

CASE STUDY

Fax Intake & Document Routing Automation (**Request for Fax**)



Hours/Day
Saved



Fewer Errors



Automated
Intake

Overview

A revenue cycle team relied on manual fax downloads and document sorting, creating delays and frequent errors. These inefficiencies slowed downstream workflows and increased staff dependency. GeBBS implemented an RPA-enabled Fax Intake & Document Routing Automation solution integrated with iAR®.

Opportunities & Challenges

The organization’s manual fax processes resulted in:

- 1–2 hours daily spent downloading and organizing faxes
- Approximately 5% document loss or misfiling
- 1–2 day delays before workflow initiation
- Dependence on dedicated staff availability

Solution

Automated Fax Download, Indexing & Routing

GeBBS deployed RPA automation to:

- Auto-download faxes from the RingCentral portal
- Sort documents into predefined process queues
- Integrate directly with iAR® for indexing
- Assign documents automatically to users for action

Outcomes



Time Savings:
Eliminated manual fax handling tasks



Accuracy:
Near-zero document loss or errors



Speed:
Faster workflow initiation



Scalability:
Consistent processing without staff dependency

Key Takeaways

- Automation removes intake bottlenecks.
- Integrated routing accelerates downstream workflows.
- Document accuracy strengthens revenue cycle performance.

“Fax intake used to be a daily bottleneck. Now documents flow directly into our workflows without manual touch.”

— Operations Manager, Revenue Cycle

Conclusion

GeBBS’ Fax Intake Automation delivered true end-to-end efficiency—from document receipt to task execution—reducing delays, errors, and manual effort.

