CONCORD
TECHNOLOGIES

SHIFTING COMPLIANCE & SECURITY TO A TRUSTED CLOUD FAX PARTNER

No one thinks the healthcare industry will quit relying on fax as an essential data transmission method anytime soon. This means that all organizations connected to healthcare, whether care providers, labs, payers, or other organizations like IT software vendors need to pay special attention to compliance and security in relation to their fax solutions.

CHALLENGES BEHIND MANAGING YOUR OWN COMPLIANCE AND SECURITY

Traditional fax is generally accepted as secure, related to its real-time occurrence and use of the public switched telephone network (PSTN). Even so, there are security and compliance concerns for this method, mostly related physically to the printing involved:

1. **KEEPING PRINTED DOCUMENTS SECURE**
   The paper used to send an outbound fax and receive an inbound fax must be properly controlled and destroyed.

2. **ENSURING CORRECT FAX ROUTING**
   Inbound faxes must be routed to the correct person.

3. **ACCESS CONTROL**
   Fax machine access must be restricted to prevent an unauthorized person from picking up a fax.

Electronic fax solutions have different but equally burdensome compliance issues. Organizations managing their own fax servers are now dealing with digital forms of their documents and must ensure their server is updated with the latest software patches, running antivirus software, protected via firewalls from intrusion, etc.

OUR COMMITMENT TO SECURITY & RELIABILITY

At Concord Technologies, the customer satisfaction demonstrated through our customer retention is one of our most important measures of success. Looking after our customers and partnering with them to ensure their success is a responsibility we take very seriously. Our customers, many of whom started as smaller partnerships, have grown with us over time and continued to use Concord as a key partner.

THE BENEFITS OF CONCORD AS A TRUSTED CLOUD FAX PARTNER

INTEGRATION IS EASY
With a robust and easy to use API suite, developers can quickly embed cloud fax capabilities.

WE PROVIDE SUPPORT
All the way through the integration process, Concord Technologies is by your side.

HELPS CUSTOMERS COMPLY WITH HIPAA
Cloud-based fax workflows are much more trackable and secure.

GET USAGE INSIGHTS
Manage user accounts and generate reports via API to learn about customer usage patterns.

To learn more, please visit:
concord.net

Concord believes in a highly transparent set of service level commitments to customers that is outlined in our contractual agreements. Concord goes beyond general platform uptime to measures affecting the ability to send and receive faxes, including:

- **INBOUND** - Fax tone availability and how quickly received faxes available.

- **OUTBOUND** - How quickly fax jobs can be rendered and prepared for sending, an essential concern for healthcare orgnizations.

A CLOUD FAX SOLUTION BUILT AROUND SECURITY

Concord built its platform to serve the document delivery needs of regulated, enterprise organizations with high level requirements for uptime, security, and compliance. Unlike other cloud fax vendors claiming SSAE16 SOC2 compliance by hosting their service in a SOC2-compliant data center Concord conducts an annual audit of our platform itself against the SOC2 Trust Service Categories of security, availability, processing integrity, and confidentiality.

Taking compliance and security very seriously, we support a higher level of assurance to customers that many of our competitors that necessary end-to-end processes are in place to protect their documents. We have ten years of experience in serving the needs of the healthcare market with services that exceed HIPAA compliance guidelines so we can securely deliver the faxes needed to provide great patient care.

Learn more about integrated and partner solutions with Concord.

Contact an integration specialist.