



Sedgwick County, Kansas

Taking advantage of enhanced faxing capabilities for process improvement



Sedgwick County encompasses an area of 1,008 square miles in South Central Kansas and is home to a variety of industries. The most noted of these are aviation-related and have earned its largest city, Wichita, the title of "Air Capital of the World." Administrative functions of the county include culture and recreation, community service, business, property, public safety, taxes and other areas.

Challenge

With more than 3,000 employees receiving and sending a variety of documents via fax, Sedgwick County adopted fax server technology years ago for faxing purchase orders and other documents out of its back-office applications in addition to faxing from the desktop. When it was time to upgrade the system, Sedgwick County took the opportunity to implement additional functionality for routing inbound faxes to e-mail inboxes and shared locations — as well as enhanced functionality for outbound fax, including delivery status notification and the ability to attach files to faxes.

"We saw that advances in fax technology could allow us to avoid having administrators check what had been sent the previous day and alert the end user if a fax was not sent successfully," said Mike Elpers, infrastructure manager for Sedgwick County. "We also wanted to relieve purchasing agents of having to send a fax out of the back-office application, then print out associated documents, such as a signed contract, walk to the fax machine and fax them to the vendor."

Strategic assessments determined that the value of this additional functionality to multiple departments justified funding of the fax upgrade project, which also supported Sedgwick County's sustainability approach.

Solution

After planning out details of the fax routing functionality and integration of file attachment capabilities with its back-office application, Sedgwick County set up a three-day professional services engagement to implement Esker DeliveryWare. In conjunction with the fax system upgrade, Sedgwick County also moved to a virtualized environment using virtual machine software and fax over IP software.

Benefits

Efficiency

Upgrading to a faxing system, like the one Sedgwick County implemented, can provide agencies with the means to increase process efficiency and reduce paper-related costs. Processes that were paper-based are now digital, and additional automation capabilities are available to eliminate time-consuming manual steps from processes. For example, manual tasks involved in checking the status of sent faxes are no longer necessary, and employees have the ability to attach electronic documents to a fax as easily as attaching to an e-mail.

Confidentiality

Inbound fax routing helps ensure faxes are delivered directly to the intended recipients. This helps prevent risks of having confidential information sitting on a fax machine.

Scalability

In anticipation of increasing volume, Sedgwick County doubled its fax capacity as part of the upgrade. This, in combination with the new virtual platform, provides increased scalability to handle changes, such as inbound fax routing from a state department.

Possibilities

As an alternative to installing and maintaining the system in-house, using a hosted services model for deploying fax capabilities can save time, labor and money.

Esker delivers a comprehensive solution for integrated technology implementation.

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