

Xerox and RTE Network

Improve your business processes effortlessly with Faxbox



Melin Homes is a not-for-profit social landlord. We aim to provide a wide range of housing solutions and high-quality services to people in housing need.

We operate across five local authority areas in South East Wales: Blaenau Gwent, Monmouthshire, Newport, Powys and Torfaen. We are a major provider of homes in this area and have almost 3,000 properties.



Working together...getting results.

Together we can.

For more information

on the Xerox Alliance Partner Programme, visit www.xerox-solutions.com/Partners

In Europe, please contact your sales representative.

Customer

At Melin, we believe that our role as a landlord goes further than simply providing homes. To us it means creating communities in which our residents want to play an active part and where they are happy to live. Our residents are at the centre of all we do and we want them to voice their opinions about how we can improve their communities and act upon their views. Together we can create homes in which our residents enjoy living and that are part of happy, sustainable communities.

Challenge

Due to the office merger and the sheer volume of staff using only two fax machines, we had to look at other options. Purchase more machines? We decided that this was not cost effective, nor was it the way forward. Melin is always looking to improve communications; we found FAXBOX a more cost effective and efficient way to improve communications. We no longer get people waiting to use a fax machine, in addition it has saved reception time to focus their attentions on other aspects of their work by not having to deliver incoming faxes to the intended recipient. FAXBOX is very user friendly, little training is required, it's fast and it's more cost effective than purchasing additional equipment and faxes.

Solution

Following a tough consultation involving Ikon and Ricoh, Pinnacle, in partnership with RTE Network, proposed the FaxBox Corporate Fax to Email solution combined with Xerox MFDs, making it possible to handle both digital and paper faxes. Documents created electronically are directly sent by fax without printing while paper documents are converted into electronic fax thanks to the MFDs. Furthermore the SMS tool has made a big difference to our repairs team, contractors are not always able to answer the phone (driving, on a job), and it is quick and easy to send a text via the e-mail system rather than having to make callbacks. This also frees up our repairs line up more of the time, meaning more satisfied customers.

Benefits

- User-friendly & Efficient: FaxBox is very user friendly and has improved efficiency within the company. Users gave a very positive feedback: « FaxBox is easy to use, I do not need to leave my desk to send a fax and I receive them directly in my email box, I save a lot of time », states a user.
- New SMS tool: The SMS option available with FaxBox really made the difference as Melin Homes need to SMS to contractors that are on the ground repairing the properties, this saves valuable time and money, there is no need for callbacks, typing a message is quick and easy and the contractor can access the information at anytime.
- Excellent customer service: We have received excellent after-care. Faxbox were very helpful in configuring the product, which made it hassle free for our end.
- Cost Effective: We no longer have to purchase additional fax machines, faxes etc.

FAXBOX has improved the business process and the transition was effortless. The support we received was excellent and has saved the organization money and will continue to do so as this technology is the way forward.

