

Case Study:

Paperless Law Office

Business Issues

This law office specializes in Child Advocacy Law and practices in Sacramento, CA. Along with several other associates and staff, the firm was in need of turning to a more “paperless” solution for practicing law. At the time they were receiving faxes on a standard fax machine. The unit would often fail and faxes would get lost or need to be resent. They were in need of a solution that would allow them to receive faxes electronically. Criteria were 1) Faxes must be in the electronic form of Public Document Format or PDF, 2) users must be able to all retrieve the incoming faxes, 3) users must be able to create and send faxes from their desktop computers and 4) the solution must be cost-effective.

Solution

Installed Windows Small Business Server 2003 R2 with Microsoft Exchange Server 2003, external fax modem and implemented Fax Services. Windows fax services allow for the server to receive faxes directly from an attached modem. The faxes are then converted to PDF and delivered to the SBS Fax Services Exchange Mailbox. This mailbox was then shared and added to each user’s Microsoft Outlook 2003 client. When users wish to create new faxes they simply “print” to the fax server and the (pre-customized) fax cover sheet, and send the fax via the fax services.

Results

Increased productivity due to no longer needing to print the fax, then walk over to the fax machine and manually fax it. The same is true for fax retrieval. Increased reliability of receiving and sending of faxes. Reduced cost of paper.



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