

Pain-free secure faxing made possible by WestFax

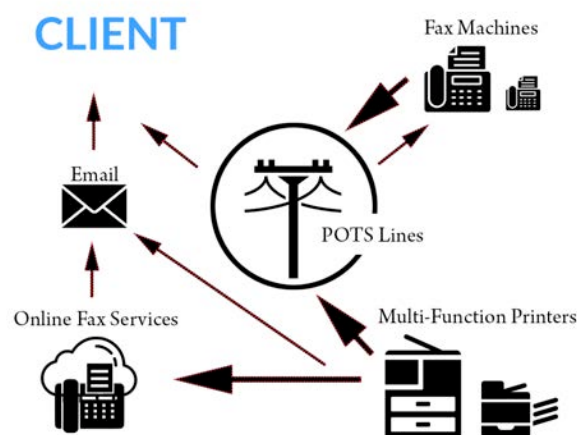


The Customer

A major Chicago based physical therapy company, specializing in research-based physical therapy, workers' compensation rehab, employer worksite solutions, sports medicine, home health, and a variety of specialized therapies. Founded in 1996 they started with one clinic and now have nearly 900 clinical locations nationwide.

The Challenge

Due to the ongoing high cost of analog POTS lines, hardware/software maintenance and support, and a corporate directive to move current infrastructure to the cloud (AWS), Our client is migrating to a cost-effective, secure, reliable, regulatory HIPAA complaint cloud based fax solution for all of their facilities.



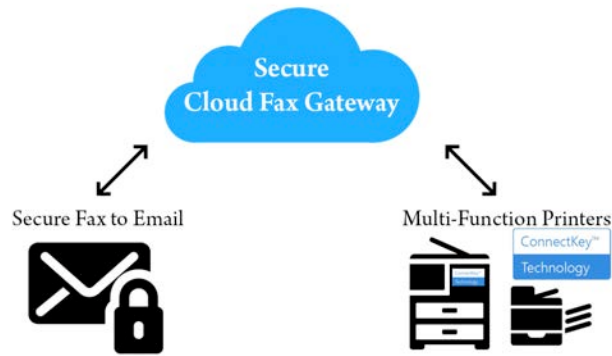
They also have a large number of Xerox multi-function printers (MFPs) that needed secure fax capabilities and individually provisioning those machines would be a monumental task.

The final hurdle being the porting of hundreds of existing hardline fax numbers to the cloud platform with no downtime.

The Solution

They needed a team that could deliver fast and effective results.

WestFax Secure Digital Cloud Fax was the key to the successful integration. Staff can send secure faxes directly from email using the Email to Fax service which converts email attachments to fax documents and securely delivers them in a HIPAA compliant methodology. Porting over old hardline machines and other fax platforms to a unified platform was the key to their success.



WestFax created a Xerox ConnectKey app for the MFPs that allowed for seamless fax sending and receiving. Provisioning the apps required the development of a custom software tool to remotely read, inventory and install the app across the enterprise.

The team also has the ability to have faxes sent and received using native IOS and Android apps.

Achieving enterprise wide fax uniformity will be one less hurdle in their rapid growth and expansion into the very competitive physical therapy market.

Models supported: AltaLink, VersaLink, WorkCentre