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OpenText Core Fax

Reduce costs, improve productivity, and comply with critical regulations

Benefits

- 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 configurable retention
- Decrease compliance risks with 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™ Core Fax is a game-changer that ensures outstanding return on investment. It eliminates the need for pricey analog fax lines and unreliable fax devices, along with their associated consumables. By customizing faxes to employees' workflows, this solution strengthens security and compliance, enabling direct recipient delivery and centralized record-keeping.

Improve efficiency with secure faxing from anywhere

Employees can send and receive faxes from their workstations with a seamless, easy-to-use service. Inbound fax notifications can be delivered via email, while customers have the flexibility to receive faxes in a Core Fax account or direct them to preferred destinations such as Microsoft OneDrive, Google Drive, Google Cloud Storage, Amazon S3, local file folder, SharePoint, or even directly to paper on a favorite print device.

Reduce IT workload with seamless user integration and single sign-on

OpenText Core Fax supports automated user provisioning with Entra ID via SCIM or AD Sync, enabling seamless user creation and deactivation. Additionally, Core Fax supports SAML 2.0 single sign-on, WS-Fed and WS-

Resources

OpenText Core Fax
product overview ›

Security in fax:
Minimizing breaches and
compliance risks white paper ›

Blog:
Transform workflows
with cloud fax ›

Trust identity management enhancing security and user experience by providing seamless authentication across enterprise applications, reducing password fatigue, and streamlining access management.

Increase security through direct delivery and a robust audit trail
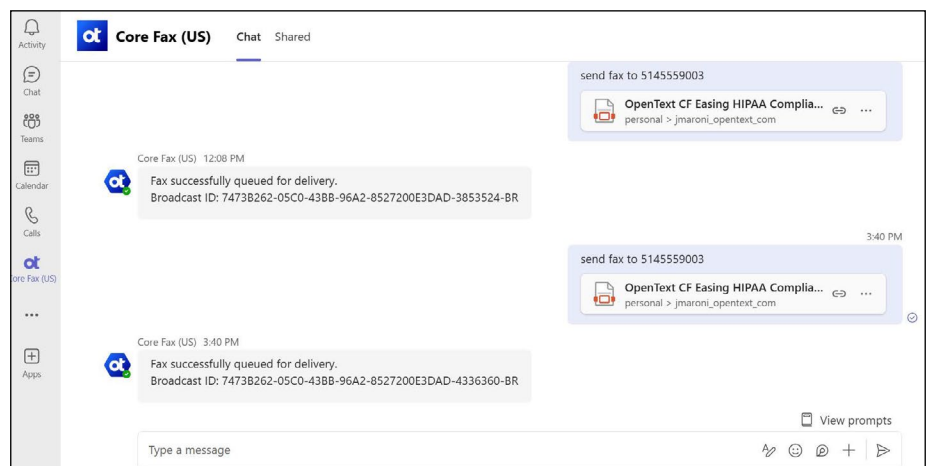
Securely deliver faxes to recipients. OpenText Core Fax enhances privacy and significantly diminishes the chances of unauthorized individuals accessing confidential information. Every transmission, even those sent through Core Fax secure MFP applications are encrypted for added security, and all faxes are meticulously tracked, simplifying audits and oversight.

Decrease compliance risks for key regulations

OpenText Core Fax is designed to seamlessly align with essential industry standards, regulations, and certifications such as SOC 2 Type II, HIPAA, GDPR, ISO 27001, and PCI-DSS. With infrastructure in the US, Canada, Europe, and Australia, OpenText Core Fax meets data sovereignty requirements in each respective region.
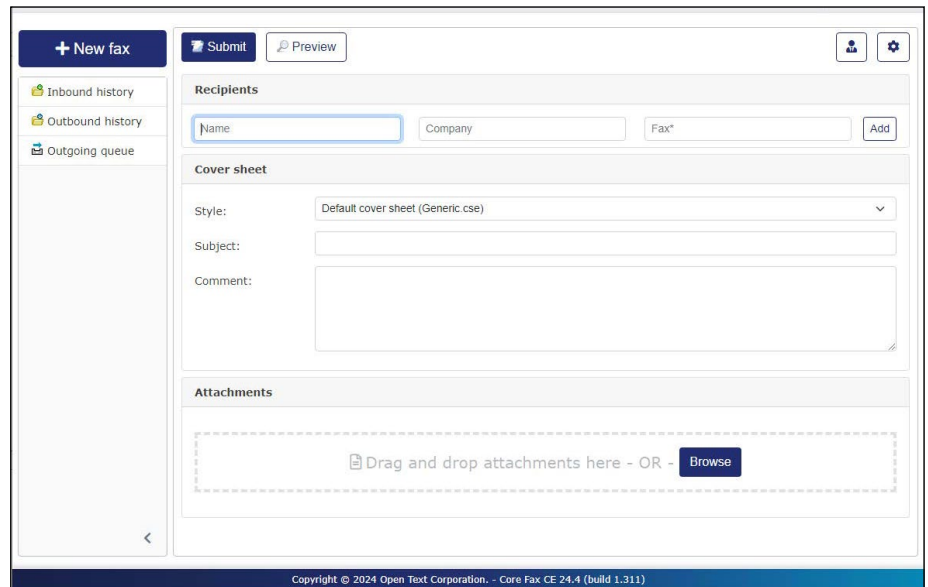
OpenText Core Fax web portal

OpenText Core Fax integration with Microsoft Teams

OpenText Core Fax features	
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 with MFPs	Walk up faxing without the need for a fax board or phone line. Secure software connectors for favorite brands like Ricoh, Toshiba, Xerox, Lexmark, Sharp, Kyocera, and HP, as well as secure MFP identity providers like PaperCut, Streamline NX, Uniflow, and YSoft SAFEQ, provide the same walk-up experience with none of the traditional telephony hassle.
Integrations to collaboration solutions	Enabling effortless faxing from Microsoft Teams and Webex by Cisco.
Integrations to EHR systems	Allows users to send protected health information (PHI) by fax directly from EHR solutions through secure connectors for Epic, Cerner and Veridigm Allscripts.
Data center platform security	OpenText Core Fax Data Centers enhance security by maintaining a comprehensive audit trail, ensuring the integrity, confidentiality, and availability of personally identifiable information (PII). The platform facilitates robust access controls, continuous monitoring, and proactive threat detection. This means users no longer need to waste time printing sensitive information, manually faxing documents, waiting for confirmation pages, or filing hard copy documents.
Data sovereignty options	Cloud deployments can be hosted in the US, Canada, the EU, or Australia to meet data sovereignty requirements. In addition, customers who require a global footprint may scale across multiple regional data centers.
Scalability	Organizations can seamlessly scale their capacity to accommodate growing demands while benefiting from multi-tenancy and unlimited user access. This ensures flexibility, efficiency, and accessibility as they expand.
Survivability options	Built-in high-availability and disaster recovery, which helps ensure that critical communications will be available despite localized outages or hardware issues with 24×7 customer support.
Powerful administration	Includes rich administration and monitoring tools, advanced traceability through built-in dashboard reporting, individual event logs for all transmissions, advanced call detail record reports with customizable tags for identification and accounting. And a robust security audit log for administrative controls—all available within the admin portal or accessible through secure APIs.
Integration APIs	Supports SOAP and REST APIs to allow further integration into your organization's processes. More information is available on the OpenText Developer Portal.

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