



# In Fulton County, GA, It Was Time for a Role Reversal.

It Was Time to Make Documents Work for the People, Not the Other Way Around.

## Customer Challenge

### Business Need

Fulton County, one of the largest counties in the US and a high-profile Xerox customer, had a fax intensive workflow process to handle arrest related paperwork every time someone was arrested in the county. Fulton County's employees distribute and receive a high volume of fax communication daily. Time spent standing at the fax machine waiting for faxes to be sent or received was less than productive, and misplaced faxes or faxes sent in error were a huge security risk. Fulton County's CIO, Robert Taylor was continuously looking for strategic ways to save money and to add functionality to improve productivity for the county.

### IT Issue

With over 5,000 users utilizing 300 analog fax machines to distribute and receive information, managing users and handling general maintenance and repair of the analog fax machines was a full-time job. Manual faxing was an inefficient, costly process taking valuable IT resources. Creating a secure environment for individual fax machine was next to impossible. They needed a streamlined, automated solution that could easily be implemented across the organization and would provide role-based access for increased security.

## Stream & Xerox Solution

The Xerox team initiated discussions with the District Attorney's office and after seeing the capabilities of the Stream Fax solution, Robert Taylor, CIO for Fulton County, chose Stream as the enterprise fax solution for the county. The county could immediately achieve substantial cost reductions by eliminating phone lines and fax machines. The initial roll-out included 1,400 users with the plan to grow to 5,000 or more. Since the initial sale, Fulton County has purchased a second Stream system for backup and deployed a Stream Alert system for broadcast messaging as well. After using the Stream solutions, Fulton County employees commented on its value:

*"The ability to send and receive faxes without leaving my work station has been a life-saver and increases productivity. The ability to scan and attach documents is a time-saver."*

*"The system helps me in my day to day operation; I don't have to wait for the fax machine to become available for use. It saves paper and time, and you don't have to worry about misplaced faxes."*



## Success Snapshot

**Size:** 34 Branches & 7-Member Board of Commissioners

**Profile:** Founded in 1856

**Software and Services:**  
Stream Fax, Alert & Connect

**Vertical Industries:**  
County Government

**Country/Region:** One of 5 Counties of The Atlanta Metropolitan Area

**Business Need:**  
Improve Productivity & Reduce Costs

**IT Issue:**  
Automate Faxing & Increase Security

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