

Retarus Quick Customer Profile



The Big Picture

You do not need to operate your own costly in-house fax infrastructure in order to utilize complex workflow environments. By integrating their established processes with a cloud provider, this Fortune 1,000 customer was able to preserve the functionality of their on premise server environment while migrating the delivery process to the cloud. With the Retarus Faxolution for Desktops, this large healthcare company not only has a reliable and robust high capacity fax solution, but has also benefited with significant cost savings.

Industry

Healthcare

Challenges

- Queuing, workflow, and auditing components are central to business processes. Any migration required that all of the server functionality was retained
- Diminished functionality of fax server environment made it clear that upgrade and refresh of hardware and software was required
- Significant volume growth resulted in lack of capacity with the original in-house fax server
- Skyrocketing costs related to maintaining and managing an aging fax server
- Compliance and security concerns related to healthcare regulations made cloud considerations difficult

Solutions

- Retarus' Faxolution for Desktops

Retarus Benefits

- Direct Interface into Cisco UCC provided for the complete functionality of business processes with no process changes for users
- Improved deliverability, with never-busy technology, without sacrificing functionality of systems
- Unlimited capacity provided complete scalability to grow with business requirements and demand
- Secure and reliable transmissions comply with existing healthcare related compliance requirements
- Detailed transmission reports provided thorough tracking and reporting, unavailable with existing environment
- Rapid ROI with no capital expenditure. Cost savings of more than \$1 Million over three years

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