LANE

CASE STUDY

Henry Ford Health Systems

Learn how Lane's Fax 2.0 solution allowed this leading healthcare organization to improve its fax workflows by leveraging Lane's advanced fax infrastructure.

Henry Ford Health Systems

Henry Ford Health Systems is an integrated healthcare system with a mission to improve community health and well-being. They offer comprehensive services such as primary and preventative care, complex and specialty care, health insurance, virtual care, eye care, and other healthcare services.

Challenges with Fax Communications & Protocols

Henry Ford Health Systems faced a significant challenge regarding its fax numbers. They could not complete fax transmissions due to having multiple points of contact and a physical fax card setup. For these reasons, they attempted to switch to a virtual fax card setup. However, this also proved unsuccessful due to the lack of support for VoIP (voice over internet protocol) on a traditional telephone line or PSTN (public switched telephone network).

The Solution to Slow Fax Transmissions & Multiple Points of Contact

Lane's Fax 2.0 solution was a perfect fit for Henry Ford Health Systems' faxing needs. FAX 2.0 offers a cost-effective alternative to T.38 and telephony. Leveraging the cloud for transport, FAX 2.0 provides a carrier-grade fax transport network with end-to-end encryption, ultra-fast transmission speed and support for high-resolution, color documents. Utilizing proven technology, FAX 2.0 delivers the ultimate in fax performance, security, and scalability. FAX 2.0 also offered faster transmitting speeds comparing to traditional faxing.

The Outcome of Fax 2.0's Implementation

Henry Ford Health Systems tested the troubled numbers which had high failure rates with Fax 2.0. Within a 2-week span not only did their completion rate increase but their transmission speeds decreased from an average of 61 seconds per fax transmitted to 30 seconds per fax transmitted. This led to

Henry Ford Health Systems choosing FAX 2.0 as their main faxing solution for troubled numbers. With less moving parts and offering on premise or cloud set up, FAX 2.0 is the best faxing solution ever offered by Lane.

About Lane

Lane has been at the forefront of messaging communications for over 46 years and is now recognized internationally as a leader in fax integration across the financial, healthcare, manufacturing and transport industries. Based in the UK, US and Singapore, Lane has implemented systems across 50 countries and provided professional services in all time zones.

Lane offers the very best solutions for integrating fax servers as a part of wider communications networks. Lane delivers fax and messaging systems across entire organizations and into consolidated data networks, across one site, many sites or across borders.

For more information on Lane solutions, visit laneds.com.

425 Soledad Street Suite 500,
San Antonio, TX 78205

Tel: +1 973 526-2979
Fax: +1 973 526-2988

info@lanetelecom.com
https://laneds.com/