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OpenText Fax2Mail

A cloud-based fax service offering the performance, dependability and flexibility to exchange digital faxes, enterprise-grade integrations and capabilities, state-of-the-art security and unmatched reliability.

Simplifies faxing with a powerful, enterprise-grade cloud-based solution

Integrates easily with any enterprise application or back-end system

Reduces cost by eliminating all onsite hardware, software and telephony for faxing

Provides **secure, reliable** and **scalable** faxing

Faxing remains a powerful, ubiquitous communication method used around the world to exchange information, such as purchase orders, claim forms, supplier quotes and signed contracts, that drives top-line revenue. To increase the speed of information exchange and conducting business, fax must be readily accessible to employees and seamlessly integrated into business systems. Organizations are turning to OpenText™ Fax2Mail™ to make back-office information exchanges reliable, highly available and secure while lowering the total cost of ownership.

Fax is a communications staple and many organizations take it for granted. But, when it is unreliable, fax can become a business liability. Organizations that have outgrown their fax system will struggle with send and receive errors, loss of content, fax failures, busy signals and other problems that impede communication and lead to negative outcomes, such as unhappy customers and revenue loss. Organizations that integrate desktop and back-end applications with cloud-based fax solutions eliminate cumbersome, costly paper-based processes. Cloud-based faxing also streamlines workflows for greater productivity and higher customer satisfaction, connecting electronic faxes and documents with the applications that run your business.

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Corporate Synergies improves employee efficiency and customer service with OpenText Fax2Mail cloud-based faxing solution

"We were wasting 2,000 hours per year walking back and forth to the fax machine. Operationally and financially, it makes great sense to use a technology solution that saves time, effort and energy."

"The OpenText Fax2Mail initiative has increased our productivity and efficiency immensely. The fact is our people can actually take their emails and documents and turn them into faxes and quickly send them right back to people. It's been a game changer as far as efficiencies are concerned."

Anthony DiLallo
Vice President, CFO
Corporate Synergies

⊡ Read the Success story

Simplifies faxing with a powerful, enterprise-grade cloud-based solution

With unmatched global reach, scale and reliability, organizations trust Fax2Mail to deliver high volumes of faxes with built-in security, precision and speed. With the most pervasive integrations available for cloud faxing, Fax2Mail transforms fax into automated and secure information exchange to propel business agility.

Integrates easily with any enterprise application or back-end system
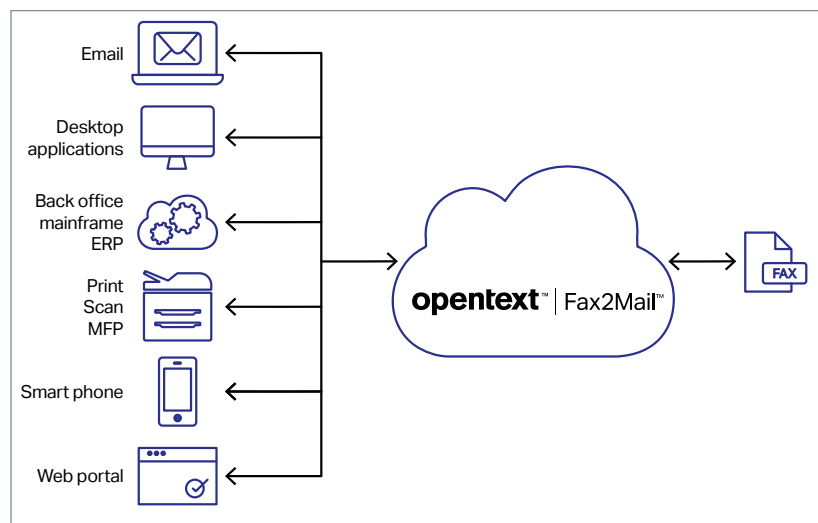
Cloud-based faxing creates new opportunities for organizations to accelerate and automate the "first mile" and "last mile" of business processes to improve the efficiency of fax-dependent workflows. Fax2Mail integrates with back-end systems and applications through prebuilt connectors or web-based APIs and exceeds the value of standalone fax methods. This enables inbound and outbound faxing directly within applications, providing exponential value to companies that leverage these integration capabilities. Fax2Mail also integrates with any email application and makes faxing as easy as sending an email, eliminating inefficient paper-based, manual fax exchange.

Reduces cost by eliminating all onsite hardware, software and telephony for faxing

Maintaining a traditional fax environment puts the burden on IT to manage and maintain a separate on-premises infrastructure dedicated to faxing. Fax2Mail eliminates all onsite fax infrastructure and costs associated with fax machines, servers, fax cards, software and dedicated phone lines, simplifying the fax environment and reducing costs. IT departments can now reallocate resources to other strategic business initiatives.

Provides secure, reliable and scalable faxing

Fax2Mail improves fax reliability with built-in high availability and disaster recovery. The solution employs an enterprise network infrastructure that eliminates busy signals, scalability issues and other problems that interfere with the ability to send or receive fax communications.

Fax2Mail integrates with email, desktop and back-end systems to simplify the secure exchange of faxed documents. Users can also utilize mobile devices and web-based portals for anytime, anywhere access to faxing.

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OpenText Fax2Mail components	
OpenText Fax2Mail Analytics	Offers a comprehensive historical view to identify key statistics, system performance and delivery information. This add-on to the Fax2Mail solution provides summarized and detailed information about the transaction and delivery of faxed messages. Through the application of sophisticated data visualization tools, instantly and easily assess the current state or view detailed history for three key performance indicators: • **Message volume:** Summarizes the number of faxes delivered to and from an organization by hour, day or month. • **System performance:** Displays the average or specific time the OpenText™ Cloud fax network takes to process faxes. • **Message deliverability:** Shows the average and detailed success, failure and status information for a customer's messages with detailed information regarding the disposition of each message.
Certified SAP® connector	Enable the sending and receiving of faxes within SAP and send confirmation reports to SAP.
On demand fax numbers	Select new fax numbers from a pool of pre-provisioned numbers, available for assignment and use.
Microsoft® Active Directory® integration	Synchronize Fax2Mail with Active Directory for easy user management.
HIPAA compliant settings	Use enhanced security features to protect the security and privacy of Protected Health Information (PHI): data encryption, immediate document deletion, encrypted archiving, no archive option and HIPAA viewer option.
Failover and disaster recovery between data centers	Benefit from the world's largest network for faxing with five geographically dispersed data centers and nine additional points-of-presence around the globe.
Message Management	Get additional tracking and report scheduling for messages sent or received. Within this cloud-based portal, users and administrators have access to enhanced search capabilities and more message-level content and information with a user-friendly interface. Offers item level queries and scheduled reports.

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Fax remains a trusted and secure form of information exchange, and enterprises are adopting cloud-based fax services to simplify faxing for both users and IT departments, as well as to reduce costs. But not all cloud-based fax services are made equal. Organizations choose Fax2Mail because it is the largest, most secure global fax network with the most pervasive integrations available. With best-in-class security policies and procedures, compliance-bound organizations trust Fax2Mail to defend, protect and deliver their data with unmatched reliability.

Fax2Mail simplifies faxing with a global fax network built for reliability, scalability and security to reduce risk, enable compliance and accelerate time to revenue.

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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