

Retarus Quick Customer Profile



The Big Picture

One of top US laboratory companies sends millions of faxes per month via a custom integration with Retarus' fax platform. Unhappy with both their on premise and cloud providers, they turned to Retarus to receive a higher quality of service and support. Now, this client currently transmits several million messages via this unique interface each month. Since launching, they have added multiple services for transactional, desktop and broadcast messaging services to several divisions and subsidiaries furthering the Retarus relationship globally.

Industry

Healthcare, Laboratory Processing

Challenges

- Internal initiative to dismantle in house fax hardware in effort to save and control costs due to high volume applications and limited scalability
- International delivery for clinical trials and other applications needed higher deliverability rate than was currently provided to meet business goals
- Specific monthly reports needed on fax activity and transmission logging with centralized administration in order to remain HIPAA and PHI compliant
- Existing fax provider was unable to upgrade their API adaptor to match the specifications of the customer's updated platform after 12 months of development and testing

Solutions

- Retarus' Faxolution for Desktops
- Retarus' Faxolution for Applications
- Retarus' WebExpress

Specific Applications

- High Volume Lab Results Application Processing
- International Secure File Transfer for Patient Health Information
- Domestic and International Clinical Trials Application
- Department Desktop Fax

Retarus Benefits

- Retarus received specs from client, built a custom front-end gateway for their back-end API, and had a live, production interface in place within 90 days, going beyond competition in support and service
- Support desk access to all messages via centralized EAS portal reporting ensuring necessary compliance standards were met
- Monthly reports on department level billing provided greater control and transparency on costs and activity
- 24x7 monitoring on connection and processing with a load-balanced high availability solution lead to higher up time and deliverability rates for critical business messaging
- Retarus' global reach and international delivery provided higher deliverability for traffic

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