



# Secure Digital Cloud Fax Solution for Government

**Improve the User Experience and Reduce Administrative Costs through Hardware and Software Decommissioning**

For agencies still managing slow, costly, manual, or semi-automated faxing processes or multiple electronic faxing solutions, ECFax Services offers a unified, secure, cloud-based managed service solution that benefits agencies, administrators, and users alike. Digital faxing in the cloud enables all government agencies to increase efficiencies and improve operational workflows by eliminating paper-fax processing and the need for outdated fax machines and costly supplies.

**FedRAMP High Authorization status currently in process with FedRAMP Program Management Office.**

**ECFax Services**, offered through Cognosante, combines Cognosante's deep experience leading government digital transformation projects with the leading digital cloud fax platform by Consensus Cloud Solutions. Our team brings a decade of experience with complex government IT implementations, leveraging expertise in cloud, federal security requirements, and human-centered design to create a solution that will maximize value to our customers. ECFax Services was selected by the U.S. Department of Veterans Affairs (VA) for use in all VA clinics, medical centers, hospitals, and technology centers.

## Benefits

Built with a modern, cloud-native design, ECFax simplifies fax services, improves the user experience, provides secure data transfer for vital, regulated documents, reduces administrative costs and streamlines workflow processes for productivity efficiencies.

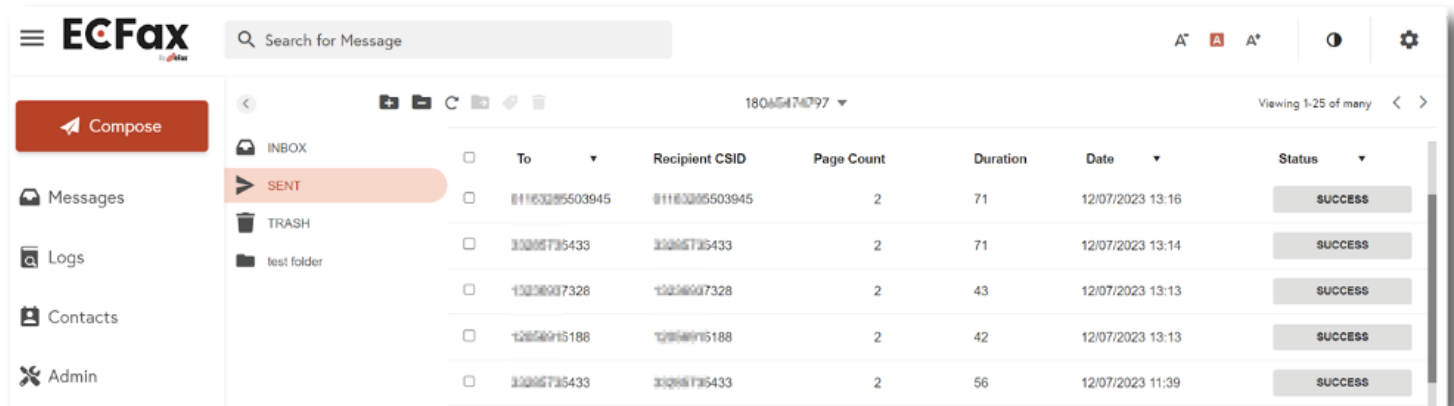
By centralizing the fax process, agencies have more control over their fax data transfer processes. Agencies no longer need to use outdated paper-fax processes for secure document exchange with multiple vendors with various billing accounts. Additionally, Application Programming Interfaces (APIs) are available for native or customized integration. ECFax eliminates the need to manage multiple vendors and offers a 24/7, state-of-the-art faxing capability with 24/7 help desk support.

## Scalable

Hosted on Amazon Web Services GovCloud, ECFax provides on-demand, automatic scalability to hundreds of millions of pages per month through elastic load balancing.

## Transparent

Performance dashboards provide visibility into service usage and operational status which allow for near real-time production metrics.



The screenshot shows the ECFax Message Center interface. On the left is a sidebar with navigation links: Compose, Messages, Logs, Contacts, and Admin. The main area displays a list of sent messages. The table has columns: To, Recipient CSID, Page Count, Duration, Date, and Status. All messages shown have a status of 'SUCCESS'.

To	Recipient CSID	Page Count	Duration	Date	Status
81163285503945	81163285503945	2	71	12/07/2023 13:16	SUCCESS
33265735433	33265735433	2	71	12/07/2023 13:14	SUCCESS
13236907328	13236907328	2	43	12/07/2023 13:13	SUCCESS
12856915188	12856915188	2	42	12/07/2023 13:13	SUCCESS
33265735433	33265735433	2	56	12/07/2023 11:39	SUCCESS

*ECFax Message Center, showing fax status*

## Secure

ECFax and add on components have been tested to meet the most important security and quality assurance protocols for data protection, including FIPS 140-2, PCI-DSS, and is HIPAA compliant.

## Additional Benefits

Because ECFax was developed specifically for use in the cloud, government agencies benefit from rapid scaling, availability, and speed.

ECFax is:

- Accessible via AWS GovCloud
- Section 508 Compliant; and
- Designed and built specifically for use by government agencies

In addition, the solution:

- Integrates with other applications via API
- Supports IDP-initiated SSO for authentication; and facilitates standardization across multiple locations

## Features and Functions

ECFax enables government agencies to send digital faxes via:

- ECFax Portal
- Email to Fax
- ECFax Messenger
- Multi-Function Devices (MFD)

And receive digital faxes via:

- Email
- My Account
- Conductor (for delivery to a folder, distribution list, or multi-functional device)



## Functionality

### User

- Outbound faxes can be sent as attachments in the following formats: pdf, doc/x, xls/x, tiff, txt, jpg, bmp, png, gif, rtf, ppt/x and vsd files
- Inbound faxes can be received as pdf or tiff files
- Multiple files can be sent simultaneously (10 documents, up to 20 MB) to multiple recipients

**Email notification:** Received/Sent message metadata is stored  
Messages can be organized with folders and tags

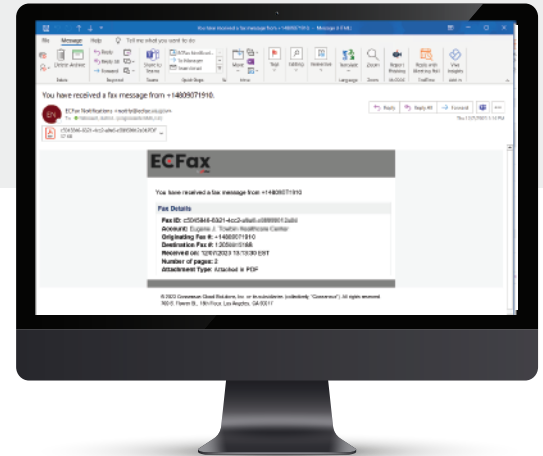
### Features: Usage Reporting

- Contact Management – via manual entry or import
- Cover Page Management – per site

## Administration and Entity Management

### Users

- Configure global or group default cover pages
- Provision users via SCIM, manually or bulk import
- Logical grouping of users and configurations
- Manage fax numbers and their associations of users and groups



## Additional Tools Available with ECFax Services:

Please see your Cognosante account manager for more details and pricing options for Add-On Tools.



### Conductor

This vital part of the ECFax platform enables teams to securely manage incoming fax traffic. Conductor helps disseminate documents by delivering them to network folders, email distribution lists, shared mailboxes, or directly to a designated printer. IT staff can manage rules for how documents should be distributed through an easy ticket submission. All permissions and access to folders, distribution lists, and Shared mailboxes are in full control of your IT Staff.



### Messenger

ECFax Messenger is a desktop support application agent of ECFax. With Messenger you can create, view, edit and send your faxes in this desktop app without ever needing to print or scan your fax documents first. It provides the ability to “fax” a document as easily as you would print it. ECFax Messenger users must have an active account in the service for this application to function.



### Multi-function Device (MFD) Connectors

Multi-function devices are supported, allowing documents to be scanned and faxed via the native ECFax’s high-security process. ECFax integrated application for MFDs – Outbound faxing with integration to ECFax for authentication, contacts, and cover pages.



## About Cognosante

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At Cognosante, we help create a safe, healthy, more equitable nation for all. Federal agencies who deliver exceptional public services and programs choose us for our innovative mindset and unwavering dedication to moving their missions forward. Applying practical expertise to build solutions that leverage leading technologies, Cognosante partners with healthcare, civilian, and defense agencies to realize program outcomes and performance.

Whether we are modernizing systems, enabling greater access to public services, or delivering mission-critical programs, we innovate with purpose – touching the lives of millions of people.

For more information about Cognosante, visit [cognosante.com](https://cognosante.com).



## About Consensus Cloud Solutions

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Consensus Cloud Solutions, Inc. (NASDAQ: CCSI) is one of the world's largest digital fax providers 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 data transformation solutions for regulated industries such as healthcare, finance, insurance, real estate, and manufacturing, as well as technology for the state and federal government. Our solutions consist of cloud faxing; digital signature; intelligent data extraction using natural language processing and artificial intelligence; robotic process automation; interoperability; workflow enhancement; and a powerful connectivity and integration platform for healthcare providers. Our solutions can be combined with managed services for optimal outcomes.

For more information about Consensus, visit [consensus.com](https://consensus.com).