A Host of Reasons;
Why We're the Leading Hosted Enterprise Fax Service

eFax: Scalable, Digital Cloud 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 is a robust faxing platform used by millions of customers every day to securely transmit important business documents. eFax is offered as a completely hosted service, powered by a network of secure data centres and colocations distributed across the UK, as well as throughout Europe, North America and Asia.

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 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 delivers unmatched system uptime, transparent performance metrics and uncompromised security.

eFax Benefits

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

Reliable and Secure Fax Network: The eFax 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 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 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 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.

eFax 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

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

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