

# Case Study

## AXA cuts the paper chase with fax-to-email service

### Client

AXA Assistance  
England/Ireland  
[www.axa-assistance.co.uk](http://www.axa-assistance.co.uk)

AXA Assistance is using a fax-to-email service to process the thousands of pages of information it gets from people who have accidents or fall sick while traveling abroad.

AXA Assistance provides services including accident and medical assistance and claims-handling to its corporate customers. It has been using the eFax Corporate fax-to-email service from Consensus Cloud Solutions as a central hub for holiday insurance claims coming in from around the world.

eFax Corporate enables all of AXA's claims to be converted into digital format, so they can be processed and archived electronically.

Jamie Little, general manager of AXA Assistance's claims operation explained: "Our business is the provision of 24/7 medical, travel and general assistance service to people that work for big companies or have certain types of insurance. These people are on holiday and get sick or injured and call us for assistance and we take care of them. eFax Corporate has enabled us to provide the assistance or to communicate with the people involved much more easily."

Previously staff would have dealt with paper faxes, adding the information to the database and then faxing the client back. eFax Corporate takes much of the paper out of the process by directing the faxes to an email address. Using the hosted service means that the staff doesn't have to collect faxes or scan them into its database.

He added: *"It's a much slicker and quicker way of getting information in a digital format."*

Often there are physical documents that have to be sent, such as medical notes, and not all hospitals are able to send them electronically so fax is still an important tool.

Little said: "We need to see the paperwork – it's one of those situations where talking to people isn't enough and because there are bills that need to be dealt with straightaway the fax is still quite convenient."

Over the course of a year, AXA Assistance receives around 100,000 pages sent to it, "so it's fairly significant", he said.



## About eFax

eFax is the leading HITRUST CSF® certified digital cloud-faxing solution, trusted by five of the top 10 global enterprises and four of the top 10 Fortune 500 healthcare companies. The eFax Corporate product transmits billions of documents annually and is widely used in the USA, Canada, Europe, and Asia-Pacific. Its appeal and success are built around three key features: the widest selection of phone numbers; an easy way to send and receive faxes and voicemail by email; and a fast, reliable and secure communications network. As a core product of Consensus Cloud Solutions' leading interoperability suite, it creates operational efficiencies and enhances communications for paper-reliant industries such as healthcare, legal, manufacturing, finance, and real-estate.

### About **consensus** Cloud Solutions

Consensus Cloud Solutions, Inc. (NASDAQ: CCSI) is the world's largest digital fax provider and a trusted global source for the transformation, enhancement and secure exchange of digital information. We leverage our 25-year history of success by providing advanced solutions for regulated industries such as healthcare, finance, insurance and manufacturing, as well as state and federal government. Our solutions consist of: cloud faxing; digital signature; natural language processing and artificial intelligence; robotic process automation; interoperability, and workflow enhancement that result in improved outcomes. Our solutions can be combined with best-in-class managed services for optimal implementations. For more information about Consensus, visit **consensus.com** and follow **@ConsensusCS** on Twitter to learn more.



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