OpenText Core Fax

Reduce costs, improve productivity, and comply with critical regulations

Benefits

- Improve efficiency with secure faxing from anywhere
- Reduce costs by eliminating fax hardware and analog phone lines
- Increase security through direct delivery, centralized records, and optional zero retention
- Decrease compliance risks for key regulations

Fax continues to play a pivotal role in conveying sensitive information, especially for vital sectors such as Healthcare, Government, Education, and Finance. Serving as a reliable medium for document communications, fax provides security, convenience, and an extensive reach. Embracing a digital fax solution cuts costs and streamlines workflows, making regulatory compliance a breeze.

OpenText™ Core Fax is a game-changer that ensures outstanding return on investment. It eliminates the need for pricey TDM phone lines and unreliable fax devices, along with their associated consumables. With faxes tailored to employees' individual workflows, this solution enhances security and compliance through direct-to-recipient delivery and centralized recordkeeping.

Improve efficiency with secure faxing from anywhere

OpenText Core Fax enables staff to fax from their desks or in the field from mobile devices with a digital fax service that's easy to implement, manage, and use. They can also deliver inbound faxes directly to an email inbox or OpenText Core Fax account for convenience and security. The solution is also easy to manage, and use.

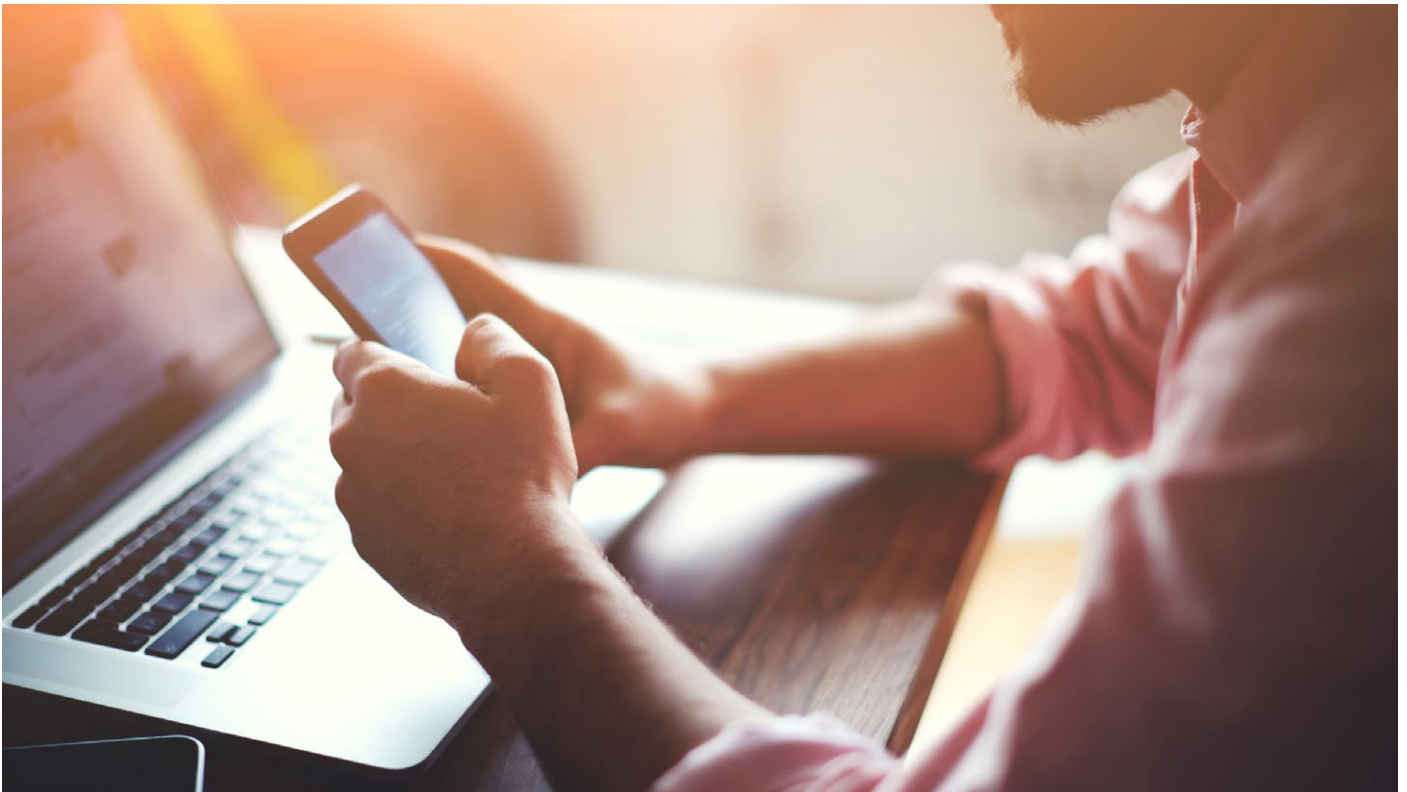## Reduce costs by eliminating fax hardware and analog phone lines

Switching to OpenText Core Fax allows organizations to break free from costly analog lines and fax machines. With faxes sent and received digitally, there's no need for unnecessary printing, which increases efficiency and streamlines work tasks.

Increase security through direct delivery, centralized records, and optional zero retention

By securely delivering faxes directly to recipients' devices instead of shared trays, OpenText Core Fax enhances privacy and significantly diminishes the chances of unauthorized individuals accessing confidential information. Every transmission, even those sent through MFPs, is encrypted for added security. Plus, users have the option for zero retention, and all faxes are meticulously tracked in a centralized database, simplifying audits and oversight.

Decrease compliance risks for key regulations

OpenText Core Fax is crafted to seamlessly align with essential industry regulations, such as HIPAA, ISO 27001, GDPR, SOC 2, and PCI DSS. Plus, organizations currently on XM Fax on-premises opting for OpenText Core Fax will benefit from the same tools and UI, enabling a smooth migration with no user training. Note that Core Fax is available in the US, Canada, the EU, and Australia, catering to all data sovereignty needs.
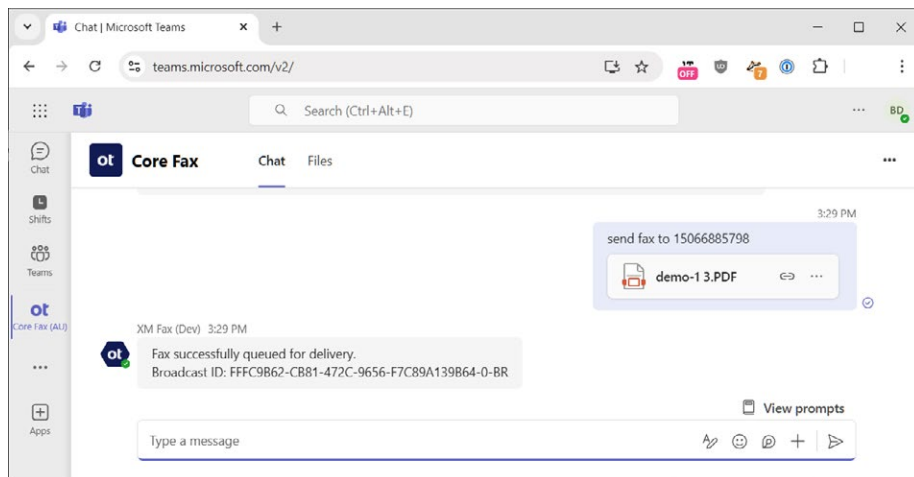
"Making the move to cloud with OpenText has helped us to modernize and future-proof our vital fax infrastructure."
Garrett Daniels
Systems Administration
Applications Manager,
The University of
Kansas Health System

Read the Success story ›

With OpenText Core Fax, users can easily send and receive faxes using any computer or a variety of devices, including MFPs, EHR/EMR systems, and mobile devices with user-friendly apps for both Android and iOS. This enables secure communication from absolutely anywhere you can connect to the internet—just as simply as sending an email! What's more, it ensures essential security and traceability. Whether you're working from home, out in the field, or at the bustling office, your document communications are always at your fingertips, making everything more convenient, all while bringing fax into the 21st century.

- Certified ISO/IEC 27001:2013, PCI DSS Cloud Hosting and SOC 2 type II
- OpenText Professional Services
- OpenText Core Fax Training Programs

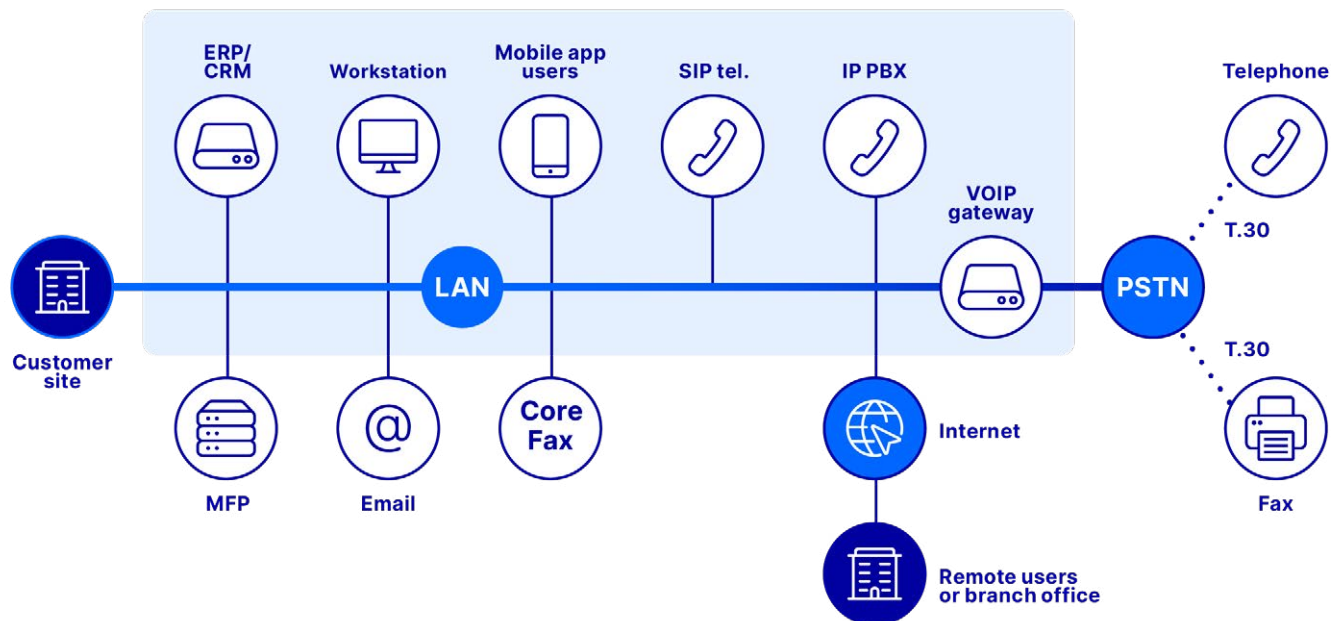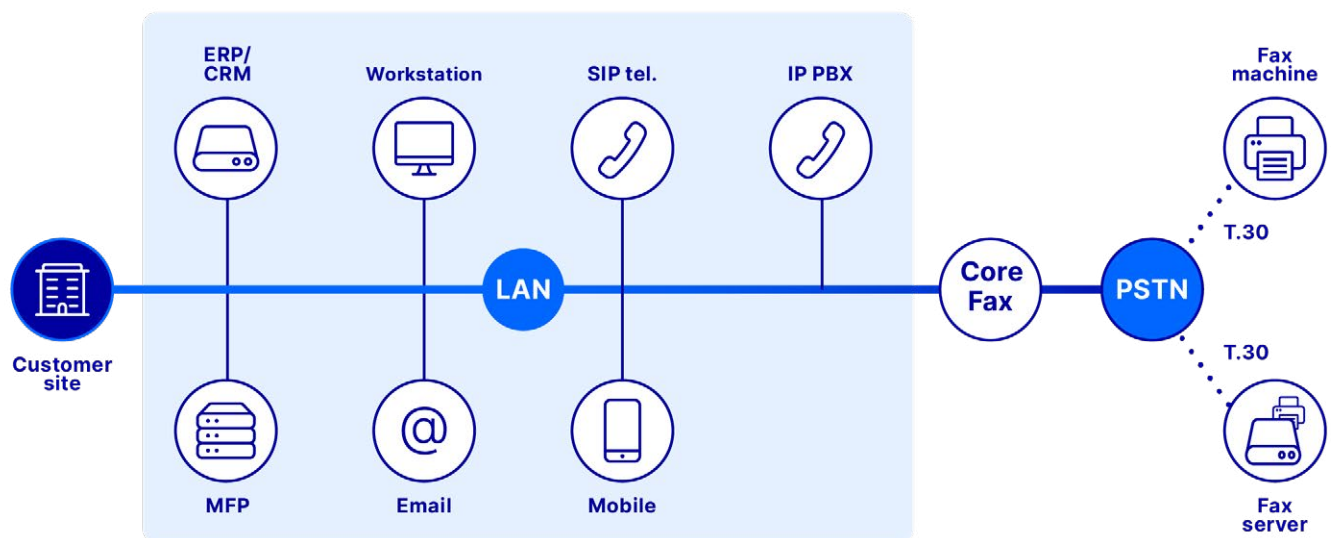OpenText Core Fax with
Microsoft Teams UI

OpenText Core Fax
on mobile UI

OpenText Core Fax on-premises typical implementation

ERP/CRM · **Workstation** · **Mobile app users** · **SIP tel.** · **IP PBX** · **VOIP gateway**

Customer site — **LAN** — **PSTN** — **Telephone**

MFP · **Email** · **Core Fax** · **Internet** · **Remote users or branch office**

T.30 · **T.30** · **Fax**

OpenText Core Fax cloud typical implementation

ERP/CRM · **Workstation** · **SIP tel.** · **IP PBX**

Customer site — **LAN** — **Core Fax** — **PSTN** — **Fax machine**

MFP · **Email** · **Mobile**

T.30 · **T.30** · **Fax server**

Software-only Fax over IP—Does not require fax cards or other specialized hardware to provide reliable, cost-effective, and secure fax service.

Broad interoperability—Connects to all mail servers (including Microsoft® Exchange, Microsoft® Outlook®, a wide variety of MFPs (Xerox, Toshiba, Ricoh, Sharp, Lexmark, HP, etc.), and both Android and iOS mobile devices.

Supports a variety of APIs, webservices, and custom Python scripting to allow further integration into your organization's processes.

Supports virtual machines on VMware®, Microsoft® Hyper-V®, and Citrix®.

Integrations to EHR systems and business solutions—Allows users to send confidential information by fax directly from EHR solutions without any additional software; OpenText Core Fax is Epic, Cerner and Veradigm certified. It also integrates with Microsoft Teams® and Webex.

Supports HIPAA compliance and increases security by maintaining an audit trail. Users no longer have to waste time printing patient information, manually faxing documents, waiting for confirmation, and filing paper copies.

Security and regulatory certifications—Provides cloud hosting that is certified ISO/IEC 27001, PCI DSS, and SOC 2 type II.

Flexible deployment options—Runs via the cloud, as a hybrid deployment, or in three on-premises editions to suit an organization's budget and volume needs. Cloud deployments can be hosted in the US, Canada, the EU or Australia to meet data sovereignty requirements.

Scalability—Includes a range of purchasing options.

Includes unlimited subscription or prepaid credits options for cloud deployment. Organizations can easily expand capacity to suit increases in volume as they grow.

Survivability options—Built-in high-availability and disaster recovery, which helps ensure that critical communications will be available despite localized outages or hardware issues.

Powerful administration—Includes rich administration and monitoring tools, advanced traceability through an event log tab.

Automated routing—Via telephony (e.g. DID, CSID) and character recognition (OCR, barcodes) based methods.

Integration—Supports a variety of APIs, webservices, and custom Python scripting to allow further integration into your organization's processes.

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