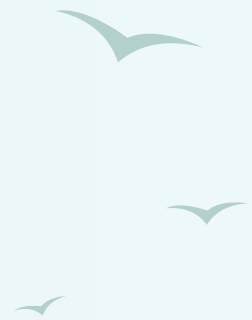




Automated Telecom Case Study



mFax provides a reliable, HIPAA-compliant white label fax solution with world-class support



With over 30 years of experience, Automated Telecom has been supplying businesses with professional telecommunication solutions including voice over IP telephone systems, auto attendants, fax, and internet services. The company prides itself in being a reliable communications and networking partner for business.



Before mFax, we had a hosted fax solution with our voice carrier, but they used T.38 fax adapters and the failure rates on these were high. Also, while you could put in users, you couldn't access a secure portal to look at faxes, so they were always just an emailed attachment. And with some of our medical or financial customers this was an issue with personal information being just attached to an email.

PRESIDENT

Ian Helmstadter



The Problem

Prior to mFax, the company was using a hosted fax solution through their voice service provider. The fax adapters they were sending to customers were experiencing high failure rates. Also, their existing offering was not HIPAA compliant and had no options to allow customers to save faxes in a safe environment.

The Solution

With mFax, Automated Telecom could offer their customers a fully branded white label portal, HIPAA compliant faxing, a fast, reliable network, and FaxBridges that let customers seamlessly connect to the cloud. Additionally, the responsiveness of the mFax support team has convinced them they're dealing with a partner that has their back.



When I spoke with the salesperson at mFax, I realized you had all the things we were looking for. None of the other solutions really were doing what we needed them to do with the types of customers we have, and mFax just really seemed to fit the best.

PRESIDENT

Ian Helmstadter



The Result

By using a branded white label mFax portal, Automated Telecom can offer their customers a complete line of VoIP solutions that now also includes cloud fax. They no longer have to worry about HIPAA compliance or making sure their customers have reliable fax access. mFax seamlessly manages everything from behind the scenes.



The responsiveness of everyone on the team is really good. If we do have some issue, we get a response right away. Or if I put an order in for FaxBridges in the portal they're here practically the next day.

PRESIDENT

Ian Helmstadter



Can mFax help you?

mFax is built for regulated industries where security, compliance, and reliability are paramount. Our industry-leading Tier-1 carrier network and secure fax protocols means your faxes get to their intended destination quickly and securely.

We've helped hundreds of businesses modernize their fax infrastructure and eliminate all the headaches that come with traditional fax.

From our modern and intuitive user interface to our advanced admin controls to our strict security and compliance standards, mFax is designed to make faxing simple, reliable, and secure.

Interested in a demo? Contact our sales team at sales@documo.com or **call us at (888) 966-4922**.

Why Companies Switch to mFax

- 1 Industry-leading reliability and fax completion rates
- 2 Advanced admin, user management, and permission settings
- 3 US-based 24/7 support and account management
- 4 Compliance and security - HIPAA, PCI, SOX
- 4 Typical cost savings of 50% or more vs alternatives

mFax benefits



Industry-leading fax-only infrastructure



50% or more cost saving



Real live customer support

Ready to make the switch?

Contact us at sales@documo.com or call us at (888) 966-4922

About us

mFax redesigned fax for the 21st century, built with all the features businesses need to securely and reliably fax sensitive documents with ease. Contact us today for a demo or get started right away with a risk-free trial.

