

Customer Success Story

Regional Bank: Maintaining Information Security with a Cloud Solution

Background

Our client is an established regional bank that provides commercial banking and investment services from its 29 branches, throughout a major metropolitan area. The bank exchanges a significant amount of financial information on a daily business. On average, there are 4,000 inbound and 4,000 outbound pages faxed each month. —that needs to be secure in transit.

The bank's IT department was looking for hosted fax services after questioning the operating costs and staff time required for its fax server. Although the server provided the convenience of faxing from employee desktops, the capital expense and operating costs related to software maintenance led our client to inquire about eFax Corporate services.

Its headquarters, in a southern coastal location that experiences significant natural disasters, the bank was also concerned about a lack of disaster-recovery plan, having just one server in use. This led the bank to evaluate a cloud-based fax service that features redundancy and survivability as inherent components of the platform—not optional features that cost more.

The bank's stakeholders liked the concept of not maintaining a physical server on the premises. However, the banking industry's rigorous security requirements caused them to question the overall security around cloud-based faxing.

Analyses: Comparing Fax Servers to Cloud Faxing

In order to help the bank accurately compare its fax server against eFax Corporate, we conducted cost-benefit, security, disaster-recovery, and usability analyses:

Cost: Eliminating the hardware, software, storage, telecommunications lines, and staff

Security: All security requirements for the bank were met because eFax Corporate is compliant with the:

- Sarbanes Oxley Act (SOX)
- Gramm-Leach-Bliley Act (GLBA)
- 2018 Payment Card Industry Data Security Standards (PCI-DSS)

An important attribute of the eFax Corporate service is an encryption feature that ensures the privacy and security of faxes in transit.

Disaster recovery: The bank gained the critical redundancy that was lacking in the single server. Since eFax Corporate critical systems are fully redundant and geographically diverse, they ensure service continuity during disruptions such as power failures or natural disasters.

Usability: To demonstrate usability, we set up trial fax numbers so the bank could evaluate our user interface and administration tool. After testing, the bank's employees found our interface easier to use than that of its fax server.

Opportunity: Convenient Faxing Without Server Maintenance

After a thorough security analysis, the bank weighed its options and chose eFax Corporate over the incumbent fax server product and other cloud solutions.

“The eFax Corporate difference: a stable, leading provider committed to delivering secure cloud faxing services.”

When we asked why the bank chose eFax Corporate over competitors, the Chief Information Officer (CIO) explained that the team liked that our services are secure, reliable, and that public financial reports illustrate our company's stability. Another positive fact was that we lead the cloud-hosted fax market, and have a long-term commitment to this business.

Solution: Secure, Reliable Faxing

During implementation, we ported 400 fax numbers from the bank's server to the eFax Corporate service so that all bank employees could retain their individual fax numbers. The transition of the fax numbers to eFax Corporate was complete within weeks.

- Now each employee can securely transmit and receive sensitive information.
- A critical differentiator for our client is the eFax Corporate pass-through capability that allows us to provide service without visibility or access to the bank's sensitive information.
- The bank can use our administration tool to easily add and remove users as needed, and to create custom usage reports for audits.

The bank's CIO explained that the bank considers the eFax service to be outstanding because the service functioned without error during the implementation phase and thereafter.

Why Corporations Retire Servers in Favor of The Cloud

In the 1990s, the fax server was a good alternative to analog fax machines for high-volume environments. Today, however, fax servers have significant costs and burdensome upkeep requirements compared to cloud-based fax services:

- Troubleshooting is more complex because outages can be rooted in the telecommunications service, other times within, the server hardware, or software. This causes representatives from different vendors to point fingers at each other, leading to delays in identifying the root cause of an outage.
- High costs are incurred for hardware and software, maintenance, physical space and power, telecommunication lines, server security, and staff time to manage and maintain the entire system.
- Required fax software upgrades are expensive.
- A single fax server has no redundancy, so when it fails, business fax activities grind to a halt.

Cloud Faxing Benefits

The OPEX and CAPEX associated with fax servers can be eliminated, resulting in savings up to 25%, while adding redundancy and disaster recovery.

- No expensive hardware or software to purchase and maintain
- Independent of operating system software versions
- Fast, private, and secure via encrypted connections
- Built-in redundancy
- Employees can send/receive faxes from desktop email and multifunction printers.

The Critical Factors for Banks: Security and Compliance

Financial services providers are held to the highest levels of security and must comply with the strictest federal regulations, including the Sarbanes-Oxley (SOX) and Gramm-Leach-Bliley Acts. eFax Corporate systems, policies, and procedures are engineered for federal-level compliance, and follow the best practices and security controls of the ISO 27002 standards.

In addition, eFax Corporate faxes are fully encrypted while in transit using Transport Layer Security (TLS) version 1.2, and in storage using Advanced Encryption Standard (AES) 256-bit. Both encryption standards are recommended by the National Institute of Standards and Technology (NIST) and the Payments Card Industry (PCI) Council.

Trusting the Market Leader

We are continuously innovating to keep our clients and their data secure. Consensus Cloud Solutions owns 58 issued U.S. and foreign patents, and has 49 pending patent applications. These patents relate to various innovations in the fields of unified communications, multimedia messaging, Internet fax and voice messaging, and document management.

About eFax Corporate

eFax Corporate is the leading HITRUST CSF® certified digital cloud-faxing solution, trusted by five of the top 10 global enterprises and four of the top 10 Fortune 500 healthcare companies. The eFax Corporate product transmits billions of documents annually and is widely used in the USA, Canada, Europe, and Asia-Pacific. Its appeal and success are built around three key features: the widest selection of phone numbers; an easy way to send and receive faxes and voicemail by email; and a fast, reliable and secure communications network. As a core product of Consensus Cloud Solutions' leading interoperability suite, it creates operational efficiencies and enhances communications for paper-reliant industries such as healthcare, legal, insurance, manufacturing, finance, and real estate.

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About Consensus Cloud Solutions

Consensus Cloud Solutions, Inc. (NASDAQ: CCSI) is the world's largest digital fax provider 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, legal, insurance, real estate and manufacturing, as well as technology for the state and federal government. Our solutions consist of [cloud faxing](#); [digital signature](#); [interoperability](#); [intelligent data extraction using natural language processing and artificial intelligence](#); [robotic process automation](#); and [workflow enhancement](#). For healthcare providers, we also offer a powerful integration platform that connects Consensus' products to EHR solutions, legacy systems, and other cloud applications. Our solutions can be combined with managed services for optimal outcomes. For more information about Consensus, visit consensus.com and follow [@ConsensusCS](#) on Twitter to learn more.

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