



Commonwealth of Kentucky
Finance and Administration Cabinet

COMMONWEALTH OFFICE OF TECHNOLOGY

101 Cold Harbor Drive
Frankfort, KY 40601
(502) 564-1201
Fax (502) 564-5769
<http://technology.ky.gov/>

Matthew G. Bevin
Governor

James M. Fowler
Chief Information Officer

William M. Landrum III
Secretary
Finance & Administration Cabinet

Jim Barnhart
Deputy Commissioner

AGENCY CONTACT MEMORANDUM #2015-1201

To: Agency IT Leadership, Technical Contacts

From: James M. Fowler,
Chief Information Officer

Date: December 11, 2015

Subject: Fax2Mail Transition

Effective December 31, 2015, the Commonwealth Office of Technology will no longer provide maintenance support for Genifax. Genifax services will not be discontinued immediately, however the license will expire and the server will be decommissioned in February 2016. Agencies who require fax as part of their business process are encouraged to move to the Fax2Mail offering as quickly as possible to avoid business interruptions.

As part of the Managed Print Services Program, Fax2Mail was introduced by Xerox in late 2014 and is being offered as an enterprise fax solution. Fax2Mail offers full desktop faxing functionality on workstations and mobile devices using a secure, cloud-based system that can be accessed through e-mail or a Web browser.

Each dedicated Fax2Mail account will cost \$14 per account per month and will be billed through Xerox. If agencies choose to keep their existing fax number, a one-time porting charge of \$20 per number will be incurred. New fax numbers (including toll-free numbers) will be created at no charge. Fax2Mail transactions are received electronically, and are charged \$0.01 per page for incoming and outgoing faxes.

The COT Enterprise Services Team and Business Relationship Managers (BRMs) are in the process of scheduling the necessary porting required to transition current Genifax users to Fax2Mail. Genifax users should receive an email soon explaining when the migration will occur at their agency. To limit business interruptions, all work is being scheduled at night, or after end users have left work for the day. After a successful migration, users will receive a follow up email containing account information and Fax2Mail instructions.

If your agency no longer requires a faxing solution, [please notify your Business Relationship Manager](#) to assist with removing fax services option.