

no more faxes!

Turning paper faxes into e-forms
large dollar savings

Client Objectives

LiquidOffice eForms
delivers a better
cost effective
solution

Reduce costs
Provide a better service
Demonstrate procedure compliance
A large international government department had a need to send and receive financial transaction requests to an Australian government department on a regular basis; 4,000 faxes a month in fact! The resulting international telecommunications costs, and the huge paper handling problem, had to be addressed. In addition there was a strict need to provide a strong audit trail, as the transactions involve large sums of public money.

The CAYLX solution
The client approached CAYLX to provide an eForms based solution – LiquidOffice. LiquidOffice, authored by Cardiff Software, provides a forms repository that users can access via a web browser.

A LiquidOffice forms server was installed on a Sun Solaris platform, with an Oracle database. Using the LiquidOffice forms designer, an eForm was designed to replace the

hard-copy fax, and the form was published to the LiquidOffice forms server; where it resides in a forms repository that can be accessed in a secure way via the browser.

Now, when a new transaction is initiated the user links to the LiquidOffice eForms server and completes the form. Once the form is completed, notification is sent to a work queue and the next available case officer processes the form and sends an email notification to the originator detailing the status of the transaction.

So no more faxes, an auditable process and better customer service!; and now the client is deploying the solution internally amongst their 11,000 users.

About LiquidOffice eForms
LiquidOffice eForms is a powerful, Web-based software solution for creating, deploying and automatically managing the routing, tracking and approval processes for electronic forms.



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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