



## Desktop Faxing: Tonerless, Paperless and Simple

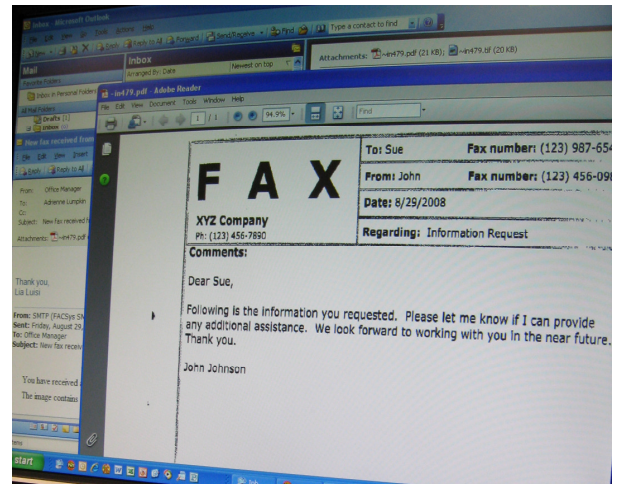
### Send and Receive Faxes Without Leaving Your Desk

Businesses that deal with time-sensitive information are constantly looking for ways to outpace the competition. For them, faxing is a way of life because traditional mail is too slow. With a fax server solution from Alternate Access, sending and receiving faxes can be paperless, simple, fast and automatically documented. If your business has been relying on traditional fax machines, it's time to understand how a fax server solution can help reduce costs (labor, paper, and toner), improve productivity and enhance customer service.

### Inbound Faxes Received as PDF Files in Your Inbox

Save time. No running to the fax machine to get the document. No searching through paper files to find a critical contract that was faxed to you. Faxes arrive as PDF files attached to your e-mail. Just double click the PDF file, and it opens the fax on your screen. You can also forward faxes to others as e-mails or name and save them anywhere in your computer network as PDF files.

Reduce your paper and toner budget. Pesky junk faxes are also received as e-mail, which can be deleted without costing valuable toner, paper and the labor required to print, retrieve and discard unwanted faxes. Search engines can find faxes by the caller ID and bulk delete unwanted faxes — further saving your resources.



### Sending a Fax With the Click of a Mouse

No interrupting your work to go to the fax machine. No waiting for a long fax to complete. Sending a fax to multiple recipients can be just as easy as sending an e-mail to people in your Contacts list. It's easy to attach one or more documents (letters, spreadsheets, purchase orders, invoices and more) to a cover letter automatically generated for your completion.



Send faxes via several methods—drag and drop a file, "print" from within an e-mail or Windows application, or quickly send a short note by cover page. Without leaving your desk, you can also receive optional notification that the fax was successfully transmitted. If a customer misplaces a fax, you can resend it with a few clicks of the mouse. For outbound faxes, a fax server can help you take advantage of features such as broadcast faxing and least cost routing.

## Keep Your Business Operating 24x7...Even Remotely

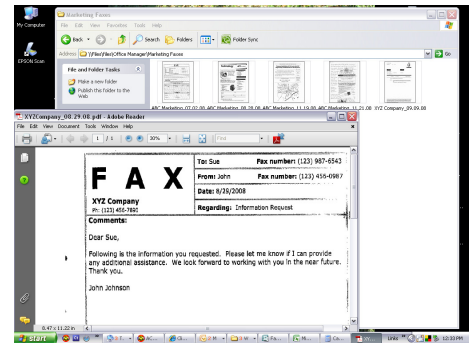


A fax server solution, combined with Interactive Voice Response (IVR), allows your customers to request to have information faxed to them without distracting your staff members from more critical tasks. Alternate Access can also enhance a caller's experience by providing speech recognition capabilities for your IVR, which reduce the caller's dependence on the telephone keypad. In addition, your fax server solution can include a web accessibility feature, enabling employees to securely send and receive faxes while working at home or on the road.

## Route, Store and Forward Faxes with Ease

Businesses that rely heavily on faxes often spend inordinate amounts of time filing, retrieving and distributing. With a fax server solution, inbound faxes can be routed automatically based on either the source or destination fax number, and can be directed to e-mail, a network printer or a remote fax machine—depending on each recipient's preference.

Or, if you prefer, all faxes can come in to a central coordinator who can then route them via e-mail to the appropriate staff member. Faxes can be stored electronically as image files for easy retrieval, backup and storage. Recordkeeping is a snap. Fax logs will document faxes that were successfully received and transmitted, as well as those scheduled to send and those with errors.



## Integrate Faxing Into Standard Business Applications

Combine multiple actions into a single step. With Microsoft Office and other Windows applications, it's easy to access fax support, simply by selecting the appropriate (fax) printer within the application. A fax server can readily be integrated with most standard e-mail systems so that faxes appear in a common Inbox and take advantage of an employee's or group's Contact lists. Other fax server interfaces can be used to integrate fax distribution into nearly any business application or process.

## Maintain Customer Confidentiality and Security



Today, many businesses rely on faxes for conveying sensitive, personal and financial information. Yet, it's difficult to maintain critical customer security and confidentiality in an environment where fax machines are accessible to groups of workers. With a fax server solution, faxes can be managed securely and confidentially (including encryption if needed), just like any other electronic data your business uses. A fax server solution can reduce the chance of information falling into the wrong hands, while providing an easy way to maintain, organize and archive all information your business faxes.

## Effortlessly Track Activity and Expenses

A fax server solution, makes the task of apportioning costs back to departments, projects or customers much simpler. No more paper logs to maintain. Use your fax server's reporting capabilities to provide the needed information. Reporting capabilities can also help you understand peak periods and manage incoming and outgoing fax loads appropriately.

