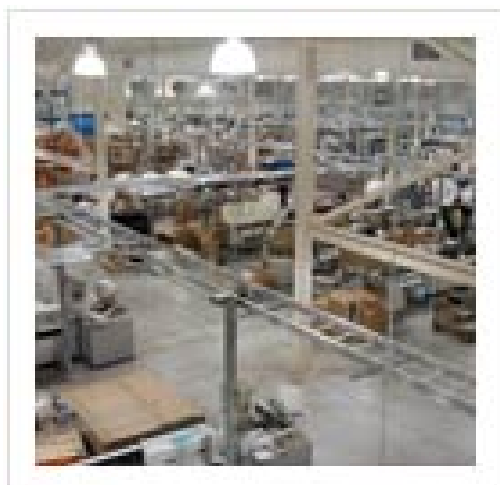




# High Volumes of Hard Copy Faxes Eliminated, Considerable Department Savings Realized



**Symcor Inc.** . . . is a leading provider of cheque processing, payment processing, statement production and document management services. Symcor processes approximately 2 billion cheques annually for major financial institutions across North America. The company's trace operations allows clients to reconcile their financial records with information provided on physical and electronic cheques processed by Symcor.

to complete case management requirements of the tracing operations and their customers. The solution would also need to properly route inbound faxes to tracing staff desktop PC's using either a web browser or a lightweight fax client. Staff would also require the capability to send outbound documents to customers from the same PC.

## The Challenge

On average, Symcor's trace operations handles a volume of 2000 inbound and outbound hard copy faxes daily. Trace requests are processed by a team of 20 operators and the responses are then returned to clients via fax. In order to improve processes and efficiencies while reducing department resources and costs, the company required an automated fax system that would eliminate their dependency on hard copy faxes.

## The Solution

Symcor installed an electronic fax communications network consisting of a RightFax Enterprise server licensed for 20 users and a BrookTrout TR1034 24 port digital fax card. Connectis Professional Services Group was hired to install the system and provide user training for the tracing and administration staff.

When trace requests are faxed to Symcor, they are routed via the RightFax server to the trace staff PC's. Tracing staff process the requests electronically with their web browser and reply to the customer from their desktop without the use of paper. The system provides fully auditable data and workflow trails and security that ensures business rules and the confidentiality of information for highly sensitive data are maintained.

### CASE SUMMARY

**Company:** Symcor Inc., Toronto

**Industry:** Financial Services

**Application:** Cheque Processing—Trace Operations

**Challenge:** Implement a system that eliminates high volumes of inbound & outbound hard copy faxes while streamlining information flows.

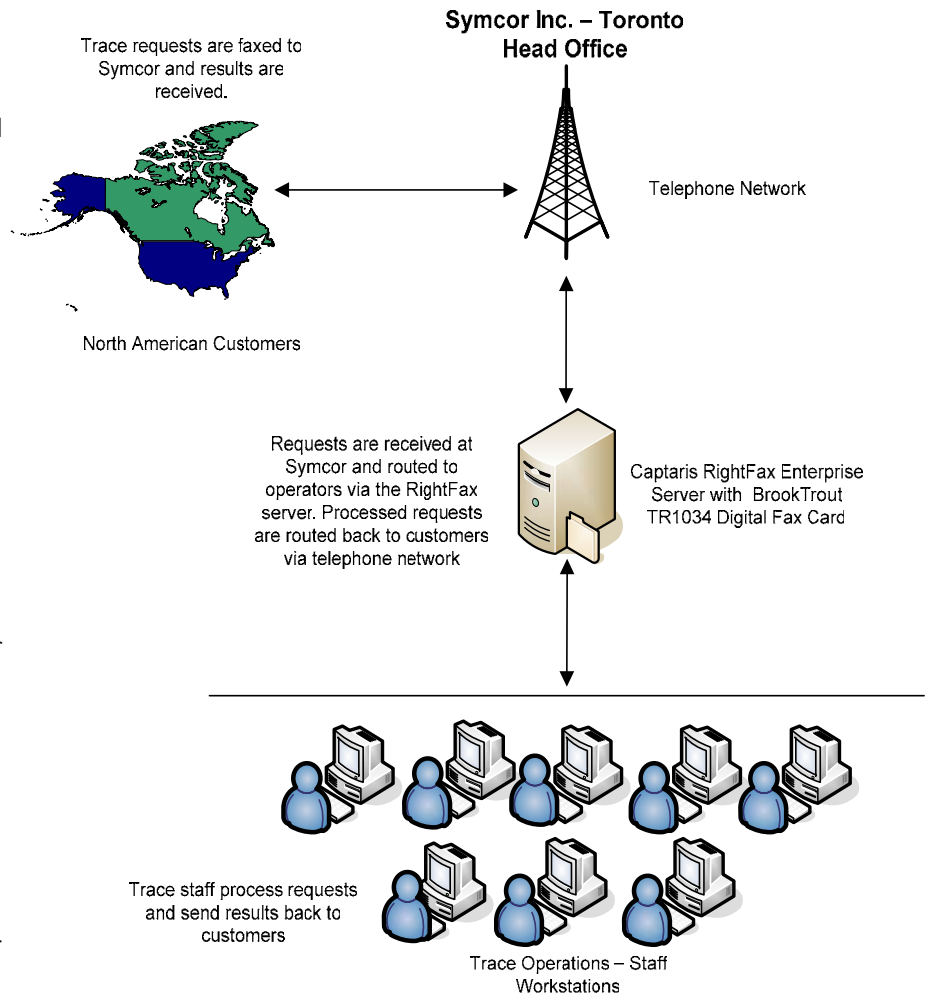
**Solution:** BrookTrout TR1034 Digital Fax Card, Captaris RightFax Enterprise Server, Connectis Professional Services Group

**Results:** The fax network installed eliminated the high volumes of paper faxes at considerable cost savings while improving security and minimizing redundancy.

Key to addressing the companies objectives was the implementation of an inbound and outbound fax server and the deployment of a fax client to tracing site PC's. Outbound faxes needed to be linked to copies of the inbound requests

## The Results

The installation of the fax network at Sycmor eliminated loads of paper usage and hard copy fax volumes from its daily business operations, resulting in substantial cost savings and process improvements. Both tracing staff and management at Sycmor report that the new system has made their work more efficient while minimizing redundancy. The added security the system provides allows the team to accurately monitor work activities and information, which enables Sycmor to offer customers greater confidence in their service offerings. Today, the system is a critical component of the company's trace operations department and Sycmor continues to upgrade the network and retrain staff as newer editions of software and hardware are made available.



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