

Cleo Communications and Fulton County, GA

Reduce Costs Through Automation Using Cleo's Stroom Fax

Case Study
Government

Fulton County is one of the largest counties in the US and is a high profile Xerox customer. The Xerox team initiated discussions with the District Attorney's office regarding the fax intensive workflow process that took place every time someone was arrested in the county. Fulton County's employees distribute and receive a high volume of fax communication daily. With over 5,000 users utilizing 300 analog fax machines to distribute and receive information, faxing is a manual, in-efficient, and costly process. Fulton County's CIO, Robert Taylor was continuously looking for strategic ways to save money and to add functionality to improve productivity for the county.

After seeing the capabilities of the Stroom solution, Robert Taylor decided to use Stroom as the enterprise fax solution for the county because he realized that the county could immediately achieve substantial cost reductions by eliminating phone lines and fax machines. The initial roll out included 1,400 users with the plan to grow to 5,000 or more. Since the initial sale, Fulton County has purchased a second Stroom system for backup and deployed a Stroom Alert system for alerting purposes as well.

After using the network and scan to fax solution, Fulton County employees commented on its value...

"The ability to send and receive faxes without leaving my work station has been a life-saver and increases productivity. The ability to scan and attach documents is a time-saver."

"The system helps me in my day to day operation; I don't have to wait for the fax machine to become available for use. It saves paper and time, and you don't have to worry about misplaced faxes."

Applications Deployed at Fulton County:

- Enterprise network fax integration for all Xerox devices
- Enterprise desktop faxing capabilities for all users
- PDF conversion of fax messages to enable faxing to Blackberry devices
- Alerting capabilities including text to speech to send immediate notifications via fax, email, phone and text messaging for many different purposes

Benefits to the Customer Include:

- Substantial ROI by eliminating approximately 350 analog phone lines at \$35 per month
- Improved productivity for all users as well as enhanced document security and audit trail
- Critical communication and notification capabilities eliminating manual processes

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