

eFax

Last updated 01-30-23

The cloud-based eFax service is offered as an alternative to analog legacy telephone lines connected to fax machines. The eFax service [eFax | Washington Technology Solutions](#) moves existing telephone fax numbers to a cloud-based fax service, which will accept inbound facsimiles and convert them to an email attachment sent to the email address specified by the customer. Outgoing faxes are sent directly to the cloud service provider. No on-site fax machine or telephone line is required. There are currently four agencies and four boards and commissions using the service.

In most cases eFax will represent a savings for customers and offers higher capacity, more secure delivery of faxes, and better reliability than standalone fax machines. With the goal of 100% availability during normal state business hours, the eFax serving platform that supports fax services has a scheduled availability objective of 99.9% seven days a week, 24 hours a day, excluding scheduled maintenance service.

Intended customers

The target customers for this service are currently using standalone Centrex or PBX analog circuits for fax machines. A Centrex line costs \$45 per month versus \$13.50 for an eFax service number, plus usage.

WaTech currently serves 1500 standalone telephone lines designated for fax machines which are prime candidates for this service upgrade.

Options available with this service

The web-based Enterprise Administration Services (EAS) portal allows customer-designated administrators to monitor facsimiles using the dashboard and produce detailed reports. EAS portal allows agencies to more closely monitor usage on their fax services. WaTech has the EAS Portal as a management tool for the service and will supply the data as requested. If the customer purchases the portal service, then they wouldn't need to request the information from WaTech.

There is an extra cost associated with this service as detailed on the product page. Please note that the EAS Portal package is not required for the basic service. WaTech has access to the EAS Portal service and can provide reports for customers as required.

Customer engagement

- Semi-annual customer Town Hall with all Network Services teams providing updates and gathering customer feedback.
- Monthly Technology Management Council (TMC) and Business Management Council (BMC) meetings for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy and investments.
- Regularly scheduled meetings between customers and Business Relationship Managers (BRM) to connect, advise, address concerns and provide solutions.
- Weekly group calls for state CIOs and CISOs to provide updates on important and immediate issues and actions.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.
- Requests for new consultations and modifications to existing applications.

Helpful information

Service category

Communications & Collaboration

Service availability

24/7/365

Planned maintenance

Performed as required during non-peak hours.

Related services

- [Private Branch Exchange \(PBX\)](#)
- [Centrex Services](#)

How to request service

Submit a request for service through our [Customer Portal](#).

Service owner

Eric Talberg

Action plan

Current activity

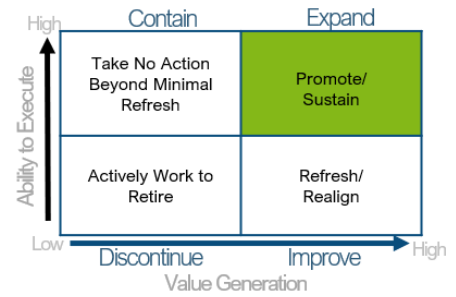
- The service was recently introduced in January 2022 by Telephony Services.
- Actively converting standalone fax lines to use this service.

One- to two-year goals

- Continue to grow the service to replace analog lines and standalone fax machines.
- Upgrade the service as possible and work to reduce the cost by aggregating usage.
- Reduce the exposure to the discontinuance of analog lines by providers.
- Develop a service model to replace on premise fax servers.

Three- to five-year goals

- Continue our goals of improving the service and reducing the cost to customers.
- Our goal is to convert 75% of the existing 1500 analog lines to eFax. The analog fax lines provided by the Centrex service will go end of life in 2027.



Service review and fully loaded service budget projection

Revenue source:

The service operates on a pay-per-use rate structure. Revenue received from this rate structure goes directly against the cost incurred to provide the service.

Profit and loss over time:

There is minimal sales history on the product since it was only introduced in March 2022. Below is a projected revenue chart based on 75% conversion of the existing inventory of 1,500 lines.

eFax projected revenue vs. expense

