

10 Reasons Small and Medium-Sized Businesses Should Switch to Digital Cloud Faxing



Enterprise-level Cloud Technology at a Small-Business Price

As a modern business, you've almost certainly incorporated a great deal of new technology into your operations — systems and applications that have saved you money and probably also helped you to improve your business.

But there is one essential communication technology — faxing — that most businesses incorrectly assume cannot join the Internet Age. Many IT professionals believe faxing will always remain stuck in the analogue era of clunky hardware and costly phone lines.

The reality, however, is that faxing has indeed joined the 21st century.

Digital cloud, paperless, hosted faxing services, like the solution from world leader eFax, require no onsite hardware, are as easy to use as email, can save you significant cost over your current fax infrastructure, and can even enhance the security and regulatory compliance of your business faxes.

Here are 10 benefits a business like yours will enjoy when you switch from your existing analogue fax infrastructure to a hosted fax solution from eFax.

1. Digital Cloud Fax Has Significantly Lower Total Cost of Ownership

Like any small to medium-sized business, you are no doubt highly sensitive to cost. So we should start by pointing out that switching to a hosted, digital cloud fax solution can save you more than 50% in overall fax costs.

Those “overall fax costs” encompass much more than simply the initial capital expense of your office fax machines and/or in-house fax servers. They also include many additional costs you're paying every year, but rarely if ever associate with your faxing expense, such as:

- Gateway software
- Uninterruptable power supplies
- Local analogue fax numbers, freephone numbers, E1 lines
- IT maintenance, repair, reporting, backups
- Electricity — which over time can cost more than the hardware itself!

There's also one more cost you've probably never considered but are certainly paying if your employees use traditional, paper-based fax machines: staff time and productivity.

According to a report from research firm Davidson Consulting, by far the greatest single expense standalone machines represent is employee labour: printing documents to be faxed, standing in a queue at the fax machine, redialing a busy fax number or waiting for an Inbound fax.

Even a relatively small number of standalone fax machines, according to Davidson, could cost a small business significantly in wasted staff labour.

With a hosted fax solution from eFax, you can eliminate all of these costs.

2. Digital Cloud Fax Can Increase Your Document Security

How can you ensure the privacy and confidentiality of a paper fax — whether sent or received — if it is left unattended for any period of time on your office fax machine?

Paper-based faxing is not secure — which is why it falls short of compliance with EU data-privacy regulations.

With the eFax digital cloud fax solution, however, your faxes enjoy the highest levels of security both in transit and at rest. Faxes are SSL-encrypted when sent and then stored in your email inbox using 256-bit encryption. Our parent company Consensus Cloud Solutions operates more than 27 data centres and colocations worldwide, including within the UK, to support the eFax network. Our data centres are maintained in top telco-grade (Tier 3 or 4) facilities operated by major hosting providers.

That's why among the billion fax pages eFax transmits electronically every month, hundreds of millions are for our customers in industries where regulations are strictest and data privacy is essential. Indeed, eFax's customers include many of the most successful healthcare providers, financial service organisations and legal practices — businesses whose client confidentiality is a must.

Ask us to provide you with the full-security summary that outlines our data protection and security governance.

3. Digital Cloud Fax Can Enhance Your Regulatory Compliance

Regulations governing customer data privacy, record keeping and reporting are ever changing. However we know that for many regulations sending and receiving sensitive client data by paper-based fax falls short of compliance.

That's where eFax can help. Through secure and encrypted data transfer — transmitting faxes securely online — as well as digital tracking, clear audit trails and secure file storage, eFax helps ensure your online faxing is protected and private — and that it complies with the strictest mandates of data privacy regulations.

4. Digital Cloud Fax Offers Easy Porting of Existing Business Fax Numbers

One obstacle small businesses often face when upgrading

to a new technology — even a technology they know will improve their operations and save them money — is that the upgrade process itself requires so much time, effort and resources that it threatens to undermine current operations.

Not so with an upgrade from analogue faxing to a digital cloud fax solution from eFax.

You can keep your existing business fax numbers, so you won't need to re-do your marketing materials and business cards or update your website.

Plus, our engineering team will handle all of the porting of your numbers for you. They will work with your old telecom provider to transfer the numbers to new eFax virtual numbers that simply forward to your employees' email inboxes.

The transition couldn't be simpler!

5. A Digital Cloud Faxing Solution from eFax is Easily Scalable

Another obstacle small businesses often encounter when upgrading to a new technology is answering this longterm question: "Will this technology still support us and be cost-effective when we grow into a big business?"

With eFax, there's no need to worry about the digital cloud faxing solution's ability to grow with your organisation. As the world's #1 digital cloud faxing provider, eFax manages the digital fax services for some of the world's largest enterprises, whose employee's number in the tens of thousands and who send hundreds of the thousands of fax pages every month.

With eFax, your online fax service will support you whether you have 25 employees or 25,000 — and adding new virtual fax numbers to accommodate your expanding team takes just minutes.

6. A Digital Cloud Fax Solution Can Work Seamlessly With Your Multifunction Printers

You might also wonder if, with a digital cloud fax solution, you can still integrate your faxing with your existing onsite multifunction printers (MFPs) that serve as copiers, scanners and printers. The answer is yes! In fact, eFax can help you derive even more benefit and higher ROI from those machines by expanding their role to digital cloud faxing.



Because eFax is a digital cloud fax solution, you can use our MFP Fax Direct Feature to easily integrate eFax services into your MFPs. This reduces your overall faxing cost (eliminating fax machines, fax paper and other supplies), increases productivity (enabling your staff to share and store documents conveniently online), and enhances the security of your business faxes.

7. A Digital Cloud Fax Solution From eFax Provides You a Dedicated Account Manager

Yet another potential sticking point for businesses looking to upgrade to a new technology is concern that after they make the initial purchase they'll be all alone to manage the transition.

But with eFax, you're never alone. From your first point of contact with us, you will be assigned a dedicated eFax account manager, who will learn about your business, gain a full understanding of your specific business-faxing needs, and help you develop a customised solution for your organisation — one that's easily scalable (up or down) at any time.

Your dedicated account manager will be there to walk you through the entire process — setting up your account, transferring any existing fax numbers you have over to your eFax service, showing you how to manage users and generate fax usage reports, and answering any questions you or your IT team have.

8. A Digital Cloud Fax Solution That is as Easy to Use as Email

Okay, but how long is it going to take to train my staff on this new technology? Fair question. If your employees know how to use email, it'll take about 5 minutes.

Unlike most new applications or processes a business might transition to, switching your staff to online faxing won't require any special training and won't result in any downtime while employees get familiar with the new system.

Indeed, it will take literally just a few minutes for your team to figure out how to send and receive faxes by email or through their secure eFax online interface.

9. Digital Cloud Faxing from eFax Offers an Enterprise-Level Solution at Small Business Price

Although most businesses still use traditional, paper-based fax machines, large enterprises have for many years been enjoying the benefits of faxing online with eFax. One reason so many large businesses use digital cloud faxing is its affordable pricing.

As a small to medium-sized business, you can have access to the same eFax digital cloud faxing solution that so many enterprises rely on for their business faxing.

You can enjoy the same service these large organisations have, complete with all features — faxing by email, fax-number porting, secure archiving online of all faxes, MFP integration, enhanced security and compliance, and more — all for a small-business price.

10. You Can Try eFax Completely Free

Still not convinced it's time to upgrade your costly fax infrastructure to a hosted fax solution from world leader eFax?

We'll let you and your staff try the full-featured online faxing service free for 30 days — no risk, no obligation.

Just contact one of our team and we'll get you set up right away with your eFax free trial.

About eFax

eFax launched its digital cloud fax service with the goal of using the convenience of email and the speed of the internet to make it easier for people to send and receive faxes. eFax lets users and our 11 million customers receive, review, edit, sign, send and store faxes by email or through a web interface. Our appeal and success are built around three key features: the widest selection of phone numbers; an easy way to send and receive faxes and voicemail by email; and a fast, reliable and secure communications network.

To learn more about outsourcing to a digital cloud fax model with eFax, visit us at: eFaxCorporate.com



European Headquarters



eFax
European Headquarters
Unit 3, Woodford Business Park
Santry, Dublin 17, Ireland



Contact Sales:
UK 0800 689 0588
Rest of Europe +353 (1) 656 4950



Web:
eFaxCorporate.com

Follow Us

