



SOFTWAREUNLIMITED

Our case studies highlight how Information Technology (IT) can be used to enhance your competitive position through reduced costs, improved operational efficiencies and higher levels of customer service.

Case Study: Fax Transmittals

Use Fax transmittals to achieve operational efficiencies, reduce costs and improve your competitive position.

Client Situation

A large company faxes out quotes and customer service information. Incoming faxes are hand delivered to the employee's desks.

Client Problem

Employees send fax transmittals by printing hard copy documents then walking to the fax machine. If the fax machine was busy, the employee had to wait until the machine became available. The company continued to add fax machines and fax lines until each of the 12 departments had their own fax machine.

SoftwareUnlimited Solution

SoftwareUnlimited's Manage IT service provides a network Fax Server. With this system, employees can print and fax directly from their computer workstation without leaving their desk. Information can be sent to multiple recipients at the same time.

Incoming faxes are handled by the fax server and electronically forwarded to each employee. Faxes are electronically filed and can be retrieved by subject, project, date and other criteria.

Client Benefit

- **Increased productivity.** Employees no longer need to leave their desks to send or receive fax transmittals. Fax information is retained electronically thereby improving productivity and access to information.
- **Reduced costs.** The company was able to reduce from 12 to 3 the number of fax machines and outside telephone lines. Incoming faxes are sent directly to the employee's desk. Paper and ink costs are reduced as employees review fax transmissions to determine if a hard copy needs to be printed.

- **Improved competitiveness.** Service has been improved as sales and customer service employees can be on the telephone with their customers at the same time orders and company information is faxed. No need to put customers "on hold".

Contact us to find out how we can help you increase your productivity, reduce your costs and improve your competitiveness.