# GOFAX

# CASE STUDY
## IRESS

## ABOUT IRESS:

IRESS is a global technology company providing software solutions to the financial services industry with more than 9,000 businesses and 500,000 people using their software worldwide, IRESS exists to help organisations perform better and deliver more.

## THE CHALLENGE:

IRESS were facing significant issues with their existing fax provider. Major reliability and service disruptions meant vital financial information was not being transmitted successfully, causing business inefficiencies, impacting internal workflows and decreasing customer satisfaction with their clientele.

As an organisation working within the finance industry and being relied upon by many businesses and investors, successful transmission of data via fax is integral to business operations. It was decided that IRESS needed a fax provider that could guarantee reliability and minimise service disruptions.

## IRESS's Business Requirements:

- ✓ Advanced security and compliance protocols due to the nature of information being transacted via fax

- ✓ To easily port and setup existing fax numbers

- ✓ A quick and seamless migration from existing provider

- ✓ Maximum server uptime with zero disruptions

- ✓ A dedicated hands-on support team to assist with the move

## THE SOLUTION:

After IRESS decided to move their inbound fax services to GoFax® for increased reliability, the GoFax support team worked extremely closely with IRESS after hours to ensure their migration to GoFax was as quick and seamless as possible, with minimum downtime to services due to the importance of their faxing needs.

Moving their fax receive service to GoFax resulted in an improvement in business processes, efficiency and productivity. With a 99.99% server uptime, IRESS are now always able to transact necessary data via fax when required.

### Andrew

Head of Operations and Service Delivery

**IRESS**

" I can't thank the GoFax team enough for working with us from start to finish to ensure our move was easy and pain-free.

Everything was setup, our fax numbers were ported over and we now don't have to worry about the reliability of our service. Our customers couldn't be happier. "