eFax (Digital Cloud Fax) vs.
RightFax (Fax Server)

Faxing is universal, widespread and easy to use. But increasingly, there are challenges seen with legacy paper faxes, their related workflows and costs. The industry has long been moving to replace the paper fax with more secure and HIPAA-compliant technology. There are two technologies at the forefront of this move: the fax server, which requires on-premise hardware and software; and digital cloud fax technology (DCFT), a reliable and scalable technology that runs entirely on the cloud and requires no additional hardware or software.

Troublesome Fax Servers

In addition to the extra hardware, fax software and telecommunications services, fax servers also require on-site installation, training, and ongoing maintenance. These items are costly as they involve IT personnel for administration and maintenance. Other expenses also include monthly telco charges for phone lines, phone numbers and PBX ports.

These expenses are cost-prohibitive for small to medium-sized businesses (SMBs) and some mid to large-sized corporations.

Fax servers are also less than reliable. The costs of downtime to a business can also be incredibly high and, for some industries like healthcare and financial services, are completely untenable.

RightFax is a provider of fax servers and hybrid solutions that include some elements of cloud services but have fax servers as the main component.

Digital Cloud Fax Simply Works

eFax is a digital cloud fax technology (DCFT) that runs 100% on the cloud. Digital cloud fax delivers encrypted communications and password-protected documents. You can get a complete audit trail of all activity and optional features such as fax tagging, annotations and digital signatures.

You can also experience more than 99.5% uptime, fast delivery and receipt rates, which is ideal for time-sensitive information with high completion rates and reliability.

Better still, digital cloud fax is easy-to-use on the desktop, web, on the go (iOS and Android smartphones and tablets) and through an integration with enterprise-level APIs.

Challenges of Fax Servers

- Involve capital expenses/acquisition costs of the server hardware, software, server license, line-card cost, other hardware equipment

- Involve ongoing software maintenance costs

- Require support costs for IT personnel to maintain server

- Require monthly phone lines and fees

- Require annual licensing fees

- Only support local phone numbers (area code where fax server is located)

- Involve complex configuration

- Lengthy deployment

- Semi-reliable; uptime depends on hardware, fax boards, local power and phone connectivity

Benefits of Digital Cloud Fax

- Pay only for what you use

- No capital expense or acquisition costs

- No ongoing software maintenance fees

- No IT support costs to maintain servers

- Eliminate phone line charges

- No annual licensing fees

- No startup costs

- Scale on demand with unlimited fax capacity

- Industry-leading reliability ensuring 99.5% uptime

- Meets strict Disaster Recovery requirements

- Can get started immediately

eFax Corporate

Comparing Digital Cloud Fax Technology with Legacy Fax Servers

	Fax Servers (RightFax)	Digital Cloud Fax (eFax)
Capital Investment	Hardware, software, telecom setup	None
Telecom Needs	Capacity for peak usage. Redundant access required	None
Telecom Fees	Monthly fees for fax lines and phone numbers	None
Long Distance	High	None
Setup Time	8 - 10 weeks	Up and running immediately in most cases
IT Knowledge Required	High – requires expertise in fax server software, fax hardware, and telecom facilities	None
Maintenance	Client and server software upgrades needed for file compatibility and features. Hardware upgrades needed. These could be as high as 75% of the initial cost	None

	Fax Servers (RightFax)	Digital Cloud Fax (eFax)
Reliability	Inconsistent to no core redundancy or continuous monitoring	99.5% availability Redundant servers 7x24x365 monitoring tools & personnel
Scalability	Limited capacity: restricted by capital and telecom choices. Increasing capacity requires new hardware, sometimes new facilities, and 10 - 12 weeks to deploy and test	On-demand, scalable capacity
Cost Per Transaction	Long distance cost per minute for long distance traffic	Fixed cost per transaction
Monthly Cost	Annual software maintenance Monthly fees for each fax number	Low monthly fee per active fax number
Total Cost of Ownership	High	Low
IT Environment Impact	High – Increases complexity of IT environment and introduces new risk	None
IT Overhead	Depending on the size could end up in escalated expenses	None
Administration and Reporting	Average	Feature rich – online administration, logging, and tracking
Physical Security	Servers usually run in the customer office with often no disaster recovery or business continuity plan, unless specifically implemented at an even higher cost	World-class security infrastructure. Disaster recovery and business continuity plan
Document Security	Document is not secure; located within the customer office	HTTPS transmission, optional encryption at rest, TLS 1.2+ transport
Web access	Limited functionality compared to desktop capabilities	Standard offering

Fax server environments cost significantly more, take more time to maintain, and require more effort to deploy when compared to digital cloud fax technology.

Digital cloud fax eliminates major capital expenditures associated with faxing equipment and the fax server and, reduces fax expenses to a low operational cost. This means more to your bottom line.

Furthermore, digital cloud fax requires no additional effort and time to deploy, is far more reliable, scalable, and flexible than other options.

eFax is the world's leading digital cloud fax service for your business with millions of customers, worldwide.

Visit eFaxCorporate.com to get started today.