

Case Study

# Texas A&M School of Law boosts compliance and communications.





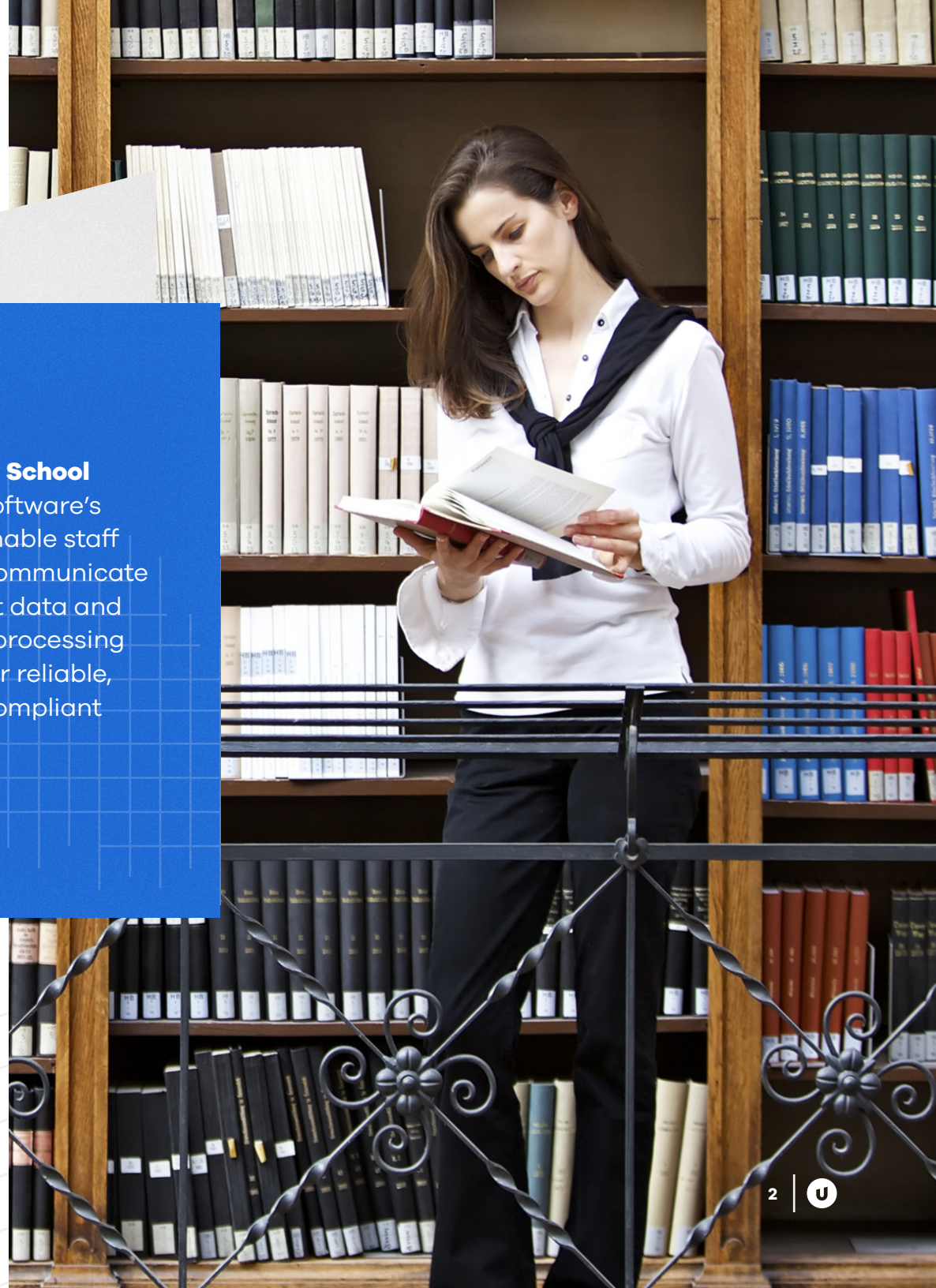
**INDUSTRY**  
**Education**

**COMPANY**  
**Texas A&M University**  
**School of Law**  
Fort Worth, Texas  
[law.tamu.edu](http://law.tamu.edu)

This renowned university legal clinic takes a hands-on approach to training tomorrow's attorneys with real-world strategies to negotiate agreements, draft contracts, craft settlements, and mediate disputes.



**Texas A&M University School of Law** uses Upland Software's InterFAX product to enable staff working remotely to communicate time-sensitive student data and enable faster service processing time by harnessing our reliable, user-friendly HIPAA-compliant cloud fax technology.





# How do you help remote staff get daily tasks done securely from home?

## **Texas A&M's legal clinic staff was facing a remote work challenge.**

Many busy university departments face the challenge of accommodating the daily needs of students and staff while ensuring secure, reliable, and cost-effective communications. The legal clinic at Texas A&M was no different, and administrative staff needed a way to securely complete tasks during office closures due to the COVID-19 pandemic.

## **InterFAX ensured HIPAA-compliant communications were possible from anywhere.**

InterFAX provided the department with a secure, reliable cloud fax service that ensured business continuity, as staff was able to accomplish their tasks from their home offices. No hardware or fax machines were needed, since sending a cloud fax is literally as easy as logging in and sending an email. In fact, process turnaround times for the legal clinic staff actually improved using InterFAX's user-friendly web interface.

*"The InterFAX team was awesome to work with, and the product is really easy to set up and use. Our departmental staff is very excited to use InterFAX to complete their tasks while working from campus or home offices."*

**– Lori Rogde**

Associate Director of Experiential Education & Clinic Operations,  
Texas A&M University School of Law

# This busy legal clinic accelerated service times without sacrificing data security.

## Things were different before 2020.

Busy staff at Texas A&M's Legal Clinic relied on traditional methods of communication, notably on-premise faxing. Before the pandemic, the department's MFP and fax machine were the primary means to send and receive student information for registrations and student records as well as client information for cases they work on in their clinic. The prior method not only relied on physical hardware that required regular maintenance and telecom infrastructure, but the transmitted information needed to align with data privacy standards such as HIPAA to ensure personally identifiable information (PII) of students and staff members was secure.

## Secure cloud fax is a big win.

Texas A&M Legal Clinic selected InterFAX as its trusted HIPAA-compliant cloud fax provider for both inbound and outbound fax transmissions. In addition to supporting more secure communications methods and creating an accessible audit trail of faxes sent, InterFAX ensured business continuity by allowing department staff to access the system remotely through a web interface that created an "email to fax / fax to email" simplified user experience.

Staff saw an immediate productivity boost by having instant access to cloud fax to accelerate turnaround times for critical student services, with the added peace of mind knowing students' data is secure.

**Upland InterFAX** empowers users to cost-effectively fax at volume to anywhere in the world quickly, reliably, and securely from a web interface with no installations needed. With InterFAX, users can choose their pricing package and customize services to their needs using an integrated faxing developer API.