



INSTANT INFOSYSTEMS AND STRATAFAX LEVERAGE ETHERFAX to Eliminate Busy Signals for State Unemployment Dept. During the COVID-19 Pandemic

ETHERFAX partner, Instant InfoSystems, provides industry-leading solutions that enable companies to streamline business processes, improve security, and optimize operational networks. By working with a broad portfolio of cloud-based fax services including Biscom, ETHERFAX, FaxCore, Retarus, stratafax, XMedius, and more, Instant InfoSystems helps organizations extend existing fax infrastructure to the cloud to keep up with fluctuating fax volumes, reduce costs, and improve reliability.

stratafax® Production Services (SPS) is a cloud-based production fax solution powered by ETHERFAX designed to meet the needs of large enterprises and government agencies. SPS provides highly scalable, secure production faxing capabilities by sending and receiving fax transmissions over a secure internet transport. SPS integrates with most enterprise and governmental applications (ERP, EHR, OnBase™, and more) and can be up and running in a matter of hours.

Challenge

State and local governments are struggling to manage the high volume of business-critical data being processed as a result of the coronavirus (COVID-19) pandemic. Traditional telephony infrastructure with limited PSTN-based fax numbers simply cannot handle the increased number of documents, such as unemployment claims and requests for other social services, being transmitted each day.

Recently, a state unemployment department's online system was overwhelmed when more than 72,000 people applied for unemployment insurance in one week. Operating with only two fax numbers, the department's fax lines were constantly busy, making it difficult for thousands of people to receive unemployment benefits.

Solution

To streamline workflows and accelerate business-critical communications, ETHERFAX and Instant InfoSystems supported the department's transition to the ETHERFAX network in the cloud by implementing stratafax Production Services.

Within a matter of hours, the department was able to scale up to an unlimited number of inbound fax channels, eliminating the busy signal bottleneck once and for all and automatically routing unemployment claims to the right person for processing.



stratafax Production Services, powered by ETHERFAX's cloud-based secure document delivery platform, improves business continuity for statewide unemployment offices by managing peak overflow fax operations and eliminating busy signals associated with traditional telephony infrastructure.

business-critical faxes and documents directly to applications and devices with ultra-fast transmission speeds, guaranteed delivery, and end-to-end encryption. ETHERFAX SEN also features built-in redundancy and eliminates the need for phone lines, fax boards, and servers.

With more than six million connected endpoints, the ETHERFAX Secure Exchange Network (SEN) is the world's largest fax network, leveraging hybrid cloud technology to provide 100 percent secure communications. DirectFax™ via ETHERFAX SEN enables organizations to send and receive

Together with Instant InfoSystems and stratafax, ETHERFAX is redefining fax for the modern era and enabling government organizations to replace outdated, unreliable, and costly network fax systems with a solution that is digital and direct.



For more information, contact a sales team member at 877-384-9866 or SALES@ETHERFAX.NET >



Instant InfoSystems (IIS) is one of the world's most experienced value-added providers of cloud-based solutions for voice, fax, and data. For more than 25 years, IIS has solved complex challenges for Fortune 1000 customers in nearly every industry, helping organizations manage their critical documents, communications, and infrastructures more efficiently, intelligently, and securely. **Web: InstantInfoSystems.com Email: Info@InstantInfo.com Call 310-750-7200**



stratafax is the reliable, secure, and economic alternative to on-premise fax solutions. stratafax eliminates fax machines, fax servers, and all associated fax hardware and moves inbound and outbound faxing to the cloud. stratafax® Production Services (SPS) is the next generation cloud-based production fax solution. SPS is designed to meet the needs of large enterprises and government agencies with a high volume of inbound/outbound faxes, integrating with most enterprise and governmental applications and helping organizations meet strict regulatory compliance requirements. **Web: instantinfosystems.com/stratafax Email: Info@stratafax.com Call 844-787-2823.**



Founded in 2009, ETHERFAX® provides an intelligent, software-defined network and suite of applications to facilitate the exchange of business-critical documents and information. ETHERFAX's patented technology is widely utilized across a broad range of industries. Leveraging the cloud, artificial intelligence, and data extraction technologies, ETHERFAX helps organizations save time, money, and resources by automating processes and workflows. ETHERFAX not only functions within a secure environment but has also earned prestigious cybersecurity certifications as a company. ETHERFAX's commercial document exchange solutions operate in an environment that complies with HIPAA and SOC 2® standards and is certified to meet HITRUST CSF® R2, PCI DSS 4.01 Level 1, and NIST v1.1 cybersecurity requirements. ETHERFAX's US government services have been validated to meet and exceed the FedRAMP High baseline requirements including Department of Defense (DoD) CC SRG Impact Level 5 (IL5) cybersecurity controls, operating within AWS' GovCloud High environment.