

# Xtenda

## Are you really keeping your confidential customer information secure?

South African companies may be compromising the integrity of their information by allowing uncontrolled and unmonitored use of personal fax numbers.

Imagine a scenario, where every time a fax is sent or received, the confidential customer information is made available to an unregulated 3<sup>rd</sup> party, possibly for fraudulent use.

Sounds absurd? It's not. Because every time a fax is sent to or received by your organisation using a free fax to email service, the provider could have access and visibility to its content.

Regulations are placing the onus on companies to protect their customers' information. Does your organisation comply?

## Xtenda

**Xtenda allows RightFax customers to route up to 15,000 fax numbers on a single PRI. This allows companies to roll out desktop fax to the whole organisation, without having to rely on external fax to email offerings.**

### Background

Most organisations want to roll out desktop fax capability to all desktops, using existing RightFax infrastructure.

Up to now, the limitation on the number of fax numbers that can be allocated on a PRI line has made this prohibitively expensive. Typically 300 DID numbers are allocated per PRI line and the cost constraints of multiple PRI's make this solution untenable.

### RightFax desktop fax

Xtenda resolves the above issue by allowing up to 15,000 desktop fax numbers on a single PRI whilst using existing RightFax infrastructure.

### Why Xtenda and not Fax to email?

Due to the limitation DID numbers, many corporate employees have made their own desktop fax arrangements by signing up for free fax to email.

Many organisations have no idea of the extent of this uptake, with the worst cases being over 50% of employees. This has created significant risk, such as:

#### Security risks

- Confidential information is now unsecured on a 3<sup>rd</sup> party server, and can be potentially used for fraudulent means
- The fax number is the personal property of the employee, not the company. When the employee moves or leaves the company, they take the number – and the customers who use that number – with them.

#### Auditing and tracking

- Fax to email offers little or no audit trail on delivery, receipt, time frames etc.
- In many instances, this information is critical for decision making and dispute resolution
- No audit trail exists on forwarding of confidential faxes. The opportunity for untraceable fraud is large.

### Support and Management Risks

- There is no central or single point of contact for support issues, as multiple vendors are being used, often without formal endorsement

### Cost risks

- In many instances, additional costs are incurred as a result of employees faxing internally.

### How does Xtenda work?

A range of National DID numbers are allocated to the customer's existing PRI lines. Existing numbers are not affected, and will continue to function normally. In some instances, we may be able to reallocate existing staff fax to email numbers to this existing PRI.

Users are provisioned on the RightFax server using the Xtenda provisioning tool, allocating a fax number to each user. In instances where existing fax to email numbers are changed, an online portal provides the employees old number and new number for quick and easy reference.

Faxes sent to one of the customer's National DID numbers are routed by Telkom to the customer's RightFax PRI lines, and a copy delivered by RightFax to the relevant individual using the customer's intranet. Faxes can be delivered as an email, via the web or direct to desktop using client software.

### What are costs for receiving or sending faxes?

There are no hidden charges:

- Desktop to desktop faxing is offered free
- Fax receiving is free, with no limit on the number of faxes that can be received by a user.
- Fax sending can also be activated, optionally, and we are able to offer discounts of up to 50% off current listed tariffs.

### Benefits

- Cost savings
  - faxing between desktop users is free
  - external faxing is discounted by up to 50%
- Fax numbers belong to the company, not the individual, and can be reused when employees leave.
- Companies continue to experience all the benefits of RightFax.
- The fax numbers are national, and can be kept if companies or individuals move office or department.
- No security risk, as the faxes remain on the RightFax server on-site
- Assurance of a single vendor strategy with guaranteed support.