

Retarus Quick Customer Profile



The Big Picture

Due to growing business requirements and a focus on market trends, Envoy Mortgage began exploring options for replacing their insufficient, outdated fax server. In the search for a competitive fax solution, Envoy needed to find a service that would service all of their 25 branch locations and keep up with their capacity requirements, while being priced competitively. With Retarus' Desktop Fax services, Envoy Mortgage was able to satisfy all requirements quickly and easily while increasing the functionality of ongoing business processes.

Industry

Mortgage

Challenges

- Deteriorating and expensive to maintain on-site equipment led to spiraling costs
- Lack of capacity with in-house fax server
- Inability to support business requirements related to new fax numbers

Solutions

- Retarus' Desktop Fax Services

Retarus Benefits

- Unlimited Scalability. No need to invest more in existing hardware solution
- Never-busy technology enabled higher delivery rate than with on premise fax server environment
- Customer improvement by eliminating busy signals which allowed all inbound faxes to be received and processed on the first attempt
- Complete disaster recovery and business continuity. Eases burden on existing disaster recovery planning and resources
- Quick and simple implementation to support business requirements
- ROI greater than investment into new hardware over multi-year calculation

From the Client

Mark James, CIO for Envoy Mortgage, stated "Retarus had 3 critical benefits for us. First, their solution has unlimited scalability so there is no limit on the number of inbound or outbound calls allowed at once, meaning our customers will never receive busy signals, in addition to ensuring outbound faxes never get delayed. Secondly, it removes an additional application from a disaster recovery plan. Lastly, the 3 year return on investment with Retarus will be greater than our investment in new hardware, software, and managing long distance/phone lines would've been".

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