



## Automating High Volume Delivery of Financial Documents and Reducing Costs with Fax Over IP

### Industry

Information Technology

### Customer

**GRAYDON**

### Partner



### Business Challenges

- High volume delivery of credit reports
- Time- and cost-intensive manual processes

### Business Solution

- Open Text Fax Server integrated with Mitel IP platform, HP MFPs, ERP system, digital archive
- Business Benefits

### Business Benefits

- Reduced costs
- Consolidation of resources
- Employee productivity
- Scalability
- Environmentally friendly digital management

*Graydon Nederland enhances efficiency by integrating Open Text Fax Server, RightFax Edition with IP platform, HP MFPs, in-house ERP, and digital archive applications*

Graydon, founded in 1888, provides credit management services to clients across the globe. Graydon Nederland BV offers credit information and debt collection services to more than 11,000 clients in the Netherlands and abroad.

### Challenge

Banks, credit insurers, and other companies rely on Graydon to determine credit risks associated with new partners and suppliers. Clients also turn to Graydon for help collecting debts owed. Both services involve vast databases and the exchange of lengthy documents.

"We send between 60,000 to 80,000 faxes per year," notes Frank Meekel, IT Manager with Graydon Nederland. "And we expect to keep growing and sending and receiving more faxes every year." Graydon previously managed faxing through a dozen fax machines and a mainframe-based electronic fax solution. While email is used for other communication, Meekel explains, fax endures: "Some companies prefer information via fax and it is secure: faxes cannot be changed when they are received."

However, Graydon Nederland's fax methods were too resource-intensive. "Six employees worked full-time to manage faxes," Meekel says. "On average, faxing each file took a few minutes, and every employee normally handles 50 to 100 dossiers per day." Sending thousands of business credit reports every week often tied up lines and restricted phone use. Faxes important to debt collection, such as delivery confirmations for debt notices or documents from customers proving payment, arrived on fax machines to be filed and stored for at least seven years in a rotating filing cabinet with close to 60,000 files. "Faxing became a cost issue," Meekel says. "We wanted to find a stable platform that could handle a lot of faxes but still allowed us to reduce costs."

### Solution

Graydon Nederland replaced manual and outdated methods with automated fax over IP. The company implemented Open Text Fax Server, RightFax Edition with the help of Securecomm, an Open Text partner based in Amsterdam. Initially, they installed Fax Server with fax boards. Then, when Graydon migrated from its old phone system to Mitel, the companies worked together to develop an even more cost-efficient fax over IP solution.

Open Text Professional Services and SecureComm engineers designed a solution using open integration modules from the fax platform. "Open Text Fax Server provides a secure, audit proof, and easy-to-use document distribution solution," says Matthijs Hols, a consultant with SecureComm. "That's why, despite Graydon's complex infrastructure, we were able to provide an out-of-the-box but nevertheless tailor-made solution."

Graydon employees in the credit information department send faxes from a custom ERP system. From an AS/400 green screen, employees view menus and select files which are sent to eConnect and loaded to Fax Server for delivery.





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Frank Meekel, IT Manager,  
Graydon Nederland

The solution enables outbound fax traffic, as well as feedback from Fax Server to Graydon’s ERP system, and delivery or failure notices are automatically returned.

Employees also fax directly from seven HP multi-function devices which replaced printers and fax machines across the office. “They may direct faxes to the outside world as well as to our digital archive,” says Meekel. “They can also receive a delivery confirmation right into their Microsoft Exchange email inboxes.”

Fax Server enables Graydon Nederland to automatically send faxes when it is most cost-effective. Employees send credit reports to the server anytime during the work day. Fax Server retains the documents for delayed delivery during off-peak hours.

### Results

“With Open Text Fax Server, we now have a stable platform that can grow with us cost effectively,” Meekel says, offering advice based on his experience: “If you’re looking for reliable and easy-to-use faxing, Open Text Fax Server is the solution.”

### Cost savings

“Together with Mitel’s implementation partner Nexxt B.V. based in Amstelveen, SecureComm assured the FoIP implementation to be fast, easy, and effective,” Hols says. While digital fax management eliminates related supply expenses, including paper and toner, Graydon realized even more cost reductions in the migration to fax over IP, including:

- Lower long distance and PSTN-based telco charges
- Less annual maintenance costs for PBXs
- Lower total IP equipment maintenance costs

A delayed delivery function available within Fax Server returns savings in bandwidth and fees. “Phone lines are not tied up during the day and we can take advantage of special rates at night for sending faxes all over the world,” Meekel notes.

### Consolidation

Graydon Nederland streamlined communication by replacing more than a dozen fax machines with Open Text Fax Server and multi-function devices. They are integrated with in-house ERP and archive systems. The overall solution reduces the amount of hardware,

storage, and telephony equipment to manage while taking advantage of excess capacity by sharing fax server resources across the enterprise. The connection between Fax Server and Graydon’s digital archive ensures communication is stored electronically. “Almost all of our paper files are gone now,” Meekel says. Employees may access digital files at the desktop instead of walking to a large room to search through a rotating filing cabinet. Digital processing is more convenient, less expensive, and kinder to the environment.

### Time savings

Graydon professionals now avoid manual processes previously related to faxing. “At first employees didn’t like it,” Meekel says. “They couldn’t go to the fax machines anymore, they could just sit down in their seats and work all day!” He estimated managing communication via Fax Server saves at least three hours per employee every day. “We didn’t fire anyone,” he adds. “We’re still growing every year, so we need new people.” Instead, staff members previously dedicated to faxing were educated to handle other responsibilities, such as debt collection.

### Reliability

Meekel describes Fax Server as a “very stable platform—we know when a fax is directed, it will be sent. And, we have an audit trail of all collections efforts and payment proofs from clients.”



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