opentext™ **ΛLTURΛ**
communication solutions

Modernizing Document Communications with Cloud Fax

Companies migrate to cloud services to save money, increase reliability, and free up staff resources. OpenText™ XM Fax™ in the cloud brings these benefits to secure document communications.

- **Improves efficiency and reliability**
- **Reduces costs**
- **Increases security and decreases compliance risks**
- **Integrates with cloud PBXs**

Organizations are under tremendous pressure to cut costs and streamline operations. Fortunately migrating technology to the cloud can deliver both, along with other benefits. However, this can cause problems for secure document exchange workflows when telephony is migrated to the cloud and analog fax machines can't make the leap.
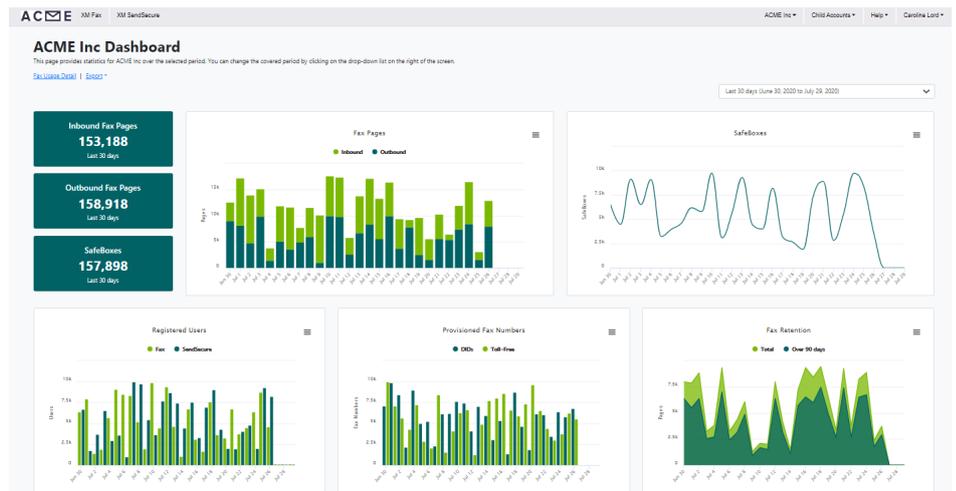
OpenText™ XM Fax™ in the cloud reduces costs, frees up IT staff for other tasks, migrates fax costs from CAPEX to OPEX, and includes high availability with georedundancy. Not only that, but it solves a key problem that organizations face when transitioning to cloud PBXs: losing onsite telephony for traditional fax machines without an alternative.

Improves efficiency and reliability

Frees IT resources

Moving faxing to the cloud takes maintenance, repairs, and software updates with it. Your IT staff are spared the effort and knowledge needed to administer core processes so they can spend their time on more strategic projects.

XM Fax provides a centralized record of usage with analytics delivered via an intuitive dashboard. This allows administrators to see at a glance how the solution is being utilized by your organization on a daily, weekly, monthly, or annual basis.

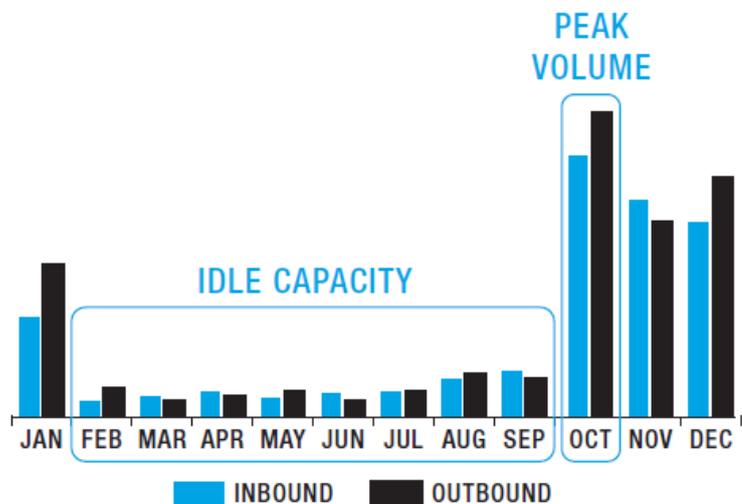### Streamlines workflows with broad interoperability

XM Fax connects to all mail servers (including Microsoft Exchange), Microsoft Outlook, a wide variety of MFPs (Xerox, Toshiba, Ricoh, Sharp, Lexmark, HP), and both Android and iOS mobile devices. XM Fax also allows users to send confidential information by fax directly from Epic, NextGen, and Allscripts EMR/EHR solutions. A variety of APIs, webservices, and custom python scripting are supported for further integration into processes.

Reduces costs

Moving your faxing to the cloud delivers substantial economic benefits:

Pay less: closely align capacity to current volumes

On-premises faxing solutions, be they analog machines or digital fax servers, must be proportioned to handle peak periods of fax usage, even if those are well outside normal volume. The alternative means risking busy signals, failed delivery, or systems crashing entirely. That means a majority of the time you could be paying for capacity you're not using. XM Fax in the cloud is designed to easily scale with your volume, so there's no need to pay for an infrastructure that you might never use.

Pay the way you want

XM Fax in the cloud is available via flexible payment options - either subscriptions or prepaid credit packs. This allows your organization to choose the system that best suits your needs and budget.

Increases security and decreases compliance risks

Faxes sent and received through XM Fax in the cloud are all handled in secured, enterprise-grade hosting facilities that are georedundant, and offer built-in high availability and disaster recovery. Incoming faxes are then routed directly to the inbox of the recipient (via ANI, DID, CSID, DTMF, or bar codes), avoiding unauthorized access or exposure.

The XM Fax cloud is ISO/IEC 27001:2013 and PCI DSS certified (among other security certifications). Connections between your organization and the cloud facility are transmitted using the following security protocols:

- HTTPS for web connectivity

- FTPS, SCP, and SFTP to route fax image files to customer folder destinations

- SSLIOP for the Windows client (SendFAX) to submit faxes

- TLS encryption is available for email communication.

Reduces compliance risks

In addition to the above security measures, XM Fax can further aid compliance. Cloud hosting is region locked to simplify data sovereignty issues, and available in your choice of US, Canada, or EU regions. The solution has been designed from the ground up with recordkeeping and security for HIPAA, FERPA, SOX, and GDPR compliance in mind.

Integrates with cloud PBXs

The world's most successful organizations aren't just migrating software and storage to the cloud, but communications as well. While moving your PBX offsite can lead to real savings, it can potentially break the chain of telephony that your faxing relies upon. Additionally, softphone applications like Microsoft Teams and Cisco Webex do not have fax capabilities.
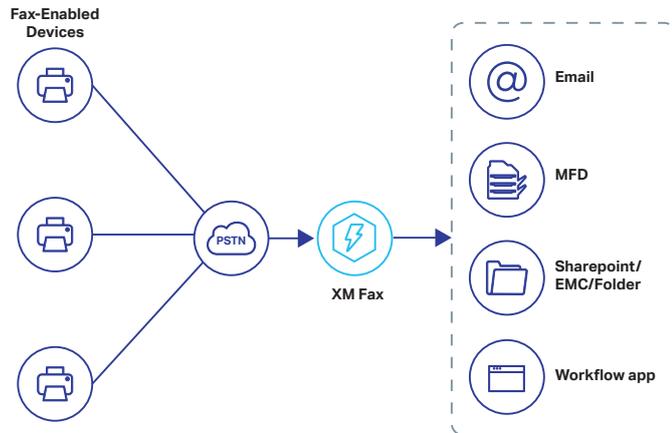
Moving your faxing to XM Fax in the cloud solves that problem by transitioning to cloud fax telephony, eliminating cost and onsite complexity.

- OpenText Professional Services
- XM Fax Training Programs

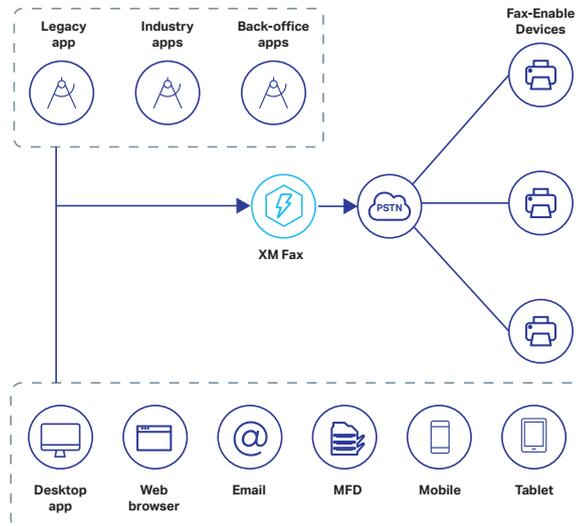## XM Fax Cloud Inbound Faxing

Fax-Enabled Devices

PSTN → XM Fax →

Email
MFD
Sharepoint/ EMC/Folder
Workflow app

XM Fax Cloud Outbound Faxing

Legacy app · Industry apps · Back-office apps

XM Fax → PSTN

Fax-Enable Devices

Desktop app · Web browser · Email · MFD · Mobile · Tablet

Security & Regulatory Certifications—XM Fax cloud hosting is certified ISO/IEC 27001, PCI DSS, Cyber Essentials, and CSA STAR level 1.

Scalability —XM Fax in the cloud automatically adapts to avoid capacity constraints, busy signals, and overbuying now to handle usage spikes later. Organizations can meet their current volume needs while being prepared for increases as business grows in the future.

Automated Routing—Via telephony (e.g. DID, CSID) and character recognition (OCR, barcodes) based methods. Rules-based routing allows faxes to be automatically delivered to the right individual users' inboxes, designated groups, network folders, etc.

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)

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