



F.A.S.T.

The Fully Accredited Support Team (F.A.S.T.) is the technical support division of emFAST. F.A.S.T. members have the training and experience to support FACSys® installations since 1995.

Why F.A.S.T.?

FACSys® is an enterprise level Fax Messaging Gateway server software. It integrates with key enterprise applications such as Microsoft® SQL Server as well as server-level hardware such as the Cantata Brooktrout device cards. Consequently, it requires a significant breadth of knowledge to install, configure, roll out, and support enterprise-level software – such as FACSys®. The F.A.S.T. members are trained to address these issues, but also have the experience to optimize FACSys® to each individual customer's needs.

F.A.S.T. saves a significant amount of time by eliminating the need for a local administrator to learn the techniques of adjusting and fine-tuning FACSys® via trial-and-error – in addition to the downtime this may represent. Finally, having F.A.S.T. as a resource ensures continued (including 24/7) support of the FACSys® installation to achieve 100% uptime including the following scenarios:

- **Operating System Changes:**

Migrating from Windows 2000/2003 and Exchange 2000/2003 to Windows XP/Vista and the future Exchange 2008 with Active Directory integration.

- **Staff Turnover:**

F.A.S.T. maintains the collective knowledge about FACSys® in a knowledgebase to quickly resolve issues from a multitude of FACSys® installations – providing the knowledge to F.A.S.T. subscribers.

- **Hardware Changes:**

F.A.S.T. technicians have dealt with different technologies from different hardware suppliers ensuring that the hardware remains viable; from old ISA cards to PCI based hardware to the latest boardless systems – including new technologies associated with telephony, fax boards and newer motherboards!

- **Phone System Changes:**

The technology behind the telephone is constantly changing and today it is moving from PBX to VoIP. Fax lines and systems will need to migrate and be reconfigured, which can greatly affect the service including Digital configuration, DID (direct inward dial), or DNIS (dialed number identification service), fax routing, etc. F.A.S.T. has the members to deal with such changes in an efficient and timely manner.

- **Administration Fees:**

Servers can crash – bringing the fax server down with it. F.A.S.T. ensures that when the server returns, FACSys® is running as prescribed and that the licenses required to bring FACSys® back online are available. For a modest administrative fee, licenses can be regenerated based on serial numbers. However, with a F.A.S.T. agreement, the administration fee is waived.

- **Development and Third-Party Applications:**

Fax enabling a new CRM or ERP packages like SAP, PeopleSoft, Pivotal, and Siebel is seamless when F.A.S.T., together with the emFAST development team, is involved.

- **Document Storage:**

FACSys® works with Xerox Document Centre, Adobe Capture, HP Digital Senders/MFP devices and Ricoh e-cabinet. FACSys® works as well with FileNet, IXOS, Imageright, Documentum, Synergize and many other document management systems.

- **Fax System is DOWN:**

'No news is good news' - companies tend to ignore the fax server until users can no longer send or receive faxes or the fax routing stops working. Our F.A.S.T. response team is ready for these critical situations – and it only requires a F.A.S.T. subscription!

For any issues with FACSys®, F.A.S.T. is there to help!

