



# How Much Can You Save Using NET SatisFAXtion for Inbound Fax Routing?

## A Revealing Look at Inbound Fax Business Processes

Research studies and actual field use over the last few years confirms that automated inbound routing of fax documents directly to a user's desktop versus receiving faxes via traditional methods like the department fax machine significantly improves productivity and efficiency. Moreover, financially, organizations of all sizes can expect to accrue high value returns for documents that are instantly routed versus those that are lost or sitting at a fax machine.

Working with fax industry analysts and outside consultants, as well as drawing on independent studies and industry research, FaxBack has produced a detailed, realistic Return-On-Investment (ROI) model. It allows your organization to predict your ROI in advance – using your own estimates of your messaging processes.

## Time and Costs Associated with Receiving Faxes with a Fax Machine



- 1 Walking to fax machine to check on fax
- 2 Manually filing fax document
- 3 Locating fax document at a later date  
Toner & paper costs for 3-page fax

Time	Cost
4 minutes	\$1.20
2 minutes	.60
3 minutes	.90
<b>9 minutes</b>	<b>\$3.10</b>

One Fax  
9 minutes  
\$3.10

### Cost to Receive

- 1 Inbound Fax
- 100 Inbound Faxes
- 1000 Faxes
- 10,000 Faxes

9 minutes	\$ 3.10
15 hours	\$310.00
150 hours	\$3,100.00
1500 hours	\$31,000.00

## Time and Costs Associated with Receiving Faxes with a Fax Server



- 1 Instantly receiving fax at desktop
- 2 Archiving from the Desktop
- 3 Locating fax from electronic archive  
Toner & paper costs for 3-page

Time	Cost
10 Seconds	.003
15 Seconds	.075
30 Seconds	.15
<b>55 seconds</b>	<b>.25</b>

One Fax  
55 seconds  
.25

### Cost to Receive

- 1 Inbound Fax
- 100 Inbound Faxes
- 1000 Faxes
- 10,000 Faxes

55 Seconds	.25
1 hour 40 minutes	\$25.00
15 hours	\$250.00
150 hours	\$2,500.00

Labor Cost = \$18.00 per hour  
 Average Fax = 3 pages  
 With desktop inbox reception – 10% of faxes are printed  
 Average cost is 13.5 per page to print (toner, paper costs)

• Source for data/methodology: Peter Davidson, Davidson Consulting, IDC Fax Analyst

**The results are eye opening.** When you decide to deploy a NET SatisFAXtion fax server, an inbound routing ROI analysis will yield valuable insights about your inbound fax processes.

## Calculating 'Soft' Costs

What the charts are unable to measure are what we term the 'soft' costs related to inbound fax routing with fax machines. Soft costs can include:

- Lost faxes
- Incomplete faxes (fax machine ran out of paper or toner or the fax was misrouted)
- Employee time spent calling to check on the status of an anticipated fax
- Time spent walking back and forth to the fax machine and subsequent interruptions that occur
- Issues related to confidential or content-sensitive documents sitting at the fax machine
- Fax machine location: space requirements (where are fax machines located?)



## Cost-Justification for Automated Inbound Routing of Faxes

Although it used to be that the greatest and easiest savings were available to businesses by automating outbound faxing, it is now possible to save significant amounts of money, introduce greater efficiencies and ensure document confidentiality by receiving faxes via a network fax server like NET SatisFAXtion. Some of the best aspects that a fax server can provide incorporate integration with document management and workflow applications.

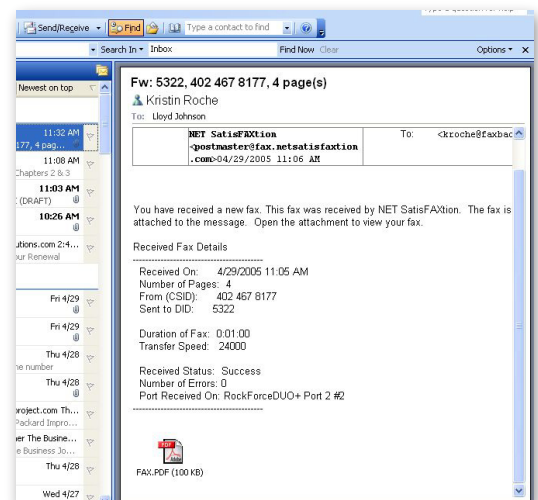
## Workflow and Business Process Integration

With NET SatisFAXtion and automatic inbound routing there are aspects that relate to workflow that can be initiated every time a fax, typically a transactional document, arrives at your premises. Such workflow integration deals with the very processes that faxes typically address, such as the fulfillment of orders and other critical business communications.

- Help companies manage the flow of incoming faxes by providing a flexible, paperless option to automatically store faxes
- Further streamline the flow of information by integrating with popular document management applications such as PC Docs, FileNet, DocLink and LaserFiche

## A Note About DID

Automatic inbound routing can be accomplished via a number of methods, although direct-inward-dialing (DID) is the most straight forward. With DID, each intended recipient has his or her own fax number. All the numbers arrive at the same bank of phone lines, and then the fax server routes each fax to the intended recipient, automatically. Similarly, a phone number can be related to a shared network folder and then all the faxes arriving at a given folder can have workflow processes applied to them.



**Receive incoming fax instantly to your email inbox as PDF or TIFF file attachments.**



Corporate Headquarters 1.800.329.2225  
7409 SW Tech Center Drive info@faxback.com  
Tigard, OR 97223 www.faxback.com