex infrastructures and workflows upgrade to a more recent version of RightFax so they can take advantage of helpful new features and improvements.

Our team takes the time to assess your workflows, system and overall infrastructure to propose the options that are available to accomplish the unique goals of your organization. By developing custom integrations and implementing industry best-

practices, we provide solutions that meet your organization's needs, requirements and business processes. This attention to detail ensures that your system works for you and your staff.

Beginning with the kick-off interview, we use an iterative approach including detailed Statements of Work and installation checklists to make sure you know what is being done every step of the way as you update your production environment. Our engineers make sure that your organization's telephony, RightFax settings, databases and networks are setup, upgraded and maintained properly throughout the process. After each step, team feedback is received and the project is updated based on any necessary changes that were brought up. This builds adaptability into the project's framework and reduces time consuming errors and ensures an extremely high probability of a successful implementation.

### **Advantage Support includes:**

#### **U.S.-based Help Desk**

Our U.S.-based help desk is staffed by certified senior RightFax engineers and is available to assist you Monday through Friday from 8AM to 8PM (Eastern Time).

#### **24/7/365 Support Plan**

The optional 24/7 Support Program is a subscription-based program designed to provide support for critical issues outside the standard Customer Support hours. This support plan protects your investment in RightFax 24/7.

#### **Annual RightFax Health Check**

We'll work with you to ensure that your organization's RightFax system is stable and streamlined for your document delivery workflows with an annual system health check.

#### **"Lights-on Pulse"**

Once a day, receive a single page fax or "Pulse". Each Pulse is tracked, and administrators are notified should the Pulse fail or encounter an error.

#### **Ticket Escalation**

Product experts will quickly and efficiently resolve or escalate even your most complex technical problems, ensuring prompt resolution of your system issues.

Everyone at Advantage is certified for RightFax 22.2, 21.2, 20.2, 16.x and earlier to maintain a high level of customer service and attention to detail ensuring your upgrade or new integration is smoothly incorporated into the workflow of your organization. Our experts will work with your team to automate and transform your organization's enterprise applications, successfully integrating fax into their workflows, providing them with customized solutions, tailored to their needs.

All of us take great pride in our work and is committed to delivering exceptional customer service, support and professional technical services to our clients with best-in-class solutions that operate effectively in the

real world. With over 25 years of hands-on enterprise experience, our engineers, Help Desk, sales team and staff know what it takes to make RightFax work within the unique requirements of your organization. From the initial discussion, through planning and implementation with our expert engineers, to the final cut over and continuing support, Advantage Technologies takes the time to get to know not only your project, but your organization, ensuring the best possible outcome and accomplishment of your strategic goals.

Speak to an Expert



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### About Advantage Technologies

Advantage Technologies has been providing on-premises and cloud-based enterprise fax and automated electronic document delivery solutions for over 25 years. Our team has completed thousands of successful system deployments worldwide in such industries as finance, insurance, banking, government, manufacturing, transportation and healthcare.

Our North American helpdesk and sales team are certified on OpenText RightFax, Alchemy, RightFax Connect, Secure Mail, Secure MFT, Brooktrout fax boards and FoIP software, Dialogic Media Gateways, Sonus Fax Gateways, and Cloud-based fax solutions. Advantage Technologies is a leading OpenText Platinum Partner and Authorized Support Partner (ASP). Throughout our partnership with OpenText, Advantage has been recognized as RightFax Partner of the Year, IX Partner of the Year, and an IX Partner Leader.