



VFM | *Virtual Fax Manager*
*Always ready, always connected,
no paper required.*



How this product can help your business

- Business Continuity Assurance
- Improve Customer Service and Satisfaction
- Confidentiality Protection
- Go Green - Paperless Office & Reduced Power Consumption
- Reduce Operating Costs

VFM FACT V3

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Overview

Email has not made faxing obsolete. When it comes to your company's inbound faxes, Virtual Fax Manager (VFM) delivers what matters most: paperless transmissions, confidentiality and reliability. VFM delivers faxes in electronic format directly to your email inbox. Private documents remain secure and are always received in full. With VFM on your side, you can work towards a paperless office.

Key Benefits

- **Business Continuity Assurance** – Ensures that every fax is received and directed to the right email inbox. Senders never receive a busy signal—even if your phone lines are down. You'll never miss a fax because your fax machine is out of paper
- **Scalability** – Set up multiple fax numbers, depending on your business requirements
- **Save Time** – No need to hover around the fax machine waiting for incoming faxes. VFM delivers faxes, sent to your local or toll-free number, right to your email inbox as image files you can save or print
- **Privacy** – Faxes land in your inbox, not at a fax machine in a publicly accessible area
- **Cost Savings** – A virtual, hosted solution, VFM eliminates the need for additional fax lines, fax machines and fax modems. Since you can save fax image files on your computer, and share the image files by email, VFM also cuts the cost of paper and other consumables. Print only those faxes you need
- **Greater Fax Flexibility** – VFM is always available to receive letter, legal, A4 and other sizes of faxes
- **Increased Customer Satisfaction** – All faxes are received in a secure, reliable manner. Customer privacy is assured. Senders never experience busy signals

- Fast Set Up – Since VFM is virtual, you can be up and running immediately—without hardware or phone line investments
- Voice Assurance Suite – VFM is part of the Aizan Voice Assurance Suite, which also includes AUTOMATED VIRTUAL ATTENDANT (AVA), CALL ALLOCATOR, Enhanced Messaging Application (EMA), INFOLINE, Keep Originator On Line (KOOL), Virtual Contact Center (VCC) and other products

Features

Answering Options

All faxes are received and routed to the designated email address as image (TIFF) files. VFM has unlimited capacity; there is never a busy signal.

Confidentiality

Incoming faxes always remain confidential because unread faxes sit securely in your inbox, not on a fax machine where they may be exposed to anyone passing by.

Reliability

Conversion to electronic TIFF files is reliable and consistent. Every fax is received, without the hassles associated with memory capacity errors or running out of paper.

Cut Costs

Virtual Fax Manager works with your existing email application and lets you manage incoming faxes without the additional cost of dedicated phone lines and hardware. Work towards a paperless office; print only the pages you need.

100% Hosted – 100% benefit

As a fully hosted, hardware-free application, VFM is independent of telecom carriers, equipment manufacturers or on-premise equipment. It is not affected by local disruptions such as power loss, connectivity issues, lack of technical support staff or other elements that could have a negative impact on service delivery. If your email is online, you will receive your faxes. You can also view them on a secure website. There is no need to purchase, maintain or install any equipment.

Centralized Administration

All faxes can be viewed under password protection by a designated central administrator, giving the administrator fax access during vacation periods or under extraordinary circumstances. In addition, this provides for an overview of organization wide fax traffic.

Application Areas

- Organizations dependant on receiving information by fax
- Organizations that must maintain fax privacy and confidentiality
- Legal firms and independent lawyers
- Real Estate offices and other companies that receive faxed contracts
- Medical office and medical service organizations
- Small and medium sized businesses
- Organizations that want to cut fax costs and move towards a paperless office

Voice Assurance Suite

- AUTOMATED VIRTUAL ATTENDANT
- CALL ALLOCATOR
- ENHANCED MESSAGING APPLICATION
- INFOLINE
- KEEP ORIGINATOR ON LINE
- VIRTUAL CONTACT CENTRE

Your Hosted Voice Advantage



About Aizan Technologies Inc.

Aizan is an on demand Voice Application Service Provider. As a trusted partner we provide solutions for customer care, business continuity, marketing and business process improvement to hundreds of North American customers through our Software as a Service (SaaS) model. We deliver a variety of progressive applications and services through our Aizan suite of hosted products including broadcast messaging, automated information line, real time voice traffic management and Virtual Contact Centre for inbound and outbound customer contact programs.



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