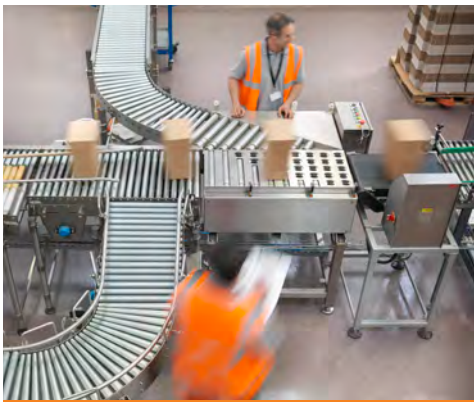


# Automating Fax Processing at West Coast Manufacturer

## Improving Efficiencies with Xerox® DocuShare® Solution



### Industry Manufacturing

### Solution

- Xerox® DocuShare
- Nuance® ScanFlowStore®
- Xerox® WorkCentre®  
Multifunction Printers

Submitted By QBSI, A Xerox Company

Xerox® DocuShare provides the company with a completely automated workflow that recognizes, sorts and routes critical fax data as it comes in.

### The Challenge

A Northwest stocking manufacturer's representative for the wholesale plumbing and HVAC industries discovered that it was receiving too many documents via fax. This wasted paper and made it hard to track documents through their lifecycle. It came to QBSI, A Xerox Company, with a request to develop an electronic process that could streamline this process and give it the ability to route documents for handling internally.

### The Solution

Through the combination of fax forwarding on its Xerox® device, Nuance ScanFlowStore and Xerox® DocuShare Solution, Xerox was able to provide a completely automated workflow solution that recognizes data from each fax as it comes in and sorts it appropriately in DocuShare for routing.

The implementation was made possible by using the Fax Forwarding to SMB feature that is available on many Xerox® devices. Once a fax is received, it is placed in a secure network location. ScanFlowStore is configured to watch that location for new documents and, based on their structure combined with a judicious use of regular expressions, document metadata is extracted for storage in DocuShare.

### The Results

The company was extremely pleased with the Xerox® solution and is eager to implement a similar solution in another location. The real win for the company is not just a fantastic new workflow process but a highly cost effective one with a solid return on investment, enabling users to efficiently access, share and process business-critical information.