upland InterFAX

Getting Started | HIPAA Cloud Fax
A quick guide to the migration process

We know you're busy, and we understand that putting new systems into place can be a daunting process, especially given the critical importance of having reliable fax communications to fulfill patient requests. That's why our migration process is fast and seamless by design – so your office doesn't experience any communications downtime.

100%
COMMITTED

At Upland InterFAX, we are committed to 100% customer success, which means that our expert team will help you through every step of the migration process – and beyond.

We want you to benefit from our cloud fax solution. Still, just as important, we want you to know that you have support for our services to help you get the full benefit of our product solutions and have the ability to resolve urgent issues 24/7 in real-time.

Here are a few additional benefits of our solution:

+ **Securily Transmit Medical Information**

+ **User Authentication**

+ **TLS Encryption**

+ **Full Audit Trail**

+ **Automatic Fax Deletion Upon Delivery**

+ **Zero Maintenance**

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Overview | InterFAX Cloud Fax Migration

Our goal is to help your organization find just the right solution to meet your cloud fax communications needs and get you up and running with no interruption to service. Here is a quick look at our migration process, step by step.

Evaluation
+ Review the current fax ecosystem, including all existing applications, workflows, and systems.
+ Define key stakeholders and operational partners, then identify current processes to mitigate potential obstacles.
+ Establish migration goals and define the next steps.

Strategy
+ Create a comprehensive, start-to-finish migration plan that covers all key metrics and establish guidelines for movement to the next phase.
+ Detail the migration of all current fax assets, processes, and critical workflows.
+ Based on current fax needs, decide which pricing plan is suited to your fax volume needs. Don't worry; our tiered pricing structure allows you to quickly and seamlessly boost or reduce your plan as your needs change.

Testing
+ Our migration team will define an ideal test scenario based on evaluation results to identify any potential issues or bottlenecks, ensure all workflows function seamlessly, and assess where processes can be improved to make the migration so smoothly.

Migration
+ We know how critical communications are to provide patients and their families with superior care in a timely manner. Our team will work with you to find an ideal migration window, so you can get your new fax system up and running without sacrificing service times.
+ Once the migration is complete, our services team will monitor and assess to determine whether the process has been successful, and if needed, identify areas for improvement. Now you're up and running with InterFAX.

Ongoing Support
+ At InterFAX, we believe that we only succeed when our customers do. That's why we are eager to guide you through all the details, so you get the most out of our cloud fax solution. We offer robust, hands-on global support to our users to help resolve any urgent issues in real-time, with a live representative in the region's local language. We also provide extensive online Help resources for general questions that arise.

Ready to get started with InterFAX?
Contact Us to learn more or **Register for a FREE Trial** today!

About Upland Software

Upland Software (Nasdaq: UPLD) is a leader in enterprise work management software. Upland's four enterprise clouds enable thousands of organizations to engage with customers on key digital channels, optimize sales team performance, manage projects and IT costs, and automate critical document workflows. All of Upland's clouds are backed by a 100% customer success commitment and the UplandOne platform, which puts customers at the center of everything we do. To learn more, visit www.uplandsoftware.com.

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