

Transforming Medical Insurance Processor's Workflow

CHALLENGE

This BPO (Business Process Outsourcing) company, serving the Medical Insurance industry, initially relied on traditional fax servers from a competitor and an in-house developed fax application. However, as their fax volume continued to grow, their existing systems were strained. Servers and telecommunications became increasingly unreliable and lacked the on-demand scalability essential to efficiently manage fluctuating fax volumes.

SOLUTIONS

Recognizing the need for a robust, scalable, and reliable fax solution, they selected eGoldFax, based on its exceptional on-demand scalability, comprehensive feature set, and seamless enterprise integration capabilities.

BENEFITS

Benefit One

As their needs grow, they can seamlessly scale their fax capabilities to ensure efficient and uninterrupted document processing. They now process an average of over 900,000 fax pages per month with eGoldFax.

Benefit Two

Advanced routing options, fax encryption for security, and tools for optimizing workflow efficiency such as eGoldFax Four Ways To Fax.

Benefit Three

Seamlessly integrates with the BPO company's existing business systems via SQL scripting

AT A GLANCE

Challenges

- Inefficient Traditional Fax Systems
- Unreliable Servers and Telecommunications
- Lack of On-Demand Scalability

Benefits

- Exceptional On-Demand Scalability
- Robust Feature Set
- Seamless Enterprise Integration



"Celebrating success stories is at the heart of what we do at eGoldFax. Every achievement, like the transformation of this BPO company, reinforces our commitment to making businesses more efficient, agile, and ultimately, more successful."

Griffin Tamura

Account Manager

