FaxBack
NET SatisFAXtion
Carrier & Provider Edition

FaxBack
VoIP Fax Solutions

Utilizing FaxBack's HTTPS Fax Platform, a fax solution designed to meet the dynamic and scalable requirements of VoIP carriers and providers. A highly reliable and complete VoIP fax cloud and hosted service platform with reliable fax connectivity to a business' premise-based fax server.

SERVICE OFFERINGS...

HTTPS Fax Platform – Offers significant advantages over SIP T.38 for transporting faxes over the Internet. These include reliability and security with up to an 80% reduction in bandwidth.

Fax Machine Connections — Enables fax machines to connect over the Internet to cloud based fax services via HTTPS. Adds new and unique features to fax machines including fax image archiving and email notifications.

services and strengthen your cloud offerings. Offer Microsoft Fax client connectivity; a fax client that has no support overhead for the carrier, is native to Windows and is already preinstalled.

Complete Fax Solution — Offered by NET SatisFAXtion; end-to-end fax solution from the ground up and all from one vendor, providing everything you need to deploy a fax service cloud. Offers full carrier focused 24x7 support from our experienced technical team and detailed deployment professional services.

In the Cloud
In the Cloud – Today, fax is the single biggest business feature missing from provider service options. Currently, this space is dominated by a few dedicated Internet fax services who command a premium for fax service.
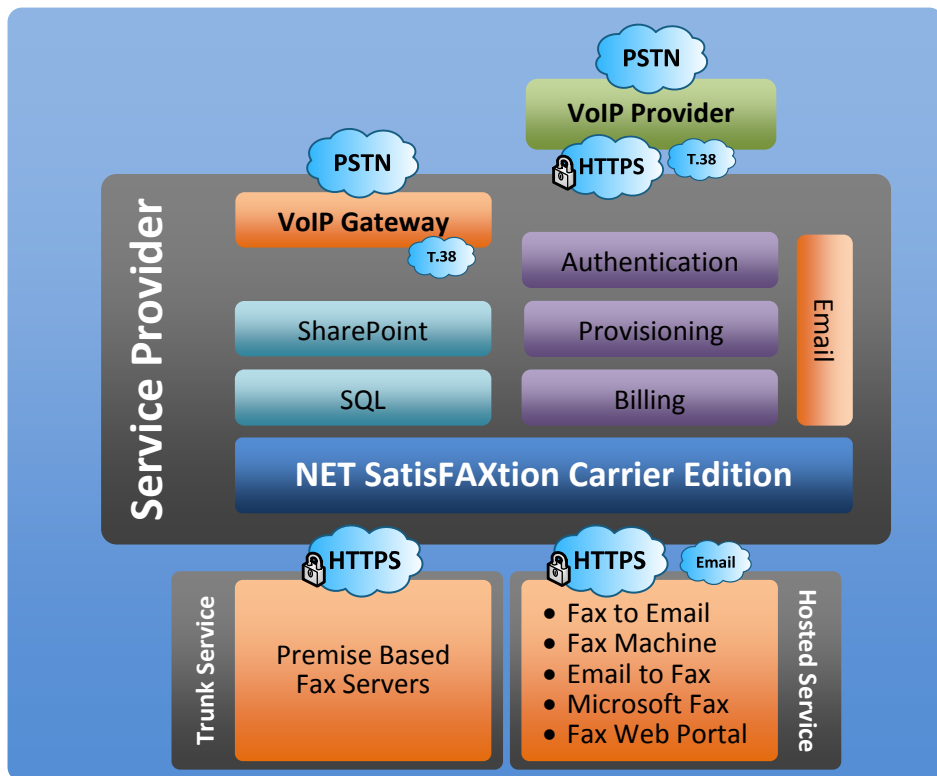
FaxBack's smart HTTPS Fax Platform enables you to provide comprehensive, category dominating, fax services; enabling providers to not only compete, but win and retain in the fax telephony services space.

The HTTPS based fax platform utilizes SIP T.38 behind firewalls and HTTPS for long-haul and over the Internet fax connectivity.

HTTPS for the fax transport also provides superior reliability and security with lower bandwidth utilization over T.38. Additionally, HTTPS is inherently more flexible and easier to provision and deploy than T.38 based over the Internet fax solutions.

Hosted Fax Service: Offer fax-to-email, email-to-fax, Microsoft Fax, fax machines and fax web portals

HTTPS Trunks: Connects customer's fax servers directly to provider over HTTPS based fax connections

Service Provider

PSTN — VoIP Provider — HTTPS — T.38

VoIP Gateway — T.38

PSTN

Authentication

SharePoint

Provisioning

SQL

Billing

Email

NET SatisFAXtion Carrier Edition

Trunk Service

HTTPS — Premise Based Fax Servers

Hosted Service

HTTPS — Email

- Fax to Email
- Fax Machine
- Email to Fax
- Microsoft Fax
- Fax Web Portal

Client/Server Connections — Enables carriers to offer two different options for cloud based fax services. Hosted Fax: fax-to-email and email-to-fax, fax machine connectivity, Microsoft Fax and fax web portals. SIP Trunks: reliable and secure HTTPS fax connections for premise based fax servers.

Fax to Email — Gain and retain customers with the features they want. Enables you to compete with dedicated Internet based fax services. Offer more value,

FLEXIBLE SERVICE MODEL...

VoIP Integration — Integrates with your existing telephony, media gateway, SIP proxy or upstream SIP trunks. Offers compatibility with the widest array of T.38 enabled VoIP devices and systems. Single source for the "VoIP Fax Server", fax drivers, T.30, T.38, and the SIP stack.

Deployment & Virtualization — Delivers scalability, high availability, easy server

management, green awareness, and server room efficiencies. Flexible deployment options support consolidated or distributed topologies. Merges fax into both your existing data and VoIP network environments with ease.

Authentication & Billing — Connects to your existing provisioning, billing and authentication systems. No duplication of functionality or data storage. Provisioning of user accounts easily ties into existing systems via web services, RADIUS, SQL, and SIP packet based methods.

SharePoint — Many carriers and providers have already adopted SharePoint and connecting the fax cloud to it adds further unification. This includes functionality for: online fax image archive storage, portal for web based fax clients, and the ability to add powerful OCR based fax document searching.

CARRIER GRADE…

High Availability — FaxBack's high density, Kernel mode drivers enable you to deploy reliable, scalable and high availability fax services. Fully supports server failover, fault tolerant, load balancing and redundancy. Fully integrates with your VoIP high availability deployments.

Scalability — NET SatisFAXtion is the leader in carrier grade high density fax drivers supporting a full DS3 (672 ports) on a single server. Kernel mode drivers help ensure continual optimized server utilization without interruption. Also supports virtualization and server farms. Server architecture design is optimized for high density server to media gateway pairing.

White Label — Customize the outward facing components and user connections to present a unified look and feel with the rest of your service offerings.

Requirements & Deployment

Integration into the provider's back-end service solution, such as provisioning, authentication, billing and VoIP infrastructure is key for the carrier as they don't want to duplicate systems and add extra management and maintenance tasks. Avoiding redundant components and systems further helps keep costs down.

As most carrier environments are quite diverse, the NET SatisFAXtion Carrier & Provider Edition is designed to meet these many deployment scenarios; both today and tomorrow. A fax server solution that will meet today's requirements yet grow with your service. This scalability matches your media gateway design by scaling up to a full DS3 per server.

Focus on and support of Microsoft technology such as .NET, Workflow, SQL, SharePoint and virtualization environments matches the reliability and deployment needs of the carrier.

- Microsoft Windows based OS with .NET Framework: **Windows Server 2008/2003**

- Compatible with Virtual Machine server host environments including **VMWare vSphere/ESXi & Microsoft Hyper-V**

- Recommended **2 GHz CPU, 4 GB RAM, 100 GB HD** minimum system spec's supporting **1 - 28 fax T1's** *(maximum of 672 fax channels per server)*

- Telephony Connections:
  VoIP - Compatible media gateway supporting T.38
  Trunks - Service provider connections supporting SIP T.38 or HTTPS Fax Platforms

*Contact FaxBack for details on certified and compatible media gateways and VoIP based phone systems and IP-PBX's.

*As with any server environment, a dedicated environment is recommended to minimize any compatibility or installation issues.

*Detailed system requirements are available on FaxBack web site at www.faxback.com\requirements

Benefit Highlights

High Density – Matches large scale carrier's need for DS3 connectivity in a single server platform

Reliable – Being able to always deliver a customer's fax is key for providers; gives ability to retry on multiple routes to guarantee "best effort" delivery

Fax Clients – Supports all the necessary customer fax client connections and interfaces: Email, Fax Machines, MFP's, web access and Microsoft Fax (Windows Fax and Scan)

Fax Machine – As one of the most difficult reliability issues to resolve today, you are now able to give your customers truly reliable Fax Machine connections

SharePoint – Connect the fax solution to Microsoft's SharePoint application environment and large scale storage facility allowing online fax image archival for your customer base

Fax Cloud – Add fax cloud connectivity to your current service offerings; both "Hosted Service" and "Truck Service" with the HTTPS Fax Platform

Flexible Deployment – The fax solution fits the carrier and providers deployment needs; both with virtual machine connections and a tight integration into HA strategies

Virtualization – Easily connect the fax solution into your virtual cloud with VMWare vSphere/ESXi, Microsoft Hyper-V or other VM environments

HA – The Carrier & Provider Edition supports powerful disaster recovery topologies including load balancing, failover, redundancy and virtualization support

HTTPS – True secure and reliable fax connections over the open Internet for fax machines and premise based fax servers including Microsoft Fax

Provisioning, Authentication & Billing – Connecting the fax server to your existing service applications is important to help eliminate redundant systems and storage, not to mention management efforts. Connects to your existing RADIUS or other systems with web service and SIP packet based interfaces

Alarms & Monitoring — Receive email alerts for critical system issues and customizable traffic patterns

VoIP Integration – Certified and compatible connections to your VoIP infrastructure that support SIP T.38: Includes AudioCodes, Cisco, TelcoBridges, NET and others

Complete Fax Solution – An "All in One" fax solution allows for quick deployment

Microsoft Fax – Support "Windows Fax and Scan" clients for customers needing a true fax client instead of an email client model

Bandwidth Reduction – HTTPS based fax connections can lower data bandwidth for faxing by as much as 80% while increasing reliability over SIP T.38 based Internet connections which are also not secure

Carrier to Carrier Connections – Connect to upstream carriers with HTTPS

Carrier Certifications – Fax SIP T.38 interfaces certified with tier-one carriers like AT&T and Global Crossing

Fax Protocol Support – Fully supports all today's fax protocols including JBIG and V.34 on compatible hardware

Call Setup – Supports both G.711 and G.729 call setup for SIP call initiations

RADIUS – Connect to RADIUS systems for billing, authentication and provisioning

Web Service – Easy web service connections to provider's infrastructure

Client / Server Connections – Deploy either "trunk services" with HTTPS connections to customer premise fax servers or "hosted services" with connections to all your customers fax clients and other fax needs

Trunk Services – Connect your customer's premise based fax servers with HTTPS fax connections over the internet

Hosted Services – Offer full featured fax services: fax-to-email, fax machines, Microsoft Fax and fax web portals

Branding – Integrate your service branding into your fax solution

24x7 Support & Professional Services – Get the help you need with FaxBack's technical team and 24x7 assistance access

Fax to Email – Don't let you customers go to other providers for fax when you can add basic "fax to email" service with your voice offerings

Security – Offer your customer secure connections for regulatory compliance in healthcare, financial and other sectors, facilitating HIPAA & SOX