

Transforming Legal Workflow with the eGoldFax DESKTOP App

CHALLENGE

The client, a law firm specializing in criminal matters, operates two offices, each equipped with a multifunctional printer (MFP). The firm primarily engages in sending and receiving critical legal documents via fax, handling approximately 5,000 fax pages monthly. However, their current document management process faces challenges, relying on analog fax lines. Each fax line can only send or receive one fax at a time. This setup leads to daily bottlenecks and delays, disrupting workflow. Staff members must queue up for faxing to meet court filing deadlines. Inbound faxes use the limited fax bandwidth preventing outbound faxing. To this customer, timely transmission of documents via fax is crucial.

SOLUTIONS

Recognizing the need for a more streamlined and efficient solution, the Reseller proposed eGoldFax and the eGoldFax DESKTOP Application to address the limitations posed by the analog fax system. eGoldFax provides a secure and simultaneous method for sending and receiving multiple faxes from their desktop and integrated MFPs. The eGoldFax DESKTOP App provided the law firm with advanced methods to fax digital documents including Tags to identify and name faxes for sorting and searching. Their workflow, security, and reliability improved across the organization.

BENEFITS

Benefit One

No more busy signals. With eGoldFax, this law firm benefitted from simultaneous sent and received faxes.

Benefit Two

Utilizing the eGoldFax DESKTOP App the firm was able to streamline their fax workflow and eliminate bottlenecks at the MFP.

Benefit Three

Enhanced fax document management, security and encrypted archiving of all sent and received faxes for 10 years.

AT A GLANCE

Challenges

- Two Offices With a Single Analog Fax Line Each
- Inefficient Fax Workflow
- Risk of Untimely Fax Transmissions at Critical Times

Benefits

- Simultaneous Sent and Received Faxes
- Advanced Fax Workflow with eGoldFax DESKTOP App
- Automated Encrypted Fax Archive



"Our DESKTOP App enables the firms' staff to send and receive unlimited faxes securely, simultaneously and completely outside of email. Not only has productivity improved tremendously, but now they can easily Tag document types for retrieval later."

Craig Pilon
Account Manager