AXA cuts the paper chase
with fax-to-email service

AXA Assistance is using a fax-to-email service to process the thousands of pages of information it gets from people who have accidents or fall sick while traveling abroad.

AXA Assistance
England/Ireland
www.axa-assistance.co.uk

AXA Assistance provides services including accident and medical assistance and claims-handling to its corporate customers. It has been using the eFax Corporate fax-to-email service from j2 Global as a central hub for holiday insurance claims coming in from around the world.

eFax Corporate enables all of AXA's claims to be converted into digital format, so they can be processed and archived electronically.

Jamie Little, general manager of AXA Assistance's claims operation explained: "Our business is the provision of 24/7 medical, travel and general assistance service to people that work for big companies or have certain types of insurance. These people are on holiday and get sick or injured and call us for assistance and we take care of them. eFax Corporate has enabled us to provide the assistance or to communicate with the people involved much more easily."

Previously staff would have dealt with paper faxes, adding the information to the database and then faxing the client back. eFax Corporate takes much of the paper out of the process by directing the faxes to an email address. Using the hosted service means that the staff doesn't have to collect faxes or scan them into its database.

He added: ***"It's a much slicker and quicker way of getting information in a digital format."***

Often there are physical documents that have to be sent, such as medical notes, and not all hospitals are able to send them electronically so fax is still an important tool.

Little said: "We need to see the paperwork – it's one of those situations where talking to people isn't enough and because there are bills that need to be dealt with straightaway the fax is still quite convenient."

Over the course of a year, AXA Assistance receives around 100,000 pages sent to it, "so it's fairly significant", he said.

About eFax Corporate

eFax® is the world's leading online fax solution, with more than 11 million customers worldwide. eFax lets users receive, review, edit, sign, send and store faxes by email or through a web interface. eFax offers plans for individual users and provides corporate solutions.

To learn more about outsourcing to a cloud fax model with eFax Corporate, visit us at: efax.co.uk/corporate

European Headquarters

J2 Global, (Ireland) Ltd.
European Headquarters
Unit 3, Woodford Business Park
Santry, Dublin 17, Ireland

Contact UK Sales:
0800 689 0588

Web:
efax.co.uk/corporate

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