

Enhancing Security and Efficiency for a Regional Credit Union

CHALLENGE

This regional credit union, with three branches, faced financial constraints due to six traditional fax lines costing \$300 per month. Moreover, they had 12 employees who needed access to customer financial records via fax, raising concerns about security and compliance.

SOLUTIONS

eGoldFax stepped in with a strategic solution. The existing six fax numbers were ported over and six additional secure lines were assigned. Each employee was now equipped with a dedicated and secure fax line, limiting access to only those who needed to view sensitive financial records.

BENEFITS

Benefit One

eGoldFax's solution drastically reduced the credit union's monthly costs, transitioning from a hefty \$300 down to an incredibly cost-effective \$95.98.

Benefit Two

Each of their 12 employees now had their own dedicated and secure fax line greatly reducing the risk of data breaches.

Benefit Three

The credit union's employees could now access customer records more efficiently, reducing the need for unnecessary viewing by limiting access to those who needed it.

AT A GLANCE

Challenges

- Costly Traditional Fax Lines
- Security Concerns with Customer Financial Records
- Inefficient Sharing of Fax Lines

Benefits

- Reduced monthly costs from \$300 to \$95.98
- Dedicated and secure fax lines for employees
- Streamlined access to customer records, better compliance, and increased accountability



"We're here to make your challenges our challenges and your victories our victories."

Patrick Osborne
Account Manager