

Easily Integrate Fax Capability with your Applications

At A Glance

Profile

Law Firm

Industry

Legal

Solutions

Internet Fax Web Services

THE COMPANY

Venali's client is the largest certified minority-owned law firm in the United States. With more than 250 attorneys, they provide a full range of legal services on a national basis to individuals, major insurance organizations, governments, and corporations ranging from Fortune 500 to publicly traded companies.

THE CHALLENGE

The legal profession relies heavily on fax communications to send and receive critical legal documents. The firm was challenged by an enormous volume of fax traffic that was overloading their Business Center. They had outgrown their current fax process and needed a solution that would scale with their growth while seamlessly integrating into their document management and accounting system. Fax was consuming too much of employees' time – it was taking several hours or even several days to send, receive, scan and file all faxes into their document management system. This was done at a premium cost to the company and therefore to their clients as well. After spending thousands of dollars on fax servers, they realized they needed to find a better solution.

THE VENALI SOLUTION

The ability to integrate completely with their document management and accounting systems was a key selling point to the firm adopting Venali's Internet Fax Web Services. Its complete integration with the document management system allowed for automated fax transmission,

Venali's ability to completely integrate with the firm's document management system was a key selling point and allowed for automated fax transmission, receipt, routing and archiving.

receipt, routing and archiving. Fax logging was also utilized with their accounting systems to automate client billing. Once Venali's solution was in place, the cost of the firm's fax and paper processing was significantly reduced, which in turn reduced costs for their clients. Additionally, the time spent on faxing was reduced from several days to several minutes. This was achieved by enabling employees to send and receive all faxes directly from their email program on their desktop.

BENEFITS

- Full integration with document management system enables faxes to be automatically routed to client files
- Easier client billing – call detail reports are directly imported to accounting system
- Dramatic cost decrease of fax and paper processing
- Zero capital costs, installation expenses and operating overhead
- Easy to deploy, simple to learn and use
- A single global IP-based solution is easy to implement for multiple locations and platforms, company-wide
- Venali Network Operations Center (NOC) is staffed 24/7 to ensure continual uptime and successful transmission of documents
- Venali Account Management Center provides real-time fax reporting and account administration online

Now fax documents are received, then populated with a client matter code and automatically routed to the particular client's file within the document management system. Accounting also benefits from the solution as a call detail record report is downloaded from the online Venali Account Management Center in the form of an Excel file. It is then routed to the accounting system where the fax costs are automatically added to the clients' bill.

Overall, employee productivity has increased significantly since implementation because the firm can respond to their clients more rapidly. The Venali solution was simple for the employees to learn, since faxes are conveniently sent and received as an attachment from their existing email application. The impact on the Business Center has also been substantial, due to the elimination of the fax workload from their responsibilities; they are now able to focus this time savings on supporting the staffs' printing, filing and supply needs. The fax costs - in both productivity and dollars - were greatly reduced for the firm and for their clients.



venali Internet Fax Services

Corporate Headquarters

1680 Michigan Avenue
Suite 1014
Miami Beach, FL 33139
P: 1 786 276 0770
F: 1 305 695 4022
sales@venali.com

European Head Office

Venali UK Ltd.
10 Fenchurch Avenue
London, EC3M 5BN
United Kingdom
P: +44 207 663 5604
F: +44 207 663 5704
sales.uk@venali.com

Venali GmbH

Ohmst. 1/Rgb
80802 Munich, Germany
P: +49 89 381 96 700
F: +49 89 381 96 610
sales.de@venali.com

Asia Pacific Head Office

Venali Asia Pte. Ltd.
350 Orchard Rd, #11-08
Shaw House
Singapore 238868
P: +65 6725 9895
F: +1 305 356 1617
sales.asia@venali.com

All trademarks are properties
of their respective owners.
Copyright © 2005 Venali, Inc.
All rights reserved.