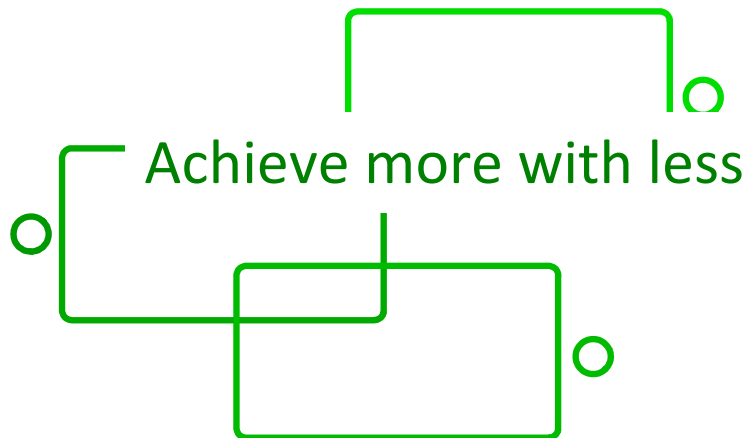


Visendo Fax@Mail 10 and fax receiving optimization for SMBs

5 reasons why fax@Mail 10 should be integrated by SMBs in their daily workflow

Whitepaper



- ✓ Improves employees productivity
- ✓ Ensures continuity for fax reception in case of fax machines fallouts
- ✓ Integrates with virtual media
- ✓ No requirements for SMTPs servers – direct mailing possibility
- ✓ Easy and flexible to use as a services

Introduction

This whitepaper describes how Visendo Fax@Mail 10 can optimize the daily fax receiving workflow for small and medium companies.

Mainly with a single ISDN card and with Fax@Mail, any company can receive faxes by email (even when fax machines are down and need maintenance), tag these faxes, store them in widely used electronic documents systems (ex: SharePoint) and assure an automatic back-up. **Fax@Mail 10** brings these basic, yet important services even further: multiple ISDN channels, runs as a service, better graphic evaluation, supports virtual environments and other important features.

Why fax@Mail has been a success and what brings new fax@Mail 10

Small and medium business from health, legal, financial services, logistics or transportation sectors receive a big number of faxes everyday. As with all SMBs, any of these received faxes can be crucial for their business.

Normally there is an allocated person/ employee in charge or receiving, registering, storing and assuring a back-up for the received faxes. In case these faxes are received via a regular fax machine, there are a couple of problems that this person might encounter:

- The fax machine is down and no fax is being received for the next couple of hours
- Received documents have to be tagged, stored and a back-up for these documents has to be assured. While this is a time consuming task in case the faxes are received on paper and need to be stored in paper based format, it can be totally inefficient if these faxes are to be stored in an electronic environment (for different purposes: collaboration, back-up etc)

Fax@Mail has been a real success in the past 10 years because it transforms the above described situations in a short and easy way to deploy processes.

1. Improve employee productivity

The first aspect to be taken into account is the productivity of the allocated employee that manages the received faxes through the entire process of receiving, indexing, storing and assuring a back-up.

While this is normally time consuming and prone to fallouts (more and more people complain that their faxing machine is “down”), it is an essential task that needs to be done with an eye on details, especially in cases of legal, financial and health organizations.

ppedv AG - HQ – Burghausen, Germany

Tel: +49-8677-9889-110 Fax: +49-8677-9889-44

Info: support@ppedv.de sales: sales@ppedv.de <http://www.visendo.com>

The entire process can be replaced with a simple and short workflow if using the **fax@Mail 10**:

Fax machine** -> **Phone line** -> **Fax gateway** -> **email message (over Internet)** -> **computer email account

Basically, when the fax is being received in the inbox, it can easily be indexed and stored while a back-up is automatically being stored on your server (local machine). This could save up to 80% of the time spent at receiving faxes on paper, scanning them, storing and indexing them by hand.

2. Overcoming temporary or permanent failure of fax machines

While this happens very often, for many companies a lost or misplaced fax because of technical problems of the fax machine can be a lost customer. And for SMBs, a customer can make the difference between a positive cash flow and a negative one.

With **Visendo fax@Mail**, even if the faxing machine is down, the faxes can still be received by email, hence saving valuable time and prospective customers.

3. Save energy and be green while integrating fax@Mail 10 with your virtual environment

Fax@Mail 10 can easily be integrated with virtual environments and FoIP applications, hence saving energy and assuring a green mark. This comes along with the entire green IT hype that suggests that companies should spare more and more resources while being as efficient as possible.

4. No SMTP servers required.

Normally for a Fax to be sent to your inbox, a request by a SMTP server has to be made. While SMTP servers are slowly being replaced by more modern technologies and while they are still expensive applications (e.g. Microsoft Exchange) that small companies can't afford, fax@Mail 10 can manage the faxes by direct MX sending. This ensures cost savings and flexibility - the system can be configured for SMTP servers as well.

5. Fax@Mail 10 can now be used as a service.

This has been required by many customers and testers. It is simply the trend and people are starting to see this as a more flexible and easy to use possibility. Any small company will be able to use its **fax@Mail 10** online, from the internet browser.

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Except for the above described features, [fax@Mail 10](#) offers **other valuable characteristics for SMBs**:

- Advanced graphic TIFF conversion that helps at document indexing
- Support for MS Outlook 2010 X64
- Support for Windows 7, Windows 2008 R2
- Advantageous pricing
- Offers advanced connections management & notification (ex. send alerts when isdn /analog line is down)

Conclusion and benefits

fax@Mail 10 is the optimal solutions for SMBs where fax receiving is essential for the daily business workflow. While it doesn't send faxes, it can be used in correlation with a normal faxing machine assuring security, operational efficiency and cost savings. Above these, the **accessible price** makes it the perfect tool for SMBs in financial, legal, health, transportation and logistics sectors.

Observation – for advanced features and fax sending capabilities, fax@Mail 10 is successfully upgraded by **Visendo Fax Server**, which belongs to the same product suite: [Visendo Fax Suite](#).

About Visendo

We are an Independent Software Vendor (ISV) specialize in **internet systems integration** on Microsoft technologies. We have always been one of the top 3 companies on the markets we entered. We were one of the first three Microsoft gold partners in e-commerce on the German market: this is the highest level for a Microsoft partner. Hence, you, as a potential customer, will benefit on our experience and quality of services that guarantees your investment.

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