



## CASE STUDY

# 7 17 Credit Union

### About 7 17 Credit Union

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Located in Warren, Ohio, 7 17 Credit Union has built a strong reputation in the financial industry by focusing on helping its members improve their financial well-being while actively supporting the local community. Their mission to empower individuals and families extends to services like managing checking and savings accounts, assisting with credit score improvement, and providing financing solutions for major life milestones such as home buying and student loans.

Deeply community-driven, 7 17 Credit Union goes beyond traditional banking by fostering strong relationships with its members and local partners. Given the sensitive nature of financial transactions, they rely on secure communication tools to protect critical information. Cloud faxing for credit union operations plays an essential role here, particularly in sharing documents between branches, partners, and customers.

This need for secure and efficient document exchange, paired with a goal of digital innovation and enhanced productivity, eventually led 7 17 Credit Union to Fenestrae. Having been implemented just six months ago, Fenestrae's fax service, Faxination, has been providing streamlined communication through six dedicated fax numbers across the U.S. for 7 17 Credit Union.

## Communications Challenges Solved by Faxination

Before partnering with Fenestrae, 7 17 Credit Union struggled with communication challenges relating to previous vendors. After implementing Faxination public cloud, however, 7 17 has benefitted from Fenestrae providing unparalleled support at every turn.

Moreover , the solution has been instrumental in supporting key operations, including accounting and customer service, across eight divisions within the credit union. It also allows for smoother workflows for accounting tasks and customer interactions, resulting in a streamlined and digitized communication process that enhances productivity.



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DIVISIONS SERVED



## How 7 17 Benefits from Cloud Faxing with Fenestrae

### SECURE AND COMPLIANT FAXING

For 7 17 Credit Union, secure and compliant faxing is a necessity for handling sensitive documents like application forms and personal information (PII). With Faxination, their cloud fax solution includes robust security measures like encryption technology and access controls so that all faxed documents are protected both at rest and in transit.

### UNIFIED MESSAGING

According to the credit union, a big advantage of using Faxnation is the ability to send and receive messages within their O365 Outlook platform. This key feature allows them to unify their communications while maintaining the security required in the financial industry.

### EASE OF IMPLEMENTATION AND USE

Faxination's solution offers simple administration and an intuitive user experience, streamlining operations across 7 17 Credit Union's divisions. Critical areas, such as accounting, benefit from the efficient and user-friendly nature of the implementation.



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MONTHS USING FAXINATION



## 7 17 Credit Union's Plans for Faxination

Since partnering with Fenestrae, 7 17 Credit Union has seen marked improvements in their communication processes. One of the key successes has been the quick response times from Fenestrae's support team, which has ensured any issues are resolved promptly, which has allowed the credit union to maintain seamless operations.

Looking ahead, 7 17 Credit Union anticipates that Faxination will continue to drive increased productivity and enable them to better serve their members. That being said, they are well-positioned to continue enhancing their member services and focus on furthering their mission to improve the financial well-being of their community.



### The Provider's Favorite Features



Unified  
Messaging



Ease-of-use



Simple  
Administration

*Accelerate Your Business Communication. Join Fenestrae.*

## About Fenestrae

Headquartered in the Netherlands, Fenestrae has been serving the healthcare, legal, financial, and government sectors for the last three decades. Fenestrae's cloud faxing solution, Faxination, is designed to integrate document flows with connected systems for a streamlined exchange of business-critical data. Fenestrae's innovative platform helps companies all over the globe make a digital transformation and modernizes current business processes for reduced complexity and greater efficiency.

## Get in Touch



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