FaxMaker

USE CASE

The Fax That Never Sleeps

How a 24/7 financial services firm guarantees after-hours document delivery with GFI FaxMaker

The situation





It's 9:47 PM on a Thursday. A loan officer at a mid-size mortgage lender has just locked in a rate for a borrower who has been waiting three anxious days. The rate lock confirmation needs to reach the title company by fax before midnight, or the deal slips to the next business day and the rate expires.

In the old setup, this meant one of two things: driving back to the office to stand at a fax machine, or emailing a colleague who might still be around to send it manually. Neither option is reliable. Neither is fast. And if the fax fails, no one finds out until morning.

This is the reality for financial services firms that operate across time zones, handle after-hours closings, or submit compliance filings to regulators with strict deadlines. The fax infrastructure that works fine during business hours becomes a liability the moment the office empties out.

When faxing depends on physical presence or manual intervention, after-hours operations become a bottleneck. Documents sit in outbound queues. Delivery failures go undetected. Compliance officers have no way to verify transmission without digging through paper logs the next day.

How GFI FaxMaker solves this

GFI FaxMaker removes the dependency on physical machines and in-office staff by turning fax into a network service that runs continuously, routes intelligently, and confirms delivery automatically.

Send from anywhere, at any hour.

A loan officer working from home at 10 PM opens the GFI FaxMaker web interface on a laptop or tablet. The interface runs over HTTPS, so the connection is encrypted. She attaches the rate lock confirmation PDF, enters the recipient's fax number, and hits send. No VPN workaround, no special software install, no need to call anyone at the office.

Alternatively, she composes an email in her email client, addresses it to the fax number using GFI FaxMaker's email-to-fax format, and attaches the document. GFI FaxMaker picks it up from the mail server and transmits it. The workflow is identical to sending an email, which means zero retraining.

Instant delivery confirmation.

The moment the fax is successfully transmitted, GFI FaxMaker routes a confirmation back to the sender's email inbox. The confirmation includes the recipient fax number, timestamp, page count, and delivery status. If the fax fails (busy signal, no answer, line error), GFI FaxMaker retries automatically based on configurable rules and notifies the sender of the outcome. No fax sits in limbo without someone knowing about it.

Least-cost routing for international faxes.

GFI FaxMaker's Fax over IP (FoIP) integration with existing IP-enabled PBX systems allows firms to route all faxes as local calls (based on their PBX provider). A compliance filing sent from New York to a regulator in Frankfurt at 11 PM Eastern goes out over the IP network at the same rate. For firms that transmit hundreds of international faxes per month, the cost difference adds up quickly.

A day-in-the-life scenario

6:15 PM — A senior loan processor in the Chicago office finalizes three loan packages that need to reach separate title companies tonight. She opens Outlook, attaches the documents to three emails addressed to the recipients' fax numbers, and sends them.

Total time: four minutes.

- **6:19 PM —** GFI FaxMaker picks up the emails, queues the faxes, and begins transmission. Two go through on the first attempt. The third hits a busy signal.
- **6:22 PM —** GFI FaxMaker retries the third fax. It goes through. All three delivery confirmations land in the processor's inbox. She screenshots them for her records and closes her laptop.
- **10:30 PM —** A branch manager in the Phoenix office (still within business hours in his time zone) needs to fax a signed disclosure to a borrower's insurance carrier. He opens the GFI FaxMaker web interface, uploads the scanned document, and sends. Confirmation arrives in his email 90 seconds later.
- **7:00 AM next day —** The compliance team runs a GFI FaxMaker report covering all transmissions from the previous 24 hours. Every fax is accounted for with timestamps, delivery status, and sender identity. No gaps. No guesswork.

Self-assessment: 3 questions about your after-hours fax reliability

Use these questions to evaluate how well your current fax setup supports around-the-clock operations:

1. **If a document needs to be faxed at 9 PM tonight, how does it get sent?**

   If the answer involves driving to the office or calling someone to do it manually, you have a single point of failure.

2. **How do you know a fax was successfully delivered outside business hours?**

   If confirmation depends on checking a physical machine's display the next morning, failed transmissions can go undetected for 12+ hours.

3. **What happens if your fax line is busy?**

   Without automatic retry logic, a single issue can halt all outbound faxing until someone intervenes.

If two or more of these questions raised concerns, your after-hours fax workflow has room for improvement.

GFI FaxMaker On-Premise integrates with your existing servers, mail servers, and telephony infrastructure. It supports analog, digital, and FoIP connectivity.

For technical specifications and system requirements, visit gfi.ai/faxmaker.

Ready to get started?

Request a free trial at gfi.ai or contact sales: sales@gfi.com.

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