

Case Study 3

Fax Solution

The Business Problem

One of Anju's customer, a major U.S. Insurance company, receives between 8,000-10,000 paper faxes per day across 100 internal departments, all needing to be processed. Prior to 2011 these faxes were being processed manually. This means that faxes were being sent to fax machines, printed out on paper, manually routed to departments for review, manually routed within respective departments, then manually faxed back to the sender.

The Solution

In 2010 Anju implemented an automated fax solution, which allowed for the centralized receipt of electronic faxes through a centralized server. Electronic faxes are routed to Anju's electronic DocXLogic system where they are automatically indexed and deposited into the proper DocXLogic department directory. From this point faxes are easily searchable and retrievable. In addition to this capability, the client is able to create automated business workflows, which enable customized decision-making and roles-based actions relative to each department's faxes. The DocXLogic solution enables the client to electronically send faxes to sender with customized cover sheets, messages, annotations and notes.

Ultimately, this automation eliminates paper faxes, increases the efficiency of fax management, provides fax-related audit trails, provides document security and improves customer service through the reduction of errors and an increased speed of response. Due to this automation, Anju's client is able to increase its productivity by 300%, processing over 5,000 faxes per day with the automated solution.