

eGoldFax Secure Cloud Fax Service

Security, Compliance, and Reliability Overview

Advanced Fax Security and Reliability Features

- ✓ **Built on Microsoft® Azure™ Commercial and Government** Cloud infrastructure trusted by 95% of Fortune 500 and government organizations
- ✓ **Azure Compliance Standards** HIPAA/HITECH, FedRAMP, FERPA, GDPR, PCI DSS, SOC 1, 2, 3. eGoldFax signs BAAs and complies with FCC Porting.
- ✓ **End-to-End Encryption.** TLS 1.2 Email (SPF Record Checking) and HTTPS transport
- ✓ **PCI DSS Level 1 Certified.** USA Telecom Centers
- ✓ **Free Secure Fax Archiving.** Unlimited 256-bit AES encrypted PDF fax page storage for up to 10 + years
- ✓ **Voice-Quality Fax, No Busy.** TDM ISDN Digital PRI connectivity, *not SIP and Fax over IP*, ensures highest fax quality, uptime, and coverage. Never miss inbound faxes.
- ✓ **Disaster Recovery and Fault Tolerance.** Redundant Fax Telecom Centers and Carriers

eGoldFax™ Commercial and Government Cloud Fax Service with Multifunction Printer (MFP) Integration

eGoldFax enterprise-class fax solution helps organizations of all sizes ensure the highest levels of fax security, compliance, reliability, scalability, traceability, and reproducibility of all fax pages for regulatory compliance. Select **eGoldFax COMMERCIAL** or **eGoldFax GOVERNMENT** for US government organizations.

eGoldFax Top 5 Advantages over MFPs with Fax Kits

eGoldFax fax security, reliability, scalability, and traceability and reproducibility is unavailable with traditional MFP faxing.

1. **Free Secure Fax Archiving.** Unlike traditional MFP faxing, eGoldFax saves a 256-bit AES encrypted PDF copy of all sent and received fax pages with custom control of fax retention policy at the account, fax number and user level (disable or archive for up to 10 + years).
2. **PCI DSS Level 1 Certification.** eGoldFax US Telecom Centers have achieved Payment Card Industry (PCI) Data Security Standard (DSS) Level 1 Certification. PCI DSS is the information security standard for companies that process, store, or transmit credit card information.
3. **Compliance.** Microsoft® Azure™ platform's 90 + compliance offerings (the largest portfolio in the industry) including: HIPAA/HITECH, FERPA, FedRAMP, PCI DSS Level 1, GDPR, FIPS 140-2, ISO 27001/27018, SOC 1, 2, 3. eGoldFax signs HIPAA BAAs, complies with FCC Porting.
4. **Redundancy.** Unique multi-tier architecture. Three USA Telecom Centers and redundant Telecom Carriers with Auto Fail-over and Auto Retry upon "Carrier Failure" events.
5. **Scalability, No Busy Signals.** eGoldFax USA Telecom Centers provide a vast array of virtual fax ports for scalability. Never miss an inbound fax due to a busy signal.



Enterprise-Class Fax Security Built Right In

eGoldFax comes standard with enterprise-grade Fax security, compliance, reliability, scalability, and traceability/reproducibility you won't get with traditional MFP fax kit methods.

Send, Receive, Archive Faxes Securely



Send: Fax Digital Documents Securely

1) eGoldFax EMAIL TO FAX



Address email to: **FaxNumber@egoldfax.com** from desktop computer, tablet, or smartphone and attach files to be faxed. Email sent to eGoldFax via Transport Layer Security (TLS) 1.2 encrypted Email and converted to a fax. SPF Record Check.

2) eGoldFax PRINT TO FAX



Select **eGoldFax Print to Fax** from any file or browser application. Enter Fax Number. Click Print. Document sent to eGoldFax using HTTPS encrypted communication and converted to a fax.

Subject and Message text included on eGoldFax fax cover page. Receive "Sent Fax Confirmation" email (optional Thumbnails and/or PDF of pages).

Send: Scan and Fax Paper Documents

Enter **FaxNumber@egoldfax.com** from Scan-to-Email MFPs or select eGoldFax app from MFP if available and enter Fax Number. Document sent to eGoldFax using TLS 1.2 encrypted Email or secure HTTPS (MFP make dependent) and converted to fax. Auto fax cover page. Confirmation sent to email, printer, folder.

Receive: Route Inbound Faxes Securely

Route inbound faxes using TLS 1.2 encrypted email with PDF or TIFF attachment and/or using HTTPS to network folder or printer. Optional email notice (no attachment) or HTTPS download link.



PURE CLOUD FAXING™

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Secure Admin Portal: 2 Factor Authentication



eGoldFax Admin Portal to manage users, cover pages, received routing, confirmations, reports, and archive. 2 Factor Authentication via Apps: Google and Microsoft Authenticator, etc. Microsoft Azure AD Single Sign On.

Secure Fax Archive

For improved operations and to meet regulatory compliance, eGoldFax archives sent and received Fax Pages for 10 years and beyond as 256-bit AES Encrypted PDFs. Control fax archive retention policy (enable/disable) at account, user and fax number level.

Fax Documents Deleted After Processing

Images/content processed and faxed at the eGoldFax Telecom Centers only persist for the life of the fax transmission and are destroyed with all data being zeroed. Fax images are FIPS 140-2 deleted and permanently removed to meet all regulatory compliance requirements (PCI DSS certification). Only Call Record Details (CRDs) are preserved.

FCC Porting Compliance – All Fax Numbers

Keep existing fax numbers and port to eGoldFax plus get new fax numbers. Unlike other cloud fax services, if you leave eGoldFax you can take your fax numbers (ported and new) and port to a new fax service.

Direct Inward Dial (DID) Fax Numbers

Low cost DID fax numbers route faxes directly to specific users, departments, or business processes to reduce security risks of shared fax numbers/devices.

Authorized eGoldFax Reseller