

Retarus Cloud Fax Services

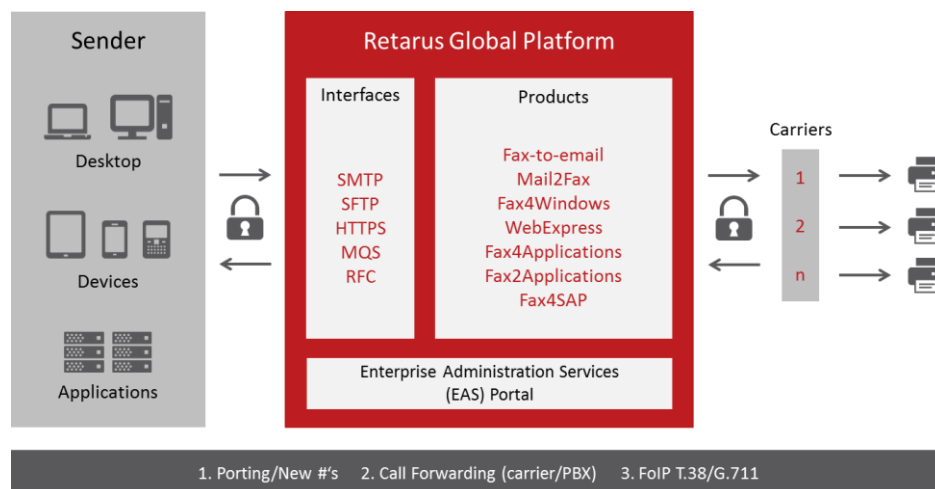
Overview

About Retarus

Retarus is a leading global provider of professional messaging solutions, offering services for electronic corporate communications since 1992. Retarus' vision is to create the perfect network for the global economy. Therein, Retarus manages the safe and efficient flow of information for enterprises around the world. Retarus' solutions optimize business process communications, ensuring business continuity and highest levels of security and performance. Industry leaders of Fortune 500 companies in Banking, Finance and Health Care in addition to Adidas, Bayer, Continental, DHL, Honda, Puma, and Sony, etc. rely on Retarus' messaging services to exchange mission-critical business documents.

Global Fax Product Suite

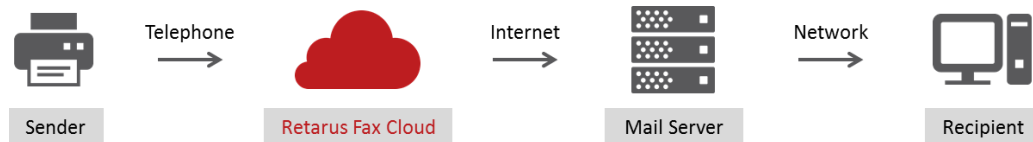
Retarus provides a comprehensive range of cloud fax and messaging services – Including **Retarus Fax-to-email** and **Retarus Mail2Fax**, **Retarus Faxolution for Notes**, **Retarus Faxolution for Exchange**, **Retarus Faxolution for Applications**, and **Retarus Fax for Windows**. Our desktop service is specifically designed to support an organization's requirements in their native format--be it desktop via Microsoft Exchange or any other email client. With our in-house development team, we continuously update our current services and extend our solution portfolio to meet the evolving needs of our customers.



Retarus Mail2Fax: Send faxes from any email system. Our customers send faxes from any e-mail client via the Retarus Faxolution infrastructure- without having to operate their own fax server. Users require almost no training and can immediately send faxes from their workspace.



Retarus Fax-to-email: Receive faxes directly to a desktop or applications. This solution provides a digital fax receipt with almost unlimited receipt capacity, maximum availability, and ready implementation. Inbound faxes are directly forwarded in either TIFF or PDF format to the selected mailboxes. They can either be archived or integrated into existing workflows without subsequently having to be digitalized. Lost faxes, paper jams or aborted transmissions due to multiple unsuccessful dialing attempts are all relics of the past.



Retarus Faxolution for Applications: Send and receive faxes directly from business applications. This service integrates with business applications such as CRM, ERP or legacy to send critical messaging documents. With Retarus users can send and receive business documents and customer information directly from almost all business applications.



Brief Differentiation

- › Global data centers that provides global fail-over and business continuity (disaster recovery) capabilities with local data processing options
- › Data centers locations: Secaucus, NJ; Ashburn, VA; Munich, Germany; Frankfurt, Germany; Zurich, Switzerland; Singapore
- › Tier 2 Support model with 24/7 Multi-lingual Support with Follow the Sun Global approach
- › Real time monitoring and historical on-demand reporting through Enterprise Administrative Portal
- › Straight-forward billing with no virtual page or set-up time associated with each fax
- › Yearly technology re-investment of 7.5% of revenue (double industry average)
- › Native integration for SAP, MS Exchange and Lotus Notes. Plug in for Office 365
- › Services designed for HIPAA compliance, including innovative ribbon technology to improve downstream compliance management
- › PCI DSS Level 2 Certification for fax services
- › SAP certified since 2001
- › Named as "Sample Vendor" for Enterprise Cloud Faxing in 2016 Hype Cycle report

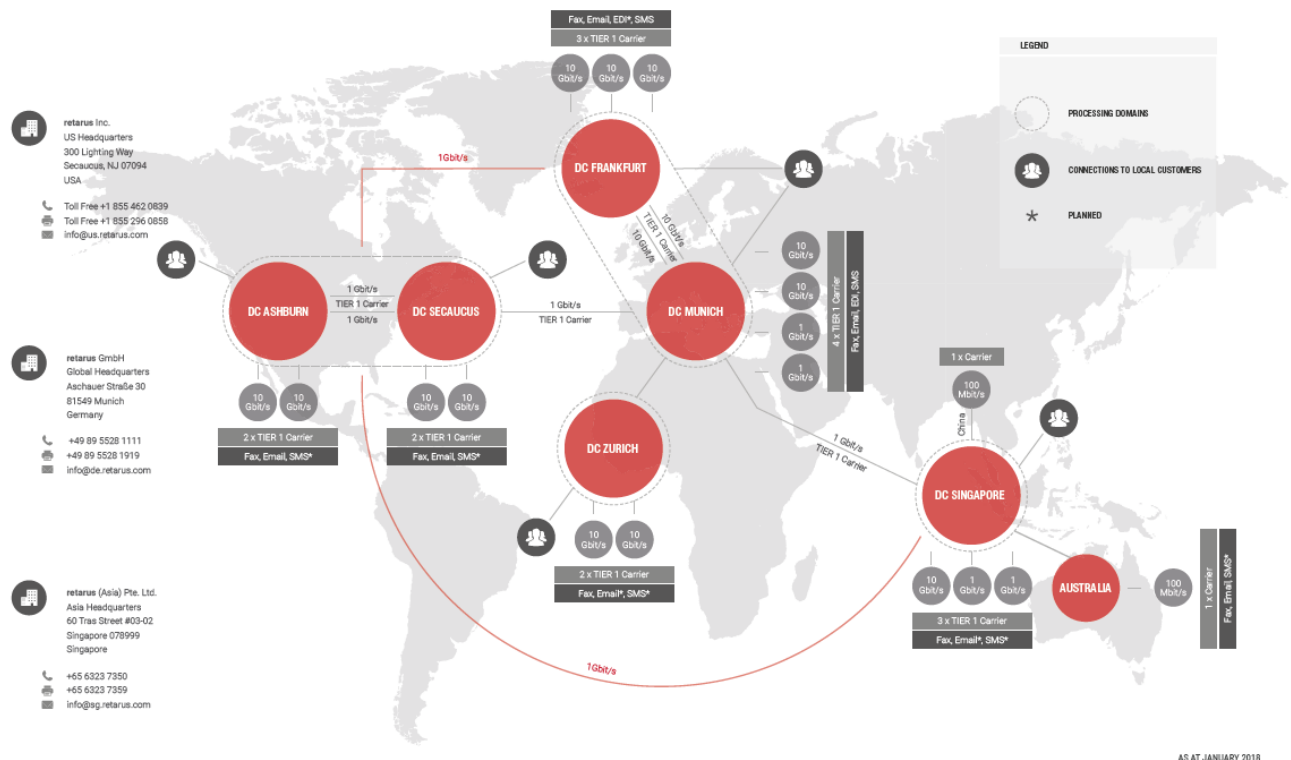
Client References



Retarus Global Delivery Network

Retarus operates data centers in the US, Germany, Switzerland and APAC. (Tier 3 DCs SSAE16 audited in US, combination ISAE3402 Tier 3 in rest of the world), in both Retarus-owned facilities and leased, carrier grade facilities. IP connectivity is provided by several international carriers with redundant, physically separated routed connections to the respective backbones. From a switching perspective, all network components (firewall, VPN and networked hardware) are replicated via mirrored connections within the datacenter infrastructure.

Global Delivery Network

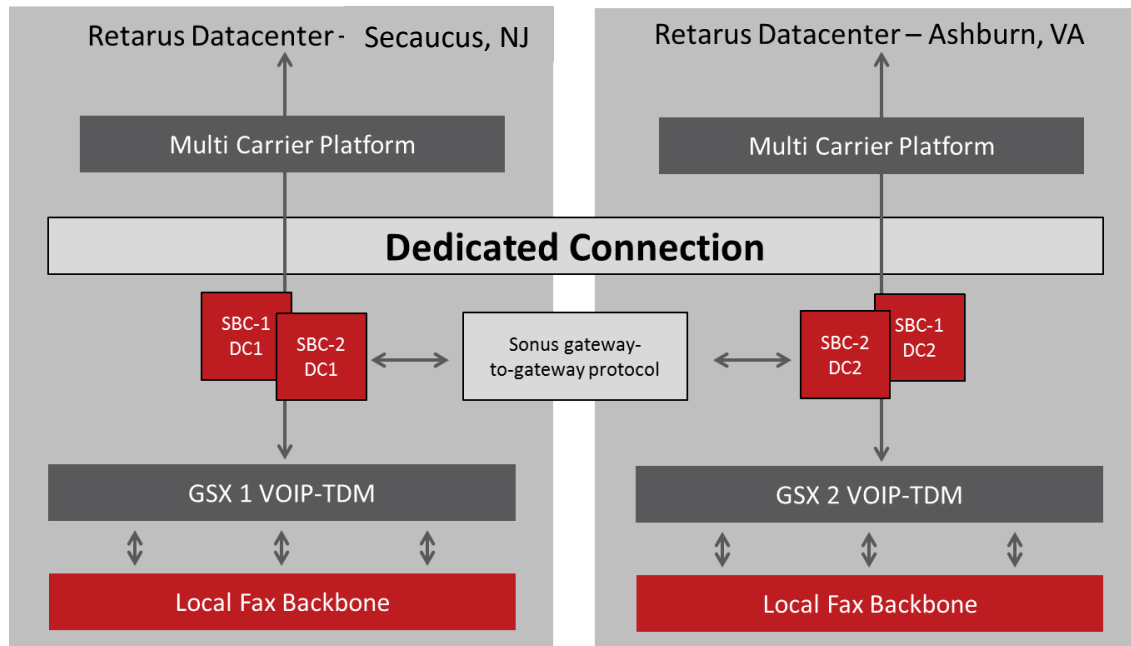


as of January 2017

Every hardware component of the platform (switches, VPN, servers, storage) is duplicated, both within the datacenter and also via network to the secondary datacenter. All components are tied to the 24 x 7 x 365 NOCs in Munich and New Jersey and every process is monitored independently to ensure that all queues are processing correctly. While monitoring is tied to Munich and New Jersey, all processing and data transfer is contained in-region. Internally, messaging queueing (MQ) is used to move data between separate processes (such as inbound capture, rendering, webservices, etc.) to ensure that no data is lost during transit even if a failure occurs during the transfer process. MQ is designed to retain data within the queue if it cannot pass this information onto the next phase of processing.

In terms of fax connectivity, the fax servers are configured to support inbound and outbound traffic so there is no single point of failure in terms of dedicated inbound or outbound fax hardware. Each server is a self-sufficient fax processor capable of sending and receiving faxes, using proprietary software developed by Retarus. Every inbound customer number is virtualized so as to be able to receive a fax via any channel within any fax server so there are no capacity constraints or busy signals.

Faxolution Backbone



Telco Components

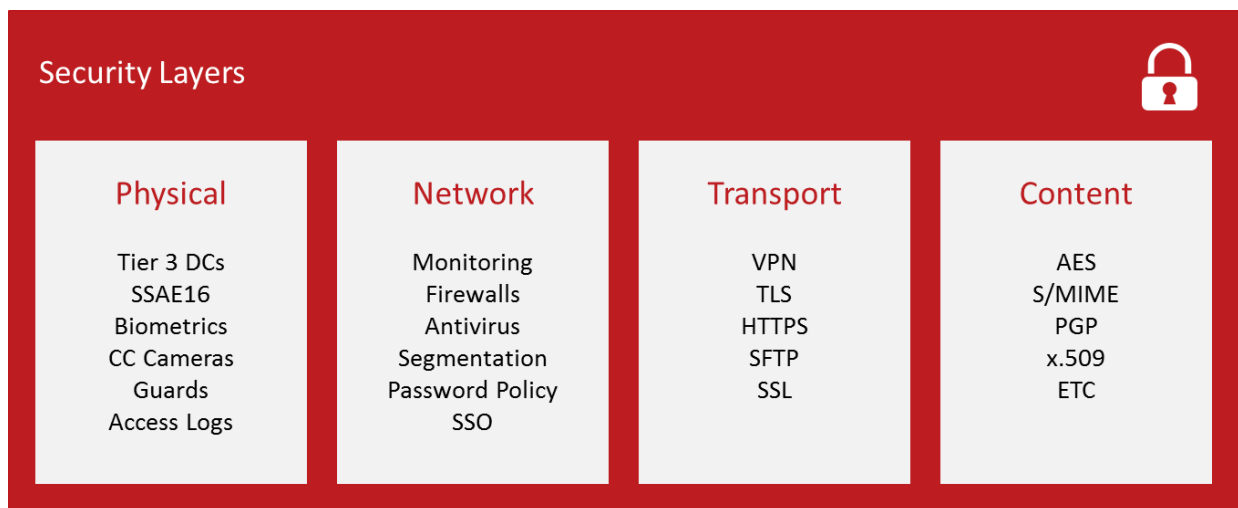
- › **SBCs:** Sonus Session Border Controllers (SBCs) provide secure access to SIP trunking to exert control over the signaling and the media streams involved in setting up, conducting, and tearing down telephone calls or other interactive media communications, like fax.
- › **GSX cluster:** Converts IP to TDM / TDM to IP for inbound/outbound fax board handling.
- › **Retarus Proprietary Fax Servers with Dialogic/Brooktrout fax boards:** Used to send and receive TDM faxes. Interfaces directly with GXS cluster, where signal is converted IP to TDM / TDM to IP. Fully developed and maintained by Retarus to ensure shortest time-to-market and best functionality (etc.)

Availability

- › Tier 3 DCs SSAE16 audited in US, and a combination ISAE3402 Tier 3 and own data centers globally
- › Carrier grade, redundant systems and connections with failover capabilities
- › Documented business continuity, disaster recovery and pandemic preparedness plans with organizational and technical measures to maintain quality of service during critical events
- › National and International separation of data centers and network operations centers to comply with national and local data protection laws
- › 24x7 global infrastructure monitoring. Support staff in US, Europe and Asia Pacific regions
- › Similar DC Infrastructures in Europe and APAC to provide global availability and best throughput

Security Elements

Retarus assures the highest levels of security and confidentiality with regards to a customer's fax data within our fax infrastructure. Within Retarus' fax infrastructure, access to content data of faxes is protected. Unless archiving is requested, a customer's fax documents are only stored within the Retarus infrastructure until a final status has been reached – the fax has been delivered or has been deemed undeliverable (optional fax backup and archive excluded); Deliver and Delete methodology. Immediately after having reached a final status, the fax documents are deleted automatically. Only call data records are stored for reporting and accounting purposes. Access to the production fax environment is continuously logged and monitored.



Retarus' customers are provided administrative access to their fax services through the Retarus Enterprise Administration Services portal. Each customer may create several named accounts – login name and password - with the required access levels. Access to this web portal is secured by an AES 256 bit SSL network connection. Retarus EAS login and activity data are both logged and made available within the portal.

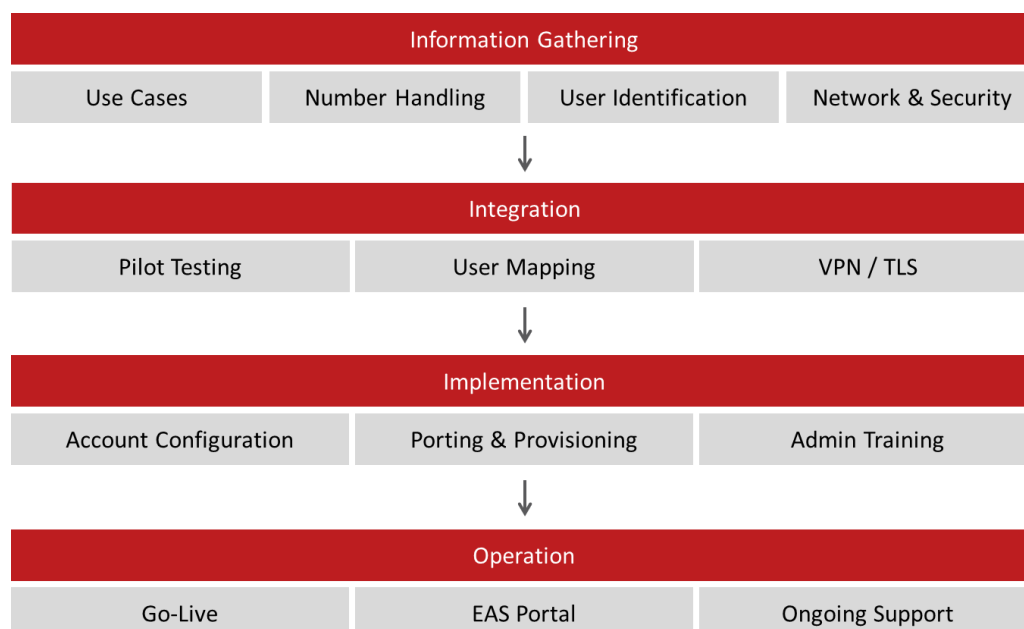
Retarus operates its fax infrastructure according to the strictest telecommunication and governmental regulations, which assures the highest possible security and confidentiality. Available encryption methods include: VPN, TLS, PGP, S/MIME, HTTPS, SSL, SFTP.

Compliance Requirements

- › SSAE16 SOC1 Certified
- › ISAE 3402 Certified
- › HIPAA Certified
 - All US Employees are certified guaranteeing that client data is handled meeting the most stringent compliance
- › HIPAA Compliant
 - Services designed to protect patient health information and comply with HIPAA – HITech Regulations
- › PCI DSS Certified
 - PCI DSS Level 2 Certification for fax services
- › Financial Regulation Compliant
 - Services designed to be compliant with latest financial regulations including Sarbanes Oxley and Gramm-Leach-Bliley

Service Implementation

All of the individual components of Retarus' complete fax solution are cloud solutions requiring no additional hardware, or software installation at the customer site. Therefore, the implementation project for the Retarus Faxolution is primarily focused on defining the service needs, configuring the necessary service components, scheduling porting for any current fax numbers and QA testing. Retarus maintains a strict project management approach to all implementations to ensure the highest quality of service.



Retarus offers several options for fax number termination: **IP fax, new numbers, call forwarding and porting.**

1. **FoIP:** Retarus IP-Fax supports client VOIP strategies and offers a Fax over IP solution. Retarus, a leader in fax innovation, has integrated our platform with IP technology in order to process your inbound calls and then route them to you electronically. You will no longer need to maintain fax lines or buy special Fax over IP equipment.
 - › Global connection to the Retarus Fax-Cloud via T.38 or G.711
 - › Highest levels of transaction security and availability
 - › Secure and reliable fax reception
 - › Maintain your own fax numbers
 - › Eliminate the cost of traditional fax servers
 - › Unlimited capacity with a pay for use model
2. **New Number Provisioning:** Retarus offers local toll, local toll-free and international toll-free numbers in various countries.
3. **Existing Number Porting:** Porting of particular ranges of fax numbers need to be checked on a case by case basis accordingly to the terms of the local regulatory authority and the involved telephone carriers. In most cases, all US numbers can be ported. International porting is supported depending on location.
4. **Call Forwarding:** Existing fax numbers can stay in use by forwarding to the Retarus infrastructure. For outgoing faxes the originators source identifier will be printed in the header of the fax message and will also be transmitted as CSID to the recipient. If no number is configured, the configured default will be taken into account. The virtual number Retarus provides are only acting as target for redirected calls from the infrastructure of the client and will not appear on sent faxes.

Administration

All necessary user account data for all services (Mail2Fax, Faxolution for Exchange, Fax-to-email, Mail2SMS, etc.) can be automatically synchronized using the Retarus DirSync function with the clients Active Directory. The transfer of the files in CSV format can be done via sFTP or via FTP using VPN tunneling.

Retarus provides a secure Web interface for administrative tasks and detailed reporting called Enterprise Administration Services Portal (EAS). Time critical user configuration changes are active immediately. EAS provides daily usage statistics and detailed message-level reports can be downloaded when needed or auto-generated every month. The Fax Live Monitor feature allows you to track all single faxes or mailings in real-time. You can even cancel running jobs in case of an emergency. We use a 'Standard Escalation Model' for all support.

Some EAS advantages:

- › Easy and secure access via web browser
- › Performance monitoring
- › Automatically generated monthly reports
- › Perfect transparency and detailed usage reporting
- › Track support tickets
- › Real-time monitoring of all fax jobs
- › Administering the Retarus managed Services

Extended reporting: Administrators can immediately see if a fax document could not be sent and the reason why, generate reports on failed transmissions for data optimization and even resend failed transmissions. The images of the documents may be stored for up to seven days in EAS at customer request. For security purposes, unless otherwise requested, images will be immediately deleted from EAS.

A multi-level user authorization is provided for global administrators and for regional or departmental administrators. Cost center information can be captured and included in the monthly reports for every user and/or communication process.

Support

Post implementation support is provided by qualified multi-lingual IT staff 24x7, via e-mail, telephone and through the web (EAS Portal), out of our operations centers located in United States and Europe, as well as local support across the globe. Retarus provides a Tier 2 “Follow-the-sun” support model ensuring qualified and professional handling of support issues regardless of time or date. In addition to the traditional method of communications, Retarus provides web conference based training, configuration and support for clients with specific needs for both on boarding and recurring initiatives.

Retarus monitors the connection to all Faxolution services for customers and can alert clients when an issue arises. For Faxolution Mail2Fax and Fax-to-Email, Retarus utilizes its Mailcheck service to check the availability of the customer’s email infrastructure in order to assure the prompt delivery of inbound and outbound faxes. Each customer is governed by their own independent support and escalation SLA to meet specific demands and challenges of customers and their communication processes.

Internally, Retarus strictly follows ITIL V3 processes and standards for IT service management. We maintain complex SLA management and customer service dependency databases to assure that we meet our service obligations and to warn our customers as soon as issues arise. Each ticket/issue is reviewed prior to ticket generation to ensure and inform that troubleshooting is in progress. Tickets are reviewable in the Administrative portal providing full transparency and reporting.