

White paper

A background image showing two people, a man and a woman, working at a desk. The man is wearing glasses and a dark shirt, and the woman is wearing a light-colored shirt. They are both looking down at papers or a laptop. The image is overlaid with a blue tint.

Simplify your OpenText™ RightFax™ environment and reduce costs with hybrid faxing

For RightFax, hybrid faxing is accomplished by combining an on-premises RightFax server with cloud-based fax transmission using OpenText™ RightFax™ Connect. RightFax Connect is the only cloud service guaranteed to provide a complete end-to-end hybrid fax solution for RightFax.

Contents

Introduction	3
Is your company looking to leverage the cloud where it makes sense?	4
Is a hybrid fax deployment best for you?	4
Existing telephony infrastructure for RightFax	4
FoIP configurability and troubleshooting	6
Fax boards, fax channels and fax gateways	6
Fax telco lines, long distance fees and new number provisioning	7
Back-end system and application integrations	7
Channel capacity and capacity planning vs. unlimited scalability	8
Business continuity	9
Security and compliance	9
End-to-end visibility and support	11
Simplify your RightFax environment and reduce costs	12

Introduction

Organizations want to drive growth, boost agility and increase profitability. While they use many tactics to meet these objectives, OpenText RightFax consistently delivers these benefits to enterprises around the world by:

- Decreasing processing time and increasing routes to revenue by “doing business faster” with enterprise-grade, modern fax technology.
- Transforming business-critical functions that rely on faxing into efficient workflows.
- Providing the deepest integrations with back-end systems and applications to eliminate manual processes and increase productivity across the entire organization.

Many enterprise software applications are designed to help companies achieve two key objectives: save time (boost agility) and save money (increase profitability). These two goals have driven the information technology industry for years, significantly improving productivity for many organizations.

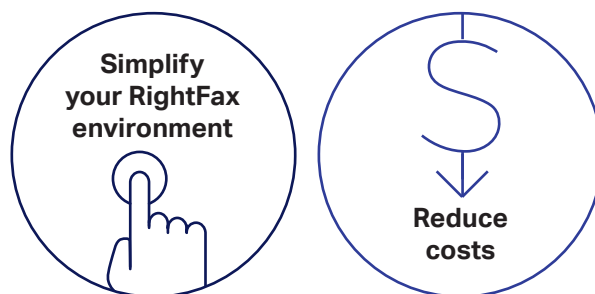
This is also the goal of on-premises fax servers and cloud fax services—automate the manual process of faxing to save time, reduce the cost of infrastructure to manage fax machines and, if possible, eliminate any paper involved.

While fax servers and cloud fax services both save time and money compared to traditional fax machines, each has unique characteristics that are driving a new wave of hybrid faxing deployments involving both fax servers and fax services.

The most common method of hybrid faxing is when an organization uses the two systems together—maintaining control over an on-premises fax server while adding a cloud fax service to replace or supplement its on-premises telephony equipment for transmission of faxes by the on-premises fax server.

For RightFax, hybrid faxing is accomplished by combining an on-premises RightFax server with cloud-based fax transmission using RightFax Connect. RightFax Connect is the only cloud service guaranteed to provide a complete end-to-end hybrid fax solution for RightFax. Since RightFax Connect only affects the transmissions of faxes to and from the RightFax server, the user experience and back-end integrations are preserved.

The benefits of a hybrid deployment with RightFax and RightFax Connect are clear:



Before deciding whether a hybrid deployment is right for your organization, there are many things to consider. This guide will take you through the most important parts of the decision-making process to help you determine if a hybrid deployment is right for you.

RightFax Connect simplifies your environment by eliminating all the hardware, software operating costs, time and resources of a fax telephony infrastructure:

- **Remove the cost** of all on-site telephony needed for RightFax: analog, digital and Voice over Internet Protocol (VoIP) telephony components for faxing
- **Avoid the time** required to troubleshoot, maintain and manage the RightFax-telephony infrastructure and divert those resources to other key initiatives
- **Eliminate on-site telephony management** of DIDs and new fax number provisioning

Is your company looking to leverage the cloud where it makes sense?

The push to the cloud is everywhere. It's the hot topic on tech websites, vendor websites and blogs, where companies love to talk about their cloud solutions. It's an even hotter topic for IT departments within organizations evaluating how they can capitalize on the speed, flexibility and cost savings often promised with cloud solutions.

But some information and applications simply belong onsite. Organizations should make deployment decisions that accommodate all needs, control of data, data storage, back-office and back-end application integrations and data sovereignty, and leverage the cloud only when it makes sense. That is where hybrid deployments come into play.

Is a hybrid fax deployment best for you?

A hybrid fax deployment combines the best of both worlds by balancing the control of your on-premises RightFax server with the simplicity and flexibility of the cloud for fax transmissions with RightFax Connect. But how do you know if this deployment method is best for you? Making the switch to a hybrid fax deployment with RightFax can make sense for organizations that:

- Have numerous and/or complex integrations with RightFax.
- Operate under strict industry or regulatory security requirements.
- Want to retain full control over data location, storage and ownership.
- Experience seasonal businesses or daily, monthly or even irregularly high peaks or spikes in fax traffic.
- Have growing fax volumes.
- Seek to leverage the cloud whenever possible, but want to maintain control over their on-premises RightFax fax server.
- Wish to simplify their RightFax deployment.
- Want to save money.

Existing telephony infrastructure for RightFax

Typically, the most complex part of any RightFax implementation is connecting the RightFax server to on-site telephony. Whether you are connecting RightFax to analog, digital ISDN (T1/E1/J1, PRI or BRI) or using fax gateways or VoIP PBX, the process of connecting, troubleshooting, monitoring and maintaining these connections can be cumbersome. FoIP adds another layer of complexity. Often, each telephony method has multiple components, making it even more difficult to manage.

Integrations of on-site telephony with RightFax involves significant investment in time and resources and requires in-depth IT knowledge and telco expertise.

A hybrid deployment, RightFax with RightFax Connect, can replace any or all existing on-site telephony for faxing with RightFax and moves fax transmissions to the cloud. With RightFax Connect, all you need is an internet connection to securely transmit faxes to and from your RightFax server.

Moving fax traffic to the cloud eliminates all on-site telephony components for fax transmissions. All of the troubleshooting, maintenance, headaches and costs of these components are eliminated as well. RightFax Connect simplifies your environment so that valuable IT, system administrators, system architects and telecommunications personnel are free to work on other strategic initiatives in your organization.

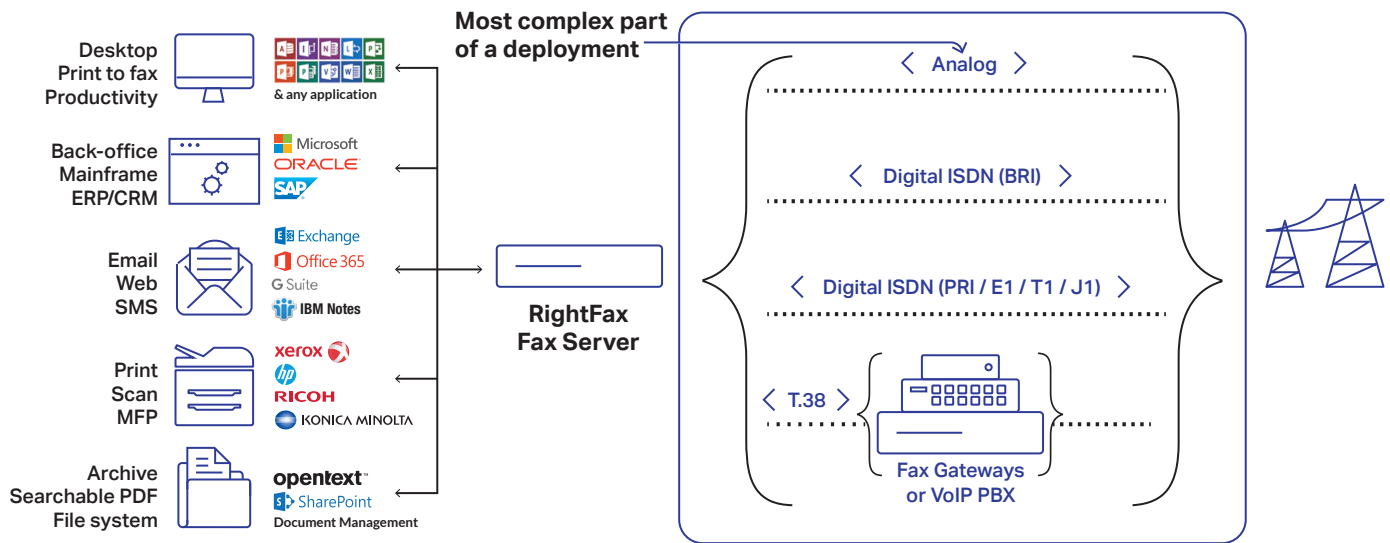


Figure 1: Connecting, troubleshooting, monitoring and maintaining telephony connections for faxing is the most complex part of a RightFax deployment.

In this simplified deployment, all telephony connections to RightFax have been removed and replaced with RightFax Connect.

This is the No. 1 reason that RightFax customers turn to RightFax Connect. This simplified environment eliminates a significant amount of ongoing complexity and removes a substantial amount of cost from the deployment: in hardware, software, operating costs, time and resources.

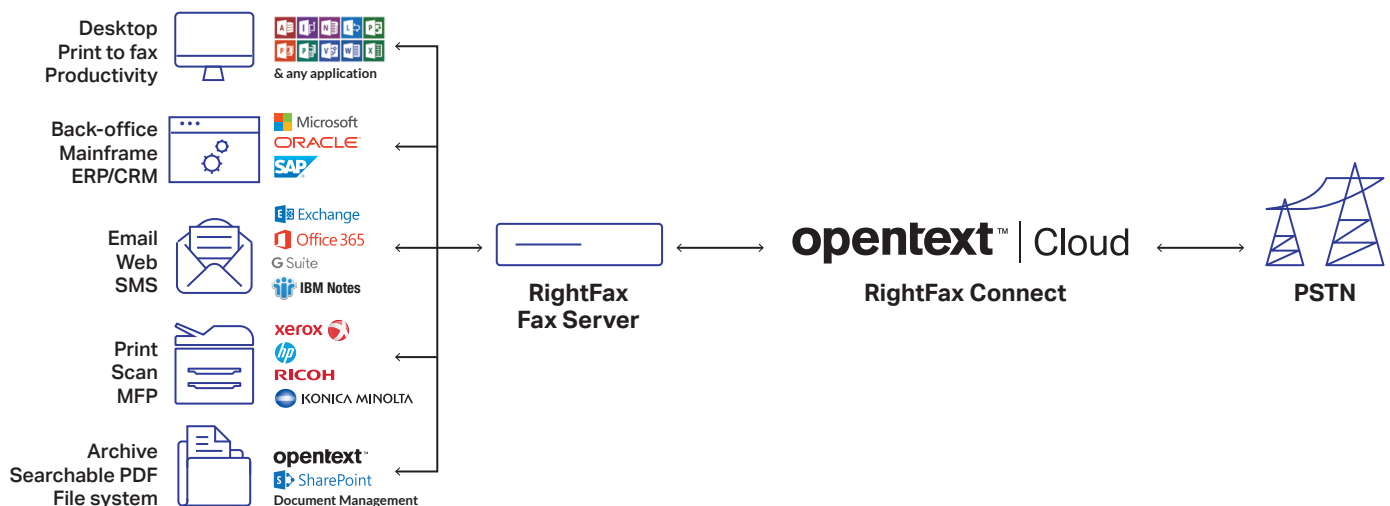


Figure 2: RightFax Connect replaces all telephony components and moves fax transmission to RightFax Connect, leveraging the OpenText Cloud.

Redundant RightFax servers

Often, a complex deployment will include multiple RightFax fax servers, built for business continuity that allows for RightFax server failover and redundancy. In these scenarios, RightFax Connect eliminates the telephony components and connections, as the redundant servers can be cloud-enabled. RightFax Connect also removes the need to build redundant environments just for the purpose of maintaining redundant telephony connections for RightFax.

Comparing FoIP to RightFax Connect, FoIP:

- Requires additional hardware, such as fax gateways, in addition to virtual fax boards and fax channels
- Involves complex environments that are more difficult to manage
- Introduces multiple potential points of failure for a fax transmission, which are often difficult to identify
- Is subject to latency, packet loss, jitter and delays

When evaluating the role of fax boards, fax channels and fax gateways in your RightFax implementation, consider how RightFax Connect simplifies your environment and reduces your costs:

- Remove all fax boards, fax channel licenses and fax gateways when using RightFax Connect
- Eliminate annual maintenance fees on all fax channels, licenses and fax gateways when using RightFax Connect
- Avoid annual maintenance fees of your RightFax channels, which other cloud service providers require you to keep

FoIP configurability and troubleshooting

Voice over IP (VoIP) revolutionized the voice networks in today's business environments. However, VoIP networks are meant to optimize voice traffic, not fax traffic. FoIP is supposed to optimize fax traffic over a voice IP network. But FoIP networks always require additional hardware (and cost), such as a gateway, that sits between your RightFax server and IP network. This repackages T.38 packets into T.30 protocol signals and transfers them over a PSTN network. RightFax is interoperability tested and compatible with a long list of supported SIP trunk, gateway and unified communication providers. However, the connection between RightFax, the FoIP communication device and the end point is not always seamless.

FoIP, in a poorly architected environment, can be subject to latency, packet loss, jitter and delays, which is often reliant on the bandwidth of the network. These factors can result in fax call failures, transmission errors and delays in fax transmission that affect the quality of service provided by FoIP networks. IT, system administrators and telecommunications managers spend a significant amount of time troubleshooting and maintaining this network. Instead, using SR140 and pairing with solutions from UC and SIP vendors that have been interoperability tested with RightFax significantly reduces, and in most cases eliminates, FoIP connectivity concerns.

Also, if you have redundant RightFax servers, redundant FoIP connections are required, adding more cost and complexity to your deployment. RightFax Connect eliminates the need and cost for any FoIP hardware, gateways, software and network troubleshooting, maintenance and management for the primary or redundant RightFax environments.

Fax boards, fax channels and fax gateways

Fully on-premises RightFax deployments require fax boards (either physical or virtual) and fax channels to transmit faxes. The bandwidth and capacity of fax transmissions is fully dependent on the number of fax boards and corresponding fax channels. Fax channels have a 1:1 relationship with fax transmissions, meaning a single fax transmission, inbound or outbound, will occupy a single fax channel for the duration of the fax transmission.

RightFax deployments require careful planning to ensure the right capacity is available at any given time for fax transmissions. This includes planning for the highest peak in traffic, whether it is seasonal, monthly or daily spikes. While outbound faxes will "queue" within RightFax until channels are available, insufficient channel capacity causes inbound fax busy signals, long delays on outbound transmissions, missed faxes and lost business.

Fax gateways are another common hardware component of RightFax installations and are a required component of FoIP environments.

Since RightFax Connect uses cloud technology to transmit faxes, a RightFax hybrid fax implementation requires no fax boards, fax channels or fax gateways. Additionally, since the RightFax deployment no longer uses fax channels or fax gateways, customers no longer pay annual maintenance fees for them (fax boards do not carry annual maintenance fees). Depending on the size of a RightFax implementation and the number of fax channels and/or gateways, this could equate to significant annual cost savings.

Note: Other cloud service providers require you to keep as many RightFax channels as your fax volume requires. If you choose a non-OpenText cloud service provider for RightFax, you will have to pay for RightFax channels and associated annual maintenance fees.

With RightFax Connect, users can:

- Remove the telco expense for all on-site telephony for RightFax
- Port existing fax numbers to OpenText without changing fax numbers
- Transfer the responsibility of identifying and troubleshooting deliverability issues to OpenText
- Eliminate all long distance fees for fax transmission
- Choose new fax numbers where and when they need them, with immediate availability of the pre-provisioned fax number

Fax telco lines, long distance fees and new number provisioning

With the telephony infrastructure eliminated, in either a traditional or FoIP environment, you may be wondering, what about the fax lines? All existing fax numbers are ported to OpenText, so you can maintain your current fax numbers with no need to change numbers. An unlimited number of fax numbers can be ported to OpenText, including all global fax numbers, in countries where number porting is possible. Once the fax numbers are ported, OpenText takes over responsibility of the fax lines with the telecommunications company. You are no longer financially responsible for maintaining those numbers with the telco company.

Another benefit of fax number porting is when a specific fax number or area code causes deliverability issues, OpenText is responsible for troubleshooting and managing the transmission of faxes. This frees up your resources to work on other projects.

Additionally, you will no longer be charged for long distance fax telephony charges. RightFax Connect pricing is based on a low per-page rate that doesn't include any long distance fees.

What if you need more fax numbers? RightFax Connect includes a self-service portal where you can add fax numbers with a few clicks of a mouse. The portal includes a large bank of available local fax numbers, fax numbers outside your area code and even fax numbers available around the world. These fax numbers are pre-provisioned and available immediately.

As an added benefit, any fax numbers ported to OpenText and any new fax numbers provisioned for RightFax Connect are yours to keep if you choose to cancel your RightFax Connect service.

Back-end system and application integrations

The No. 1 reason organizations trust and believe in RightFax is that it automates business-critical functions that rely on faxing. Typically, this support is provided by integrations between RightFax and back-end systems and applications that are deeply rooted in current business processes. The most common business integrations include SAP®, Oracle® and EMR applications, such as Allscripts, McKesson, Epic and Microsoft® SharePoint®, as well as other integrations through APIs and developer tools. This allows you to send faxes directly from the applications, receive an updated RightFax delivery status and receive faxes directly into the system automatically.

Additionally, as more integrations are developed, organizations increasingly choose RightFax to maximize the productivity, agility and availability of electronic faxing. This makes RightFax an indispensable part of their infrastructure.

One of the most important things to remember when considering RightFax and RightFax Connect, is that every integration, including back-end systems, email applications, MFP devices, document archive systems and EMR applications remains exactly the same. And the user experience remains exactly the same, whether they are sending faxes from systems or applications, sending and receiving faxes from their email client or using RightFax FaxUtil or the RightFax web-based user client. No change to the user experience means no need to change workflows, habits or faxing methods.

With RightFax Connect, all RightFax integrations and user workflows remain exactly the same:

- Preserve all back-end system and application integrations to RightFax
- Maintain the same, familiar user experience

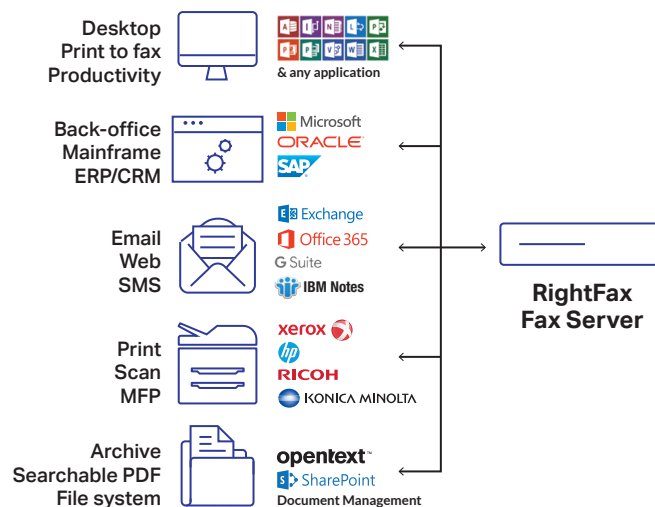


Figure 3: RightFax provides deeply rooted integrations with email, back-office systems and applications, MFP devices and document archiving systems on which businesses rely.

RightFax Connect:

- Prevents concerns over capacity and busy signals.
- Eliminates channel capacity planning
- Avoids additional capacity purchases of channel licenses and associated annual maintenance fees, and additional fax boards, if needed
- Removes existing idle channel capacity
- Delivers a truly never busy infrastructure
- Provides unlimited capacity that instantly scales to meet your fax volume requirements

Channel capacity and capacity planning vs. unlimited scalability

An important part of managing a RightFax implementation that uses on-premises telephony is understanding your fax volume in order to properly plan for capacity requirements. Insufficient capacity leads to outbound fax delivery delays and inbound fax transmission busy signals.

As companies grow, so do their fax volumes. In response, many installations expand the availability and use of RightFax across the entire organization. RightFax may have been implemented to solve a specific business problem or make a fax-dependent workflow more efficient, but many organizations expand RightFax to other lines of business, departments or to all employees to make faxing more efficient across the entire organization. As fax volumes increase, additional payload is added to existing RightFax channels and available capacity. Understanding the impact of this helps avoid channel saturation, transmission delays or missed faxes that are critical to your business.

Another key area in channel capacity and capacity planning is determining the highest level of faxing at any given time, including planning for spikes in fax volume. Most faxing may occur only during certain times of the year (seasonal volume trends), certain times of the month (end of month invoices) or specific times of day (broadcast faxing). The most important thing to note about planning for your highest levels of faxing is that your RightFax implementation must have the channel capacity to handle the maximum payload at peak demand. During off-peak times, that capacity sits idle.

The most common post-implementation purchase for RightFax customers is additional channels for more capacity. Since a single fax board has a limit to the number of channel licenses it can accommodate, additional channel license purchases lead to increased fax board purchases, adding expense to a RightFax implementation and annual maintenance fees for the additional channel licenses. Capacity planning, additional channel and board purchases and idle capacity are completely avoidable.

Hybrid faxing with RightFax Connect provides instant and unlimited scalability for any fax capacity requirements. Since no channels or fax boards are needed, this eliminates capacity concerns, capacity planning and additional capacity purchases and expenses. You no longer need to build capacity for peaks or spikes in fax traffic, RightFax Connect will scale as your business requires, providing the flexible capacity where and when you need it.

Because RightFax Connect provides instant and unlimited scalability, its network provides a “never busy infrastructure.” The importance of a never busy infrastructure is that you will never miss an inbound fax due to inbound busy signals. Even if your RightFax server is unavailable for any reason, RightFax Connect will hold and queue inbound faxes until RightFax is available for fax delivery.

Note: With other cloud fax services, if RightFax is unavailable for any reason, inbound faxes will receive a busy signal.

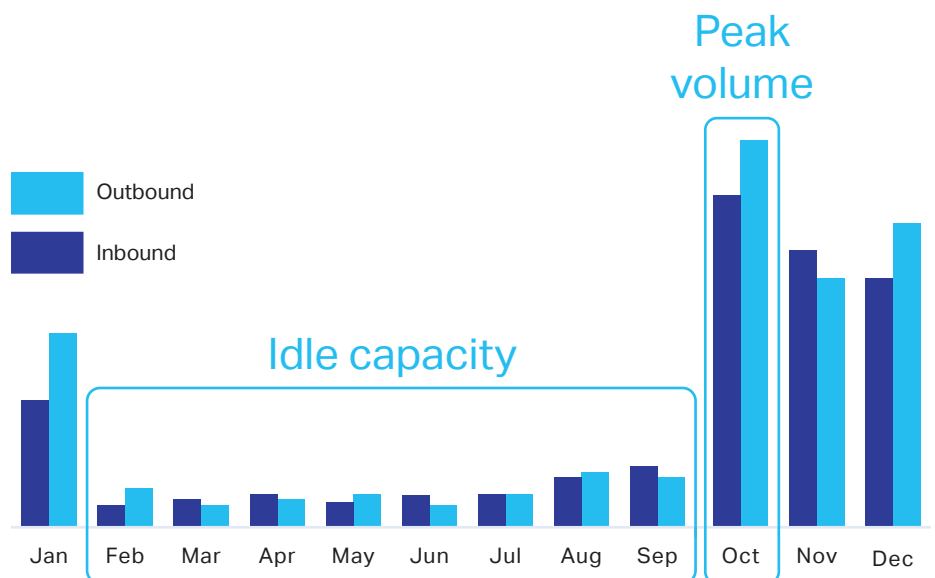


Figure 4: RightFax channel capacity must be planned for the highest volume of faxing at any given time. Unused capacity sits idle during non-peak times.

Business continuity

Because RightFax supports business-critical workflows that rely on faxing, many organizations build RightFax implementations with additional RightFax servers for high availability, disaster recovery and failover for faxing operations. While this can be accomplished in a number of ways, the additional RightFax servers require redundant fax boards, channel licenses and telephony connections.

While RightFax Connect does not replace the additional fax server for faxing operations, it does replace the need for any redundant telephony connections, channels or boards.

RightFax Connect also provides business continuity, high availability, disaster recovery and built-in redundancy for the OpenText network that processes fax transmissions at all times. Multiple data centers around the globe provide automatic failover from primary data centers to secondary data centers in the event of OpenText planned upgrades, unplanned outages or if at any time, the primary network becomes unavailable.

Security and compliance

Faxes can contain highly sensitive information about business transactions and decisions. OpenText uses a comprehensive set of standards to protect its customers' fax data in a fully secure computing environment that uses best-in-class security policies and procedures.

Security and compliance are very important when using the cloud. OpenText deploys multiple security measures for ultimate protection and multiple layers to ensure your fax content remains private, compliant and secure.

Secure connectivity protocols

Security protocols are vital in protecting customers' fax data, particularly while that data is in transit. The OpenText cloud fax network is made up of connectivity protocols that keep customers aligned with their most pertinent regulatory compliance mandates. OpenText deems two secure connectivity protocols mission-critical for helping cloud fax customers meet best-in-class certifications:

- **Secured web connections**

OpenText supports a variety of protocols for the secure transmission of fax data, such as TLS and HTTPS.

- **Virtual private networks (VPN)**

OpenText enables fax transmission across both shared and public networks, as if they were directly connected to a private network. All of this takes place as OpenText customers benefit from the functionality, security and management policies of a virtual private network.

SOC 2, Type II Security and Compliance

The Service Organization Control (SOC), SOC 2, Type II, defined by the American Institute of Certified Public Accountants (AICPA), is recognized worldwide as one of the strictest audit standards for service providers. It was designed to meet the needs of the growing number of IT and cloud computing companies.

SOC 2 allows the audited organization to demonstrate that it meets and exceeds the industry's accepted standards governing controls and protection of all hosted and processed data, on behalf of clients. SOC 2, Type II reporting is geared toward controls at service organizations relevant to five Trust Service Principals (TSP): security, availability, processing integrity, confidentiality and privacy.

In addition, OpenText maintains multiple layers of hardware and logical access controls to protect the confidentiality and integrity of customers' data. Components of this infrastructure include:

- **Encryption: Data at rest and data in motion**

Encryption keys are rotated every 30 days.

- **Firewalls**

Firewall rules block all paths to the network that are not explicitly required by the application. Multi-tiered firewall architecture provides defense-in-depth between the internet/client usage web tier, applications tier and stored data tier.

- **Network segmentation**

Separate network segments are used for production, development and QA environments. Internet-facing servers are located in DMZ network segments (separated from the core network by stateful firewalls).

- **Intrusion detection/prevention systems**

IDS/IPS devices are used at the firewall to monitor and prevent unauthorized activity.

- **ID Management Solution (UAM)**

LDAP is used for authentication to production systems.

- **Network vulnerability scans**

The Global Information Security Team routinely performs scans using approved scanning vendor protocols.

- **Anti-Virus**

Trend Micro™ and CLAM AV™ are used



- **Log analytics/Monitoring**

This is handled by a combination of monitoring applications.

- **CIDR/IP restrictions**

A security policy is in place on our firewall infrastructure that only allows specific IP addresses

Extra layers of fax data transmission protection help diminish risk around confidential information falling into the wrong hands. Specifically, they help ensure information is delivered to the intended recipient in tamper-resistant formats that shield from corruption while allowing customers to take advantage of well-established information security systems. Secure connectivity protocols are behind the OpenText commitment to help cloud fax customers achieve best-in-class security certifications for driving compliance.

Compliance

Compliance is an important concern for organizations considering the cloud. Cloud fax transmissions with RightFax Connect provide the strictest adherence to the following compliance standards:

- **HIPAA**

OpenText maintains a comprehensive HIPAA Compliance Program to meet HIPAA/HITECH requirements. OpenText can enter into a Business Associates Agreement (BAA) "to ensure that business associates will appropriately safeguard protected health information" according to the HIPAA privacy rule.

- **PCI DSS Level 1 compliance**

Major payment card companies developed this set of data protection mandates that are imposed on businesses that store, process or transmit payment card data.

- **SOC 2 Type II**

As defined above, this security protocol is recognized worldwide as one of the strictest audit standards for service providers.

End-to-end visibility and support

RightFax with RightFax Connect is the only hybrid solution that provides guaranteed end-to-end visibility and support for both the fax server and the fax transmission. Because RightFax Connect was built for RightFax, this combination is guaranteed to provide you with the best hybrid faxing implementation.

End-to-end visibility

In a traditional RightFax deployment using on-premises telephony, when an outbound fax transmission stops due to a point of failure with the telephony integration or if a fax call fails with the carrier, administrators must troubleshoot multiple points along the fax transmission. When troubleshooting a traditional RightFax deployment with multiple points of contact, administrators need to investigate whether RightFax, equipment or the telephony provider caused the failure.

With the hybrid installation, the fax operation and transmission are both powered by OpenText, with purpose-built integrations between RightFax and RightFax Connect. This means OpenText can view the entire journey of the fax and pinpoint the point of failure.

OpenText is the only provider that guarantees end-to-end visibility for faxing with RightFax.

With RightFax Connect, each fax transmission is given a unique Job ID, which allows us to track every fax transmission in the event of an error or failure.

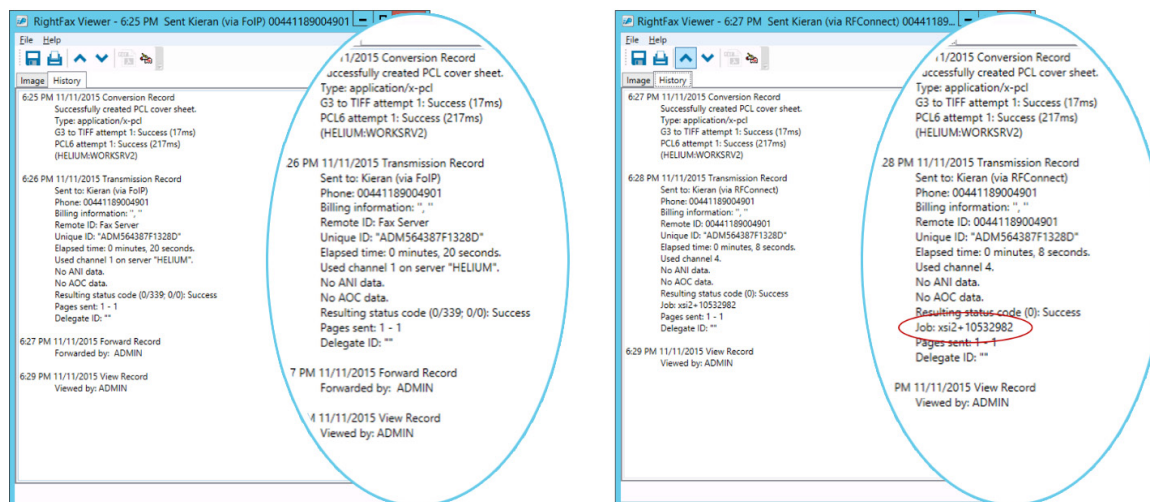


Figure 5: RightFax with RightFax Connect provides end-to-end visibility for every fax transmission.

End-to-end support

OpenText is also the only provider that guarantees end-to-end support for all of your faxing needs. Whether it's a question about faxing operations or fax transmissions, we provide a single point of contact to handle all of your needs.

OpenText is committed to putting the customer first—and making them wildly successful. The company has made significant investments in its RightFax-focused Customer Excellence team to provide the best support for RightFax and RightFax Connect customers.

Simplify your RightFax environment and reduce costs

When looking for ways to simplify your RightFax environment, look no further than a hybrid solution with RightFax Connect.

When evaluating a total cost of ownership of an on-premises RightFax deployment vs. a hybrid deployment with RightFax Connect, be sure to include not only the savings in hardware, software and maintenance fees, but also savings in time and resources that can be diverted to working on other key initiatives within your organization.

How much does your on-site telephony infrastructure for RightFax cost you?

- Cost of analog lines
- Cost of T1/E1/J1
- Cost of PRI/BRI
- Cost of telephony for redundant RightFax servers
- Time and resources spent connecting, troubleshooting, maintaining and managing telephony connections

Are FoIP connections causing heartburn and added expense?

- FoIP environments are complex and more difficult to manage
- FoIP introduces multiple points of potential failure, which are difficult to identify
- FoIP is subject to latency, packet loss, jitter and delays
- Cost of FoIP infrastructure
- Cost of gateways

Continued on the next page

How much could you save by eliminating fax boards, fax channels and fax gateways?	<ul style="list-style-type: none"> • Get rid of fax boards, channels and gateways for both primary and redundant RightFax servers • Eliminate the cost of annual maintenance fees for licensed channels and gateways • Eliminate future purchases of fax boards and channels for additional capacity requirements
Would you like to eliminate the expense of long distance charges and the hassle of DID management and new fax number provisioning?	<ul style="list-style-type: none"> • Remove all long distance fax call charges • Eliminate DID management and new number provisioning when new fax numbers are needed
Would you like to never worry about capacity planning or constraints again?	<ul style="list-style-type: none"> • Eliminate all capacity monitoring and planning • Never miss an inbound fax due to busy signals, even if your RightFax server is unavailable • End idle capacity during off-peak fax times
Would you like built-in redundancy, high availability and automatic failover for fax transmissions?	<ul style="list-style-type: none"> • Remove the cost and complexity of all redundant telephony connections built for fax transmission business continuity
Looking for the best security and compliance in the cloud fax industry?	<ul style="list-style-type: none"> • OpenText has more than 30 years of experience with cloud fax services • OpenText Cloud Fax Network is built on the strictest security standards and protocols to protect fax transmissions • OpenText procedures enable you to comply with the strictest compliance regulations
Looking for the only hybrid fax solution guaranteed to perform best with RightFax with end-to-end visibility?	<ul style="list-style-type: none"> • RightFax Connect was built for RightFax • It is the only cloud fax service to provide detailed fax transmission data • RightFax Connect is the only cloud fax service that provides end-to-end visibility for fax operations and transmissions • OpenText is the only call you need to make when you have questions about RightFax or RightFax Connect

About OpenText

OpenText, The Information Company™, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: opentext.com.

Connect with us:

- [OpenText CEO Mark Barrenechea's blog](#)
- [Twitter](#) | [LinkedIn](#)