



Don't be fooled by "other" cloud solutions

OpenText™ RightFax Connect is the BEST cloud service to send faxes with OpenText™ RightFax. And you deserve the best.

With the ever-increasing push to the cloud, many RightFax customers may be wondering how they can make the move to the cloud. The answer is simple. OpenText RightFax Connect: the only certified cloud service that provides a world-class hybrid solution with RightFax, backed by the strength of the OpenText™ Cloud.

RightFax Connect provides the best end-to-end hybrid solution for RightFax

With so many options in cloud faxing, it can be difficult to navigate the clutter in the cloud market. One message is loud and clear: For unsurpassed security, performance and reliability, RightFax Connect provides the best hybrid solution for RightFax. Customers who require secure, scalable and supported hybrid faxing solutions are encouraged to evaluate RightFax Connect, a proven, effective and fully supported cloud-based communication for RightFax servers. Don't trust your mission critical faxing operations to non-OpenText services.

Size and Strength of the OpenText Cloud

OpenText Cloud faxing is supported with eight geographically dispersed data centers and fifteen more points-of-presence around the globe, making it the largest network for faxing in the world. Additionally, the OpenText Cloud has two data centers in Europe for 100% in-region processing for complete data sovereignty. The OpenText Cloud is built on a sophisticated, global infrastructure that delivers superior, enterprise-grade service:

BENEFITS

- *Leverage your deep integrations of RightFax for a complete end-to-end hybrid solution*
- *Enterprise-grade security*
- *Automatic failover and built-in redundancy for fax transmissions*
- *Instant scalability for spikes in fax traffic*



- Commitment: OpenText has invested more than \$350 million in the OpenText Cloud infrastructure
- \$6.5 trillion in commerce from transactions processed annually
- 2 billion faxes processed annually
- Over 2 million end users
- 99.5% plus network availability service level agreement (SLA)

Security of the OpenText Cloud

The OpenText Cloud goes through a rigorous SOC2 audit every 12 months. This SOC2 report includes a broad range of IT controls relevant to the following Trust Services Principles (TSPs): security, confidentiality, privacy, processing integrity, and availability. In addition to this, OpenText maintains multiple layers of hardware and logical access controls to protect confidentiality and integrity of customers’ data. Components of the infrastructure include:

Firewalls

Firewall rules block any and all paths into the network that are not explicitly required by the application. Multi-tiered firewall architecture provides defense-in-depth between Internet / client usage web tier, applications tier and stored data tiers.

Network Segmentation

Separate network segments are used for production, development, and QA environments. Internet-facing servers are located in DMZ network segments (separated from the core network by stateful firewalls).

Intrusion Detection / Prevention Systems

IDS/IPS devices are used at the firewall to monitor and prevent unauthorized activity.

ID Management Solution (UAM)

LDAP for authentication to production systems.

Network Vulnerability Scans

Performed routinely by the Global Information Security team using approved scanning vendor tools.

Anti-Virus

Trend Micro and CLAM AV.

Log Analytics / Monitoring

Handled by a combination of IBM Netcool, HP OpenView and in-house developed monitoring applications.

Encryption: Data at Rest and Data In Motion

Symmetric 128-bit AES encryption. Encryption keys are rotated every 30 days.

World-Class Customer Support

OpenText is committed to putting the customer first – and making them wildly successful. To do this, OpenText has made significant investments in their RightFax-focused Customer Excellence team to best support RightFax customers. This team is also implementing a wide range of techniques to support our customers in ways that they choose, including click to chat, call-back scheduling, hold for an expert, etc.

Ongoing Commitment to OpenText Fax Solutions

As the market-leading fax server in the world, OpenText continues to invest in our fax solutions products, from our dedicated R&D and engineering teams to our world-class Customer Support team. The forward-thinking roadmaps for each solution are a true testament to the commitment that OpenText continues to invest heavily in fax solutions and the success of our valued customers.

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