

Fax, rewired: Cloud-native, AI-driven

Fax isn't going away—it's becoming more important.

A survey of 850 decision makers across the US, Germany, France, and the UK shows fax remains deeply embedded in business communication across healthcare, financial services, and government.

What's changing is how it works.

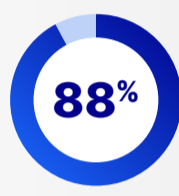
Cloud and AI are transforming fax from simple document transmission into a workflow-driven information channel, helping organizations process documents faster and reduce manual work.

Fax still drives critical workflows

Despite digital transformation, fax remains essential for secure document exchange.

Organizations rely on fax for:

- ✓ Secure, auditable communication
- ✓ Reliable document delivery
- ✓ Compliance-driven workflows
- ✓ Integration with business systems



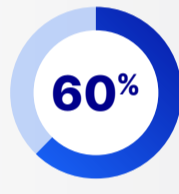
88% of organizations say fax is important to their communication workflows.

Fax modernization is accelerating

Organizations are modernizing legacy fax environments to improve efficiency and reduce operational risk.

Top modernization priorities include:

- ✓ Faster fax processing
- ✓ Workflow automation
- ✓ Improved security
- ✓ Data extraction from documents

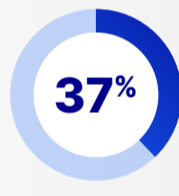


60% of organizations expect fax to become more important in the next three years.

Cloud is the foundation of fax modernization

Cloud platforms allow organizations to:

- ✓ Centralize fax infrastructure in a managed environment
- ✓ Scale capacity without hardware constraints
- ✓ Integrate fax with business applications and digital workflows
- ✓ Support high availability and operational resilience



37% of respondents cited cloud-based fax services as the most valued modernization approach, ahead of hybrid deployment, workflow integrations, and security enhancements.

Fax centralized in the cloud enables AI-driven automation for routing documents, extracting key details, and triggering workflows.

Capability area	Basic fax	Cloud fax	Intelligent fax
Infrastructure	On-premises servers	Cloud-hosted	Cloud-native
Integrations	Manual/Some APIs	API-based	Workflow-driven
Automation	Minimal	Rules-based	AI-enhanced

[Learn more about this progression in our Modern digital fax buyer's guide >](#)

AI-enabled fax solutions can:

- ✓ Summarize fax documents
- ✓ Identify document types
- ✓ Extract key information
- ✓ Integrate seamlessly
- ✓ Route faxes automatically

Instead of static pages, fax communications become workflow-ready information.

Faster workflows improve outcomes

When inbound faxes trigger automated workflows, organizations can process documents sooner and reduce delays.

This can help improve:

- ✓ Patient intake and care coordination
- ✓ Customer onboarding and service response
- ✓ Administrative efficiency

Discover how AI and cloud are modernizing fax workflows

[The future of fax: Cloud and AI turn documents into actionable workflows >](#)

[Learn more about OpenText's cloud fax solutions >](#)