

Integrating fax with multi-function printer (MFP) devices

A stress-free way to integrate MFP devices with a centralized, electronic fax solution for fast and easy faxing



Benefits

- Reduce costs
- Simplify faxing with existing devices
- Centralize control and visibility of faxing
- Comply with regulations

Industry analysts suggest that up to 100 billion faxes are sent each year. A substantial percentage of organizations use fax as a critical and active component of their information exchange and business processes. The significance is accentuated in highly regulated industries, where fax continues to dominate information exchange.

As information exchange has evolved, fax implementations have also transformed. Electronic fax solutions, whether through on-premises fax servers, cloud-based services or a mix of both in a hybrid deployment, are improving and building upon basic fax functionality. Once a simple and secure means to transfer paper-based business documents, fax has become an integral part of an organization's document management and Unified Communications strategies.

Yet, fewer than 20 percent of enterprises with electronic fax services have integrated them with their multi-function printer (MFP) fleet to optimize the performance of both and significantly reduce costs.

Most organizations that want to fax with MFP devices might choose to purchase separate MFP fax kits for each device. However, with this option, there are risks and costs to consider:

MFP fax kits are expensive

- Each MFP device requires a fax kit and a separate phone line, with kits ranging between \$500 and \$1,000 per device, depending on MFP brand.
- Separate phone lines for each device cost about \$35 every month, depending on carrier.
- Kits can be difficult for IT staff to manage and maintain.

MFPs with fax kits are not an integrated fax solution.

Non-integrated MFPs:

- Lack authentication of users.
- Lack tracking and detailed records.
- Cannot provide an audit trail of fax details and user's activities.
- Lack advanced fax functionality and faxing options.

MFP analog fax kits do not work well in a Voice over IP

(VoIP) environment.

- VoIP systems can complicate the use of analog fax kits with MFP devices due to line jitter and quality of service.
- Sometimes, administrators will need analog telephone adaptors (ATAs), which add to the cost and support of the integration.

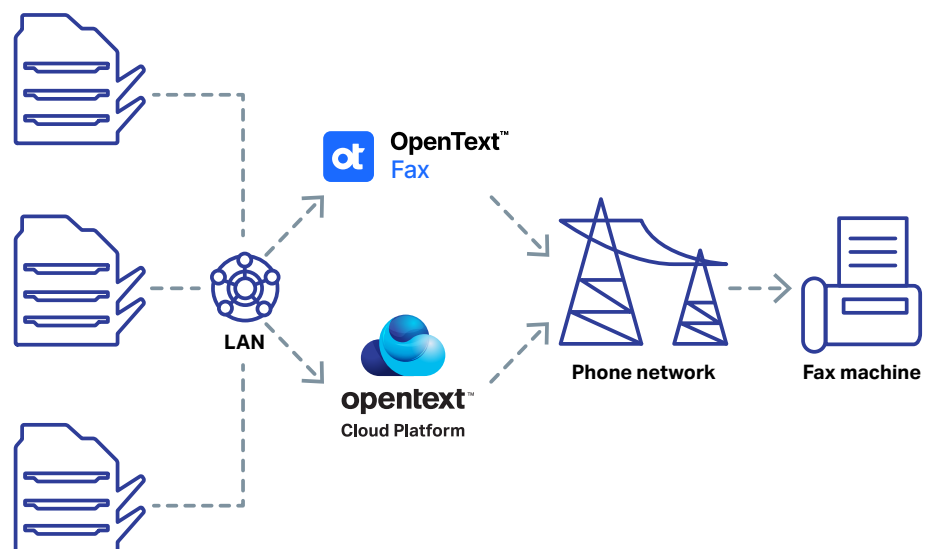


Figure 1: Solution diagram

Resources

[Learn more ›](#)

There is a better way

There is a stress-free way to integrate MFP devices with a centralized, electronic fax solution for fast and easy faxing.

Integration between MFP devices and an electronic fax solution enables organizations to send paper faxes from MFP devices without ever touching a fax machine. They can get the most out of MFP investments by leveraging them to fax. An intuitive, interactive interface on the touch screen of the MFP device makes it easy for users to send faxes quickly and securely.

When security and auditability is paramount, some integrated MFP solutions allow full auditability with MFP devices. Badge swipe authentication or “log in” options are available so that fax history is linked to a user and logged into the audit trail. This advanced integration allows users to access personal phonebooks, coversheets, billing codes and other user preferences at the MFP device.

Multiple MFP devices can connect to a single fax server or cloud fax service. Once a user scans and sends the fax from the MFP, the fax solution sends the fax job to any fax-receiving device, such as a fax machine or other fax server/service.

Reduce costs and simplify faxing

Integrating fax with multi-function printer (MFP) devices eliminates the time and expense of managing standalone fax machines and MFP fax kits for each device and reduces the total cost of ownership for device investments by extending capabilities. Faxing, using existing devices, can be as easy as scanning a document, entering a fax number and hitting send.

Centralize control and improve compliance

Integrating MFPs with a fax solution makes it easy for organizations to track fax activity. Using built-in security, history and audit trail capabilities can help organizations address compliance and corporate security policies.

OpenText fax servers and cloud services are specifically designed for the high volume, high performance, high security enterprise environment. They also deliver outstanding fax capacity and efficiency for the MFP fleet with a wide range of connectors, developed in partnership with leading MFP providers, by adding enterprise fax functionality to MFP devices to reduce costs and simplify faxing.