

Retarus Quick Customer Profile



The Big Picture

The inconsistency and unreliability of their existing hosted fax provider led this Top 50 global logistics company to reconsider their fax options. With no prior notice, this company was mandated to reconfigure their systems to fit a new product update to the provider or face significant service interruption. Combined with a failed fax rate nearing 20%, any increased lack of delivery for applications, like tour confirmations or customs paperwork, would potentially cause this company millions of dollars in losses. Their new provider would need to quickly implement their service while providing no service interruption and increasing their delivery rate. They chose Retarus.

Industry

Logistics

Challenges

- Lack of consistent uptime with previous hosted fax vendor
- Failed fax rate of nearly 20% meant lack of appropriate paperwork at required locations. Significant costs in lost productivity and fines up to \$10,000 on occasion
- Lost faxes resulted in inability to staff jobs on time
- Poor customer service with inability to address complaints or provide timely support
- Their now unreliable service resulted in lack of confidence from associated third parties

Solutions

- Retarus' Fax-to-Mail
- Retarus' Faxolution for Applications

Retarus Benefits

- Quick implementation enabled service to be implemented in days before any impactful loss of service
- No process changes for any employees needed, either in the field or at a desk
- Never-busy fax technology increased delivery rate significantly, to near 100%
- Higher delivery rate on faxes meant increase in productivity, and reduction of potential fines. Higher fax image quality provided for quicker inspection stops
- Global data centers enabled for complete business continuity and complete reduction in downtime
- ROI of 50% due to higher delivery rate and significant cost reduction
- Confidence restored in ability to source and complete jobs

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