

## Case Study: Johns Hopkins University School of Medicine CME

### OVERVIEW

### CHALLENGES

Johns Hopkins University School of Medicine CME realized that a traditional fax server solution was no longer a cost-effective or practical investment as an increasing number of issues began to interrupt the daily work flow. These issues included:

- Decreased productivity
- Limited security
- Lack of Flexibility
- Increased printing and supplies costs

### SOLUTION

Johns Hopkins University School of Medicine CME chose Concord Fax Online, an IP fax, over a fax server solution namely, due to its ease of deployment, cost, reliability, network capabilities and easy usability.

### RESULTS

Concord Fax Online provides a reliable centralized IT infrastructure with high availability and pandemic planning capabilities to maintain business continuity resulting in:

- Increased productivity
- Enhanced security and usability
- Increased Flexibility
- Cost-effective services



**JOHNS HOPKINS**  
M E D I C I N E

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### Challenges

Due to an increasing number of issues that were affecting the daily work flow as a result of a high volume of mandatory paperwork which consisted of accreditation forms, disclosures and signed contracts processed on a daily basis, Johns Hopkins University School of Medicine CME realized that a fax server solution was not a cost-effective or practical investment.

Business continuity was a major concern when utilizing fax machines. The length of time involved in manually printing, scanning and faxing documents decreased productivity by reducing the amount of time employees spent on generating new business or servicing existing customers. Manual processes also involved a high error rate as many documents would require multiple attempts at faxing. Moreover, fax machines also created a security concern because confidential faxes were sometimes left out in the open or misplaced. If the recipient was out of the office, delays in processing could occur.

In addition, Johns Hopkins University School of Medicine CME needed a reliable centralized fax infrastructure that would provide them with high availability and pandemic planning capabilities which are not available with fax machines. "The majority of our business requires documents to be faxed. If for some reason we were not able to go into the office to work, fax machines would not allow the option of telecommuting, so there would be no way to work from outside of the office," stated Lorraine Spencer, IT Manager at John Hopkins University School of Medicine CME.



## SOLUTION

After evaluating several solutions, Johns Hopkins University School of Medicine CME chose Concord Fax Online, a hosted IP fax, over a fax machine, namely due to its ease of deployment, cost, reliability, network capabilities and easy usability. IP fax was also a logical solution due to speed of implementation, real-time failover for both inbound and outbound communications and fully-secured data centers that are encrypted, guaranteeing secure communications which meet the most stringent requirements.

## RESULTS

IP fax enables employees to securely process accreditation forms, contracts and disclosures and keeps a paper trail for all processing – important given the ever increasing regulations of the industry. Concord Fax Online features a fully redundant IP fax platform that supports multiple secure methods for customers to connect. Johns Hopkins University School of Medicine CME utilizes Concord's enforced TLS feature which are vital assets to the company's business need for security.

In addition, Concord Fax Online features Fax to Email (F2E) and Email to Fax (E2F) where you receive faxes by simply attaching one or multiple files to an email message. When the email is sent to the Concord network, the attachments are processed and transformed into a format suitable for delivery to fax machines. The fax is then delivered to its destination fax machine anywhere in the world. The fax transmission is completed within moments. Delivery status is returned to the sender in the form of an email message. These features provide Johns Hopkins University School of Medicine CME employees with the added security benefit of having all faxes safely stored and eliminate the risk of misplacing important documents with confidential information.

Concord Fax Online also proved to be more cost effective for Johns Hopkins University School of Medicine CME as it drastically decreased printing and supplies costs. "Concord Fax Online solutions is saving us 60% over our previous process. I am very happy with the service they provide. From an IT perspective, it's really easy to support," stated Spencer. Employees are more productive, service their clients faster and have the electronic tools at their fingertips to securely process mandatory paperwork for accreditation, contracts and disclosures.

Using an IP Fax has enabled corporations to operate, collaborate, and transfer data, efficiently and inexpensively on a global basis. Concord Fax Online provides a reliable centralized IT infrastructure with high availability and pandemic planning capabilities to maintain business continuity. The integration of Concord Fax Online enables Johns Hopkins University School of Medicine CME employees to communicate more efficiently by sharing and exchanging files in a secure, real-time environment which helps in speeding up the decision making process.

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**Lorraine Spencer, IT Manager:**  
Johns Hopkins University , OCME

## ABOUT CONCORD TECHNOLOGIES

Concord Technologies is the premier provider of integrated fax solutions for businesses. Its advanced network architecture provides unmatched high-availability, virtually unlimited capacity and industry leading reliability. Concord's Fax Online service is fully compliant with common government and industry regulations by providing complete encryption and data security. Founded in 1996, Concord operates 5 locations in the United States and Canada including its headquarters in Seattle, Washington.