

# SURECONNECT

## BEHIND CONCORD'S EXCEPTIONAL RELIABILITY



One of the secrets to Concord's excellent reliability is its patented SureConnect feature. SureConnect dramatically decreases fax delivery errors by intelligently routing faxes through alternative call paths. There are myriad reasons that hinder faxes from reaching their terminus. Downed phone lines, local power outages and data center glitches are just a few. Several cloud fax providers adopt the traditional failover procedure when a fax does not go through.

### TRADITIONAL FAILOVER PROTOCOL VS. SURECONNECT'S PROVEN SOLUTION

STEP	TRADITIONAL FAILOVER PROTOCOL	VS.	SURECONNECT'S PROVEN SOLUTION
1	Immediately fax the document again, using the exact same phone company, phone line, and data center that was used to send the failed fax.	vs.	If the retry attempt to fax fails to reach its recipient, SureConnect automatically routes the fax through a second telephone carrier.
2	Wait one minute, then fax the document again, using the exact same phone company and phone line that was used to send the failed fax.	vs.	If the fax does not send successfully via the second telephone carrier, SureConnect automatically chooses a third telephone carrier through which to send the fax.
3	Wait three minutes, then fax the document again, using the exact same phone company and phone line that was used to send the failed fax.	vs.	In the rare case that the fax fails to send again, SureConnect sends the fax through a fourth telephone carrier (in certain geographic locations).
4	If the fourth attempt to fax the document still fails, call the phone company to determine if they have downed telephones lines that are responsible for the fax troubles.		
5	If the phone lines are up and running, immediately fax the document again, using the exact same phone company and phone line that was used to send the failed fax.		
6	Restart the system and begin again at Step 1.		



**OUR EXCELLENT RELIABILITY SCORE PROVES THAT SURECONNECT WORKS** and no other cloud fax provider automatically routes faxes in the same manner that SureConnect does to ensure faxes reach their destinations.

# HEALTHCARE NEEDS A BETTER WAY TO MANAGE DATA



Each Concord data center—one in Seattle, the other in Chicago—is equipped to successfully manage 120% of all of Concord’s fax traffic. If one data center must be paused for maintenance, the other data center is completely capable of successfully sending every fax to its destination. However, if one data center is found to be managing 85% or so of traffic on a given day or hour, we balance the load by shifting a percentage of that fax traffic through the other data center.

## BEYOND SURECONNECT

In the rare instance that switching telephone carriers does not result in a successfully sent fax, there are a few manual things Concord does to ensure delivery. For example, we adjust the transmission speed of the failed fax, since certain transmission speeds are susceptible to interference.

## BENEFITS OF CLOUD FAX

**LIMIT YOUR COMPLIANCE WORRIES** – Cloud fax eases the compliance burden with regard to your company’s fax solution. Many cloud fax providers implement robust data security measures to align with standards common to organizations in healthcare (HIPAA, SOC 2, etc.).

**AVOID UPGRADE/REFRESH ISSUES** – The hardware that runs fax server farms requires frequent upgrades and patches. Cloud fax helps shield your company from these hardware and IT manpower costs while delivering better fax service quality.

**ADD FAX PLATFORM FLEXIBILITY** – Cloud fax allows each company to customize their platform in a way that fits the needs of each individual organization—whether it’s sending user-initiated faxes from an application, receiving digital faxes straight into a department-wide folder or upgrading to a digital workflow solution that includes document classification, automated workflow routing and EHR data extraction.

To learn how Concord’s fax solutions fit together with our advanced digital workflow solutions, view the infographic [HERE](#).



2025 First Avenue Suite 800 • Seattle, WA 98121  
+1 206-441-3346 • sales@concord.net • concord.net