

# ProcessFlows Partners with Eversheds

Top Law Firm delivers the verdict on  
CallXpress and OpenText RightFax

## The Customer:

Eversheds, the national law firm provides services via 14 locations in commercial centres in London, across the country and in Europe. It ranks first by staff size and has more litigation and property lawyers than any other firm in the country as well as the third largest company commercial department.

## The Challenges:

In order to maintain this high profile position efficient client communications are essential. Network fax was discussed at a national level and resulted in RightFax from ProcessFlows being chosen as the corporate standard.

## The Solution:

Following this Nigel Rule, IT Manager of the East Midlands Region which has sites in Nottingham and Derby, arranged a consultation with ProcessFlows analysts to discuss Unified Messaging. The decision was made to implement a ProcessFlows solution that involved the simultaneous installation of RightFax and CallXpress.

Nigel Rule commented *"I particularly wanted a solution that offered good integration with Groupwise, a user friendly visual interface and the option of a single unified messaging in-box to fulfil future needs."*

ProcessFlows analysts were on site at Nottingham for a week installing both products, an 8 line RightFax NT server and a 12 line CallXpress system for Windows NT that interfaced with their GPT ISDX switch.

*"It was a dream of an application to install, everything went smoothly, the ProcessFlows analysts were extremely competent and helpful and it was all up and running in the given time scale"*, remarked Gregg Pinchess, Assistant IT Manager.

All staff at the Eversheds East Midlands offices now have RightFax installed on their PC's. Macros were written to enable simple printing to the fax queue and the ability to insert a signature in a secure way. The Residential Conveyancing Department are particularly extensive users. They have important clients who need constant communication links, RightFax provides this secure, reliable and fast communication method.

## The Benefits:

The system has proved invaluable to this side of the business supplying a time-saving, cost efficient solution.



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**Gregg Pinchess**, Assistant IT Manager

*"Both products are reliable and stable and do not require intensive administration. Our only contact with the ProcessFlows helpdesk on a RightFax query, was handled quickly and efficiently. The CallXpress system has been 100% efficient so far"*, remarked Nigel Rule. All lawyers now have both CallXpress and RightFax, this allows more efficient client contact and message management. Secretaries have the ability to check on unactioned messages from any networked PC or telephone.

Nigel Rule concludes *"To ensure the solution works for both the users and the clients, voice messages are policed on a regular basis. Client service continues to be a top priority to Eversheds and ProcessFlows service and solutions contribute to this aim."*