



XMediusFAX™ ee

ENTERPRISE EDITION
BOARDLESS, T.38 FAX OVER IP SERVER

Case Study

XMediusFAX™ Enterprise integrates perfectly
With Wenatchee's Cisco IP environment

THE CLIENT

Wenatchee Valley College is a public comprehensive community college in North Central Washington state. The College provides high-quality transfer, liberal arts, technical/professional, basic skills and continuing education to students of diverse ethnic and economic backgrounds. Wenatchee Valley College employs 192 full-time and 180 part-time employees.

THE CHALLENGE

Prior to implementing Sagemcom's XMediusFAX T.38 fax server solution, the College employees used analog fax machines to send and receive faxes. This meant walking to the fax machine, sending a fax, waiting for confirmation, then returning to their desks – a very time-consuming process.

In fact, a study has shown that each employee can waste up to 25–40 minutes per day interacting with an analog fax system.

Troubleshooting and maintaining the College's fax machines was also a very challenging and time-consuming activity for the College's IT department.

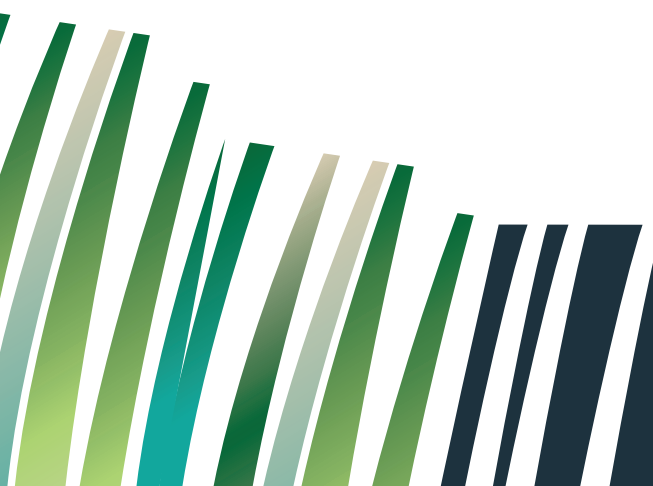
Wenatchee Valley College needed to reduce the technical support time it spent on fax issues. The College searched for a fax server solution that would ultimately simplify faxing and integrate seamlessly with its new Cisco IP telephony environment. The College also saw little reason for maintaining its CAT 3 wiring under the new Cisco IP telephony infrastructure.

Implementing XMediusFAX allowed Wenatchee Valley College's IT department to save money while eliminating yet another problematic technology they had to support – their analog fax infrastructure.



Wenatchee Valley College says that XMediusFAX was "easy to implement and required virtually no training."

XMediusFAX Enterprise Edition now integrates seamlessly with their Cisco VoIP and unified messaging environment.



SAGEMCOM

Can **UC**



what's missing?

Do not overlook **FAX** as a strategic component in your UC & converged IP solution.



THE SOLUTION

Sagemcom's XMediusFAX was one of two fax server solutions recommended by Wenatchee Valley College's VoIP integrator. After comparing the two, the college picked Sagemcom's XMediusFAX fax server application for its simplicity and elegance. XMediusFAX was the only 100% software fax server solution that did not require fax boards.

RESULTS AND BENEFITS

XMediusFAX integrated seamlessly with Wenatchee Valley College's Cisco IP telephony environment, and it was also a perfect fit with their multifunction printers, thereby enabling College faculty to send and receive faxes through their Xerox Document Centers.

Employee productivity at the College has since improved dramatically, and troubleshooting time and operational costs have been significantly reduced.

By deploying XMediusFAX throughout the campus, Wenatchee Valley College eliminated lingering CAT 3 wiring from its network environment. "Implementing XMediusFAX was the next logical step in ridding ourselves of yet another technology to support," said Holly Clausen, IT Director at Wenatchee Valley College.

College faculty send and receive documents through their familiar email programs and using their Xerox Document Centers, saving countless hours of time and eliminating "fax frustration."

TESTIMONIAL

"XMediusFAX was easy to implement and required virtually no training.

I have the utmost confidence in Sagemcom's technical staff. They actually helped us troubleshoot a problem we had with our VoIP implementation.

We are extremely satisfied with Sagemcom's product and service."

– Holly Clausen
IT Director

Wenatchee Valley College
<http://www.wvc.edu>

XMediusFAX FoIP in education

For more information :

AMERICAS AND OCEANIA : Toll-free U.S./Canada: 1-888-766-1668 or Tel.: +1 514-787-2100 – Fax: +1 514-787-2111 xmediusfax.sales@sagemcom.com

EMEA AND ASIA : Tel.: +33 (0)1 57 61 10 00 – Fax: +33 (0)1 57 61 10 01 xmedius.sales.emea@sagemcom.com

Distributor/Reseller:

Sagemcom Documents SAS
250, Route de l'Empereur
92500 Rueil-Malmaison – France
Tel.: +33 (0)1 57 61 10 00
Fax: +33 (0)1 57 61 10 01
www.sagemcom.com

SAGEMCOM