THE SITUATION
A full-service healthcare provider with 10 locations in Iowa was hampered by inefficient fax capabilities. They had implemented a “scan to email-then to fax” process to submit outbound faxes from MFPs, via their pre-existing RightFax server. Additional processes were being utilized, such as manually adding the fax number and email domain at the end of a fax number. Fax address books had to be maintained independently on each device, and the RightFax Server had errors with the scanning to email process from the MFP — there was no audit trail or log per clinic to manage. A more streamlined solution was necessary to help reduce administrative overhead and increase process efficiency and effectiveness.

THE CHALLENGE & THE SOLUTION
The Kyocera dealer has a long-standing relationship with the client, dating back to 2002. Upon learning the clinics were not using their RightFax server to capacity — with some devices still using analog fax — the dealer saw an opportunity to introduce greater efficiency with a Kyocera solution.

The dealer recommended Kyocera RightFax Connector to consolidate all fax functionality to the MFP’s touch screen control panel and begin utilizing the RightFax global address book and user authentication, without additional management. Kyocera’s RightFax Connector automates faxing to help organizations get the most out of their technology.

THE RESULTS
The client appreciated the full RightFax integration, as well as the reliability and attractive ROI on the existing RightFax Server integration offered by Kyocera. To date, the dealer has placed 15 Kyocera devices in the clinics, ranging from the A4 to A3 HyPAS-enabled MFPs. As the existing competitor devices reach the end of their lease, new Kyocera devices will be placed in the clinics.

THE BENEFITS
The client is realizing time, reliability, and money-saving benefits. They no longer need to purchase fax boards and can confidently discontinue traditional analog phone lines with number banks. They now have an easy way to fully integrate with their RightFax Server, utilizing the global address book and key functionality from all Kyocera HyPAS-enabled MFPs and reducing risks typically associated with manual processes. In addition, user authentication allows for centralized auditing of all fax transactions, providing greater transparency and tracking of clinic expenses.