Retarus

OVERVIEW

An enterprise cloud messaging solution, backed by Retarus' Global Delivery Network: As a global service provider, Retarus is committed to providing the strengths of compliance and security in a highly standardized technology with the increased efficiency of the modern world. Whether SAP, mobile and desktop apps or web applications, Retarus Cloud Services help you find the right interface for your development environment, offering excellent delivery reliability and throughput, professional service and support, high availability and perfect integration.

KEY FEATURE AND DIFFERENTIATORS

• Global Presence: Six global Retarus data centers (2 within the U.S.); In-region data processing
• Business Continuity: Retarus' data centers fulfill the most stringent requirements for data protection and data security
• Auditable: Retarus allows auditors access to the data centers in person and gives them the necessary insight into relevant processes
• Higher Throughput: Dynamic routing between carriers
• Security: Enterprise-grade security features and functionalities
• Integrations: Native integrations into email clients (Exchange, Office 365, Notes, etc.) and applications (SAP-certified); Easy-to-integrate APIs
• Innovation: Ongoing in-house development
• Reporting and Monitoring: Web-based centralized portal enabling transparency
• Cost Assignment/ Control: Platform allows cost center assignment, facilitating internal charge-back costs

LOCATIONS

Munich, Germany.

Our US headquarters is Secaucus, NJ. We also have regional offices in Boston, and Atlanta.

Internationally we have seven offices, including our headquarters and US offices. Our other locations are Frankfurt and Erfurt, Germany; Madrid, Spain; Paris, France; Milano, Italy; Österreich, Austria; Glattbrugg, Schweiz; Reading, UK,, and Singapore, Asia.

SERVICE OFFERINGS

CLOUD
Our company offers a premiere cloud product portfolio of a "one-stop-boutique" for Cloud Fax, SMS, and Transnational Email needs.

INTERNATIONAL
Our global footprint creates a transparent and aligned strategy to give all of our customers the secure and intuitive technology around the world.

Allied communication

👤 IDEAL CUSTOMER PROFILE

An enterprise organization operating in the healthcare, finance, insurance, manufacturing or retail vertical with 1000+ employees, which is currently (or in the process of) migrating to the cloud is an ideal Retarus customer. A typical Retarus customer is usually in need of a HIPAA, PCI DSS compliant vendor that offers mission-critical cloud communication services via Fax, SMS or Email for Applications. The pain points/ drivers for these customers are listed as follows:
Operational Drivers
• Organizational cloud directives
• New company or recent acquisition
• Data center migration / consolidation
• Declining or increasing volumes
• Industries with sensitive critical messages – e.g. healthcare, finance, etc.
Technical / Infrastructure Drivers
• IT standardization initiatives
• End of life equipment or maintenance contracts
• Infrastructure upgrade project – e.g. Office 365/hosted email migration, server virtualization
• New or upgrades of enterprise applications
• Installation / migration of new voice system
• Significant and repeated downtime on current system
Financial Drivers
• IT budgeting
• IT department personnel reduction / support and maintenance constraints
• Network and system upgrades
• CAPEX / OPEX cost reduction initiatives

ℹ️ QUALIFYING QUESTIONS

• How do you currently handle your organization's fax messaging? Via fax machines, fax servers or fax providers?
• What is your company's process for failed fax jobs?
• How are you currently achieving business continuity in respect to messaging?
• How much does one hour of downtime cost in lost revenue and productivity?
• Is your current fax environment fault tolerant across multiple Data Centers?
• How old is your fax server? How often do you need to upgrade it to ensure it can integrate into new technology?
• What is the cost to replace/upgrade your current fax infrastructure?
• What applications/systems do you currently support via fax? e.g. SAP, O365
• What security or compliance standards does your organization have to adhere to? e.g. HIPAA, SOX, PCI-DSS
• How many fax pages do you send/receive on average a month?
• Has your fax traffic significantly increased or decreased over the last year?
• What is the monthly cost for your fax infrastructure? Including personnel, support / maintenance and volumes.

🏢 INDUSTRY RANKINGS

A complete list of analyst coverage for Retarus can be found on our website. Additional quotes can be provided by Retarus upon customer request.

Allied communication

CUSTOMER TESTIMONIALS

Available upon request

Allied
communication