

A night cityscape with digital light trails and data lines. The image shows a city skyline at night, with numerous skyscrapers illuminated. Overlaid on the city are numerous vertical lines of light in various colors (blue, purple, green) that appear to be data or network connections. The lines are thicker and more prominent in the center, creating a sense of depth and connectivity. The overall atmosphere is futuristic and technological.

axient

**The RightFax Services
Catalogue backed
by experienced
certified engineers**

Always-on expertise

We've helped hundreds of businesses across Australia and New Zealand to reduce the cost and complexity of electronic fax communication.

We are the largest solutions provider of RightFax in the Asia Pacific region and we're the only Australian OpenText partner that is recognised as a RightFax Authorised Support Provider for support and professional services of RightFax Systems. With more than 20 years' experience delivering digital fax solutions, we offer peace of mind for you and your customers.

The difference is in our knowledgeable people, exceptional service and clear understanding of your needs. We can help you whether you have 20 employees or 250. Talented people with deep subject matter expertise are the engine, heart and soul of our company. Every day, they help customers like you achieve ICT digital transformation goals.

Using our many years of expertise, Axient has released a RightFax services catalogue.

This catalogue provides a comprehensive menu of service items that can be purchased for a fixed-price fee.






Australian owned
and operated for
over 20 years

We remove the cost and complexity of inhouse resourcing, offering full-time, on-shore support under a pricing structure tailored to your business.

Our expert services

Experienced and certified Axient engineers can help quickly and efficiently integrate one or a combination of our service items:

APPLICATION MANAGEMENT 	CLOUD MIGRATION 	INTEGRATION 
Single server version upgrade	Microsoft Azure	SMTP Gateway
Dual server version upgrade	Amazon Web Services (AWS) Platform	Microsoft O365 Platform
Service release installation	Oracle Cloud	Microsoft Exchange connector installation
Transport Layer Security (TLS) enablement	Google Cloud Platform	Third-party application Platform (Integration Module or Web API)
Session Initiated Protocol (SIP) migration (registered and non registered)	Alibaba Cloud	Multi-Function device (MDF)
Shared services module file system migration		SAP Gateway
SQL server migration		
Alerting and monitoring		
System administration and management		

“Without Axient we would not have been able to successfully complete the consolidation of AU and NZ RightFax Services.”

Deloitte, ITC Infrastructure Unified Communications Senior Manager.

How we work with you






With clearly defined, transparent service items, the RightFax services catalogue makes life easy for you. We become an extension of your team so you can get on with growing your business.

We support you by:

- providing an established demonstration environment to technically deep dive on your requirements
- offering a dedicated service engineer who'll own the delivery
- providing seamless project management for effective collaboration and communication
- offering transparent billing and service tracking, so you know what you're paying for.

Five reasons businesses partner with Axient

Here are the top five reasons our RightFax clients work with us:

- 1** We're local. That means we understand your business context and processes, as well as threats. We also deploy locally available and highly qualified technicians. 
- 2** We get to know your business; and you get to know us. We take the time to work with your business because we're stronger together, working as a team. 
- 3** We offer the reassurance of 24/7 onshore support. 
- 4** We're the only Australian OpenText partner that is recognised as a RightFax Authorised Support Provider for support and professional services of RightFax Systems. 
- 5** With 20+ years' experience working in demanding, complex customer IT environments and successfully completing over 750 projects, you can be confident that we will deliver what we say we will, on time and within budget. 



FAQ

Do I need a current support and maintenance agreement to use Axient services?

No; however, be aware that if the scope of works requires licensing then this will be an issue without a current support agreement.

Do I need to be an existing Axient customer?

Not at all. We're focused on delivering expertise and making a positive difference for customers.

What if I have an older unsupported version of RightFax?

We'll do the best we can to achieve your goal and provide clear advice on any constraints.

How do we pay?

We'll discuss our sales process with you and provide a fixed price quote before commencing work. On acceptance of our quote and receipt of your purchase order we'll invoice you with 14 days payment terms.

What is your process?

All our work plans typically have at least one option. We'll be able to give you a plus or minus price from the start. If that's acceptable, we'll arrange a short technical meeting, discuss and confirm options, then provide a final quote. From that point, our next step is a kick-off meeting where we'll pencil in dates and start work.

Whom will I work with?

Your account manager is the primary point of contact through to acceptance of final quote. At that stage, we convert the work to a project and an engineer is assigned. The engineer will be the person who executes the work.

How do you manage scope changes?

Any additions to scope can be discussed with the account manager. Typically, we'll assess your needs, quote an additional fixed-price fee, then invoice under the same or a new purchase order number.

What if we find a product defect?

We'll simply stop work, create a service ticket and triage the issue. In most cases, you'll be informed of any known issues before we start work.

What our customers are saying

“What I have enjoyed about the Axient experience, aside from the sound technical support is the flexibility, availability & remote capability.

This has helped Deloitte to plan & deploy any RightFax changes in the midst of very busy daily workloads & scheduled meetings.

Without the above, we would not have been able to successfully complete the consolidation of AU & NZ RightFax Services. Kudos to Axient for their overall expertise & professionalism.”

Bruno Ciaramella

Deloitte, ITS Infrastructure Unified Communications Senior Manager

“We developed a great partnership with Axient and their dedication is evident in all aspects (Customer Service, Technical Capability and Ownership). We appreciate their attention to detail and creative approach in complex problem solving and its great working with them.”

Shashi Kiran R

ANZ, Engineer | Enterprise Messaging Support Employee Experience

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