

Electronic Fax as a Service

LABUSA.com | 281-393-8003

LABUSA Electronic Fax as a Service (eFaaS) is a hosted platform that enables sending, receiving, and managing of fax communication like how we handle Email. The significant benefit to eFaaS is that you do not have to worry about equipment expenses. Also, it is more secure and reliable compared to traditional faxing.

Solution Overview

LABUSA eFaaS has email-to-fax capabilities using the Zimbra Collaboration Suite®, a next-generation enterprise messaging and collaboration software. The system provides complete Email, contacts, calendar, and file sharing with supported fax documents in Word, Excel, PowerPoint, TIFF, Adobe PDF, and standard text formats. Incoming faxes are in Adobe PDF format.

End-User Feature Benefits

- Simultaneously send and receive fax without a busy signal
- Faxes are stored and transmitted through the system using 256-bit encryption
- Port existing toll-free or local numbers or get new numbers in any area code
- Any Place and Any Machine with AJAX-based end-user interface (cross-browser/OS)
- Dedicated hosted environment for better security and performance

Why LABUSA eFaaS

You shouldn't spend more and get less! More than just a cost-effective alternative, LABUSA eFaaS offers advanced security and support for protecting fax transmission and storage. Industries such as healthcare, financial services, and government have regulations that require security compliance with the LABUSA eFaaS offer. The feature-rich email-to-fax portal offers the ability to customize the workflow around the way you do business.

LABUSA fully supports the infrastructure, provides system administration, and help desk support for the end-users. The service includes 99.999% availability and phone and email support 7:00 am - 6:00 pm CT Monday – Friday.

“We believe that technology should align with business goals, protect, improve, and generate a better return. We help deploy solutions and provide the support to ensure it.”

Feature List

Standard Functions	Premium	Professional	Standard
Basic Search	Yes	Yes	Yes
Conversation Views	Yes	Yes	Yes
Offline Web Client (Chrome & Firefox)	Yes	Yes	Yes
Message Tagging	Yes	Yes	Yes
Advanced Search Builder	Yes	Yes	Yes
Attachment Search	Yes	Yes	Yes
Sharing Folders and Files	Yes	Yes	Yes
Portable File Briefcase	Yes	Yes	Yes
Managing Tasks	Yes	Yes	Yes
Simple Customizations	Yes	Yes	Yes
Contact			
Personal Distribution Lists	Yes	Yes	Yes
Global Address Lists (GAL)	Yes	Yes	Yes
Calendar			
Calendar Feature	Yes	Yes	Yes
Group and Resource Scheduling	Yes	Yes	Yes
Desktop Clients			
POP and IMAP Email	Yes	Yes	Yes
CardDAV, iCal and CalDAV Clients	Yes	Yes	Yes
Mobile Devices			
Mobile Web Client	Yes	Yes	Yes
POP & IMAP Email for Smartphones	Yes	Yes	Yes
CardDAV Contacts & CalDAV Calendar	Yes	Yes	Yes
Server Administration			
Web Administration Console	Yes	Yes	Yes
Command Line Interface (CLI)	Yes	Yes	Yes
Integrated Anti-Spam and Anti-Virus	Yes	Yes	Yes
Postscreen MTA Security	Yes	Yes	Yes
Secure Sockets Layer (SSL) / Server Name Indication (SNI)	Yes	Yes	Yes
LDAP and MS Active Directory Support	Yes	Yes	Yes
Backup and Recovery			
Standard daily system backup with 30-day retention	Yes	Yes	Yes
Off-site cloud backup storage	Yes	Yes	Yes
Encrypted backup data storage	Yes	Yes	Yes
All data storage within the United States	Yes	Yes	Yes
Restores with 24 hours or less	Yes	Yes	Yes
Custom backup and restore solutions	Yes	\$.\$\$	\$.\$\$

Feature List cont.

Networked Advanced Features	Premium	Professional	Standard
Real-time Backup and Restore	Yes	Yes	-
Hierarchical Storage Management	Yes	Yes	-
Delegate and Domain Administration	Yes	Yes	-
High Availability Server Clustering	Yes	Yes	-
Smartcard & Common Access Card	Yes	Yes	-
White Label for Web Client Branding	Yes	Yes	-
S/MIME Digital Signatures & Encryption	Yes	Yes	-
Unified Communications Integration	Yes	Yes	-
Custom Retention Policies	Yes	Yes	-
Two-Factor Authentication	Yes	Yes	-
High Fidelity Document Preview	Yes	Yes	-
Zimbra Mobile (ActiveSync)	Yes	Yes	-
Outlook Sync (MAPI)	Yes	Yes	-
Mobile Device Policy Management	Yes	Yes	-
Archiving & Discovery	Yes	Yes	-
Litigation Hold	Yes	Yes	-
Outlook for Mac (EWS)	\$. \$\$	\$. \$\$	-
MS Exchange Interoperability	Yes	Yes	-
Chat and Talk			
Chat (1:1 Conversations)	Yes	Yes	-
Talk (video conferencing and screen sharing)	\$. \$\$	\$. \$\$	-
Suite Plus			
Backup Plus	Yes	\$. \$\$	-
Hierarchical Storage Management (HSM) Plus	Yes	\$. \$\$	-
Delegated Administrator	Yes	\$. \$\$	\$. \$\$
Mobile App	Yes	\$. \$\$	-
Domain Management & Customization			
Multi-Domain Support	Yes	Yes	Yes
Migration Tools	Yes	Yes	Yes
Support			
Email & Phone Support (8x5 ET/CT)	Yes	Yes	Yes
Premier Support (24x7)	\$. \$\$	\$. \$\$	\$. \$\$
Elite (Additional Packaged Support)	\$. \$\$	\$. \$\$	-
Elite (Additional Source Code Support)	\$. \$\$	\$. \$\$	-
Professional Services	\$. \$\$	\$. \$\$	\$. \$\$

The LABUSA eFaaS includes the items listed within the Standard column. Please call to upgrade to Professional or Premium.

LABUSA eFaaS Package Pricing

Our packages offer cost-savings and advanced capabilities compared to other fax solutions. Each user can have a dedicated account with a fax number, or a group of users can share an account and fax number.

LAB Professional (LABPro)

Low monthly rate with a set limit on sending and receiving pages.

Product Code	Description	Cost (Monthly per user)
LABPro100	Free Account Setup, 100 Send and 100 Receive pages	\$15.50
LABPro200	Free Account Setup, 200 Send and 200 Receive pages	\$30.00
LABPro300	Free Account Setup, 300 Send and 300 Receive pages	\$44.00
LABPro400	Free Account Setup, 400 Send and 400 Receive pages	\$57.00
LABPro500	Free Account Setup, 500 Send and 500 Receive pages	\$69.00
LABPro600	Free Account Setup, 600 Send and 600 Receive pages	\$79.00
LABPro700	Free Account Setup, 700 Send and 700 Receive pages	\$87.00

LAB Enterprise (LABENT)

One-time setup with unlimited send and receive at a low rate.

Product Code	Description	Cost
LABEntSetup	Account setup including fax number and 10GB of storage	\$157.01 one-time per user
LABEntSND	Send fax per page	\$ 0.07 per page
LABEntRCD	Receive fax per page	\$ 0.05 per page

eFaaS Optional Add-on Services

Product Code	Description	Cost (Monthly per user)
TollFree	Toll-Free Number add-on upgrade for fax service	\$ 2.00
AddUser	Add-on user for a group account	\$ 5.00
Add10G	Add-on 10GB storage for fax account	\$ 5.00

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LAB Information Technology Incorporated (LABUSA) is a provider of information and security technology solutions. Based in Texas with office in Illinois and serving corporate and government clients in the United States and International. LABUSA delivers innovative solutions that provide all encompassing management and protection of intellectual and physical assets.

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