

# Value added reseller

## Voxbone's VoxFAX service helps Scendix Software provide fax numbers from 29 countries



### Executive Summary

The computer-based fax market is expected to grow from \$345 million in 2009 to \$700 million in 2014. To stay ahead of this market trend, Voxbone developed VoxFAX, a fax-to-IP solution that works with telephone numbers from as many as 34 countries. In 2009, Scendix Software GmbH collaborated with Voxbone to integrate VoxFAX with its successful Skype add-on known as PamFax. The partnership strengthened PamFax's position in the cloud-based fax market and contributed to the growth of the PamFax user base to more than 10 percent.

### The Challenge

Scendix Software GmbH was founded in 2006. Over the years, the company has developed various IP-based communication products and applications. In 2007, Scendix launched PamFax, currently the most popular fax solution for Skype.

In its initial release, PamFax enabled users to send faxes from a PC using the Skype application for Windows and Skype Credit. The seamless integration allowed any Skype user to send any electronic documents as a standard outbound fax to the PSTN network. The user-friendly interface and high quality of service soon led to widespread adoption of PamFax.

In early 2008, Scendix wanted to extend PamFax features by adding an inbound fax capability. While Scendix was able to accomplish this goal on the development side, it faced significant operational barriers.

To offer a global fax-to-email service, Scendix required worldwide telephone numbers that tied to its solution. However, dealing with different operators in each country proved a major inhibitor to success.

### The Solution

Scendix reached out to Voxbone and suggested the development of Fax to HTTPS, a value-added service that provides a reliable and secure way to deliver incoming fax messages over an IP architecture.

In early 2009, Voxbone entered the beta stage for VoxFAX, a new service designed to address Scendix's needs by adding an inbound fax service for telephone numbers from 29 countries and 3,000 cities.

VoxFAX translates incoming faxes into TIFF or PDF files and delivers them by email or HTTPS post. Thus, VoxFAX bridges the gap between the IP and PSTN worlds. VoxFAX includes a feature-rich, Web-based management

portal, as well as an application programming interface (API) to automate the service, provisioning and configuration of telephone numbers. The service is white-labeled, so resellers can integrate it into their own solutions with their branding.

Scendix issued its new PamFax release, integrated with VoxFAX, in May 2009. This version provides users with additional features, such as the ability to send multiple documents as a single fax, a redesigned user interface and enhanced service quality.

*"For our inbound fax solution with global coverage, carrier-grade reliability and full-featured management tools, we decided that with Voxbone we would be one of the best global partners."*

Dick Schiferli, CEO of Scendix Software GmbH



## The Benefits

The relationship with Voxbone enabled Scendix to introduce an inbound fax service from 29 countries to its customers in less than two months.

Number sourcing, local interconnects, carrier relations management and regulatory compliance are handled entirely by Voxbone, ensuring rapid deployment with limited costs and limited risks. The API offers automated access to millions of phone numbers allowing instant provisioning and configuration for subscribers to the PamFax service.

## Scendix - Company Profile

<b>Category:</b>	Value added reseller
<b>Type:</b>	Privately held
<b>Founded:</b>	2006
<b>Employees:</b>	15
<b>Key People:</b>	CEO Dick Schiferli CTO Christoph Bünger
<b>Website:</b>	<a href="http://www.pamfax.biz">www.pamfax.biz</a>
<b>Headquarters:</b>	Am Hornsgehege 6-8 29574 Ebstorf GERMANY

## About Voxbone

Voxbone is the market leader in providing worldwide geographical, toll-free and iNum® telephone numbers, enabling Internet communications services providers, global carriers, national operators and enterprises to extend the reach of their voice services internationally, rapidly and with minimal costs. The company delivers high-quality inbound communications (often referred to as direct inward dialing, or DID) from more than 50 countries and more than 4,000 cities around the world.

For more information, visit [www.voxbone.com](http://www.voxbone.com) or connect with Voxbone on [LinkedIn](#) or [Twitter](#).

## About Scendix

Headquartered in Ebstorf, Germany, Scendix Software provides standard consumer and business software solutions in the Skype, Ebay and telephony markets worldwide since 2004. Scendix has received multiple Ebay Innovation Awards for solutions like Ebay on Wii. Scendix is a subsidiary of PamConsult GmbH, the parent company. Among our products are applications like Pamela for Skype with over 8 million downloads, Pamela Call Recorder, mcePhone, PamFax, mceAuction and many more.

For more information, visit [www.pamconsult.com](http://www.pamconsult.com).



**voxbone**

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