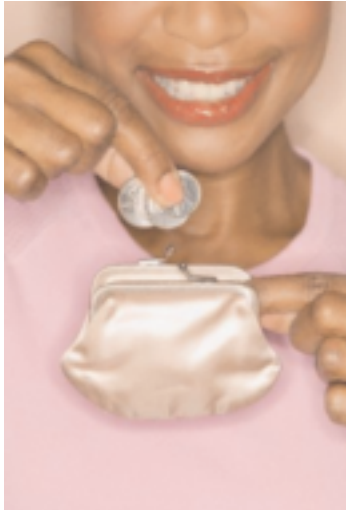


# RightFax offers Britannia mutual benefit cost saving together with a faster streamlined workflow

Britannia Building Society is the UK's second largest mutual building society and has been in existence since 1856, when it was then known as the Leek and Moorlands Building Society. Their purpose now is the same as it was then; to be dedicated to helping the Society's members achieve their goals.



With over 2 million members and over £20 billion assets, it has a network of 189 branches, and over 3500 staff. A key part of its strategy is to provide excellent service to its customers and a major 3 year overhaul of its IT systems has just been completed. However, providing cost effective products and outstanding customer service is not just about systems and processes, staff are key and Britannia invests significant amounts of time and resource in this area. Their success has been recognised externally - having recently won major awards from both the finance sector for their products and service and the IT industry for their systems and the staff who support them. Britannia makes

extensive use of workflow and document image systems to minimise back office processing costs and timescales. As part of these systems, David Shaw, Developer at Britannia, initially investigated network faxing options due to the large volume of faxes being sent and received and the resource and expense this was incurring. He wanted the faxing process to have central configuration with the convenience of admin tools. He was also looking to move to a more paperless facility, which provided easy archiving functionality.

David comments, "After evaluation, we chose Captaris RightFax over the alternatives to form part of our Business Process Management solution, as it met our criteria, fulfilled our business needs and was also expandable enough to meet our future requirements. We purchased the system through Acal, a long standing Avanquest Reseller and I have been pleased with the service and how they have managed our account. The installation and ongoing product support is handled by Avanquest in all cases; when dealing with both sales and support I have found them totally professional and very helpful."

The system is based at head office and there are approximately 200 users. The standard hardware and software specification at Britannia is Compaq Hardware, running Windows NT4 / 2000 / XP / 2003. RightFax was installed on a NT4 server, utilising a Primary Rate ISDN adapter in a Compaq ML370, with a Brooktrout fax card.

David adds, "To provide the Society with optimum functionality, a RightFax Integration Module was also installed. Together with RightFax, the Integration Module provides a robust and reliable electronic document delivery system. This solution provides the tools to fax-enable the bespoke financial package used by Britannia." David continues, "One of the heaviest departmental users of RightFax is the Mortgage Services Department, as they are involved in a great deal of communication and utilise the system to send and receive customer quotes. The integration module allows the quotes to be sent directly from the



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David Shaw,  
Developer at Britannia

*"With the nature of the business, Britannia needed a document delivery solution that not only offered improved speed and productivity, but also streamlined the workflow processes while maintaining security and document confidentiality. RightFax fulfils this."*

quotes application. The fax volumes involved are sure to bring Britannia significant cost savings from the product implementation."

By eliminating printing and mailing of key business documents, RightFax is able to cut document delivery costs by up to 90%. Also, by eliminating the need for stand alone fax machines and supplies, companies can minimise expenditure on consumables and servicing.

For most organisations, the volume of documents will continue to grow for years to come. Captaris RightFax is open and scalable, providing Britannia with the ability to support growth efficiently and economically. The administration and management tools David required are now accessible through an intuitive graphical user interface, which allows the central administration to meet his needs.

David concludes, "With the nature of the business, Britannia needed a document delivery solution that not only offered improved speed and productivity, but also streamlined the workflow processes while maintaining security and document confidentiality. RightFax fulfils this, by offering a solution that pulls our fax traffic into our current office workflow. This saves on cost and man hours and improves the service we provide our members, which is very important to us."

Case Study

