Preparing for the Retirement of TDM Services

The Facts

Alongside the upcoming retirement of POTS (Plain Old Telephone Services) Lines, a universal mandate effective Aug 2, there is an additional area of your organization you need to be aware of and properly plan for if you haven't already.

As voice service providers upgrade their network infrastructure, also comes the transition from legacy network technology – referred to as time division multiplexing or TDM – to a replacement service that leverages internet protocol (IP) technology and/or wireless connection. The need to upgrade from legacy copper-based services has been discussed for years but the priority to do so is greater than ever now that the FCC is demanding the discontinuation of POTS Lines.

A number of major telecommunications providers have either already stopped providing TDM access entirely or have doubled the rates on their clients' existing bases.

Held back by its limited bandwidth, the reality is that the technology behind TDM is not efficient enough to compete with today's expectations in regards to immediate performance and long-term durability.

The Problems

Although fax servers were initially designed to operate over analog lines on circuit-switched networks, various disadvantages have been noted throughout the years. For the most part, the use of servers has not successfully made the transition to packet-based networks. Larger organizations that rely on fax as part of their everyday workflows, particularly those with higher payloads (50+ pages), will find that the deliverability of these larger documents may become an increasingly serious issue when more of those vital records can't be retrieved.

Furthermore, the capital to operate and regularly maintain your standard fax server adds up significantly over time, including but not limited to the fax server and its maintenance, software updates, the fax card, annual operating expenses, PBX ports, analog phone lines, and future repairs.

The lack of reliability is great here- increased downtime that can be detrimental to mid and large-sized healthcare systems for example. Uptime is dependent on the combination of hardware, fax boards, local power, and the consistent quality of your phone connectivity. Other drawbacks of fax servers are the lengthy deployment periods (usually 8-10 weeks), complex configuration, and the fact that they only support local phone numbers. In the long run, they simply don't offer enough value to outweigh their cost and hassle.

The Solution

While there are a couple alternatives out there, the most ideal option is choosing a provider that can migrate your current fax infrastructure to the cloud. Compared to the countless expenses, time, and manpower needed to build an entirely new fax infrastructure, switching to the cloud is by far the most convenient and economical way to move forward in 2022.

There are many cloud fax providers to choose from in today's market. However, there is only one you can truly rely on that has successfully stood out from the competition for over 25 years.

We invite you to work with **eFax Corporate:** the secure cloud fax solution that has been trusted and used by a number of Fortune 500 Companies across all industries. Our cost-effective, fully compliant cloud faxing service requires no hardware or software.

Here are some of the benefits offered:

- eFax Corporate works seamlessly with a business' current network operations

- Clients can easily integrate online faxing with existing SAP applications or use our custom Fax API to integrate to EMRs and other database systems

- Businesses can also integrate eFax Corporate to fax directly from multifunction printers and devices (MFPs)

- Internet faxing with eFax Corporate gives your business a streamlined faxing process and substantially lowers overall faxing costs

- Our HITRUST CSF Certified® services can help businesses meet industry-specific compliance requirements from HIPAA and HITECH to SOX, GLBA compliance and more

Our cloud fax solution boosts interoperability by leveraging the fact that everyone already has fax technology, as it remains one of the most widely used methods of exchanging private records world-wide. On average, realize savings north of 80% when migrating from a traditional POTS environment to a SaaS Consensus model.

Don't wait – make the switch to eFax Corporate today.

HITRUST
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About eFax Corporate

eFax Corporate's secure and HIPAA compliant cloud fax is trusted by more covered entities and business associates than any other fax provider. **Learn More**