➔ OpenText RightFax offers Britannia mutual benefit – cost saving together with a faster streamlined workflow

By eliminating printing and mailing of key business documents, RightFax is able to cut document delivery costs by up to 90% for financial services institution, Britannia.

A 'traditional' building society

Britannia Building Society, now part of the Co-operative Banking Group, has a long history providing a range of mortgages, savings, home owner loans and insurance.

Excellent customer service

A key part of Britannia's strategy is to provide excellent customer service. This is delivered by investing in IT systems and processes to maximise efficiency and on the staff who support them. Britannia makes extensive use of workflow and document image systems to minimise back office processing costs and timescales.

Electronic faxing

The cost of sending/receiving large volumes of manual faxes throughout the organisation was growing.

David Shaw, Developer at Britannia, was looking to deploy a networked fax alternative which would centralise faxing, providing a single point for configuration, administration and fax archiving and cut their consumable costs – paper, toner, etc.

David said; "*After evaluation, we chose RightFax. It met our business needs – fitting in with our existing processes and*

expandable enough to meet our future requirements. We purchased the system through Acal, a long standing ProcessFlows reseller partner. Installation and ongoing product support is handled by ProcessFlows. Both organisations have been totally professional and very helpful during the sales process and with support."

Optimum functionality

To provide the Society with optimum functionality, a RightFax Integration Module was also installed.

Together with RightFax, the Fax Server Integration Module provides a robust and reliable electronic document delivery system. This solution provides the tools to fax-enable the bespoke financial package used by Britannia.

One of the heaviest departmental users of RightFax is the Mortgage Services Department, as they are involved in a great deal of communication and utilise the system to send and receive customer quotes. The integration module allows the quotes to be sent directly from the quotes application.

The fax volumes involved are sure to bring Britannia significant cost savings from the product implementation.

RightFax cuts document delivery costs by almost 90%

By eliminating printing and mailing of key business documents, RightFax is able to cut document delivery costs by up to 90%. Removing stand-alone fax machines dramatically cuts expenditure on fax consumables, line rental and servicing.

For most organisations, the volume of documents will continue to grow for years to come. RightFax is open and scalable, providing Britannia with the ability to support growth efficiently and economically.

The administration and management tools David required are accessible through an intuitive graphical user interface, which allows the central administration to meet his needs.

David summarises, "*Britannia needed a document delivery solution that not only offered improved speed and productivity (whilst maintaining security and document confidentiality), but also streamlined the workflow processes. RightFax fulfils this, by offering a solution that pulls all fax traffic into our office workflow. This saves on cost and man hours and improves customer service, which is very important to us.*"