



➔ CASE STUDY: Standard Bank Investment Corporation

➔ OpenText RightFax – a very sound investment for Standard Bank Investment Corporation Limited

Standard Bank Investment Corporation Limited, based in Johannesburg, is the holding company for the interests of the Standard Bank Group. Internationally, Standard International Holdings S.A. represents the Group's international financial services group in London, New York, Miami and Hong Kong. The Standard International Holdings Group also has offices in Argentina, Brazil, Colombia, Czech Republic, Iran, Italy, New Zealand, Peru, Republic of China, Russia, Singapore, Sweden and the United Arab Emirates.

A network fax requirement for the London office

There was an increasing requirement to fax in volume and to have a more functional faxing capability at the London hub.

The South African office was successfully running a network fax solution – OpenText RightFax. Stuart Pallant, Technical Services Manager at the London office, got in touch with ProcessFlows. *“We wanted to deploy fax technology which allowed us to harness the value of the WAN and provide Standard Bank with a competitive advantage through increased efficiency. ProcessFlows supplied RightFax with an Exchange email gateway to allow the faxes to be delivered straight into user's mailboxes.”*

Staff training was included

The solution package supplied by ProcessFlows included RightFax administrator training days.

“We needed a number of technical staff who were fully conversant with the product. The ProcessFlows trainer was good and we all found this very beneficial.”

Standard Bank also ran a series of in-house workshops to train their users.

RightFax in the Trading Environment

RightFax is very beneficial to the Trading Environment, especially Foreign Exchange where the speed of communicating the most up to date information and prices is critical.

The heaviest users of inbound fax are 'Equity Operations'. These inbound faxes are directed to a Public Folder on the Exchange Server, providing a central repository for faxes which can then be easily accessed, with fully controlled security.

The future of fax

Stuart concludes, *“One of the main reasons for choosing RightFax is that it is*

easy to expand its use into other international locations in the future.”

For international corporations such as Standard Bank, the savings made by being able to build on their existing technology investments are substantial.

“The more timely information we provide to our clients, the more likely they are to trade with us.”

Stuart Pallant, Technical Services Manager

Fast effective communication is one of Standard Bank's many strengths. By utilising the most innovative technologies in software communication they are demonstrating their commitment to their worldwide client base.

Banking Solutions

Please see our Solutions for Banking page for more information on how we can help you.

➔ For more information, please email sales@processflows.co.uk or contact **ProcessFlows**, Gateway House, Tollgate, Chandlers Ford, Southampton, SO53 3TG
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