TOSHIBA Strategic Alliance Program

PREMIER PARTNER

opentext™ | XM Fax™

- Improves efficiency and enables secure faxing anywhere
- Reduces costs as a software-only Fax over IP solution, eliminating fax hardware and analog phone lines
- Increases security via direct connections between the sender and receiver, record centralization, and optional zero retention
- Decreases compliance risks for key regulations - HIPAA, GDPR, FERPA, PCI DSS, SOX, etc.

Fax remains an essential tool for conveying sensitive information, especially for organizations in healthcare, government, education, and finance. As a document communications medium, it delivers security, convenience, and near-universal reach. Replacing traditional fax with a digital fax solution reduces costs, streamlines workflows, and facilitates easier regulatory compliance.

OpenText™ XM Fax™ delivers rapid ROI by eliminating expensive TDM phone lines, unreliable fax devices, and their associated consumables. Faxes are sent from and delivered to employees in the manner that best suits their individual workflow. Security and compliance are improved through direct-to-recipient delivery and centralized recordkeeping.

BENEFITS

REDUCE COSTS

By transitioning to XM Fax, organizations are able to shed expensive analog fax lines and discard unruly fax machines. Because faxes are sent and received digitally and only printed on demand, consumable costs (paper, toner/ink, etc.) are dramatically reduced.

INCREASE SECURITY

By delivering faxes direct to recipients secured devices rather than shared trays, XM Fax dramatically reduces the risk of unauthorized people seeing privileged information. All transmissions are encrypted, including those sent through MFPs. Optional zero retention is available, and all faxes are tracked in a central database for easier audits and oversight. Managed cloud deployments are certified ISO/IEC 27001:2013 and PCI DSS.

REDUCE COMPLIANCE RISK

XM Fax has been designed from the ground up to facilitate compliance with key industry regulations such as HIPAA, GDPR, FERPA, PCI DSS, SOX, and others. In addition to on-premises deployments, cloud hosting in the US, Canada, and the EU is available to meet data sovereignty requirements.

Harnessing the power of a proprietary T.38 stack, XM Fax is the leading software-only enterprise Fax over IP solution. Eliminating fax boards and other hardware dramatically improves reliability while further reducing costs. Available as on-premises, hybrid, and cloud deployments, XM Fax deploys easily to simplify document communications without extensive retraining or putting regulatory compliance in peril.

XM FAX ON-PREMISES TYPICAL IMPLEMENTATION

FEATURES

SOFTWARE-ONLY FAX OVER IP

Built around a proprietary T.38 stack, XM Fax does not require fax cards or other specialized hardware to provide reliable, cost-effective, and secure fax service.

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, etc.), and both Android and iOS mobile devices. A variety of APIs, webservices, and custom python scripting are supported to allow further integration into your organization's processes. Virtual machines are supported on VMware, Microsoft Hypervisor, and Citrix.

EMR/EHR INTEGRATION

XM Fax allows users to send confidential information by fax directly from EMR/EHR solutions without any additional software. XM Fax is Epic certified and also integrates with NextGen and Allscripts. It 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 & REGULATORY CERTIFICATIONS

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

XM FAX CLOUD TYPICAL IMPLEMENTATION

OPENTEXT XM FAX

FLEXIBLE DEPLOYMENT OPTIONS

Available 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, or the EU to meet data sovereignty requirements. Cloud and on-premises deployments of XM Fax offer full feature parity with each other.

SCALABILITY

XM Fax on-premises has a range of port purchasing options, while XM Fax in the cloud can be implemented as an unlimited subscription or prepaid credits. Organizations can easily expand capacity to suit increases in volume as they grow.

SURVIVABILITY OPTIONS

XM Fax on premises offers high availability, disaster recovery, and remote branch survivability. Implementing survivability options (or going with an OpenText cloud deployment) helps ensure that critical communications will be available despite localized outages or hardware issues.

POWERFUL ADMINISTRATION

XM Fax includes rich administration and monitoring tools, advanced traceability through an event log tab, and advanced SIP trunking leveraging G.711 and proprietary T.38.

AUTOMATED ROUTING

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

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