



Kforce Digitizes Workflows and Reduces Costs with ETHERFAX's Email Faxing and Teams Integration

Kforce is a solutions firm specializing in technology and other professional staffing services. Each year, Kforce provides career opportunities for approximately 30,000 highly skilled professionals on a temporary, consulting, or direct-hire basis. These experts work with roughly 3,000 clients, including a significant majority of the Fortune 500, helping them conquer challenges and meet their digital transformation goals.

Together, Kforce reimagines how business gets done. For more than 60 years, Kforce has achieved clients' objectives by combining KNOWLEDGEforce® – its namesake – with flexibility and an unmatched drive for excellence.

Challenge

With more than 2,000 associates across more than 30 offices nationwide, Kforce required a reliable fax solution to keep pace with the myriad of data being exchanged daily.

Unfortunately, the company was often met with limitations when utilizing an outdated on-premise fax solution. Sending and receiving HR and legal documents, timesheets, and other internal company information via its existing fax solution was not only inefficient, but costly and limited.

Kforce needed a cloud-based network solution to support fax-based document transmissions, enabling its users to send and receive business correspondence from anywhere, at any time without compromising speed or security. Additionally, the company had migrated to Microsoft Teams, and wanted to route faxes to users.

We were looking for cloud-fax technology that would streamline our internal business processes, digitize workflows, and reduce costs.

JASON VELEZ Systems engineer, Kforce

Solution

After reviewing several providers, Kforce selected ETHERFAX in 2022 for its hybrid-cloud fax solutions and ability to integrate with today's popular collaborations apps. As part of the migration to ETHERFAX, Kforce needed to port nearly 100 phone numbers. The LNP team at ETHERFAX led by Sharon Armao made the transition seamless.

I've never seen a solution be implemented so smoothly. Porting nearly 100 numbers was seamless and in just one month, ETHERFAX was fully integrated.

JASON VELEZ Systems engineer, Kforce



Leveraging ETHERFAX's email faxing capabilities, Kforce now has the flexibility of exchanging documents directly to and from an inbox. Inbound faxes are delivered to a Microsoft Teams inbox with the fax as a file attachment while outbound faxes are sent from an Office 365 account.

Kforce also utilizes ETHERFAX DirectFax's integration with Microsoft Teams, which allows associates to transmit documents with guaranteed security and end-to-end encryption. Incoming faxed documents are received as attachments within Teams channels and can be easily integrated into existing workflows.

Results

Email faxing has enabled Kforce to support its mobile workforce, save time, and reduce costs as there is no need for fax machines, MFPs, or monthly phone lines. Additionally, ETHERFAX's Direct Messenger integration with MS Teams has increased efficiency and improved content management among various departments.

"Email faxing has been particularly helpful for our remote teams during the pandemic and beyond. Best of all, ETHERFAX provides this capability at no extra cost. It's an awesome tool," Velez shared.

For up-to-date reports and analytics, Kforce utilizes ETHERFAX's client portal to monitor fax volume, inbound and outbound fax statuses, and delivery confirmations. ETHERFAX also offers 24/7 technical support to ensure high-quality services around the clock.

The pre- and post-experience of sales and support from the ETHERFAX team has been top notch.

JASON VELEZ Systems engineer, Kforce

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For more information, contact a sales team member at 877-384-9866 or SALES@ETHERFAX.NET >



Founded in 2009, ETHERFAX® provides an intelligent, software-defined network and suite of applications to facilitate the exchange of business-critical documents and information. ETHERFAX's patented technology is widely utilized across a broad range of industries. Leveraging the cloud, artificial intelligence, and data extraction technologies, ETHERFAX helps organizations save time, money, and resources by automating processes and workflows. ETHERFAX's encrypted data exchange solutions operate in a HIPAA and SOC 2® compliant environment that is both HITRUST CSF® and PCI DSS certified.