



# Sfax compared to other cloud fax services

	Sfax	Other cloud fax services	More info
HIPAA Compliance	Signed BAA	✓	✗ If your fax provider won't sign a BAA then you are not HIPAA compliant, and therefore subject to audits and fines.
	HIPAA compliant delivery of faxes to a secure portal (hint: email is not secure.)	✓	✗ Most email clients do not use encryption, meaning that neither an attachment nor the email itself are secure.
	Do they provide audit trails for faxes?	✓	✗ HIPAA requires an audit trail for every version of a faxed document. This functionality is built into Sfax.
	HIPAA trained staff?	✓	✗ Every employee undergoes a criminal background check, HIPAA training and assessment as part of their employment contract with Scrypt.
	Opt out of signing BAA due to Conduit Rule?	✓	✗ To get around having to sign a BAA, some providers make their customers opt for a CONDUIT Setting. This absolves the fax provider of signing a BAA, and gets them off the compliance hook, while putting their customers at risk of not being compliant. Sfax doesn't claim the 'conduit exception'. We take every HIPAA precaution when exchanging protected information.
	Are their cloud servers located in the US?	✓	✗ If servers aren't located in the United States they are not HIPAA compliant. <b>Sfax has redundant data centers in California and Arizona.</b>
Transparent Pricing	Pay only for successfully delivered faxes. We don't charge for partially delivered outbound faxes.	✓	✗ With Sfax, you only pay for successfully delivered faxes. Most other providers will charge you for failed faxes, or part failed faxes. We don't.
	Is every plan offered HIPAA compliant?	✓	✗ Every single plan we offer is HIPAA compliant, regardless of size or cost. Many cloud fax providers make you pay more for a HIPAA compliant plan.
	Share pages across multiple fax lines on a single plan?	✓	✗ Most cloud fax providers force their users to have a separate plan for each fax line and/or limit the number of users assigned to a fax number.*
	Charge by page?	✓	✗ Many charge by minute instead of page which means you pay more with slow connection speeds. <b>Sfax charges only for successfully delivered faxes.</b>
	Does your plan allow for unlimited users, with all their activity tracked and stored?	✓	✗ Some fax providers encourage a single, shared login to get around paying for multiple accounts - sharing logins isn't HIPAA compliant. With Sfax you can have unlimited users per FAX LINE— we track them all.

\* Sfax allows an unlimited number of users to access a fax line, and you can assign as many numbers as you like to a single plan.

Sfax, cloud faxing that works

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Data Security	Encryption and security policies to minimize risk	✓	?	Script secures all documents stored inside of our data centers.
	Redundant state-of-the-art SSAE16 Type II secured facilities, with redundant hardware, power and internet connectivity	✓	?	We go beyond HIPAA security requirements.
Support	Human support	✓	Varies	If you want to speak to a human, all you have to do is call our toll free number, and you'll get a human support specialist on the first try.
	Local (US-based) support	✓	✗	Our own support staff are located in the US. If you actually get a human at other providers, they are typically in a call center on the other side of the world.
Storage	Does your plan offer unlimited storage?	✓	✗	Most plans have limited storage plans. <b>Sfax stores all of your faxes for a year, and we archive data for 10 years.</b>
Image quality	Superior image quality	✓	✗	Some providers sacrifice image quality to save money because your faxes arrive faster, but are often illegible. <b>Sfax sends high quality images, because we aren't concerned with minutes, just accuracy.</b>

## We are Script. Work confident.

Script, Inc. has been highly successful in helping our healthcare customers improve collaboration and workflow while protecting sensitive and business-critical information. Script delivers value to the healthcare industry by applying the power and security of the cloud with three distinct productivity tools: Sfax, Stak, and DocbookMD. All three enable HIPAA-secure approaches to healthcare collaboration. Sfax is a pure play cloud faxing tool, Stak is a document and workflow management and collaboration application, and DocbookMD is a messaging and care collaboration platform for the entire care team. We remain dedicated to improving productivity through collaboration so that our customers can work better, with confidence.

