# Grafton
# Case Study

# A customized HIPAA fax solution with phenomenal customer support



Grafton is a non-profit 501(c)(3) business that educates patients and provides care for adults and children with complex behavioral health challenges. With over 60 years of clinical expertise, they collaborate with healthcare organizations, communities, and families to provide the best possible care and achieve better outcomes.

> We were impacted by some new federal laws, and to meet those standards we needed to change our phone systems. We were already interested in modernizing our system with electronic faxing. After a lot of research and testing, mFax's amazing support team really won over our business.

IT DIRECTOR

**Rachel Green**

## The Problem

At Grafton, they used a number of old physical fax machines. Their processes were inefficient and slow. They would need to update their fax and telephone infrastructure quickly to meet the requirements set forth in new federal regulations. With all the options on the market, they wanted to make sure they chose one that offered an effective and stable service, regulatory compliance, and excellent customer service.

## The Solution

They had a team of three people researching new solutions. One person suggested installing their own fax server, but that option seemed complicated and would require a lot of extra time to set up and maintain. They tested accounts with mFax and several major competitors. Their detailed conversation with the customer support team helped them understand that the transition to mFax would be simple and they would be well supported should any issues arise.

❝ We knew great support would be essential, so we tested it out before signing with mFax. And they were absolutely phenomenal!

IT DIRECTOR

**Rachel Green**

**GRAFTON**
INTEGRATED HEALTH NETWORK

# The Result

mFax gave them all they needed, including an easy-to-use interface, compliance with HIPAA and other regulations, and a customer support team that goes above and beyond. In fact, the team at mFax actually went out of their way to build new custom features within the portal to support Grafton's unique use case. They're thrilled to have an updated and reliable fax solution as well as a trusted partner for their business-critical faxing needs.

"

There were 3 of us on the team looking for a better solution. We searched and read reviews and tested some different products. We had some unique requirements, and mFax actually updated their product to add the fields we needed.

IT DIRECTOR

**Rachel Green**

GRAFTON
INTEGRATED HEALTH NETWORK

# Can mFax help you?

mFax is built for healthcare. Our industry-leading Tier-1 carrier network and secure fax protocols means your faxes get to their intended destination quickly and securely.

We've helped hundreds of businesses modernize their fax infrastructure and eliminate all the headaches that come with traditional fax.

From our modern and intuitive user interface to our advanced admin controls to our strict security and compliance standards, mFax is designed to make faxing simple, reliable, and secure.

Interested in a demo? Contact our sales team at sales@documo.com or **call us at (888) 966-4922.**

## Why Companies Switch to mFax

1    Industry-leading reliability and fax completion rates

2    Advanced admin, user management, and permission settings

3    US-based 24/7 support and account management

4    Compliance and security - HIPAA, PCI, SOX

4    Typical cost savings of 50% or more vs alternatives

## mFax benefits

**Industry-leading fax-only infrastructure**

**50% or more cost saving**

**Real live customer support**

# Ready to make the switch?

Contact us at sales@documo.com or call us at (888) 966-4922

## About us

mFax redesigned fax for the 21st century, built with all the features businesses need to securely and reliably fax sensitive documents with ease. Contact us today for a demo or get started right away with a risk-free trial.