

Case Study

eFax Corporate Does Justice to Duane Morris' Fax Communications

The Business

Evolving from a partnership of prominent lawyers in Philadelphia a century ago, Duane Morris now has offices in many major markets and continues to expand across the country and overseas through non-merger growth. Trade publications have placed Duane Morris in the upper echelon of law firms in terms of utilizing technology. Hundreds of lawyers working around the globe quickly communicate and collaborate using the firm's integrated computer network, accessing sophisticated research software, information-rich databases, and other knowledge-sharing tools.

The Challenge

The reality of documents requiring signatures or handwritten notes means that faxing is still an essential part of business for Duane Morris. Their existing fax servers had become antiquated and the projected costs for hardware and software upgrades were costly. They needed a cost-effective, scalable solution that not only increased efficiencies, but also integrated seamlessly into their existing systems.



Benefits

COST SAVINGS

Duane Morris was able to eliminate the capital expense of replacing their servers and associated software. They also saved on fax server management, maintenance and telephony costs.

EASY TO USE

Professional Staff found it simple to learn and easy to use.

WIRELESS FAXING

Attorneys and key personnel gained the ability to access their faxes 24/7 from anywhere using their PDAs and smartphones.

PRIVATE AND SECURE

Attorneys receive their faxes as encrypted email to maintain client confidentiality.

RELIABLE

Duane Morris receives consistently reliable service due to the redundancy and fault tolerance built into the eFax Corporate network.

The Solution

Duane Morris launched a pilot program using eFax Corporate in their Baltimore office with great success. Encouraged by the results, they implemented the service into five more offices over the next ten months. Private fax numbers were assigned to attorneys and other key personnel, which enabled them to receive faxes as email attachments that could be forwarded, printed and stored. The service was well-received by the staff, who found it easy to learn and use.

Since implementation of the service, Duane Morris has experienced measurable success. eFax Corporate provides a much greater degree of network redundancy and has delivered a higher uptime rate than their former fax servers. Duane Morris no longer has to manage multiple points of failure, and the attorneys appreciate that faxes are delivered immediately and directly to their email. Providing individual attorneys their own eFax number means that their attorneys can manage their faxes from the office, home or even on the road, which is of extreme value after hours and on weekends. Thanks to eFax Corporate, fax communications between offices are much more efficient, and they can permanently say goodbye to the management and costs of expensive fax servers.

About eFax Corporate

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 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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