Concord TECHNOLOGIES

A buyer's guide to replacing RightFax

Seven questions to ask fax providers about what carries forward, who manages the migration, and what you will pay.

WHO THIS IS FOR

Healthcare IT, enterprise applications, telecom, security, and procurement teams evaluating a replacement for OpenText™ RightFax.



WHERE TO START

What to bring to the first conversation

A RightFax replacement can affect a lot of moving parts, from fax numbers, EHR integrations, email, MFPs, routing and dialing rules, archives, telecom, and support. That list sounds large but that's a simple reflection of the full environment. It's not a checklist your team needs to know before a first conversation.

A qualified fax provider should lead discovery, document what is in use, and turn those findings into a test plan and cutover sequence. Your team brings the expertise that only your organization can provide: which departments depend on which processes, deadlines that cannot move, and who can approve each stage. Together, those insights create a smooth, predictable transition.

Start with the facts

Your current RightFax deployment, known integrations, an approximate count of fax numbers and monthly volume, and any upcoming event that could set the timeline, such as a renewal, server upgrade, telecom change, or data center move.

Who should own what

Your team	The fax provider
Identify departments, applications, and dates that carry business or clinical risk.	Lead interviews and build the environment inventory.
Confirm expected behavior for referrals, orders, authorizations, records, and other fax processes.	Map each current integration and connection and route to the proposed service.
Approve priorities, test results, and the order in which traffic moves.	Prepare the test plan, coordinate number changes, monitor each stage, and record exceptions.

Ask every provider the same seven questions. A useful answer names the owner, the evidence you will receive, and the point when your team approves the next step.

QUESTIONS 1 AND 2

1. Will this solution fully replace RightFax?

"Cloud" can mean several things. One fax service may move fax telephony to the cloud while your team maintains one or more RightFax servers, Windows, SQL, upgrades, and monitoring. Another may host and administer the same application. If your objective is to replace RightFax, the proposal should identify which servers, telecom services, licenses, and contracts will no longer be required after cutover and what your team will still need to operate.

The answer should include

- A current-state and target-state diagram with the major components named.
- A list of the servers, telecom services, licenses, and contracts that will no longer be required after cutover.
- An owner and target date for shutting down each remaining RightFax component.

Be cautious if: the word "cloud" replaces a precise description of what your team will still run.

2. What will carry forward, and how will it be confirmed?

Buyers often hear that fax numbers, integrations, and routing rules will be preserved. Ask the fax provider to show how each part of the current environment will be handled, including fax numbers, Epic and other application integrations, email-to-fax, MFPs, file drops, APIs, delivery destinations, and archive requirements. The plan should identify what carries forward, what requires configuration, and what, if anything, must change.

The answer should include

- A decision for each component: carry it forward, reconfigure it, replace it, or decommission it.
- The expected source, destination, metadata, confirmation, and failure behavior.
- An exception list for any capability that needs a product or process change.

Be cautious if: the fax provider promises that nothing will change before reviewing the integrations and behavior your users rely on.

QUESTIONS 3 AND 4

3. Who leads discovery?

Your staff knows how and where fax is used, but the knowledge is rarely held by one person. A fax provider with a rigorous RightFax replacement process should know which administrators, application owners, departments, devices, routes, and historical settings to examine. The fax provider should turn those conversations into a usable inventory.

The answer should include

- Named discovery sessions, participants, and the information requested from each group.
- A provider-owned inventory with open questions, assumptions, and decisions recorded.
- A method for finding less visible dependencies, such as service accounts, scheduled jobs, and shared folders.

Be cautious if: your team receives a large spreadsheet with little guidance and becomes responsible for proving it is complete.

4. How will critical fax processes be tested?

Sending a few sample faxes proves basic transmission. It does not prove that an order leaves the EHR with the right cover sheet, an inbound referral reaches the correct queue, or that a failed delivery produces the expected alert and retry behavior.

The answer should include

- Test cases based on actual department and application use, with expected results written in advance.
- Checks for outbound delivery, inbound routing, metadata, status, retries, confirmations, and failure handling.
- Named reviewers from the departments or application teams that can approve each result.

Be cautious if: go-live is defined only as completion of number porting or a successful provider-side transmission.

QUESTIONS 5 AND 6

5. How will live traffic transition to the new service?

A cutover plan should match the hours, volume, and risk of the fax processes involved. Some environments can move in a short window. Others are better divided by department, number group, location, or integration. The proposal should explain the sequence and how each stage will be watched.

The answer should include

- A staged sequence based on operational risk and number-port constraints.
- The monitoring period and approval criteria for each stage.
- A written response for exceptions, including the conditions for pausing the next stage.

Be cautious if: the entire plan is described as a single cutover date with no validation points between groups.

6. After cutover, who investigates a fax that does not arrive?

When a fax fails after migration, your team should know who to call and what the new provider will investigate. Ask whether the provider traces failures across its service and carrier network, what delivery details your administrators can see, and when your team must involve an application owner or the recipient.

The answer should include

- One support contact for issues involving the fax service, carrier, or delivery status.
- Delivery history showing each attempt, carrier response, route, retry, and final result
- Support hours, response targets, escalation steps, and clear boundaries between provider and customer responsibility.

Be cautious if: your team is expected to coordinate separate providers before the fax provider will investigate.

QUESTION 7

7. What will you pay beyond the subscription?

Two proposals with similar subscription prices can create different total costs. Compare the charges and contract terms that appear when volume changes, records accumulate, integrations are added, or the service renews.

The answer should include

- A pricing schedule tied to expected volume, storage, numbers, integrations, implementation, and support.
- Any annual increase, renewal notice period, minimum commitment, and early-termination.
- The expected overlap between the current RightFax costs and the new service during transition.

Be cautious if: charges or renewal terms are left for the final order form.

Get these items in writing

Ask about	What to record
Usage	Included volume, measurement method, overage rate, and billing interval.
Storage	Included retention, archive options, retrieval, and export charges.
Numbers	Porting, activation, monthly charges, and unused-number handling.
Setup	Discovery, implementation, integrations, testing, and training.
Support	Included coverage, paid tiers, response targets, and escalation.
Contract	Annual increases, notice dates, commitments, and exit terms.

MEETING WORKSHEET

Use this page in vendor meetings

Record the answer and the evidence the provider commits to supply. Treat named owners, documents, test results, and contract terms as evidence you can check.

Question	Provider's answer	Evidence promised
1. Will this solution fully replace RightFax?		
2. What will carry forward, and how will it be confirmed?		
3. Who leads discovery?		
4. How will critical fax processes be tested?		
5. How will live traffic move?		
6. Who owns delivery investigation after go-live?		
7. What will you pay beyond the subscription?		

After the meeting

You should leave knowing what your team can stop operating, what will remain, who leads discovery, what must pass testing, how live traffic will move, who investigates delivery failures, and which costs may increase. Any gaps should be resolved before you approve the proposal.

EVIDENCE FROM RECENT RIGHTFAX REPLACEMENTS

How Concord applies a proven process to different RightFax migrations

At Concord, every RightFax replacement follows the same rigorous process, but the migration plan varies based on an organization's requirements, deployment, integrations, fax processes, and timing. These two examples show how Concord applied that process to different customer requirements.

Healthcare services organization	Multi-specialty healthcare provider
A national healthcare services organization used RightFax Connect across physician practices nationwide. Its teams sent faxes through TouchWorks, email, and MFPs, while inbound faxes followed established routing and delivery rules. Concord carried those requirements forward in Concord Cloud Fax and NextStep, replacing the hybrid RightFax Connect deployment with a fully cloud-based service.	Replacing RightFax was part of a larger data center initiative with a fixed deadline. After evaluating Concord and ETHERFAX, the provider organization selected Concord and completed the migration in less than two months. The data center initiative remained on schedule.
How Concord reduced risk: Before cutover, Concord documented and tested each fax-dependent workflow from its originating application or device to its required destination.	**How Concord reduced risk:** Concord planned each stage around the data center deadline, allowing the organization to replace RightFax without delaying the larger initiative.

What a proven migration process looks like

- A repeatable process does not mean a generic plan. Concord applies the same discovery, testing, and cutover discipline while adapting the sequence to each organization's workflows, deployment, and deadlines.
- Migration risk is addressed before live traffic moves. Required integrations and workflows are documented, tested, and confirmed before each stage proceeds.
- Speed follows preparation. When scope, ownership, approval points, and expected results are established early, the migration can move quickly without putting a larger infrastructure initiative at risk.
- This process has been refined across hundreds of RightFax migrations, not assembled for a single project.

YOUR FIRST CONVERSATION

Bring four facts. Leave with a clearer scope.

A preliminary RightFax review does not require weeks of preparation. Start with what you know, mark what is uncertain, and use the conversation to decide whether a full migration assessment is warranted.

Bring	What it helps establish
Current deployment	Which RightFax components may remain and which can be eliminated.
Known integrations	Where discovery should begin and which application owners should join.
Approximate numbers and volume	Likely porting, capacity, and pricing questions
Next decision date	Whether a renewal notice, an upgrade, a telecom change, or a data center date sets the schedule.

What the meeting should produce

- A preliminary view of what carries forward and what needs closer review.
- The people and information needed for provider-led discovery.
- A realistic next step tied to your renewal, upgrade, telecom, or data center timing.

See what it would take to retire RightFax

A Concord Technologies migration specialist will review your current deployment, known dependencies, and timing. You'll leave with the questions that still need answers and a logical next step.

Concord TECHNOLOGIES

REQUEST A RIGHTFAX REVIEW

OpenText and RightFax are trademarks of OpenText. All other trademarks belong to their respective owners.