



HP Capture and Route Scanning Discovery Questions

1. Describe the scanning that occurs within your office by your knowledge workers.
 - a. Scans to network folder, e-mail, personal folders?
 - I. What percentage of these pages will be converted to text format (using OCR)?
 - II. What other formats used, are required?
 - b. Scans to Fax?
 - c. Other destinations?
 2. What types of MFPs and other scan devices are being considered as sources for scanned documents? What manufacturers and models?
 3. Once scanned, where are your documents stored?
 - a. Content Management (Microsoft SharePoint, HP-Autonomy iManage, etc.)?
 - b. Line-of-Business Applications (SAP, CRM, Financial systems, Pega Systems, etc.)?
 - c. Business Process Management (Hyland OnBase, HP Exstream, etc.)?
 - d. Archive (Symantec Enterprise Vault, etc.)?
 - e. Others?
 4. List the number of sites and size of each site. Express size in terms of number of users and number of MFP devices.
 5. Describe any specific workflow or business process requirements in which scanned documents should be integrated, managed. Is it required or desirable for the capture solution to manage this workflow directly?
 6. What are your strategies around compliance as it relates to documents entering and leaving the office?
 7. Describe any specific audit, tracking, or regulatory requirements (Internal, Government, etc.)
 8. Will users be required to authenticate at the scanning device? If so, what technologies will be used for authentication (Windows AD credentials, HP Access Control, etc.)?
 9. Does your IT staff use virtual servers or deploy servers in a VM infrastructure?
 10. Does your scan volume vary with time of day? Month? Year?
-



HP Capture and Route Faxing Discovery Questions

1. Are there currently any existing stand-alone fax machines or fax modems inside MFPs that are used for hardcopy fax delivery and receipt?
 - a. How many fax machines?
 - b. How many fax modems inside MFPs?
 - c. What is the volume of pages being faxed through these devices (outbound, inbound)?
 - d. How many analog phone lines?
2. If you currently support a fax server technology, please describe the following:
 - a. Supplier and version of the fax server software (Rightfax, Sagemcom, Biscom, etc.)
 - b. How many fax channels or ports?
 - c. Type of Telco line (analog, BRI, PRI or IP)
 - d. Is the system analog, digital, or Fax-over-IP?
3. How are electronic documents submitted to the fax server for processing?
 - a. From end user desktops?
 - i. Fax client?
 - ii. E-mail submission (which systems)?
 - b. From applications?
 - i. Through connectors (SAP, Oracle, etc.)?
 - ii. Through API (describe which ones)?
4. Are inbound faxes processed through the fax server system? If so:
 - a. How are inbound faxes delivered (to e-mail, network folder)?
 - b. Are they converted to usable formats such as text or PDF? What format is desired?
5. Do your offices use Voice-over-IP (VoIP) capabilities? Which technology (Cisco, Avaya, etc.)?
 - a. If so, is Fax-over-IP (FoIP) a desirable option?