

NHS Compliant Online Faxing for Healthcare Organisations

Secure, encrypted fax-by-email developed to meet the requirements of NHS Digital



With current initiatives well underway to move to a paperless office, many healthcare organisations are looking to identify areas of their business operations that can be transitioned, in the simplest and most cost-effective manner, from paper to digital. Secure document transmission is one such area and in particular faxing – faxing that is secure and compliant. But do organisations have the processes that are needed in place today to meet NHS standards for protecting patient privacy? Which fax service can you trust with your most sensitive and NHS-regulated patient data?

eFax Corporate® is the most trusted online faxing service by healthcare organisations worldwide, including across the EU. Our patented fax-by-email solution enables highly secure, encrypted faxing over the Internet, as well as lifetime storage of all fax data at highly secure data centres – which keep all of your data within the EU. Our unparalleled multimillion-pound infrastructure and unmatched security protocols are why eFax Corporate is the most trusted online fax service for healthcare providers and other highly regulated businesses.

Benefits of eFax Corporate's NHS Compliant Fax-by-Email Service

- Enhance your patient data security
- Reduce your organisation's fax costs
- Protect the environment with a paperless office
- Keep all of your data within the EU



HM Government
G-Cloud
Supplier



IG Toolkit Assessment
Level 3

Features of eFax Corporate's NHS Compliant Fax-by-Email Service

Fully Digital, Outsourced Fax-by-Email Infrastructure

- Eliminate management and troubleshooting of in-house fax machines and fax servers, and let your employees send and receive faxes entirely online and by email
- Free your IT team from fax maintenance and allow them to focus on more business-critical projects
- Streamline your staff's workflows and response times by letting them fax securely from computers, smartphones, tablets and even directly from within their Enterprise Resource Planning (ERP) systems

Lifetime Secure Online Fax Archiving

- All fax data stored at our state-of-the-art data centres around the EU, with built-in redundancies across multiple locations in case of failure
- Maintaining all of your fax data within the EU at all times
- Easy, anytime access to your archived faxes via a secure, intuitive web portal

Centralised Fax Management

- Give your administrators (department leaders, IT managers, etc.) control over your organisation's faxing, all from an intuitive and highly secure web portal
- Assign multiple levels of admin access, manage group setups, and add or delete fax accounts anytime
- Assign unique billing codes to clients or patients, for easier billing
- View fax usage across the organisation or by group or individual anytime, and generate usage reports easily for a better understanding of fax costs

Unparalleled Fax Security — In Transit and At Rest

- The most advanced transmission encryption protocol available — Transport Layer Security, or TLS 1.2
- Sophisticated at-rest protection via TLS, 256-bit AES (Advanced Encryption Standard) and firewall
- Employing a host of data centre security protocols to keep your data safe 24/7 — onsite guards, badge-restricted access, biometric requirements, video surveillance, etc.

NHS Compliant Faxing

- Faxing processes designed specifically for NHS trusts and other EU healthcare organisations, to meet the standards of NHS Digital and similar regulations
- Developed to the best practices defined by the Information Governance (IG) Toolkit
- Developed to the best practices defined by ITIL, the world's most widely accepted approach to proper IT service management

24/7/365 Support

- 24/7 network monitoring by a team of highly trained technical support engineers
- 24/7 access (by phone and email) to highly trained support reps
- Guaranteed 99.5% network uptime
- Employing multiple disaster recovery mechanisms for lost or corrupted data
- Your own dedicated account manager



12 Examples of How eFax Corporate Can Bring Your Organisation into Compliance with NHS Digital

	NHS Digital Fax Requirements	eFax Corporate
1	<p>Each provider shall have an IT service management framework appropriate for the management of Fax service. The processes should be based on ITIL or equivalent industry recognised best practice guidance. Demonstrating the capability of the organisation by achieving certification to the ISO/IEC 20000 standard or an equivalent standard is desirable.</p>	<p>Used by more than 11 million customers worldwide eFax® was developed using ITIL best practices and with a keen focus on global healthcare regulation compliance including NHS Digital in the EU.</p>
2	<p>Each provider shall communicate details of any service impacting change out to consuming and funding organisations with a minimum of 7 days notice for planned changes and as much notice as is reasonably available for emergency changes. It is acceptable for this communication to be self service; however, a 'push' mechanism would be desirable.</p>	<p>As one of the most reliable solutions on the market, eFax Corporate has provided enterprise level fax services worldwide since 1995. With 99.5% uptime, 24/7 Network Monitoring and Support downtime is never an issue. But if it is, we have robust communication processes in place so notification is never an issue.</p>
3	<p>Each provider shall provide a mechanism for communicating the current status of the services out to consuming and funding organisations. It is acceptable for this communication to be self service; however, a 'push' mechanism would be desirable.</p>	<p>eFax Corporate has robust, automated communication processes in place so notification is never an issue. Additionally we have dedicated in-region support teams available to assist customers and our technical support team is on hand 24/7.</p>
4	<p>Each provider shall implement a Performance Monitoring System to monitor and measure the performance of services being delivered and performance against agreed Service Levels and Key Performance Indicators.</p>	<p>On top of our fully redundant data centres that guarantee service continuity, we have a 24/7 Network Operations Centre that supervise, monitor and maintain our global telecommunications network.</p>
5	<p>Each provider shall agree an appropriate set of Service Levels for the services provided. Availability of the Services, Delivery Times of SMS/Fax within the boundary of their responsibility and Fix Times for all Incidents, broke down by Severity would be appropriate.</p>	<p>The eFax global network processes millions of monthly transmissions and is protected by firewall, redundancy and security technologies, which ensure a 99.5% uptime, delivery times of 2-5 minutes and unparalleled transmission security. eFax actively monitors its entire network 24/7.</p>

NHS Digital Fax Requirements

eFax Corporate

6	Performance against SLA must be published via a mechanism accessible to all consuming and funding organisations.	Performance against SLA can be provided upon request to customers and can be sent via automated email.
7	Each provider shall work collaboratively with the NHS Digital and other Service Providers, when reasonably requested, in circumstances such as when an integration issue has occurred and the root cause is unknown.	Your dedicated Account Manager can liaise with our Engineering team and the NHS Digital and other Services Providers to solve any integration issues.
8	Each provider will make available a mechanism for users to log Incidents and Service Requests related to the services provided. A telephone channel would be desirable.	eFax Customer Support is available 24/7 both by phone and email.
9	Each provider shall publish a complaints process visible to all consuming and funding organisations.	Our eFax Customer Support representatives manage a ticketing system for bugs and complaints, and work to predefined processes for internal escalation to our Network Operations Centre.
10	Each provider shall implement appropriate Disaster Recovery provisions to ensure the continuity of the services, in line with the agreed SLA's, in the event of a disaster.	We test our Disaster Recovery provision quarterly to ensure that our system redundancies are working and fully backed up.
11	Each provider shall test the Disaster Recovery provision annually. A copy of the test report being made available to consuming and funding organisations is desirable.	A copy of the Disaster Recovery quarterly test results can be provided upon request.
12	Each provider shall implement appropriate capacity management processes to ensure that there is sufficient ongoing capacity to meet the future demand of consuming organisations.	The eFax global network is used by more than 11 million customers worldwide, with millions of faxes sent and received each week. The network is monitored 24/7 and the redundancy and security technologies allow our system to handle a greater load than what we actually process.

About eFax Corporate

eFax® is the world's leading online fax solution, with more than 11 million customers worldwide. eFax lets users receive, review, edit, sign, send and store faxes by email or through a web interface. eFax offers plans for individual users and provides corporate solutions. eFax is a brand of the j2 Cloud Connect division of j2 Global®, Inc. and a registered trademark of j2 Cloud Services™, Inc. and j2 Global Holdings Ltd. Learn more at www.efax.co.uk/corporate.

Visit us at www.efax.co.uk/corporate or contact our enterprise sales team at 0800 689 0588, to get started with your eFax Corporate® free trial.



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