

# no more faxes!

On-line transactions help coal exporter  
improve service & save money

## Client Objectives

LiquidOffice  
delivers a better  
cost effective  
solution

**Reduce costs**  
**Provide a better service**  
**Preserve brand recognition**

Our client, an Australian major coal exporter, had a need to improve efficiency for transactions related to the export of coal. In the last year alone they were responsible for 92 ships leaving Australia with multiple consignments of coal bound for overseas ports. The department that handles the transactions is made up of 10 people, and an average of 27 faxes was required for each transaction!

Agents all around the world needed an efficient way to lodge their transactions and track status. Equally, the client needed to preserve brand recognition and improve efficiency throughout the department.

### The CAYLX solution

LiquidOffice was introduced as a more efficient way to get the job done while preserving brand recognition. Using LiquidOffice, forms are now linked to the client's web site

for agents to access, transactions are lodged, deals done and costs reduced at both ends. Data is now delivered directly to invoicing and supply applications, and internal costs have been significantly reduced. The department now uses only 3.5 people, and delivers a better and more cost effective solution in a timely manner, whilst continuing to preserve brand recognition.

### About LiquidOffice

LiquidOffice provides enterprises and government organizations with a solution that automates all aspects of form-driven workflow. LiquidOffice easily creates, routes, tracks, approves and signs online eForms using industry standards - HTML, InfoPath, and PDF formats.

Cardiff's XML-based business process-automation solution generates database queries for real-time validation, routes forms to the appropriate departments and notifies managers by email when digital approvals are needed, resulting in efficient and secure electronic processing of information.



With over 20 years of experience in the sphere of Information Management, the team at CAYLX has a 100% success rate in the design, development, implementation and support of applications that allow organizations to reduce costs while streamlining business processes.

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