Executive Overview

Retarus is a global secure communicatoin leader. We seek to be the trusted source for the best automated critical messaging for mid-sized to large enterprises, especially in highly regulated industries worldwide. We excel in providing businesses with modern, reliable and secure fax solutions, fully delivered via the cloud.

Key facts:

- Decades of experience: founded in 1992

- US HQ in Secaucus, NJ: Global HQ in Munich, Germany

- Private company

- Offices and market coverage in North America, Europe, APAC

- 7 data centers (2 US, 3 Europe, 2 APAC)

- Gartner recognized as a global provider of enterprise cloud fax services

- #1 ranked Cloud Fax solution on Gartner Peer Insights: Overall rating of 4.7/5 (23 ratings) as of June 2024

- Customers include: JPMorgan Chase, Labcorp, Kroger, Travelers, Beth Israel Lahey Health

- Strategic Partners include: Accenture, Infosys, Kyndryl, T-Systems, and SAP

Product & Service Offerings

- Cloud Fax

    - Enterprise grade, high-performance, cloud-based fax service

    - The right cloud faxing products for all processes: whether via APIs, web portal, email, print driver, or multi-function printers

- Transactional Email

    - Fully scalable, highly reliable high-volume transactional email service

    - Native integrations into industry applications, including Microsoft 365, Salesforce, SAP, and many more via standard interfaces and APIs

- Enterprise SMS

    - Global, bidirectional text messaging service

    - Native integrations to email clients, Windows and industry applications, including Salesforce, Oracle, SAP, and many more

Sales Engineer Take On Best Fit

Retarus provides cloud-based messaging services, including fax, SMS, and email security. Their solutions optimize communication processes, ensuring business continuity, security, and performance. Retarus serves Fortune 500 companies across various industries.

John Paullin - Field Sales Engineer UCaaS, CCaaS

Key Features & Differentiators

- **True enterprise-grade provider:** Performance, robustness, reliability, scale and service to fulfil the requirements of the world's most demanding businesses

- **Performance and reliability:** Maximum delivery rates and quick transmission, even for high volumes or large faxes. Redundancies for maximum uptime, even during disaster situations

- **Built for tech teams:** Deep insights into in- and outbound traffic via reporting, in-depth user administration and customization, e.g. of cover pages, status reports, transmission quality, etc. All accessible via self-service web portal

- **Migration and implementation:** Standard migration paths, transparent project planning and management by seasoned migration experts with no failed migration projects in almost 30 years

- **Customer support:** Own, technical experts, available 24x7x365; 95% first call resolution rate

- **Integrations:** Certified connectors and open standards allow integration into almost any business application, including Salesforce, Epic, MS365, Oracle, and more.

- **Company DNA:** Private, boutique software provider – full focus on customer satisfaction and excellent technology, not investors or shareholders. Continued investments into product portfolio, including Cloud Fax.
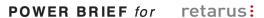
Top Industries Served

- Financial Services
- Healthcare
- Insurance
- Other

Ideal Customer Profile

Ideal customer profile

- Size: >1000 employees or high fax traffic (e.g., laboratories, hospital networks, insurance)

- Business needs:

- Requires mission-critical communication services via fax, email, or SMS

- Highly regulated (e.g. healthcare, finance)

- Complicated IT landscape, e.g. through various subsidiaries or past M&A

- Compelling events:

- Cloud-first, VoIP, or consolidation project. Elimination of POTS lines.

- Microsoft 365 migration

- Downtime or security breach of current vendor

- M&A or carve-out

Qualifying & Technical Questions

- What does your fax process look like? Who sends faxes and how? Using fax machines, a desktop solution, or business applications?

- Do you currently have a cloudification, VoIP, Microsoft 365 migration, or similar project? How do you ensure functional performant faxing in the new setup?

- What is your company's process for failed fax jobs? How much does each failed fax job cost your business?

- What's your solution in case of a system failure of your communications infrastructure? How do you ensure business continuity?

- How much does an hour of downtime cost in lost revenue and productivity?

- Is there room for improvement in your fax processes? Better delivery rates or higher uptime and scalability?

- If I could remove your faxing hardware completely in the next month, how valuable would that be for your organization?

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