Ranking the Major Cloud Fax Providers' Strengths and Weaknesses

And Why Your Research Will Lead You Straight to eFax

TABLE
OF CONTENTS

Introduction: A Quick Summary of Why eFax Wins

In this paper, we'll run through head-to-head comparisons to illustrate the many reasons eFax is the superior cloud fax platform for businesses. But first, let's review a few key differences between eFax and our competitors. These alone should make your choice clear.

1. Experience and track record

When it comes to digitally transmitting and storing data as important as your business faxes, you'd be taking unnecessary risk by partnering with any provider other than the one with the longest successful track record in the industry.

Why eFax wins:
eFax is the world's longest-operating cloud fax solution — with more than 30 years of continuous service, processing 2 billion fax pages each year. Many of our enterprise customers have been entrusting their sensitive fax transmissions to eFax for decades. (And yes, we're happy to provide references if you'd like to speak with them. **Just ask**.)

2. Platform stability and reliability

Because your staff will likely be using fax for sending and receiving mission-critical data, you want your cloud fax infrastructure to be as reliable as possible — and no provider delivers more cloud fax reliability than eFax.

Why eFax wins:
eFax was the first and remains the only provider to fully integrate our global fax architecture onto Amazon Web Services. This gives our customers the unique advantage of leveraging Amazon's industry-leading scalability, efficiency, and reliability. It's also why eFax can guarantee 99.9999% uptime (and our competitors can't).

3. Proven security and compliance protocols

It can be difficult to determine which company to trust with your most sensitive data transmissions. But eFax has already earned the trust of thousands of businesses with the most to lose if their fax operations become unsecure or fall short of regulatory compliance. Those are strong reasons you can trust eFax, too.

Why eFax wins:
With the security and regulatory risks your fax transmissions carry, you want a partner that has proven itself over many years capable of safeguarding your data. eFax was first to earn HITRUST CSF Certification — the gold standard in healthcare data security — and eFax is trusted by more regulated businesses, and more of the Fortune 500, than any other cloud fax provider today or ever.

Fun Fact: Even Our Competitors Rely on eFax

Before we jump into our side-by-side comparisons, here's one fact we thought you'd want to know. Over the years, some cloud fax providers have licensed portions of our intellectual property to build or enhance their own solutions.

That's right: Even our competitors depend on eFax's unparalleled expertise and technology to help grow their businesses.

eFax vs. RightFax

OpenText's RightFax is one of the most popular enterprise cloud fax solutions in the US — right behind eFax. Here's how they describe their service:

"RightFax is a server-based software application for centralized, paperless faxing. As of 2023, it supports virtual, physical, or hybrid fax architecture and integrates with all major line-of-business applications and devices."

Note that RightFax highlights its server-based technology and that it promotes on-prem and hybrid solutions along with a cloud fax offering.

In fact, RightFax remains primarily an on-prem fax solution — paperless, yes, but still requiring you, the customer, to manage hardware onsite and to run your company's fax environment with a single point of failure.

For many reasons (operational, financial, regulatory, etc.), a modern enterprise should opt for a fully cloud-based fax solution over one that requires your IT department to partially or fully manage your fax infrastructure onsite. If you'd like more detail, read our white paper comparing cloud fax, on-prem, and hybrid: Your Options for Business Faxing Models in the 2020s.

Now let's look side-by-side at what partnering with either RightFax or eFax would mean for your organization.

RightFax's big challenges and how eFax measures up against them

	RightFax	eFax
Fax architecture	Primarily on-prem or hybrid	Fully outsourced to the cloud
Requieres managing telecom services?	Yes	No
Upfront capital costs and ongoing expenses?	• On-prem servers • Storage media • Gateway software • Telco lines • Costs of powering (and cooling) servers	• No capital costs • Pay-as-you-go for capacity
Redundancy?	**Not** with on-perm; local outage or server failure can take down all fax capability	**Yes:** build on geo-diverse platform with failover and multiple redundancies

eFax vs. Concord

Concord Technologies is a far smaller organization than either OpenText or eFax, but the company's cloud fax solution is one of the more popular on the market — primarily with smaller organizations, though, as opposed to large enterprises. Here's how to confirm this for yourself. On the company's website, Concord describes its cloud fax offering as supporting:

"Over 200,000 users and growing rapidly."

Clearly, something to be proud of. But if the company supports 200,000 individual users, that obviously represents a far smaller number of actual businesses. eFax, on the other hand, supports more than **11 million business customers.**

Nor is this Concord's only shortcoming in terms of important issues that could affect how the company performs as your cloud fax partner. Here's a side-by-side comparison of more key differences between Concord and eFax.

Concord's big challenges and how eFax measures up against them

	Concord	eFax
Customer support?	Mon-Fri: 9am to 9pm EST (After hours available **for critical issues only** — and outsourced)	24x7x365
Proactive monitoring of customers' system 24/7?	No	Yes — eFax tech support engineers monitor customer s ystems at our NOC 24/7/365
In-house support reps?	No — support outsourced to third party	Yes — all internal eFax tech engineers
HITRUST Certified (the gold standard in data security and compliance)?	**No**	**Yes**

eFax vs. etherFAX

Another popular solution, etherFAX, describes itself this way on the company's website:

"etherFAX is a secure data transmission solution that leverages hybrid cloud fax services for fast, reliable, and cost-effective fax communications."

Like eFax — and unlike almost all other providers — etherFAX has earned HITRUST CSF Certification, which is considered the gold-standard framework for security and regulatory compliance in healthcare IT.

But the company is far younger and less experienced — under 15 years old, compared to eFax's 30+ years of continuous operation — and doesn't even list the number of businesses or users its solution supports. Choosing this company as your cloud fax partner could present several risks, as we'll review below.
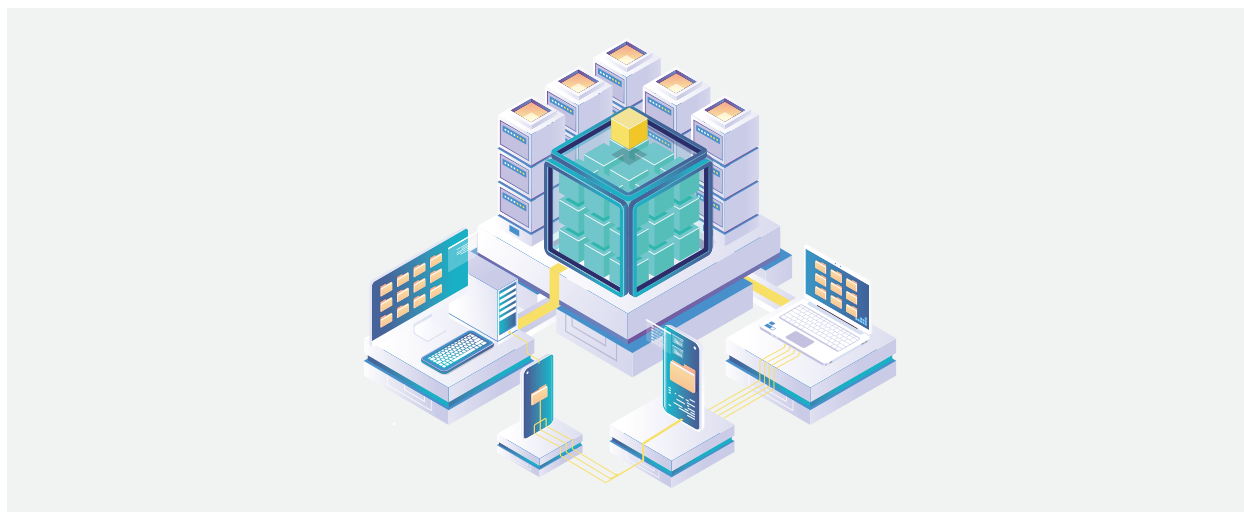

etherFAX's big challenges and how eFax measures up against them

	etherFax	eFax
Fax architecture	Hybrid	Fully outsourced to the cloud
24/7/365 support?	No	Yes
Proactive monitoring of customers' systems 24/7?	No	Yes — eFax tech support engineers monitoring customer systems at our NOC 24/7/365
Data sovereignty?	No	Yes — for US, Canada, Australia, and all EU countries
Capital expenditure required?	**Yes**	**No**

One final note: etherFAX's reliance on a hybrid infrastructure limits the speed, scalability, reliability, and cost-savings potential of its customers' faxing environments. This is because the company's fax architecture still requires the customer's IT team to manage certain components internally.

eFax, on the other hand, allows you to outsource everything to the cloud — and more specifically to our AWS-enabled world-class cloud fax environment.

eFax vs. Biscom

Like Concord Technologies, Biscom is a far smaller cloud fax company than eFax. And although Biscom has been around for as long as eFax, it has specialized in on-prem fax servers — not cloud faxing — for nearly its entire history. In fact, like both RightFax and etherFAX, Biscom
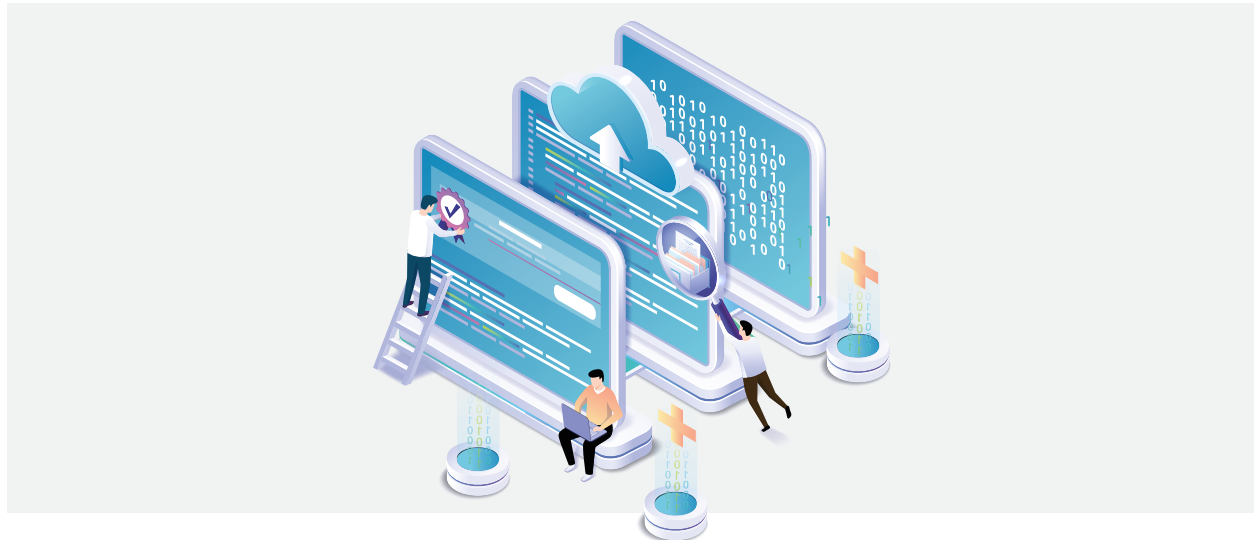
today primarily sells on-prem and hybrid cloud fax services.

Here are some of the drawbacks of partnering with Biscom.

Biscom's big challenges and how eFax measures up against them

	etherFax	eFax
Fax architecture	On-perm or hybrid	Fully outsourced to the cloud
Customer support?	Mon-Fri: 8:30am to 7pm EST (24/7 support only by email — and for added cost.)	24x7x365
Proactive monitoring of customers' systems 24/7?	No	Yes — eFax tech support engineers monitoring customer systems at our NOC 24/7/365
Patents?	Fax servers	Cloud fax solutions
Data sovereignty?	No	Yes — for US, Canada, Australia, and the EU
HITRUST Certified?	No	Yes
Capital expenditure required?	Yes	No

eFax vs. Retarus

Munich-based Retarus is the largest provider of cloud fax solutions in Europe and the continent's second-largest provider for enterprises (behind OpenText).

While that is an impressive company profile,

and while Retarus might be the right partner for an EU-based enterprise, the company's US footprint and capabilities will likely fall short of your organization's needs — for customer support, system availability, and regulatory compliance. Let's examine some of those shortcomings now

Retarus's big challenges and how eFax measures up against them

	etherFax	eFax
Customer support?	Mon-Fri: Support shuts down at 6pm EST	24x7x365
Proactive monitoring of customers' systems 24/7?	No	Yes — eFax tech support engineers monitoring customer systems at our NOC 24/7/365
Data sovereignty?	Not for the US.	Yes — for US, Canada, Australia, and the EU
HITRUST Certified?	**No**	**Yes**
Capacity kept to 50% to ensure fastest service for enterprise customers?	**No**	**Yes**

eFax: The Only Viable Cloud Fax Partner for Today's Enterprise

Far from interchangeable commodities, cloud fax providers — particularly those that want to serve large enterprises — cover a wide spectrum in terms of costs, efficiency, security and regulatory compliance, and IT management headaches.
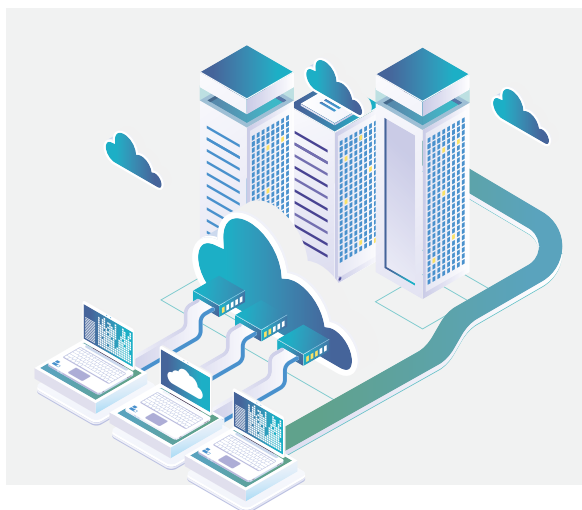
And as we hope we've illustrated with the side-by-side comparisons above, eFax is the enterprise-grade solution that checks more of these financial, operational, and regulatory boxes than any other cloud fax provider on the market.

To recap, eFax is:

- The first and only company to integrate its cloud fax environment fully into the Amazon Web Services infrastructure — giving customers world-leading reliability, scalability, flexibility, and guaranteed system uptime.

- The first major cloud fax provider to achieve HITRUST Certification, the gold standard for healthcare IT and a clear indicator that the company's digital transmission and storage processes meet the strictest demands for data security and integrity.

- The longest operating cloud fax solution in existence — for more than 30 years, in fact — and the only solution of its kind truly born in the cloud (long before it was even called "the cloud").

- The cloud fax service that offers by far the most comprehensive customer support — both in terms of the 24/7 availability of our highly trained tech engineers, and our Network Operations Center team proactively monitoring our customers' systems 24/7 and alerting them at the earliest signs of trouble.

- The true pioneer of cloud faxing technology — and even the behind-the-scenes supplier of cloud fax intellectual property to many of the other providers you'll find when you research the industry.

Bottom line: If you're looking for an enterprise-caliber cloud fax solution — particularly if your company needs to securely transmit and store highly sensitive or regulated data — eFax should be your clear choice.

About eFax

eFax is the leading HITRUST CSF® certified digital cloud-faxing solution, trusted by five of the top 10 global enterprises and four of the top 10 Fortune 500 healthcare companies. The eFax Corporate product transmits billions of documents annually and is widely used in the USA, Canada, Europe, and Asia-Pacific. Its appeal and success are built around three key features: the widest selection of phone numbers; an easy way to send and receive faxes and voicemail by email; and a fast, reliable and secure communications network. As a core product of Consensus Cloud Solutions' leading interoperability suite, it creates operational efficiencies and enhances communications for paper-reliant industries such as healthcare, legal, manufacturing, finance, and real-estate.

Worldwide Headquarters

Consensus Cloud Solutions Inc.
700 S. Flower St., 15th Floor,
Los Angeles, CA 90017

Contact U.S. Sales:
866-286-1901

Email us at:
corporatesales@mail.efax.com

Web:
enterprise.efax.com

Follow Us

Please Recycle

About Consensus Cloud Solutions

Consensus Cloud Solutions, Inc. (NASDAQ: CCSI) is the world's largest digital fax provider and a trusted global source for the transformation, enhancement and secure exchange of digital information.

We leverage our 25-year history of success by providing advanced solutions for regulated industries such as healthcare, finance, insurance and manufacturing, as well as state and federal government. Our solutions consist of: cloud faxing, digital signature, robotic process automation, interoperability and workflow enhancement; and intelligent data extraction using natural language processing and artificial intelligence that result in improved outcomes. Our solutions can be combined with best-in-class managed services for optimal implementations. For more information about Consensus, visit **consensus.com** and follow @ConsensusCS on Twitter to learn more.