



# California Department of Toxic Substance Control Enhances Security with ETHERFAX

*The California Department of Toxic Substance Control (DTSC) protects California's people, communities, and environment from toxic substances, enhances economic vitality by restoring contaminated land, and compels manufacturers to make safer consumer products. Given the nature of their work, DTSC must adhere to strict compliance and security standards, particularly in alignment with Criminal Justice Information Services (CJIS) regulations and coordinated National Institute of Standards and Technology (NIST) security controls.*

## Challenge

Before partnering with ETHERFAX, DTSC relied on traditional physical fax machines to transmit sensitive documents. However, as the demand for a secure, cloud-based electronic fax (e-fax) solution grew, DTSC recognized the need to upgrade to a solution that could meet all compliance and security requirements, especially given their management of confidential law enforcement information.

Key priorities for DTSC included finding a provider that complied with the hundreds of mandated security controls required by state and federal law, or a company that was in the process of achieving FedRAMP High certification. This certification is essential to ensure the highest level of security in their operations.

## Solution

After evaluating various cloud fax providers, ETHERFAX stood out due to its compliance with CJIS, its coverage of all 351 NIST security controls, and its proactive roadmap tailored for law enforcement agencies.

**We looked at top e-fax providers and ETHERFAX was the only company that had a core focus on the meeting law enforcement CJIS security requirements, and could prove it through documentation and third party validation,**  
**ROBERT SHORTT**, Chief Enterprise Architect, DTSC

Robert Shortt, Chief Enterprise Architect at DTSC, also said "Other cloud fax providers are years behind when it comes to CJIS security compliance certification and secure content management. ETHERFAX's third-party validation and commitment to their work ethics and law enforcement gives us peace of mind."

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ETHERFAX's ongoing efforts to achieve FedRAMP High certification further reassured DTSC that they were partnering with a forward-thinking provider that prioritized security as much as they did.

Currently, DTSC is in the process of implementing ETHERFAX's DirectFax solution with Microsoft Teams integration, enabling staff to securely exchange confidential documents without changing their existing workflows.

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**The fact that ETHERFAX never stores information locally on ETHERFAX hosting environments, unlike many other providers, provides an extra layer of data protection that is critical and required for our operations.**

**ROBERT SHORTT**, Chief Enterprise Architect, DTSC

## Results

Utilizing ETHERFAX's DirectFax solution, DTSC will soon transition from outdated physical fax machines to a secure, cloud-based system that meets all their CJIS compliance and security needs. ETHERFAX's seamless integration into Microsoft Teams will also enhance DTSC's workflow efficiency, reduce cost, and increase compliance alignment with ease. This value expands and extends to various government departments to manage and transmit sensitive information quickly and confidently.

As ETHERFAX progresses towards FedRAMP High certification, DTSC is confident they have chosen a provider that not only meets their current needs but is also prepared to evolve with future requirements. The solution has empowered DTSC to maintain the highest standards of security while streamlining their fax operations in a modern, cloud-based environment.



**For more information, contact a sales team member at 877-384-9866 or [SALES@ETHERFAX.NET](mailto:SALES@ETHERFAX.NET) >**



Founded in 2009, ETHERFAX® provides an intelligent, software-defined network and suite of applications to facilitate the exchange of business-critical documents and information. ETHERFAX's patented technology is widely utilized across a broad range of industries. Leveraging the cloud, artificial intelligence, and data extraction technologies, ETHERFAX helps organizations save time, money, and resources by automating processes and workflows. ETHERFAX's encrypted data exchange solutions operate in a HIPAA and SOC 2® compliant environment that is both HITRUST CSF® and PCI DSS certified.