CASE STUDY: **Copart**

➡ Our electronic fax solution really helped Copart move their business up a gear.

Online car auction specialist Copart has swapped their manual fax and data entry process to a ProcessFlows' electronic fax solution, which automatically populates their line-of-business system with inbound fax information. This has enabled them to cope with an increased workload using the same resource.

Copart take the leg-work out of buying and selling vehicles

Copart remarket used and salvaged vehicles (cars, vans, motorbikes, caravans and commercial vehicles) which have been written off by the insurance industry.

Their patented two-stage internet sales technology, VB2 (Virtual Bidding), allows customers to interactively take part and bid at live auctions, via any web-enabled device.

Dealing with the back-end 'paperwork'

Copart has contracts and Service Level Agreements with major UK insurance clients to provide vehicle recovery, storage and value-add claim management services for the disposal of vehicles on their behalf.

It creates huge volumes of paper which have to be moved and communicated throughout the organisation.

Too much information

One insurance client alone generates 18,000 inbound fax communications annually (out of a total of 50,000 a year).

Taking information from large volumes of paper faxes and manually keying this into the line-of-business system is time consuming and prone to errors.

Fax server technology improves efficiency

OpenText RightFax processes all faxes and stores them as electronic versions on the fax server, providing Copart with a full audit trail of all fax traffic.

Faxes are quickly and easily found and viewed from the desktop should any queries arise in the future.

"Copart can do more with less resource. We no longer have to enter hard copy fax information into our system manually. The automated process is enabling us to absorb an increasing work load, through increased market share, without needing to recruit additional data entry clerks. "

Iain Wells,
IT Manager, Copart

No need for manual data entry

ReadSoft's 'intelligent' Optical Character Recognition (OCR) software is integrated with RightFax. OCR reads, interprets, captures and converts both machine print or handwritten fax content into computer-editable text and automatically populates Copart's line-of-business system with the information.

Once in the business system, data is processed, the vehicle is listed on the auction site and VB2 technology takes over.

A ProcessFlows Fax Server Solution brings the following benefits to any organisation

- Takes out the fax machine cost of ownership – you can make all your fax machines redundant
- It is easy to build on a RightFax investment – ease of integration means that RightFax technology can be built-on in the future to improve the processing of information in other areas of the business
- Information is easy to find – paper faxes are easy to lose and not quickly found if you need to check something in the future. RightFax stores faxes on the server, where they can be very easily located; and data storage compliance regulations are met

ProcessFlows®
Improving Business by Transforming Process