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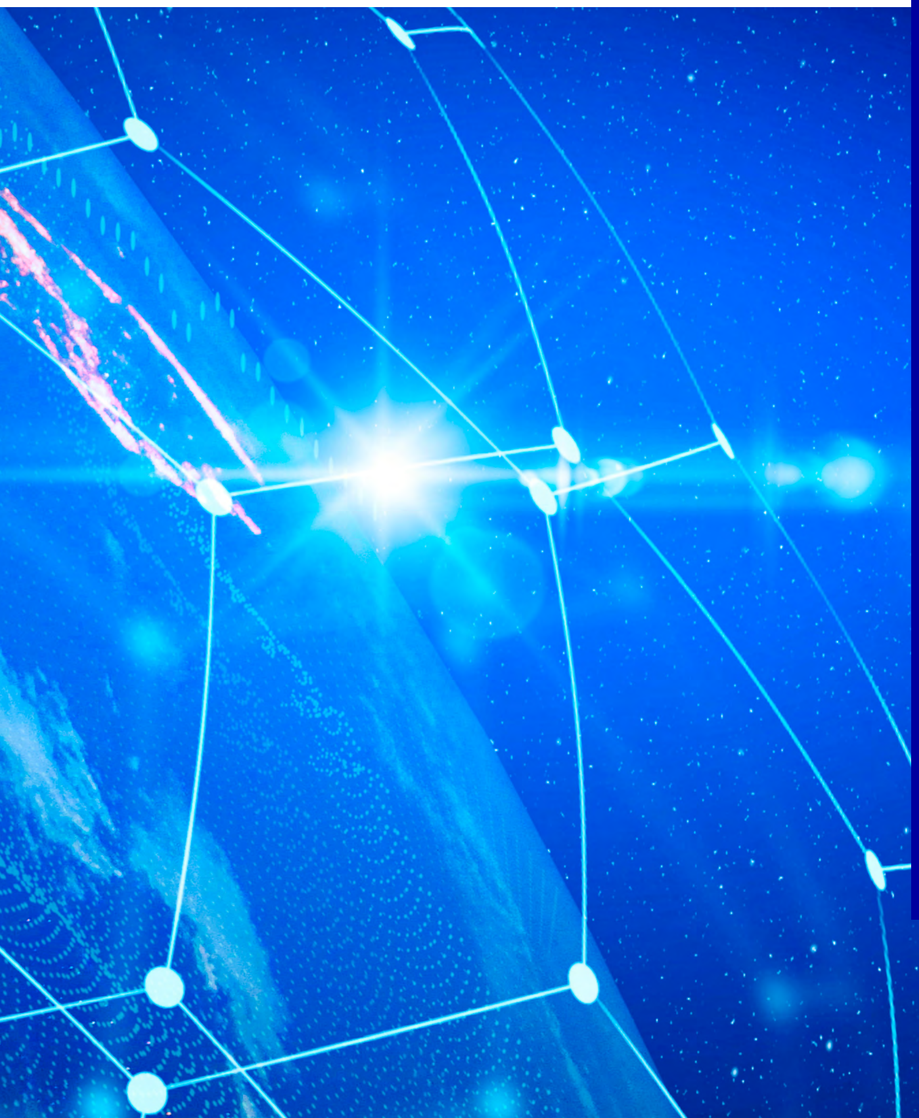
eBOOK



Building secure communications resilience across the entire organization

Leveraging digital communications to respond, recover and thrive in new work environments

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Introduction

Solutions and systems that function “well enough” can quickly become inadequate when put under significant stress. Recent events have shown many organizations the cracks in their infrastructure. IT teams are now faced with supporting communications between workforces that are a mix of remote, office-based and even mobile staff. Many teams have also been downsized in response to sudden global economic challenges and may be struggling in the new normal.

One glaring crack in the communication infrastructure has become obvious during the pandemic: Fax machines are the poster child of archaic technology that crumbles in the face of modern problems. Organizations that have relied on fax machines to securely exchange documents are now faced with a serious problem—fax machines are in offices where employees aren’t.

Organizations are now forced to come up with new secure communications processes that will empower them to survive and even thrive in the future. While this is a problem, it also represents a significant opportunity to rebuild workflows so they are more efficient and resilient.

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How has your workforce changed?

What does your workforce look like today? In the future? What's your "new normal"?

Alexa

Claims processing

Today: Works from home

Future: Hybrid work arrangement

Frank

Patient Relationship Manager

Today: Works from home

Future: Office-based

Justin

Inbound referral processing

Today: Works from home

Future: Works from home

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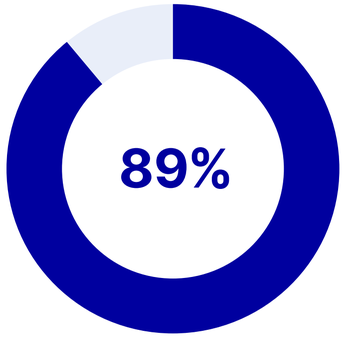
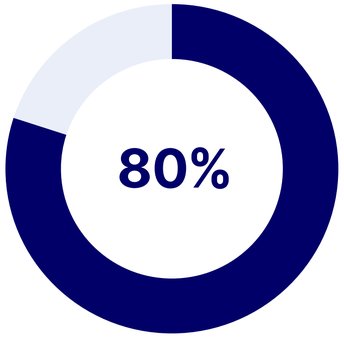
Fax is used cross-functionally

Do you know which functions rely on fax in your organization? Fax usually isn't limited to a single line of business (LOB) or business process.

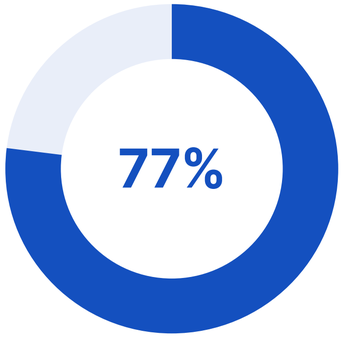
Percentage of organizations that use digital fax to support business processes



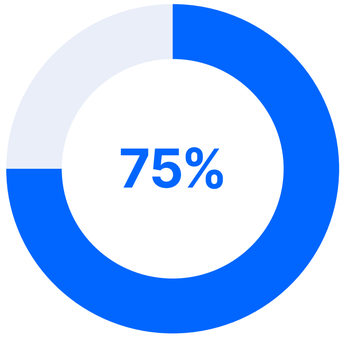
Financial (invoice processing, expense tracking, credit applications, etc.)



Customer/patient transactions (bids/ RFP, claim processing, lab results, etc.)



Manufacturing or supply chain-related (POs, order changes, shipping documents, etc.)



Legal (contracts, patents, records management, etc.)

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The digital fax difference

- **Replace** device- and paper-based faxing with paperless, desktop faxing
- **Empower staff** to send and receive faxes anywhere
- **Eliminate costs** for on-site hardware, software and fax telephony
- **Increase security** with direct delivery, paperless transmissions and built-in security protocols
- **Integrate** with back-end systems and applications to automate fax workflows
- **Speed** fax-dependent business processes
- **Decrease compliance risk** for regulations such as HIPAA, PCI DSS and others
- **Modernize faxing** and enable digital transformation

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Adapting post-disruption

The work from anywhere world is here to stay. Going forward, companies need to better integrate fax into their business.

Ease the load

Budgets and IT teams are under pressure. Faxing through the cloud allows organizations to offload all upgrades, maintenance and hardware repairs on to the OpenText Cloud team. Give your team more time to get the rest done right.

Connect the dots

OpenText fax solutions integrate with Microsoft® Outlook®, SAP®, Microsoft® Active Directory®, leading electronic medical record (EMR/EHR) solutions and a variety of other key tools to streamline workflows.

Rest easy

High availability/Disaster recovery are included in cloud deployments (and available in on-premises versions) to ensure you can send and receive documents whenever you need to.

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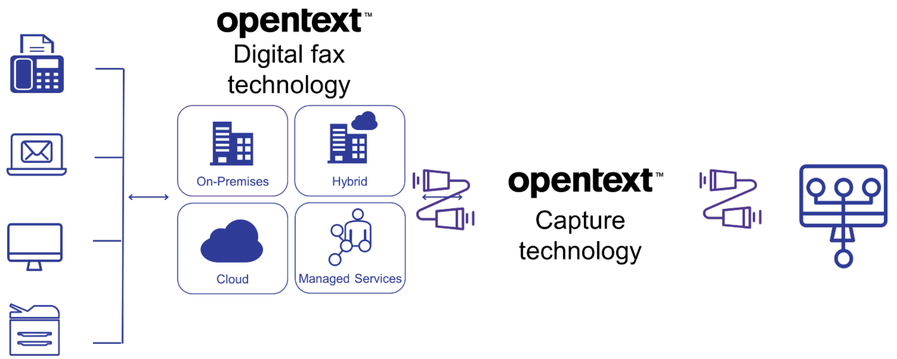
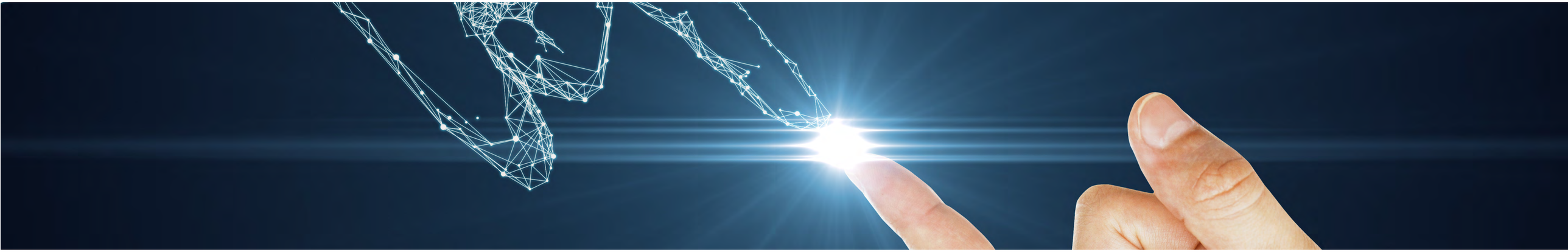
Thriving into the future with intelligent capture

One of the biggest benefits digital fax offers for growth is its ability to integrate with solutions that make it even more powerful. Fax's immutability is important for its security, but once received, the information often needs to be parsed into databases.

A digital capture solution can "read" faxes for you, extract information, ascertain what it is and shunt it to the appropriate applications, locations and fields automatically. The potential for increased efficiency and reduced human error is huge.





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Get started in 4 easy steps

01
PAIN POINTS

02
BUSINESS PROCESSES

03
INTEGRATIONS

04
CHOOSE THE EXPERT IN CLOUD FAX

What are your pain points with your current fax method?

Paper-based, no access for remote/mobile employees, non-integrated fax environment, slow processing times, security and compliance.

What business processes rely on the exchange of faxed documents?

Inbound and outbound; Reach out to LOB owners!

What back-end systems and applications do you need to integrate with your fax solution?

Link to business processes! SAP? An EMR application? CRM? Email? Archiving tool?

Not all cloud services are created equally.

Defense in depth security and certifications. Agile. Resilient. Reliable. Scalable. Powerful.

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The most trusted digital fax provider

OpenText digital fax solutions automate time-intensive, document-driven processes and provide a secure, trackable and auditable form of information exchange that is easy to use and cost effective.

OpenText™ Fax2Mail™

OpenText Fax2Mail is a leading provider of secure cloud fax services for large organizations that use fax as an essential part of their communications with customers, business partners and vendors. Fax2Mail offers a turnkey cloud fax solution that eliminates the cost and inefficiencies of fax server hardware and software management, while providing enhanced levels of scalability, security and redundancy. With built-in encryption technology, Fax2Mail protects your content in motion and at rest—at all times.

Learn more about OpenText digital fax solutions

OpenText™ RightFax™

OpenText RightFax is a scalable fax server solution available in on-premises, hybrid and managed services deployments. RightFax integrates with the industry applications that drive your business processes to maximize productivity, reduce risk and decrease costs. RightFax provides comprehensive enterprise information exchange capabilities, shortening business cycles and increasing speed to revenue for companies of any size. RightFax is JITC certified, provides extra layers of protection with the RightFax Encryption Module and has archiving tools for the secure, long-term storage of faxed documents.

OpenText™ XM Fax™

OpenText XM Fax is an enterprise-grade digital fax solution built to handle large fax volumes for small and medium business. Deployable on premises, in the cloud or as a hybrid solution, XM Fax can be tailored to meet the needs of SMBs, departments and branch offices. The best-in-class fax solution for SMBs integrates with and streamlines workflows across the entire organization.

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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