Why etherFAX?

Reliable fax transport today while investing in a secure document delivery network for tomorrow.

While some parts of the world still offer traditional POTS (plain old telephone service) lines, there is an accelerating trend to move subscribers to IP-based networks or even decommissioning POTS lines all together. The popular alternative of fax-over-IP/SIP/T.38 can sometimes work, however this solution in general often struggles to send even small fax jobs reliably. High failure rates, trouble with larger documents, changes in IP protocols and more are the norm with this fax delivery methodology. etherFAX has simplified FaxFinder deployments by offering easier installation and configuration, as well as best-in-class fax transmission performance. Historically carrier agnostic, FaxFinder recognizes today not all fax solutions are created equal — **etherFAX® is the preferred method of fax transport for FaxFinder®.**

Fax Transmission = Mission Critical Documents

Fax transmissions over a telecom network still represent the preferred method of securely transmitting sensitive information. Through its point-to-point nature, time stamp and confirmation of delivery, fax is a simple, compliant way of sending and receiving information. Documents that contain Patient Health Information (PHI) represent a large percentage of documents faxed today as HIPAA requires this information is transmitted securely. Legal documents, contracts, purchase orders and invoices are also still heavily faxed because of the secure nature a fax transmission provides. For most organizations still leveraging fax, fax transmissions can be directly tied to their revenue stream.

IP Networks & Fax Reliability

With the rise of the internet as a means of communication, there are numerous ways of sending and receiving information. Email, social media, voice-over-IP and video conferencing represent fantastic ways of general communication over IP networks. With the bulk of information sent/received by users on a daily basis driven from an IP network, carriers across the world are looking for ways to reduce their infrastructure costs surrounding POTS/copper networks. From the carrier's perspective, the demand for these legacy networks is simply diminishing.

With households and businesses opting for IP-based solutions, a solution for fax over an IP network (FoIP) needed. While voice calls work quite well on IP networks, fax calls are much more sensitive to the IP network conditions. Latency, jitter, and other network delays are often not noticed on a voice-over-IP call, but the same irregularities will cause a fax to fail due to the precise timing requirements of a fax. FoIP protocols like T.38 and G.711 attempt to remedy this reality, but still don't measure up to the quality and reliability of a traditional TDM-based network.

etherFAX Solution

Fax-based workflow is still embedded into organizations today, yet fewer carriers are able to reliably provide fax service. etherFAX, however, is able to provide fax transmission success rates of 99% by leveraging their partnerships with a variety of telecom providers. This enables etherFAX to reroute calls between carriers to find the best paths to the destination as possible. When etherFAX receives a fax job from FaxFinder, they first check the destination number—if that number is on etherFAX's network already, the document is delivered 100% guaranteed in seconds. Leveraging etherFAX ensures current fax requirements are addressed, revenue streams are protected, and a modern network to replace traditional faxing continues to grow.

- Bypass the phone system
- Multi-layer, government-grade encryption
- Disaster recovery and fault tolerance design
- Scalable from hundreds to millions of faxes
- Never-busy inbound
- Robust, adaptable infrastructure
- Dedicated, always-on inbound channel
- No SIP/FoIP/T.38
- High successful fax rates
- Heartbeat Alert Notifications
- Available for FFx40 & FFx50 (coming soon) models of FaxFinder
- No long term contracts
- No long distance or per minute charges
- Global footprint — porting numbers in 50+ countries
- End-to-End encryption
- High resolution
- PCI Level 1, HIPAA, SOC I & II compliance (HITRUST in-progress)

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