



CASE STUDY

City of Fresno Departments Rely on RightFax

Long-time Customer Adds More Departments

Industry	City government
Challenge	Distributing thousands of time-sensitive, confidential documents to external and internal recipients
Solution	Captaris RightFax—personnel now send documents from their PCs with speed and confidentiality
Integration	Novell GroupWise; Oracle PeopleSoft ERP
Results	RightFax changed the document delivery process forever; reduced time for mass distribution from days to minutes; increased worker productivity and lowered operational costs by eliminating fax machines; secured confidential documents; within years of use, increased user base from 50 to 600, from one department to all

BACKGROUND

Midway between San Francisco and Los Angeles near Yosemite National Park lies the City of Fresno (www.fresno.gov), the sixth-largest city in California with a population of more than 450,000. The City employs close to 3,100 staff to handle everything from purchasing, and parks and recreation to public utilities.

THE CHALLENGE

According to the U.S. Census Bureau, approximately 20,000 cities, towns and other "incorporated places" in the country share a common mission: to serve the public with courtesy and efficiency in a manner that aligns with controlled budgets and remains open to community involvement. Like many modern metropolises, the City of Fresno oversees an overwhelming number of critical job tasks. Most departments need to distribute time-sensitive, confidential documents internally and externally via reliable methods. For example:

- To manage city material or service project, the Purchasing Department regularly sends Request for Proposals (RFPs), of up to 50 pages each, and other contract bidding documents to existing and prospective suppliers.
- To inform the public of city events, issues and achievements, the Public Affairs and Parks offices release time-sensitive announcements on a weekly basis to local media contacts.
- To fight criminal activity the Police Department sends crime alerts to other law-enforcement agencies on a daily basis, including weekends.

Since many documents require a signature and some recipients do not have Internet access, the City of Fresno relies on fax communication. The problem: Sending faxes the old-fashioned way was unreliable, time-consuming, costly and lacked accountability and confidentiality. Users from various departments would spend an hour or more faxing documents. "It killed productivity," said Raj Nagra, senior network systems specialist, who estimates the City was faxing an average of 5,700 inbound and outbound pages each month. "But that's just the way it was," he continued. "Everyone accepted that."

Additionally, high-level, sensitive documents might sit on the fax machine for hours after arrival, making them readily visible to employees—a major concern for the Mayor's Office as well as for Purchasing and Human Resources, all of whom deal with classified information on a daily basis. "There was always the chance that if the intended recipient didn't immediately go to the machine to retrieve a fax, someone else might see it," Nagra added. As part of its ERP implementation planning, the City hired an outside consultant who performed a user-needs study and investigated fax technology options. The solution needed to integrate with existing City platforms Oracle PeopleSoft ERP and Novell GroupWise email. Budget and user-productivity requirements were also important considerations.

THE SOLUTION

Now, after RightFax has been in place for several years, City of Fresno employees could say of this fast, reliable electronic document delivery system, "That's the way it is ... everyone expects it." Every city employee with email capabilities can instantly and easily send, receive and manage faxes by accessing RightFax at their workstations. "Departments and employees depend on RightFax to be there and working," Nagra explained.

The City installed RightFax in 1999 and has remained up-to-date with upgrades and service. In comparison to old-fashioned manual faxing, RightFax electronic document delivery greatly increases phone line availability and enables the convenience of Direct Inward Dial (DID). The City has a total of 16 fax lines, four exclusively dedicated to inbound faxes and 12 that can handle both incoming and outgoing faxes, depending on traffic demand. At any one time, any department or division can send up to 12 faxes and receive up to four or 16 at once—compared to just one at a time under the old system. The City also takes advantage of RightFax Fax-On-Demand technology enabling it to automatically respond to inbound requests for business licenses, city permits, tax exemption forms, even dog licenses, as opposed to previous methods involving personnel to staff phone lines, and then, stand by fax machines several hours a day.

*"RightFax is helping us cut costs in time and labor by e-faxing and tax payers are always looking to save money."—
Raj Nagra, senior network systems specialist, City of Fresno*

The City has already assigned almost 400 of its 500 DID numbers to employees. Due to the spreading popularity of RightFax, it will likely need more. Nagra explained, "When we started using RightFax, Purchasing was the only group using it for bursts of 1,000 pages or more. Word started getting around about RightFax, and now it is used across the board, by Public Affairs, Police and a dozen other agencies doing their own faxing." In fact, close to 600 employees across all City departments now use RightFax, compared with 50 when the solution was first installed. Internal faxing has also increased, as the departments discover how easy it is to distribute documents that require a signature. "That's what we were hoping for," Nagra said. "RightFax is working out well."

THE RESULTS

Cost-efficiency "RightFax is helping us cut costs in time and labor by electronic faxing—and tax payers are always looking to save money," Nagra said. "Many document processes are now automated. We're saving time and labor."

Speed Gone are the days of standing by the fax machine and manually feeding and retrieving every fax. Instead, employees can focus attention on core business tasks. "When you're sending multiple-page documents to 1,000 people one at a time, it can take days," he said. "But with RightFax, we've narrowed the time span to minutes. That helps our employees meet their deadlines."

Confidentiality There's no longer a need to worry about unauthorized access to confidential documents. Thanks to the RightFax Fax Authorization System the Mayor's Office, Human Resources and other departments that deal with confidential information now receive faxes securely and discreetly on their workstations.

FOR MORE INFORMATION

Captaris Business Information Delivery solutions help organizations of all sizes automate the information and document flow throughout the information lifecycle (capture, process, deliver, manage and archive). With a comprehensive suite of software and services, Captaris helps organizations to grow revenues and increase profits while meeting compliance goals. Through a global distribution network of leading enterprise technology partners, Captaris has installed more than 90,000 systems in 95 countries in companies of all sizes, including the entire Fortune 100. For more information, visit www.captaris.com or call 1.800.443.0806.

©2005 All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form by any means without the written permission of Captaris. Captaris products Alchemy, Interchange, RightFax and Captaris Workflow are trademarks of Captaris. All other company, brand and product names are the property and/or trademarks of their respective companies.