



➡ CASE STUDY: Eversheds

➡ International Law Firm, Eversheds, delivers the verdict on CX-E & OpenText RightFax

International law firm Eversheds operates as one team, from 44 offices in 26 countries. Eversheds is about consistently delivering great service, wherever their clients need it, which is exactly why they've adopted CX-E unified communications and OpenText RightFax to streamline all communications. The Firm is recognised as a leading innovator in the legal sector; providing legal and business solutions which meet the exact needs of clients.

Good client communications are essential

Nigel Rule, IT Manager for the East Midlands Region, wanted to source a unified communications solution for the Nottingham and Derby offices which would streamline all communications and provide a single, corporate standard. The solution also needed to easily integrate with Novell GroupWise, have a user friendly visual interface and the option of a single unified messaging in-box.

An OpenText RightFax & CX-E combination

Following consultation with ProcessFlows analysts about the best solution for their business, Eversheds made the decision to implement CX-E unified communications and RightFax.

CX-E

- Delivers flexible message management, allowing users to manage voice, fax and email messages from any location via a desktop, laptop, PDA or telephone.

RightFax

- Provides centralised, electronic faxing capability.
- All staff at the East Midlands offices have RightFax installed on their PC's. Macros were written to enable simple printing to the fax queue and the ability to insert a signature in a secure way.
- The Residential Conveyancing Department are extensive RightFax users – the solution provides them with constant, secure, reliable and fast communication links; essential in such a busy department.

“To ensure the solution works for both the users and the clients, voice messages are policed on a regular basis. Customer service is a top priority for Eversheds; the ProcessFlows solution and service fully supports this aim.”

Nigel Rule
IT Manager for the East Midlands Region, Eversheds

Time saved and efficiency improved

- CX-E and RightFax enable the Firm's Lawyers to efficiently maintain client contact and manage their messages in a timely way.
- Secretaries are able to check unactioned messages from any networked PC or telephone.
- RightFax and CX-E are both reliable and stable technologies which don't require intensive administration.

➡ For more information on Unified Communications and Fax Solutions, 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

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