

# Speedy fax communications are essential for Thomas Eggar

## The Customer:

Thomas Eggar LLP is a law firm operating from six office locations in the South of England. The firm provides legal and financial planning services to both Commercial and Private Client services. They work closely with Thesis Asset Management plc, an independent financial services company with legal expertise, to deliver the legal/financial planning solutions.

## The Challenges:

Fax is still a trusted method of communication in the legal profession. It is secure and provides a clearly identified audit trail. Thomas Eggar use fax as a two way communication method with clients and suppliers and between offices. It is an excellent method of communication, but managing high volumes of paper faxes is inefficient and costly – people time, line rental, machine rental and maintenance, electricity, paper and toner.



*“We wanted to cut the cost of running the fax machines and improve efficiency. This would be a particular benefit at the end of our financial year when our Newbury billing team is inundated with faxes in a very short space of time as fee earners rush to get information over to them for invoicing. They had so much paper to deal with, it was easy to misplace sheets of paper or pick up the wrong fax sheet.”*

Neil Rentrew, Head of IT at Thomas Eggar

*“Although fax is regarded as an ‘old’ technology it is still a crucial communication medium within law firms” said Neil. “The up to date management of inbound and outbound fax traffic benefits all our legal practice groups, as well as our business support teams, which has enabled us to improve working practices.”*

Neil went on to say, *“As part of a planned and sustainable investment programme to improve Unified Communications throughout the firm, we decided to cast aside the stand-alone fax machines and replace them with electronic fax capability in all offices.”*

## The Solution:

Neil was familiar with OpenText RightFax, *“It is well respected within legal and I knew from speaking with colleagues in other practices that RightFax would complement and integrate with new telephony technologies.”* Integration with Outlook was another key factor in choosing a RightFax solution. *“Outlook is our primary messaging centre. Our 550 users can now send and receive faxes via the desktop from any location.”*

*“The ProcessFlows people are a pleasure to deal with and our experience of them and the RightFax system has been very positive”* concluded Neil.

## The Benefits:

Electronic faxing speeds up the faxing process, frees up staff time, provides a full audit trail for compliance and also helps the firm reduce its carbon footprint. The firm has removed 20 fax machines throughout the organisation.

Based on the 2007 ROI Calculator, the time taken to send a legal fax has been reduced to less than a minute.

Activity (in seconds) for average Fax	With Fax Machine (seconds)	With RightFax (seconds)
Locating, organising and printing documents to be faxed	55	30
Walk to fax machine	45	N/A
Complete fax cover sheet	35	25
Actual time to fax document	768	N/A
Delays (busy signal, communication faults)	40	N/A
Return to desk	45	N/A
<b>Total time to send single fax</b>	<b>988</b>	<b>55</b>