

Cloud Fax

Digitize Business Processes and Optimize Workflows with Cloud Fax

Retarus' powerful fax APIs enable companies to reap all the benefits of fax – a secure and legally binding communication channel – as well as increase their operational efficiency.

In many companies, fax is still an indispensable part of numerous business processes. This is especially true in highly regulated sectors that must comply with strict regulations for managing and protecting commercial, personal, and financial data. These critical communication processes may include transmitting patient records between doctors, hospitals, and laboratories, digitally sending contracts, orders, and invoices, and trading securities in the financial services sector. Fax technology is used wherever sensitive information needs to arrive securely and reliably, in the right place at the right time. This is because document exchange by fax is not only fast, secure, and traceable, but also legally binding. Hence why fax is still considered an essential communication channel that supports companies in implementing their digitalization strategy.

Modernize and consolidate your infrastructure,

reduce costs

Cloud Fax Instead of Fax Server

Companies are faced with the challenge of consolidating their IT, virtualizing servers, and digitizing their processes. For fax communication, this means relying on cloud-based fax services. With cloud-based services, companies do not need local fax servers or fax machines, which are inflexible and incur high costs for maintenance and servicing. Moreover, in today's world of automation, documents sent and received by fax must also be made available digitally, ideally via a powerful, cloud-based fax infrastructure – be it for automated deployment within business applications and integration into digital workflows, for being efficiently forwarded to internal stakeholders, or for intelligent, digital archiving.

The state-of-the-art Retarus Cloud Fax solutions help you easily digitize analog business processes and sustainably optimize workflows. Retarus' fax solutions are efficient, flexible, and highly scalable. They are able to be customized to your company's current requirements to prevent over- and under-capacities. Usage-based billing (pay-per-use) means costs can be better controlled and optimized. The results are savings of up to 70 percent for companies using Retarus Cloud Fax.

Intelligent Routing and Reliable Delivery

Digitize and automate

document processing

Cloud Fax can significantly increase operational efficiency. Retarus' Intelligent Document Recognition allows incoming documents to be automatically read by means of OCR and barcode recognition, to be pre-sorted and filed using rule-based smart routing, and to be automatically processed further.

In addition, Retarus' fax solutions guarantee reliable delivery even with high transmission volumes. Compared to conventional fax servers, Retarus achieves up to 30 percent higher throughput thanks to active multi-carrier management meaning that faxes are automatically routed via the carrier whose line quality and availability best match the current transmission order. This significantly reduces the amount of time and resources needed for manual post-processing of outgoing faxes. At the same time, NeverBusy technology, developed by Retarus, ensures that multiple faxes to the same recipient are always sent sequentially. Even with large volumes, faxes are thus delivered without any capacity bottlenecks. Employees can track the status of digital fax messages at any time using dashboards and detailed reports in the web-based Retarus Enterprise Administration Services (EAS) portal.

Cloud Fax

for any system and application

Seamless Integration

Retarus Cloud Fax can be integrated into almost any system landscape via standard interfaces and powerful APIs. From ERP, CRM, and legacy systems to SAP, Microsoft 365, and Google Workspace – Retarus Fax Services can be connected to business or cloud applications from almost any vendor and easily integrated into existing workflows. This applies to on-premises as well as cloud and hybrid solutions.

Companies and organizations also benefit from dedicated fax integration with specialized systems, software, and applications:

Faxolution for SAP enables companies to send business documents such as quotations, purchase orders, or order confirmations directly from their SAP system or SAP S/4HANA environment. Secure and tailored to any specific needs, this is ensured via Retarus' SAP-certified fax solutions, which can be seamlessly integrated into the SAP environment via BC-SMTP or SAP-RFC interface.

In the healthcare sector, Retarus Faxolution for Epic is used to send lab results, prescriptions, health insurance claims, and other documents containing sensitive patient data directly from the Epic hospital information system, while adhering to compliance requirements such as HIPAA.

Comprehensive Service and Support

Retarus also offers first-class 24/7 support: 95 percent of inquiries are fully resolved during the initial consultation. If there are problems or customizations needed, a personal service manager is available to provide support on request. Customers can contractually define their requirements for scope of service, support, and response time in individual service level agreements (SLAs).

24/7

manufacturer support

The Highest Security and Data Protection Standards

100 % compliant

cloud service

In highly regulated industries, it is especially important to comply with strict country and industry-specific requirements regarding IT security and data protection. That's why connection to the Retarus Enterprise Cloud is established exclusively via encrypted connections (TLS and VPN). In addition, Retarus specifically relies on local processing and processes all data in its own data centers, which are audited annually by KPMG (SOC1/SOC2 Type II). The Retarus Enterprise Cloud is also fully GDPR-compliant and meets industry-specific security and data protection regulations such as HIPAA, TISAX, and PCI DSS.

More information at: www.retarus.com