

Forward Advantage's Communication Director Now Offers Cloud Fax

Fresno, Jul 1, 2020 ([IssueWire.com](https://www.issuewire.com)) - Forward Advantage announced today the introduction of the CloudFax Connector – optional cloud-based fax transmissions for Communication Director's information exchange platform. Developed as an API integration between Communication Director and Concord Technologies, a leading cloud fax service provider, the CloudFax Connector provides high reliability plus the added benefit of on-demand scalability without the need to purchase additional static capacity – allowing quick adaption to changing business needs.

Communication Director provides intelligent, automated and on-demand report distribution. This leading, server-based platform is widely known for its ability to work with EMRs, clinical systems and other applications in the healthcare setting. While traditional fax continues to meet most of a hospital's faxing needs, Forward Advantage uncovered a customer need for higher reliability and on-demand scalability to handle peak faxing volume. The [CloudFax Connector](#) adds this reliability and scalability to Communication Director, making it a powerful, highly flexible solution that can be customized to accommodate the right delivery methods for users and their recipients.

"Healthcare has an unprecedented need for fast, secure access to critical information," said Chris Roggenstein, president and CEO of Forward Advantage. "Ensuring that the right information is delivered to the right place at the right time is the central focus of our business, and we continuously evaluate new offerings that drive this initiative. Created based on conversations with customers, the CloudFax Connector provides the added flexibility and reliability that our healthcare customers need right now."

Benefits of [Communication Director](#) with the new CloudFax Connector include:

- True virtual fax delivery with no need for a digital gateway or fax board
- Ability to meet changing business needs with:
 - On-demand scalability
 - Flexible option of using cloud and/or FoIP
- Increased recipient satisfaction from more reliable deliveries

"Concord Cloud Fax enables independent software developers to embed technology in their applications so healthcare providers can securely and reliably exchange patient documentation in the cloud and take a strong step towards digitizing document-driven clinical and administrative workflows," said John Harrison, Chief Commercial Officer at Concord Technologies. "We deeply value this relationship with Forward Advantage and the Communication Director platform. The combined solution will provide healthcare organizations a highly scalable and reliable solution that makes a very real impact on reducing the administrative burden of document handling."

Please visit <https://www.forwardadvantage.com/cds-4-platform/> or call 877.636.7927 for more information on this exciting new offering.

About Forward Advantage

Since 1993, Forward Advantage has provided innovative and cost-effective solutions for healthcare organizations. With more than 1200 customers, the company uses its deep expertise to address a wide

range of healthcare challenges by listening to its customers and collaborating with them on solutions that improve the healthcare experience with better access to information. Examples include automated and intelligent report distribution, streamlined identity and access management, migrating and archiving legacy data, secure messaging, and interoperability solutions connecting hospitals and physicians. More information on Forward Advantage and its solutions can be found at www.forwardadvantage.com.

About Concord Technologies

Concord Technologies helps organizations in healthcare and other highly regulated industries automate their manual and document-intensive processes. Concord's cloud fax service is the dominant, cloud fax solution in healthcare in the U.S. and is responsible for the delivery of more than a billion healthcare documents each year. Concord is headquartered in Seattle, Washington and employs more than a 100 people in the USA and India. www.concord.net.

Media Contact

Audrey Brislin

audrey.brislin@forwardadvantage.com

1.877.636.7927

Source : Forward Advantage

[See on IssueWire](#)