Apex Helps Truckers Keep Freight Deliveries Flowing with ETHERFAX

Founded in 1995, Apex Capital Corp is the leading full-service factoring company for truckers. Working with small to medium-sized trucking companies, mostly independent operators, Apex serves as the back-office for its clients who are on the road making deliveries. In the freight delivering and factoring business, there is a vast paper trail that needs to be managed, including delivery information, bills of lading, invoices, and payments. Faxes are widely used among Apex's freight factoring clients. The company currently processes 40,000 pages per month.

Challenge

With thousands of clients, Apex cannot afford to experience any lag or downtime when sending and receiving business-critical faxes such as invoices, contracts, and shipment verifications. The company's GFI FaxMaker fax server was powered by traditional fax infrastructure comprised of modem boards and PRI cards. As the company migrated from PSTN to VoIP, connection issues and incompatibilities continued, disrupting the flow of faxes and burdening the help desk with support calls. It was not uncommon that the fax server had to be rebooted daily.

We were constantly rebooting our fax server. We needed a more reliable system to ensure faxes are processed quickly and reliably, as time is money in the freight factoring business.
TIM BOGGS Enterprise Architect, Apex Capital Corp.

Solution

After evaluating several solutions, Apex selected ETHERFAX and integrated it with GFI FaxMaker and the company's custom-developed software platform that operates a broad range of business transactions. Providing a virtual array of fax boards via the cloud, ETHERFAX provides fast, reliable, and secure fax communications. Additionally, Apex deployed ETHERFAX A2E devices in remote locations where existing fax machines were used.

The decision to standardize on ETHERFAX eliminated the need for Apex to maintain its outdated fax infrastructure which was costly and disrupting business operations. Most importantly, Apex no longer had to deal with dropped faxes or busy signals.

With ETHERFAX, Apex's inbound and outbound fax communications remain secure and protected from technical failures due to catastrophic events and natural disasters. With four nines reliability, ETHERFAX DR ensures up-time even when existing telephony equipment fails.

> **Once we switched to ETHERFAX, failure rates dropped significantly. In fact, I don't recall us having any problems related to faxes in years, nor have we needed to reboot our fax server due to fax card issues.**
> **TIM BOGGS** Enterprise Architect, Apex Capital Corp.

Results

Today, Apex processes tens of thousands of pages each month. As shipments are delivered, so are the invoices and important business correspondence via fax, ensuring the steady flow of payments to truckers.

Utilizing the ETHERFAX Secure Exchange Network (SEN), Apex can send and receive high-resolution, full-color documents with ultra-fast transmission speeds and guaranteed delivery. Leveraging military-grade encryption, ETHERFAX SEN guarantees secure document transmissions even in the event of an emergency. With in-network routing, communications never traverse an external telephone network and, therefore, remain secure between Apex and the ETHERFAX network at all times.

In addition to fast transport and secure, reliable service, ETHERFAX has been instrumental in reducing Apex's support calls by approximately 90 percent, allowing Boggs and his team to focus on other important projects.

> **Our business is constantly evolving, and we are always exploring new ways to deliver world-class service to our truckers. The ETHERFAXFAX API is something we are looking into as a means to provide secure document delivery from our application stack.**
> **TIM BOGGS** Enterprise Architect, Apex Capital Corp.

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.