

Fax Services Discovery Document

1. What is driving you to look at a fax solution?
2. How does your organization currently handle faxing? Is it via fax machines, fax servers, an e-fax provider through the phone system?
3. How old is your fax equipment?

4. Are you paying maintenance on it? When is it due for an upgrade?

5. Is faxing is a mission-critical / of the most utmost importance for your organization? How is faxing part of your business?

6. What are your compliance requirements for fax? Is your current set-up HIPAA compliant? Or PCI certified?

7. Is the current fax environment supported across multiple data centers? How do you handle disaster recovery concerns?

8. How much are you paying for your fax services today? (Include all costs, local lines, etc.)

9. How much faxing do you do today? (number of pages monthly, number of applications leveraging fax)

10. How reliable is your faxing service today? Could you improve processes through integration?

11. Are there any significant projects on the horizon related to cloud migration or technical changes of infrastructure?

12. Any other insights to your fax needs? (Timing, etc.)