

eFax Corporate

The leading secure hosted fax service



Scalable, cloud-based faxing for companies of all sizes

Fax technology has progressed from dedicated, standalone machines to web-based integrated services.

Today progressive companies are moving their faxing model to the cloud, eliminating concerns about hardware and software maintenance, system reliability and scalability, while freeing internal IT resources to focus on other business-critical systems and processes.

eFax Corporate® is a robust faxing platform used by millions of customers every day to securely transmit important business documents. eFax Corporate is offered as a completely hosted service, powered by a network of secure data centres and colocations distributed across the UK.

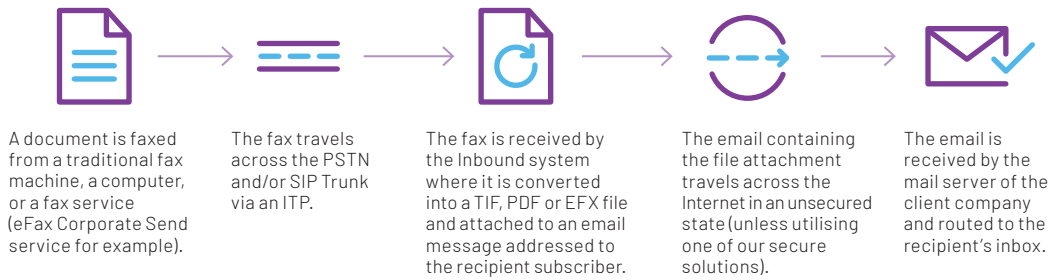
Our inbound faxing services are performed across a secure network of Telco-grade facilities equipped with environmental controls, infrastructure support, power management, and protective equipment. Transmission security and system redundancy is achieved through Border Gateway Protocol (BGP) with multiple peers and Virtual Private Network (VPN) connections between each UK data centre and our primary data centre, where core back-end systems reside.

Our outbound services employ multiple VPN-connected, UK data centres for system redundancy and load balancing. You can send documents via email, HTTPS post or a printer-driver upload. The eFax Corporate system converts document attachments into a fax-compliant PDF or TIFF file and transmits the fax across the PSTN and/or SIP Trunk via ITP.

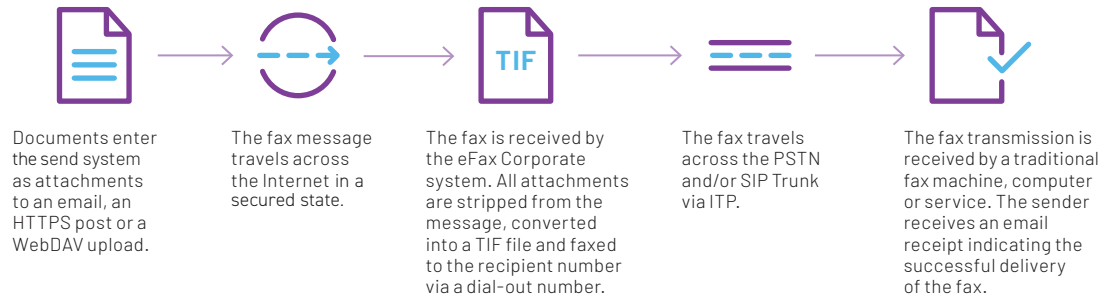
Both send and receive services are performed on servers maintained using one of the highest SLAs in the industry. eFax Corporate delivers unmatched system uptime, transparent performance metrics and uncompromised security.

The process

Inbound service (receive)



Outbound service (send)



The benefits

Enhanced productivity

eFax Corporate is ideal for companies with high-volume faxing, remote staff and mobile sales professionals. Employees receive faxes as email attachments anywhere Internet access is available.

Ease of integration

eFax Corporate integrates with major Enterprise applications, including Microsoft® Outlook® and the Microsoft Office® suite. Your employees can start using eFax Corporate immediately, with minimal training.

Reliable & secure fax network

The eFax Corporate global network is protected by firewall, redundancy and security technologies, which ensure a 99.5% uptime, rapid delivery times and unparalleled transmission security.

Redundancy of critical elements

Our redundant servers, connections, storage points, and PSTN carrier partners provide a true enterprise solution that will compensate for the loss of a single colocation.

Regulatory compliance

Our security features help users meet strict regulations and eFax Corporate is compliant with HSCIC standard fax requirements.

Largest selection of fax numbers worldwide

Local, national, freephone and non-geographic fax numbers are available throughout our network, in more than 49 countries on six continents.

User administration

eFax Corporate includes an Administrator login via a secure browser session that allows organisations to assign user rights, create profiles, manage user groups and generate fax-activity reports.

Full SAP integration

Our SAP Connector is certified under SAP's latest BC-SMTP requirements, making it easy for you to integrate your SAP environment.

Cost effective faxing

eFax Corporate provides a cost-effective, 'green' alternative to fax machines and in-house fax servers. Our secure-faxing technology is 100% paperless and requires no additional software or dedicated IT resources.

Key features

Inbound service (receive)

- Local, national, free-phone and non-geographic Direct Inward Dialling (DID)
- Receive faxes as email attachments in multiple formats
- Assign up to 5 email addresses per DID
- Receive multiple simultaneous inbound faxes
- First page thumbnail preview
- Up to 200 pages per fax transmission
- Unlimited inbound faxes per user
- Outlook, POP3, IMAP client compatibility
- Standard inbound templates in 5 languages (English, German, French, Spanish, Dutch)
- Inbound templates
- Sending party Called Station Identification (CSID)
- Date/time stamp printed at the top of each received page
- Port existing telephone numbers
- 100% paperless processes
- Mobile app for faxing on the go

Archival/retrieval

- Lifetime storage
- Unlimited size fax storage
- Configurable storage retention policy
- Remote Message Centre access
- Flexible password options
- Search stored faxes via keywords & tags
- Multi-level folder hierarchy

Security/compliance

- Secure faxing – Transport Layer Security (TLS)
- 256 bit bi-directional encryption
- Access to hosted faxes controlled by password
- Encoded UTF-8 and multi-byte characters
- eFax Secure – email PURL (persistent URL) to a password protected login link to access encrypted stored faxes

Outbound service (send)

- Send faxes from email client
- Multi language delivery notifications
- Send international faxes without additional long distance charges (to many countries)
- Support for 45 native file types
- Up to 10 attachments/18MB
- Up to 20 simultaneous recipients
- Custom cover sheets
- Date/time stamp printed at the top of each page
- Disable cover page/templates
- 5 auto resend attempts
- 2 resolution modes (standard: 96 x201 dpi, fi 1 dpi)
- Configurable CSID and fax receipt
- Mobile app for sending faxes on the go

Administration

- 24/7/365 telephone & online support
- MAC (moves, adds & changes) controlled by administrator
- Detail reporting (usage, user, job codes, client billing)
- Secure https browser session for remote administration
- Line-item metadata reporting via fax
- Securely download reports in CSV, Excel formats
- User account management
- Create & manage user sub-groups
- Create additional admin managers
- Specify company domains for receiving faxes
- Build & upload custom cover sheets
- Direct Inward Dialling line management

Mobile

- Support for iPhone, iPad, Android
- Access to stored faxes
- Send with or without cover pages
- Send a document from your device
- Use camera to capture and send pictures
- Protect faxes with bi-directional encryption
- Add digital signatures to your faxes

Find out more

If you would like to learn more about a cloud fax model solution, contact one of our consultants today.

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