

## CASE STUDY

# New Strategic Solution Generates Increased Business in Healthcare

## CHALLENGE

This prominent healthcare facility relied heavily on traditional fax devices to manage patient referrals. Handling around 20,000 fax pages each month across multiple locations, they were encountering significant operational hurdles such as missing referrals caused by busy signals

## SOLUTIONS

While assessing their operations, they uncovered a critical issue—busy signals on their old fax devices were obstructing nearly 50% of their inbound faxes.

The center adopted eGoldFax, resulting in a remarkable turnaround within just one month. Their fax volume doubled to over 40,000 pages per month.

## BENEFITS

### Benefit One

"Never Busy" feature ensures reliability. Fax volume doubled making them a leader in the industry.

### Benefit Two

Easy deployment across multiple locations.

### Benefit Three

Improved workflow and security.

## AT A GLANCE

### Challenges

- Busy Signals
- Lost Referrals
- Securing Patient Information

### Benefits

- 100% Fax Volume Increase
- Scalability
- Security



"Clients often come to us with unique challenges, from battling frustrating busy signals to managing complex workflow issues.

At eGoldFax, we take pride in our architecture that was developed specifically to overcome these hurdles, enabling businesses to operate seamlessly."

**RJ Shephard**

Account Manager

