



## Data Sheet – MyFax for the Utilities Market

### Overview

**MyFax™ is for Utility companies that need a low-cost, reliable faxing alternative to fax machines and fax servers. MyFax is an Internet-based fax service allowing users to send and receive faxes using existing email accounts and the web. It has the capacity to manage high volumes of faxes, enabling a quick turn-around on your vital communications. MyFax can also be integrated into existing technology infrastructures. The service eliminates fax machines, fax servers and the recurring costs that go along with them, like supplies, maintenance, dedicated lines and long distance charges. MyFax offers cheaper rates compared to the leading competition and does not require additional software to be installed to view incoming faxes.**

### Addressing the unique faxing needs of the Utilities Market

#### On-Demand Capacity

**Requirement:** Utility companies often experience spikes in fax usage. For example, energy companies in the winter and summer, call-before you dig in the spring, summer and fall when most construction occurs. They require a solution with scalable capacity to support a high volume of inbound and outbound faxes during these peak times.

**MyFax** offers the capacity you need, when you need it. The service is fully scalable, so as fax activity increases, you can be assured that we will be able to support your increased load.

#### Cost-Effective

**Requirement:** Fax machines and servers can incur considerable maintenance costs. Utility companies require a low-cost alternative.

**MyFax** requires no added software or hardware to purchase or maintain. Users save money on paper, toner and maintenance associated with fax machines and fax servers. Compared to a four-line fax server, with MyFax, you save 85% on upfront, one-time costs, 34% on monthly costs and 40% in year 1.

## Integration

**Requirement:** Much of the information transmitted to and from Utility companies has to be tracked, catalogued and integrated into Customer Relationship Management Systems or Document Management Systems. They need a solution that integrates seamlessly into their existing technical infrastructure, is simple to deploy, and is low-maintenance.

**MyFax** uses existing technical infrastructures: email and the internet. There is no added software or hardware to install. The service has a low learning curve and is easy to deploy for the IT department. Moreover, there is no maintenance required, and no paper, paper jams, and toner issues to worry about. MyFax can also be integrated into Customer Relationship Management Systems and Document Management Systems using XML Web Services.

## Reporting

**Requirement:** For tracking purposes, some utility companies need confirmation reports for outbound faxes and access to fax history reports for incoming faxes.

**MyFax** users receive an email notification that the fax has been sent to Protus and then receive an email confirmation that the fax has been successfully delivered to the recipient. The email confirmation includes an image of the sent fax for reference purposes. Other real-time reporting tools include online access to billing, usage and fax history reports by company, department and employee.

## Reliability

**Requirement:** Utility companies need a dependable faxing solution due to the time sensitivity of their business. The provision of call-before-you-dig services, emergency notification, meter reading and billing, for example, are all dependent on a speedy turn-around. Utility companies need a reliable way to exchange this information through fax. Delayed or lost faxes can negatively impact business.

**MyFax** offers 99.5% service availability. The service operates all day, every day. Your computer does not have to be on to receive faxes and in the event of a failed transmission, they are automatically re-attempted twice. MyFax is electronic. Faxes are sent and retrieved via email, the web or your handheld device, so they can be easily saved, forwarded, deleted and stored.

## About MyFax

MyFax is the fastest growing Internet fax service used by individuals, small, medium and large businesses to send and receive faxes using existing email accounts or the web. MyFax offers services in North America and Europe, including the United Kingdom to industries recognized among the fastest growing adopters of internet fax including finance, insurance, real estate, healthcare, transportation and government. More than 15,000 new customers subscribe to MyFax each month. Additional information is available at [www.myfax.com](http://www.myfax.com) and [www.myfax.uk.com](http://www.myfax.uk.com).

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