THE ECONOMICAL ALTERNATIVE TO FAX SERVERS

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ALL THAT YOU NEED, PRICED THAT WAY

Your organization relies on Fax and the associated benefits it provides: point-to-point delivery, time-stamped confirmation, security and more. Fax servers have historically led the way for enterprise adoption of this technology due to the control, automation and cost savings they provide versus traditional multi-machine fax deployment. Yet while fax servers provide those benefits, they are also limited by the capabilities of that very same technology. Foremost among the challenges faced by a fax server installation is the capital cost associated with dedicated server as well as phone line capacity and the management costs of running an in-house solution.

What if your organization could realize all of the benefits of a fax server installation – without the high cost of redundant hardware, expensive support, phone line capacity constraints and more? What if you could leverage the technology and leadership of an award-winning cloud Fax Services provider that can streamline your processes while providing the scalability you need for even your highest fax volume requirements? And what if you could do this by paying for only what you use – eliminating the cost, complexity and redundancy necessary to do it yourself?

Welcome to Concord Fax, a cloud-based solution for even your most complex and mission-critical fax requirements.

Concord FaxRX provides online fax capabilities for the enterprise with unparalleled reliability, security and speed. Our comprehensive Cloud Fax solution helps organizations gain a competitive edge by eliminating the need to have infrastructure and staff dedicated to enabling your desktop and production fax traffic. In fact, we offer a solution that is so simple and cost effective that we are the #1 choice for organizations looking to reduce costs while eliminating their reliance on dedicated fax servers. And no wonder; a transition to Concord FaxRX can save you as much as 60% over your current fax process while retaining the services and features that your business demands. ◆

With Concord Fax your savings begin immediately and continue as your fax requirements evolve. Our metered-service means that you only pay for what you use. You no longer need to worry about peak-capacity, volume fluctuations or server maintenance. You always have the capacity you need, when you need it.

Traditional fax server solutions are inherently uneconomical; you need to maintain the capacity for your largest volume spikes even if those spikes take place only a few days a year. What this means is that you pay for expensive infrastructure (servers, phone lines, staff) and support costs to accommodate volume-bursts of fax traffic, even when that infrastructure sits idle for the vast majority of the time. With the elasticity of Concord Fax, your organization has all the capacity it needs – when you need it – priced on your overall consumption, not your peak volume. You can now avoid the expense – and anxiety – of wondering whether your infrastructure can support your needs. In addition, on those occasions where your fax volume decreases, so does your bill. ◆

ELIMINATE COMPLEXITY, INCREASE USABILITY

When you transition from a traditional fax server solution to Concord Fax, you gain a fully managed cloud solution. The complexity of managing your own infrastructure is removed and it is easier for your users to manage their own fax needs. You'll reduce the time associated with managing your fax services while empowering your users to take control – no more handing off projects to IT for execution. Users can manage the entire fax process themselves in applications they're already comfortable with.

You'll have a zero-footprint solution that eliminates the need for in-house fax technology expertise – while simultaneously eliminating the risk of on-premise fax hardware failures. No more 24/7 worries and monitoring of proprietary fax hardware, just the peace of mind that only Concord Fax can provide. However, when you do need us, our Premium Support Team is available to assist. Or, you can simply take advantage of our self-service administrative portal to find what you need to handle all of your questions.

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Your business users can transition over to Concord Fax with virtually no learning curve ...

Your business users can transition over to Concord Fax with virtually no learning curve, they simply use applications such as their email client (*any* SMTP or webmail client) to securely and confidently send and receive their fax transmissions. Concord Fax provides additional advanced sending / receiving options that align with your current Fax Server workflows as well:

- Users can send faxes via Print-to-Fax or using our MS Office Plug-In

- Deliver inbound faxes to email distribution lists, a Network Folder or automatically print them

- Easily migrate RightFax integrations by using our RightFax compatibility framework which mimics the way your existing fax server operates and facilitates a massively simplified technology migration

- Customize integrations with your applications and processes using our extensive Web Services API's

- Use our 3rd party document archiving support to easily archive all your documents in your own content management application

- Utilize our SAP Connector to easily fax enable your ERP system

Our easy-to-use, comprehensive Fax APIs simplify your fax integrations, for virtually any deployment requirements. These no-charge APIs are fully documented and supported in the Concord Developer Portal so you'll always have the resources you need to optimize your solution. ◆

PAINLESS MIGRATION, IMMEDIATE RESULTS

Migrating away from your Fax Server infrastructure is a smart business decision that will save you money from day one. Because Concord FaxRX is a fully managed cloud-based fax solution, it's a perfect fit for your business. In fact, you can unplug and decommission your on-premise fax servers very rapidly –within as little as just a few days. Our team of highly experienced professionals efficiently ports over existing fax numbers in 5 – 8 days on average, and can execute the set-up of new fax numbers from Concord inventory for user accounts within minutes. ◆

MISSION CRITICAL ARCHITECTURE, ON-DEMAND SCALABILITY

The Concord Fax network has been designed from the ground-up, using one of the most modern architectures in the industry, to ensure unprecedented uptime. Our 100% IP-based network provides unparalleled redundancy, with geographically dispersed data centers that eliminate single-points of failure. Our service availability guarantees ensure successful call and page completion rates – with a track-record of accountability and reporting that demonstrates our commitment to performance and reliability. Our customer satisfaction results speak for themselves: 98.5% of our customers have rated Concord Fax as "Best in Class".

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Unlike on-premise solutions, Concord FaxRX eliminates fax volume capacity issues by providing the scale and elasticity that only a cloud-based solution can provide and ensures that your customers never receive a busy signal when sending you a fax. Our network has been designed with multiple layers of redundancy, which results in an ironclad service where an entire data center could be taken out of service with no service interruptions for our users (or for customers sending you faxes).

That same network philosophy holds true for outbound faxes as well; no more faxes being queued up on the server during peak traffic times – just the comfort of knowing that regardless of volume, your faxes are on their way. Concord Fax has patented SureConnect technology, which results in industry leading call completion and page completion rates. From a single fax page to thousands of faxes within minutes, Concord Fax delivers for you. ◆

REGULATORY COMPLIANCE, RIGID SECURITY

While capacity is critical, so is security. Our fully secure and redundant data centers are accessed with biometric and key card access in secure and guarded facilities – and are limited to essential Concord personnel only. Our application security uses unique username and passwords with high complexity – with all logins and actions logged. Whether via our state of the art intrusion prevention and detection technology or our strict anti-virus policies and encryption across the network (2048 bit or stronger RSA keys), your documents remain secure throughout the entire end-to-end process.

That high level of security and compliance can be extended to include document storage, where you choose how long documents are stored on Concord's network. Organizations with stringent retention or security policies can set their storage policies to zero; resulting in Concord FaxRX destroying the fax document once it has been delivered (or failed), eliminating any duplicate images being present on Concord's platform.

Concord's geographically distributed platform supports full compliance of industry mandated regulations such as

- Health Insurance Portability and Accountability Act (HIPAA)

- Gramm-Leach Bliley (GLB)

- Payment Card Industry Data Security Standard (PCI DSS)

Finally, Concord is compliant with the guidelines for the US-EU Safe Harbor and the US-Switzerland Safe Harbor framework. ◆

KEEP THE BENEFITS, LOSE THE EXPENSIVE HEADACHES

With Concord Fax you no longer need to purchase, maintain, monitor and expand your infrastructure to keep up with your evolving fax requirements. No more inefficiency created by volume spikes and dips, no need for specialized IT knowledge – and best of all – a cost-effective payment structure that can accommodate whatever your business requirements dictate. Pay only for what you use without up-front capital costs, hardware obsolescence, maintenance contracts or capacity bottlenecks.

With Concord Fax, you gain:

- Reliable uptime for all inbound and outbound communications

- Efficient processing of information (less time, less resources)

- On-demand scalability providing fax capacity whenever it is needed

- Regulatory compliant capabilities for secure delivery, confirmation and reporting

- Reduced administrative cost and overhead

- Seamless integration with existing applications

- Real-time proof of delivery reports

- Number porting and access to Concord's extensive inventory of new local or toll-free numbers in more than 50 countries

- Concord Fax web services APIs for extensive customization and integration

- Tools for easy migration from in-house solutions ◆

It's no wonder that Concord Fax is the leader in cloud-based fax solutions for business.

About Concord

Concord is the premier provider of integrated fax solutions for business. Its advanced network architecture provides near unlimited capacity, unmatched reliability and advanced security features. Concord Fax supports a comprehensive range of service offerings, including versatile Web Services that facilitate integration with any corporate software application.

Concord customers enjoy all the benefits of feature-rich fax communications without the cost, effort, and maintenance issues associated with conventional fax systems and alternative fax technologies. This is achieved by platform-independent integration of fax and email, which in turn adds value to existing IT infrastructure and maximizes return on IT investments. Our network architecture is flexible enough to accommodate internal corporate policies (features such as specific fax cover pages or file formats) or to ensure compliance with internal and external industry requirements. Concord's secure fax delivery system is fully compliant with the Gramm-Leach Bliley Act (GLB).

Leadership Through Technology

Since its inception in 1996, Concord has lead the industry with innovative solutions that push the edge of what is possible. Today, Concord is spearheading the industry with its fully redundant, SIP/T38 enabled network. Based on a pair of fully redundant data centers located in Seattle, WA and Chicago, IL, Concord provides full fax functionality even in the case of regional catastrophic events. Concord's revolutionary data center failover technology provides real-time failover for both inbound and outbound communications. The former, a product of significant capital investment, represents a technological breakthrough in the industry by enabling the rerouting of fax traffic in the blink of an eye. This results in exceptional business continuity and reliability. ◆

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