Secure, organisation-wide desktop faxing

Cut out security and cost risks by rolling out desktop fax to your whole organisation

xtenda

→ Use RightFax infrastructure to roll out desktop faxing all your users

→ Fax numbers are kept if individuals leave or if your company moves

→ Route up to 15,000 fax numbers on a single PRI

→ Outbound faxing is discounted by up to 50%

→ Desktop-to-desktop faxing is free

→ Plug the security holes and cost/auditing headaches that individual fax-to-email numbers create

Product overview

Xtenda, from Vox Telecom, enables RightFax customers to implement desktop fax throughout the organisation, and without having to rely on insecure and costly external fax-to-email offerings. Historically, the limitation of 300 Direct Inward Dialling (DID) numbers per PRI line has made desktop faxing solutions prohibitively expensive. However, Xtenda allows for up to 15,000 fax numbers on a single PRI, thereby drastically reducing traditional costs and catering for single and multi-branch businesses. Save up to 50% on external fax traffic costs and retain control of fax numbers, regardless of whether staff members leave or if your business moves.

Benefits

- Cost savings:
  Faxing between desktop users is free.
  External faxing is discounted by up to 50%.
- Fax numbers belong to the company, not the individual, and can be reused when employees leave.
- Companies continue to experience all the benefits of RightFax.
- The fax numbers are national, and can be kept if companies or individuals move office or department.
- No security risk, as the faxes remain on the RightFax server on-site.
- Assurance of a single vendor strategy, with guaranteed support.

Benefits

Up until now, many employees have set up their own desktop faxing arrangements by signing up for free (external) fax-to-email services. Organisations are unaware of the extent of this uptake, with the majority of organisations having more than 50% of employees making use of these 3rd party services. This has created significant risks for businesses, including:

Security risks
- Confidential information is now unsecured on a 3rd party server, and can be potentially used for fraudulent means.
- The fax number is the personal property of the employee, not the company. When the employee moves or leaves the company, they take the number – and the customers who use that number – with them.

Auditing and tracking
- Fax to email offers little or no audit trail on delivery, receipt, time frames, etc.
- In many instances, this information is critical for decision making and dispute resolution.
- No audit trail exists on forwarding of confidential faxes. The opportunity for untraceable fraud is large.

Support and management risks
- There is no central or single point of contact for support issues, as multiple vendors are being used, often without formal endorsement.

Cost risks
- In many instances, additional costs are incurred as a result of employees faxing internally.

Vox Telecom Limited is a leading telecoms operator, providing voice, data and collaboration services to the southern African market.

Join the conversation at **voxtelecom.co.za**

vox® telecom

How does it work?

A range of national DID numbers are allocated to the customer's existing PRI lines. Existing numbers are not affected and will continue to function normally. In some instances, existing staff fax-to-email numbers can be reallocated to the existing PRI.

Users are provisioned on the RightFax server using the Xtenda provisioning tool, allocating a fax number to each user. Where existing fax-to-email numbers are changed, an online portal provides the employee's old number and new number for quick and easy reference.

Faxes sent to an existing national DID numbers are routed to the customer's RightFax PRI lines, and a copy delivered by RightFax to the relevant individual using the customer's intranet. Faxes can be delivered as an email, via the web or directly to the desktop.

Free, secure inbound faxing

- There are no hidden charges.
- Desktop to desktop faxing is offered free.
- Fax receiving is free, with no limit on the number of faxes that can be received by a user.
- Fax sending can also be activated, optionally, and we are able to offer discounts of up to 50% off current listed tariffs.

How secure is external fax-to-email?

Put it this way, every time a fax is sent to or received by your business using a free fax-to-email service, the provider could have access and visibility to its content.

vox® telecom

Be heard