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OpenText XM Fax

Reduce costs, improve productivity, and comply with critical regulations

Improve efficiency with secure faxing from anywhere

Reduce costs by eliminating fax hardware and analog phone lines

Increase security through direct delivery, centralized records, and optional zero retention

Decrease compliance risks for key regulations

Fax continues to play a pivotal role in conveying sensitive information, especially for vital sectors such as Healthcare, Government, Education, and Finance. Serving as a reliable medium for document communications, fax provides security, convenience, and an extensive reach. Embracing a digital fax solution cuts costs and streamlines workflows, making regulatory compliance a breeze.

OpenText™ XM Fax™ is a game-changer that ensures outstanding return on investment. It eliminates the need for pricey TDM phone lines and unreliable fax devices, along with their associated consumables. With faxes tailored to employees' individual workflows, this solution enhances security and compliance through direct-to-recipient delivery and centralized recordkeeping.

Improve efficiency with secure faxing from anywhere

XM Fax enables staff to fax from their desks or in the field from mobile devices with a digital fax service that's easy to implement, manage and use. They can also deliver inbound faxes directly to an email inbox or XM Fax account for convenience and security. The platform is also easy to implement, manage and use.

Reduce costs by eliminating fax hardware and analog phone lines

Switching to XM Fax allows organizations to break free from costly analog lines and fax machines. With faxes sent and received digitally, there's no need for unnecessary printing, which increases efficiency and streamlines work tasks.

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Increase security through direct delivery, centralized records, and optional zero retention

By securely delivering faxes directly to recipients' devices instead of shared trays, XM Fax enhances privacy and significantly diminishes the chances of unauthorized individuals accessing confidential information. Every transmission, even those sent through MFPs, is encrypted for added security. Plus, users have the option for zero retention, and all faxes are meticulously tracked in a centralized database, simplifying audits and oversight.

Decrease compliance risks for key regulations

XM Fax is crafted to seamlessly align with essential industry regulations, such as HIPAA, GDPR, FERPA, PCI DSS, SOX. Plus, organizations can choose on-premises deployments or opt for the cloud hosting options available in the US, Canada, and the EU, catering to all data sovereignty needs.

With XM Fax, users can easily send and receive faxes using any computer or a variety of devices, including MFPs, EHR/EMR systems, and mobile devices with user-friendly apps for both Android and iOS. This enables secure communication from absolutely anywhere you can connect to the internet—just as simply as sending an email! What's more, it ensures essential security and traceability.

Whether you're working from home, out in the field, or at the bustling office, your document communications are always at your fingertips, making everything more convenient, all while bringing fax into the 21st century.

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→ Read the Success story

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- Certified ISO/IEC 27001:2013 and PCI DSS Cloud Hosting
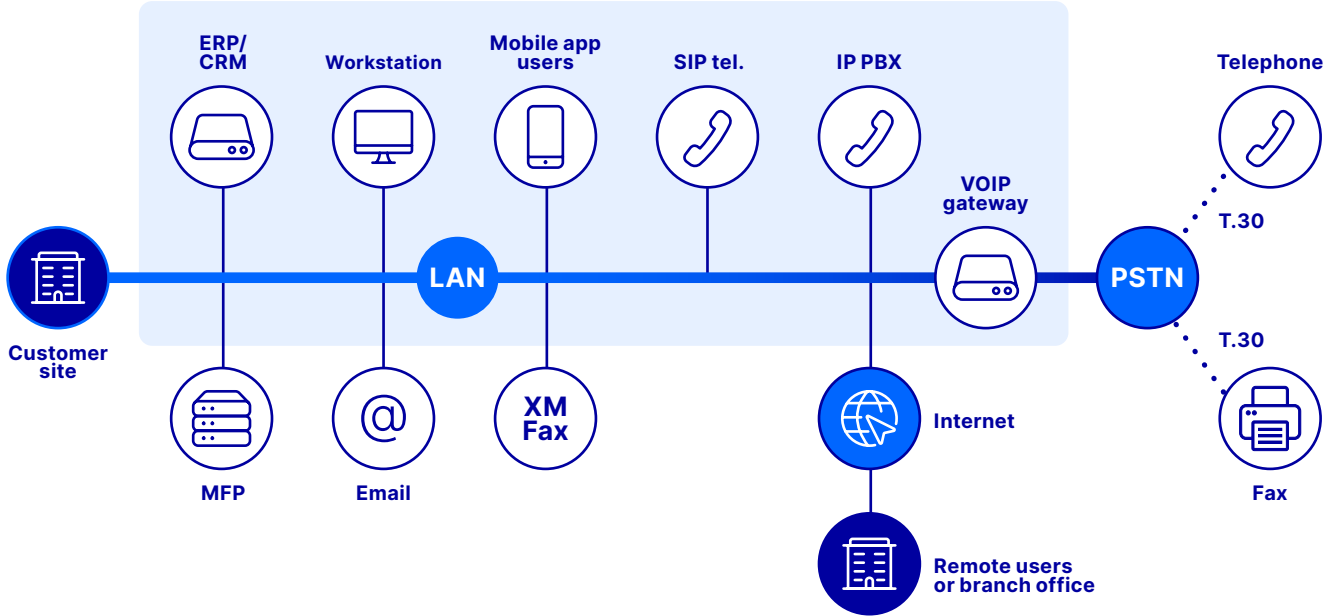- OpenText Professional Services
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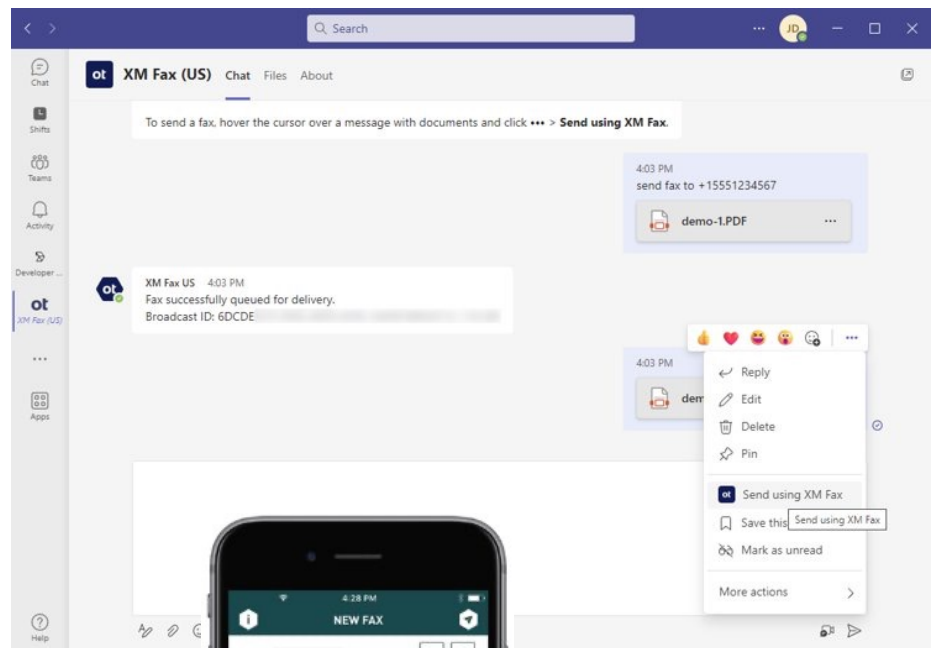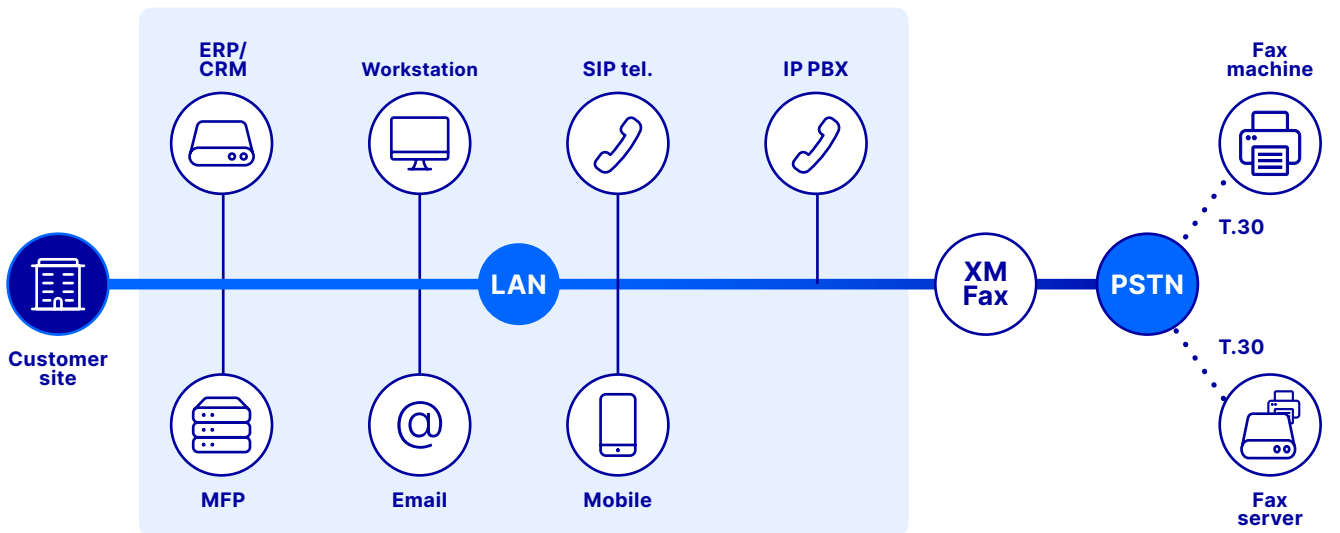

XM Fax with Microsoft Teams UI

XM Fax on mobile UI

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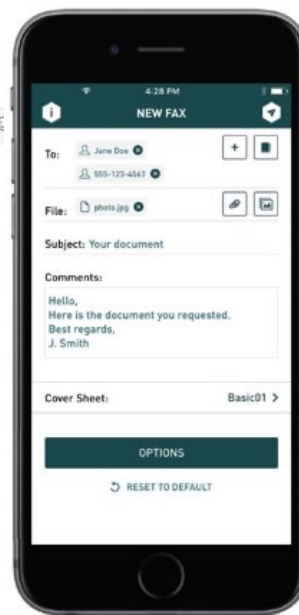
XM Fax on-premises typical implementation

XM Fax cloud typical implementation

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Software-only Fax over IP—Does not require fax cards or other specialized hardware to provide reliable, cost-effective, and secure fax service.

Broad interoperability—Connects to all mail servers (including Microsoft Exchange), Microsoft Outlook, a wide variety of MFPs (Xerox, Toshiba, Ricoh, Sharp, Lexmark, HP, etc.), and both Android and iOS mobile devices.

Supports a variety of APIs, webservices, and custom Python scripting to allow further integration into your organization's processes.

Supports virtual machines on VMware, Microsoft Hyper-V, and Citrix.

EMR/EHR integrations—Allows users to send confidential information by fax directly from EMR/EHR solutions without any additional software. XM Fax is Epic certified and also integrates with NextGen and Allscripts.

Supports HIPAA compliance and increases security by maintaining an audit trail. Users no longer have to waste time printing patient information, manually faxing documents, waiting for confirmation, and filing paper copies.

Security and regulatory certifications—Provides cloud hosting that is certified ISO/IEC 27001, PCI DSS, Cyber Essentials, and CSA STAR level 1.

Flexible deployment options—Runs via the cloud, as a hybrid deployment, or in three on-premises editions to suit an organization's budget and volume needs. Cloud deployments can be hosted in the US, Canada, or the EU to meet data sovereignty requirements.

Scalability—Includes a range of on-premises port purchasing options.

Includes unlimited subscription or prepaid credits options for cloud deployment. Organizations can easily expand capacity to suit increases in volume as they grow.

Survivability options—Offers high availability, disaster recovery, and remote branch survivability for on-premises option, which helps ensure that critical communications will be available despite localized outages or hardware issues.

Powerful administration—Includes rich administration and monitoring tools, advanced traceability through an event log tab, and advanced SIP trunking leveraging G.711 and proprietary T.38.

Automated routing—Via telephony (e.g. DID, CSID) and character recognition (OCR, barcodes) based methods.

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**.

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