VirtuOx Chooses ETHERFAX for Enhanced Reliability, Security, and Workflow Automation

VirtuOx is a healthcare information technology company that provides diagnostic tools and services that enable a variety of healthcare organizations and professionals to diagnose and treat diseases through vertically integrated platforms, products and services. Since 2005, VirtuOx has been providing world class in-home diagnostic testing and monitoring. State-of-the-art medical sensors and devices are used to collect and transmit patient biometric data to VirtuOx's proprietary software platform where AI powered algorithms compile the data into meaningful reports that enable physicians to diagnose and treat patients quickly and cost effectively.

Challenge

With around 350,000–400,000 fax pages transmitted each month, containing sensitive healthcare information such as patient data, physician reports, and prescription forms, VirtuOx needed a secure, reliable, and efficient solution. With nearly 75,000 healthcare clients, VirtuOx faced growing demands for scalability, simplified document processing, and reduction of manual efforts, making their current system costly and complex to manage.

VirtuOx previously utilized another well-known provider for its faxing needs. However, the company required a solution that offered better pricing, reliability, and enhanced security features. After evaluating options, VirtuOx chose ETHERFAX for its fault-tolerant platform, security certifications, and the ability to streamline their document exchange through the ETHERFAX Remote Integration Service (ERIS™).

Solution

VirtuOx selected ETHERFAX for its redundant, fault-tolerant platform and the advanced functionality provided by ERIS™, an AI-based tool that allows organizations to quickly replace expensive on-premise fax servers with cloud technology. ERIS allowed VirtuOx to seamlessly integrate their faxing needs into third-party applications without requiring on-premise infrastructure, therefore reducing costs and improving operational efficiency. Key features of ERIS include:

- Support for multiple document exchange methods such as email, Epic web services, and file drop.

- Simplification of job file processing via a drop directory, eliminating the need for complex programming APIs.

- Sub-account management, allowing VirtuOx to efficiently set up accounts for each of its healthcare clients, a critical feature given the large volume of accounts they manage.

VirtuOx migrated about 60 fax numbers to ETHERFAX. The transition was smooth and seamless, without any downtime.

> "ETHERFAX went above and beyond to ensure a smooth migration process. This successful migration ensured uninterrupted service to our vast network of healthcare clients."
> **LANDON PENDELTON**, CTO, VirtuOx

Results

By integrating ETHERFAX into their platform, VirtuOx has improved document exchange, reduced operational complexity, and optimized workflow automation for thousands of its healthcare clients. Utilizing ERIS, VirtuOx eliminated the need for on-premise infrastructure, thus minimizing costs while improving system efficiency and reliability. Additionally, the ability to easily set up sub-accounts allows for better client management and service delivery.

VirtuOx plans to further enhance its document processing capabilities by leveraging ETHERFAX's AI-powered data extraction solutions in the near future. ETHERFAX AI Insights leverages artificial intelligence and automation to streamline communication, improve interoperability, and enhance data-driven decision-making in healthcare. This development will streamline VirtuOx's labor-intensive process of transcribing faxes, which currently involves around a team of 60 people. Automating this process will not only cut costs, but will also improve accuracy and speed.

Overall, VirtuOx's decision to switch to ETHERFAX has provided significant benefits in terms of cost savings, enhanced security, and workflow automation. With the potential to further streamline operations using ETHERFAX's AI-powered tools, VirtuOx is poised for continued growth, ensuring they remain a leader in healthcare diagnostics.

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

ETHERFAX

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.