→ CASE STUDY: **Residential Management Group**

→ Residential Management Group move to Cloud Fax

Residential Management Group (RMG) is a multi-award winning property management company and is one of the largest and most respected in the country. Outstanding customer service is a priority for RMG, believing in taking a personal approach. Their team of experts work closely with their customers to ensure they receive the best possible service.

RMG have trusted ProcessFlows as their fax provider for over 15 years, having run an on-premise OpenText RightFax server with 4 Fax over IP exchanges. A total of four departments were using fax across the business, which consisted of two dedicated fax lines.

Stuart Shepherd, Head of Infrastructure is responsible for the maintenance and day-to-day running of RightFax; he comments that running his RightFax server had become "*costly with on-going maintenance, licencing fees and the need to update every few years*". The team at ProcessFlows kept him informed that his contract was coming to an end and made him aware of the upgrade options available.

Moving to cloud fax was the best option for RMG, allowing them to keep all the functionality of their current RightFax server whilst reducing the costs associated with it. During an initial audit, Stuart and his team found that one department no longer used Fax, allowing them to redistribute valuable IT resource to their Solicitors Enquires Desk (SED) who had a larger requirement for RightFax.

During the transition the IT department had access to their portal and transferred numbers. The installation was completed within a day and most importantly, there was no downtime. This was extremely important for the SED department who

must be able to quickly and efficiently respond to their customers. Staff were provided with a simple one-pager on the new solution and since then they have never looked back.

"The transition was seamless."
Stuart Shepherd, Head of Infrastructure

Upgrading to Cloud Fax lead to the decommissioning of their existing fax server which has since given the IT department an increase in savings, space and time. Stuart now has more freedom with a bigger IT and licencing budget and can now redistribute valuable IT resource.

→ For more information on Dashboards, please email **sales@processflows.co.uk** or contact **ProcessFlows**, Gateway House, Tollgate, Chandlers Ford, Southampton, SO53 3TG
Tel: 01962 835053 Fax: 01962 835100 **www.processflows.co.uk**

ProcessFlows®
Improving Business by Transforming Process