

MessagePlus/Open

Universal Communication for Business Applications

Overview

Effective and efficient communications is the lifeblood of any company. Handling messages to and from organisations has become more challenging with a large number of formats to consider including telex, facsimile, eMail, Short Message Service (SMS), and other media such as SWIFT and voice messaging as future needs dictate.

Managing this environment across the enterprise is critical. Companies need to have tight integration with existing and new business applications without requiring modifications. They must also be able to bridge the gap between incompatible systems and formats.

MessagePlus/Open

MessagePlus/Open is an enterprise messaging solution capable of handling all incoming and outgoing communications traffic. It is also scalable to handle the most demanding needs of any business.

This solution is the new version of FaxPlus/Open, INTERCOPE's popular corporate fax messaging product. MessagePlus/Open offers full compatibility with previous versions of FaxPlus/Open while introducing significant new functionality, including:

- Multimedia - support for eMail, SMS, voice and other new message types
- Full relational database support - leverage your IBM DB2 or other RDBMS environment
- eClient - Web-enabled for easy access from any standard browser

Highlights

- Streamlined business communication
- Content independent
- Fax, SMS, eMail, telex and more
- Highly available
- Fully scalable
- Universal integration

- Unicode base - facilitates support of international character sets
- XML support - XML enabled interfaces for greater ease of integrations

Rich Communications Platform

With MessagePlus/Open, you can manage many forms of messages via a common workflow-enabled, content independent communications engine that forms a key part of your wider content management environment. The product currently supports, but is not limited to, the transmission and reception of the following message types:

- Facsimile
- eMail
- SMS
- Telex

Powerful Business Process Engine

MessagePlus/Open provides the infrastructure to connect multiple business applications through numerous communications channels right across the enterprise. MessagePlus/Open bridges the gap between traditionally incompatible systems and formats and, significantly, does this without necessarily causing modifications to the base applications.

The open communication and workflow-related capabilities of MessagePlus/Open can be leveraged to create and implement business processes. This includes the ability to:

- Categorise content classes
- Take routing decisions
- Provide application specific user interfaces
- Process business logic

Such functionality may be built easily using MessagePlus/Open interfaces and gateways. Customers can also exploit the Java API to extend their MessagePlus/Open implementation.

Customer Benefits

MessagePlus/Open provides an infrastructure to connect back office business applications with any user, whether internal or external, with speed and efficiency. Major benefits include:

- Central control over all messages, including comprehensive audit trail and document history as part of a document management strategy
- Reduced communication and infrastructure costs by optimising existing environment leading to a lower cost of ownership and rapid return on investment
- Enhanced user productivity through streamlining existing processes, maximising resources and eliminating labour intensive tasks
- Improved efficiency by shortening the business cycle leading to higher customer satisfaction

Open, Cross-Platform System

MessagePlus/Open is built entirely on a modular architecture that allows different components of one logical system to run on diverse computers on a variety of operating systems.

It can be easily integrated into virtually any existing IT infrastructure and supports the following operating systems:

- z/OS, OS/390
- IBM AIX, SUN Solaris, HP-UX
- Linux x86, Linux for S/390
- Microsoft Windows NT, 2000, XP

Application Integration

MessagePlus/Open smoothly integrates with any application in the existing and future IT infrastructure of any organisation, particularly:

- All major eMail systems - Lotus Domino/Notes, MS Exchange, MEMO,...
- Content Management - IBM Content Manager, FileNet,...
- Output Management - LRS VPS, Macro4 UniQPrint,...
- Input Management - Kofax Ascent Capture, Input Accell,...
- Middleware - IBM MQSeries, UDB DB2, Oracle,...
- Enterprise Resource Planning - SAP certified for all R/3 and mySAP applications,...
- Financial Messaging - SWIFT Alliance, IBM MERVA, IBM Websphere FNI,...
- Legacy Applications

