FaxMaker

USE CASE

Zero Fax Machines, Zero Downtime

How a mid-sized law firm eliminated physical fax hardware without changing how attorneys work

The situation



A 45-attorney regional law firm with three offices has eight fax machines spread across floors and locations. Each one has its own phone line, toner budget, and tendency to jam at the worst possible moment.

The managing partner wants them gone. They take up space, cost money, and create a security risk every time a fax with privileged client information sits in an open tray. The IT director agrees. The office manager agrees.

Except the attorneys.

Partners and associates have been faxing this way for years: print, walk to the machine, dial, wait, collect the confirmation page, walk back. Some of them fax 15 to 20 documents a day. The real estate group relies on faxed signatures, which still carry full legal weight in most jurisdictions. The litigation team needs timestamped transmission reports they can produce in court.

The firm tried switching to an online fax portal once before. It lasted six weeks. Attorneys hated the extra steps, the unfamiliar interface, and the separate login. The machines came back.

So the challenge is not technical. It is behavioral. Any replacement has to be invisible to the people who use it most.

How GFI FaxMaker solves this

The principle is straightforward: remove every physical fax machine from every office while making sure no attorney notices a meaningful change in how they work.

Faxing from email, the tool attorneys already live in.

GFI FaxMaker integrates directly with the firm's mail server. To send a fax, an attorney composes a new email, types the recipient's fax number in the "To" field using a simple format (for example, [FAX:2125551234]), attaches the document, and clicks Send. GFI FaxMaker intercepts the message, converts the attachment, and transmits it. When it is delivered, a confirmation arrives in the attorney's inbox with the timestamp, page count, and delivery status. The experience is identical to sending an email, with the reliability and legal weight of a fax.

Faxing from Word or any application via print-to-fax.

GFI FaxMaker provides a network print driver. An attorney drafting a settlement agreement in Word clicks Print, selects "GFI FaxMaker," enters the fax number, and sends. The document never touches paper. A paralegal preparing a closing can send the same package to five parties at once. Each transmission is tracked and confirmed individually.

Inbound faxes go straight to the right person.

Incoming faxes are routed directly to the intended recipient's email inbox based on their assigned number or extension. Nothing sits in a shared tray. Nothing gets seen by unintended eyes. The firm can also configure OCR-based routing, so faxes containing a specific matter number are automatically directed to the responsible attorney's folder.

Active Directory controls who can do what.

Permissions and access controls run through the same AD infrastructure the IT director already manages. A departing attorney's fax access is revoked the moment their account is disabled. No separate system to maintain.

Encrypted transmission protects privileged communications.

GFI FaxMaker supports TLS encryption and delivers inbound faxes over HTTPS. Confidential documents move through encrypted channels without ever being printed to a physical page.

The before and after: a typical contract exchange

Before GFI FaxMaker:

The attorney finalizes a purchase agreement in Word. She prints it, walks to the second-floor fax machine, and waits behind a colleague sending a 30-page filing. She dials. Busy signal. Redials. It goes through on the second try. She collects the confirmation page, walks back to her office, scans it, and saves it to the client file.

Total time: 22 minutes.

Confidential pages sat in an open tray for part of that.

After GFI FaxMaker:

She clicks Print, selects "GFI FaxMaker," enters the number, and clicks OK. Three minutes later, a delivery confirmation lands in her inbox. She drags it into the client's matter folder.

Total time: 4 minutes.

No paper printed. No one else saw the document.

Quick assessment: is your firm ready to remove the machines?

1. **Do your attorneys primarily use email?**

   If yes, GFI FaxMaker's email-to-fax and print-to-fax capabilities slot directly into their existing routine with zero retraining.

2. **Can you identify who received each inbound fax that arrived this week?**

   If the answer requires checking a physical machine or asking the receptionist, you have a confidentiality gap.

3. **Do you maintain fax machines in multiple offices?**

   Each machine represents duplicated hardware, phone lines, and support costs that a single centralized GFI FaxMaker server can replace.

GFI FaxMaker integrates with mail servers, supports Active Directory for access control, and runs on standard Windows Server infrastructure.

For technical details 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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