

## FaxNow-- Key Feature Failure

From: Richard Obendorf

Date: Wed, 30 Sep 2020 at 5:00pm

Category: [Information](#)

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Dear Arvind and all Mobiloitte Team members,

Now **after 18 months into a 6 month project**, we must seriously address the key feature development failure of capturing/editing and faxing of images. Sending a document captured via the camera is the central key feature for the FaxNow mobile applications and as of today your team has yet to deliver the fax (test) document (See Sept 18th, 2020 Basecamp for guidelines) to me as requested.

**Fact:** No customer will use the FaxNow app unless we can deliver a fax with acceptable document images (Acceptable: see camera vs PDF.jpg comparison image below for what is acceptable- Still a question?-- the PDF on right side of image is acceptable). Your developers have looked into this long and hard and now the wireframe features for document editing are being removed one by one by you unilaterally (definition: on your own without my agreement).

**Today (9/30/20) you removed several features** "...due to feasibility concerns"

1. Markup
2. Deskew
3. Black and White Conversion
3. Shadow Elimination

**Bottom-line-** We are all very frustrated at this point and I strongly suggest we work together on this before an attorney needlessly gets involved. Are there any workable options? I need to know your thoughts and what the developers have tried or have discovered. It is best that you lay out all the facts completely- ie programming language issues, personnel issues, etc.

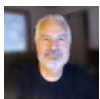
**Question for developers**--have you ever tried:

Converting captured images to PDF files before faxing. There may be an existing app could be integrated that could do this at little or no cost. I suggested this months ago.

Please respond ASAP..

Richard Obendorf

Owner



**Richard Obendorf Mon, 5 Oct at 1:25pm**

Hi Arvind/team,

I have not heard from you and want to know if your company has a plan. I would now request that I speak with your boss. Please have him/her contact me asap.

Thanks, Richard