



SUPPORTING RELIABLE AND EFFICIENT FAX SERVICE

One of America's fastest growing technical services companies, GeoLogics provides specialized services and support in the areas of research and development, engineering, communications, software, and systems development. Supporting the defense, IT, and telecommunications industries as well as government agencies, the company's technical contributions are part of the International Space Station, NASA launch and ground control systems, missile defense systems, government and corporate IT operations, and web systems.

Situation

With up to 800 field employees and locations across the U.S., GeoLogics had issues with the Internet fax service it used for electronic timesheet submission. "Some of the numbers had intermittent problems, and some had regular problems," said Brian Logan, IT Manager at GeoLogics. "I did a significant amount of testing, and eventually found the problems were somewhat geographic in that certain areas couldn't reliably fax to certain numbers."

For example, if a fax from an employee in northern California to the Los Angeles-area office's number was unsuccessful, the employee would send it to an analog fax machine in the LA office. Then The LA office would manually send the timesheet to the same number and it would go through. GeoLogics also needed to have multiple "backup fax numbers" — through different electronic fax providers — in many of its satellite offices. According to Logan, "Management of all these different fax numbers, associated 800 numbers and solution providers was a nightmare. Sometimes I'd even have to give an out-of-state fax number for a field employee to successfully fax a timesheet to a local office just down the street."

"This situation became extremely frustrating not only for the people in the field but also for the recruiters in the various offices," said Logan. "The vendor was unable to resolve the issues, so we had to find a better solution."

The Solution

Logan recalled that while he was researching solutions, "My boss sent me an email saying 'Esker is the king in this arena. Check them out.'" Esker offered GeoLogics a free trial of the FlyDoc online fax service for testing, and "It became apparent that FlyDoc could solve the problems, so we opened it up to all of our offices," said Logan.

Benefits

FlyDoc makes it easy for Logan to manage all of GeoLogics' fax numbers and retrieve faxes back a couple of months, with optional storage for up to 11 years. Logan also noted, "It's nice that users get an email right away so they know faxes have been successfully sent."



The constant problems we were having just disappeared when we switched to FlyDoc. It's like night and day, and I'm thrilled.

IT Manager — Geologics

A smooth transition

With FlyDoc, GeoLogics was able to use its existing fax numbers. "When you're dealing with people getting paid, that's the most important part," said Logan. "Our accounting people pride themselves on never missing a deadline. On the other side, if we had to tell hundreds of employees that the number is suddenly changed, that would be a problem. We made a clean cut-over with FlyDoc. Not one timesheet went unprocessed."

Reliability and efficiency

"This had been a problem for years, especially with more people relying on electronic fax conversion as the company grew, and it's just gone now," said Logan. "I can't begin to tell you how much time FlyDoc has freed-up for me. With the added workload that I've taken on, I would have a lot more gray hair if we had not made this change." Logan also recalled how FlyDoc helped during a temporary email outage on GeoLogics' end. "I got an email from someone in the field saying 'There's a four-hour window of faxes that I'm missing. Can you resend?' I logged in and resent the faxes that had come in during that time frame, and I watched them all go through from the web interface."

©2015 Esker S.A. All rights reserved. Esker and the Esker logo are trademarks or registered trademarks of Esker S.A. in the U.S. and other countries. All other trademarks are the property of their respective owners.