

## Enterprise Fax for Insurance Companies:

Workflow integration and scalability for growth

For insurance companies, faxing remains a crucial means of communication. From claims processing to policy documentation, faxing plays a critical role in insurance operations. However, managing an in-house fax infrastructure can be time-consuming, costly, and risky. That's why cloud fax is becoming an increasingly popular option for insurance companies.

Cloud fax, as the name suggests, is a faxing solution that operates in the cloud, eliminating the need for physical fax machines and paper-based processes. With cloud faxing, insurance companies pay for the faxing services they use, without having to worry about any upfront or ongoing expenses of buying and maintaining the fax infrastructure which can cost thousands of dollars.

Insurance companies often deal with high volumes of faxes from policyholders, providers, and other stakeholders. With traditional faxing, it can be challenging to manage the influx of documents efficiently. Cloud faxing allows insurance providers to easily manage and store large volumes of documents without the need for physical storage space. This not only reduces the cost of physical storage but also makes it easier for insurance providers to access and retrieve documents when needed.

Cloud fax implements advanced security measures, such as encryption, firewalls, and access controls, to protect policyholder information in transit and at rest compared to traditional fax machines which can be prone to hacks, theft, or unauthorized access. Plus, cloud fax can integrate with existing insurance software systems, such as customer relationship management (CRM) platforms, to streamline workflows further.

### Workflow Integration

- Configure fax accounts to deliver faxes to your private sFTP location to be processed by workflow applications to automate and further process and deliver the fax
- Automatic retry attempts and email confirmations

### Reliability, Redundancy and Scalability

- Reliable data center infrastructure leveraging redundant load balanced virtualized servers across all aspects of the fax service (transmission, database, document conversion and encryption)
- 99.9% uptime
- Entire service duplicated across multiple data centers to support geographic redundancy in case of disaster event
- T.38 Internet Fax Codec for reliable cloud-based faxing
- Dynamic call profiling for enhanced transmission reliability

### Unlimited Users for Outbound Faxing

- Dedicate a single fax number to your entire organization to send outbound faxes using their company email account.
- Secured through Email SPF, DMARC, and DKIM security policies enforced to prevent possible spoofing abuse
- Allow all users within a corporate or organization email domain can send faxes from a dedicated Fax number without the need to provision fax accounts for every user.
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