CASE STUDY

XMediusFAX® Solution Meets Productivity Challenges!

XMediusFAX® automates and simplifies workflow for a global chemical supply company

CUSTOMER PROFILE

A leading Chemical company that prides itself on being the one stop shop for products, processes, chemical management, procurement, blending & repackaging. It is the 18th leading chemical distributor in North America as rated by the 2010 ICIS Magazine's "Top 100" Chemical Distributors in North America.

THE CHALLENGE

As a major chemical supplier, the customer employs over 250 people in shipping and receiving departments in various locations across the United States as well as in Puerto Rico and Mexico. Naturally a number of workflow, productivity and regulatory compliance related challenges arise with such a vast set-up.

As a company with a global presence and dedicated teams with decades of experience, the company understands that it must strive each day to seek new ways of doing traditional tasks better.

With a co-authored approach of evaluating all aspects of workflow within the organization, this forward reaching chemical company recognized the following challenges:

Security and Compliance

Traditional fax devices were an audit risk with faxes being out in the open in hard copy format.

Employee Productivity

Employees were spending too much time on essential but time-consuming tasks such as walk up faxing.

Cost

Analog fax lines were a costly monthly reoccurring cost that needed to be lowered.

Mobility

With the increasing mobility and global nature of the company, tools needed to be put in place to address fax workflow for mobile workers.

Sustainability

Needed to find a way to eliminate the nearly 20% of printed faxes that were coming in as junk faxes.

THE SOLUTION

As a valuable Xerox® partner, XMedius worked side by side with the Xerox® MFP provider who after recently learning about XMediusFAX® solutions recommended installing an XMediusFAX® on-premises solution to address the workflow improvement challenges that the client faced.

The implementation of the server based XMediusFAX® on-premises solution was just the right fit to not only lower the clients cost by over 40% but also offer faxing capabilities directly from the customer's new fleet of Xerox® MFP's with the help of an XMediusFAX® Xerox® EIP connector. This enabled these Xerox® devices to use Fax over IP network with integration into their VoIP phone system. Although the best fit was our on-premises XMediusFAX®, they could have achieved similar benefits with our XMediusFAX® Cloud solution.

THE RESULTS

Security and Compliance

The ability to receive all faxes securely at the employees' desktop in secure electronic format helped this company achieve SQF 2000 certification.

Employee Productivity

The ability to send and receive faxes directly from the workstation and mobile devices increased employee productivity over 80% by taking manual faxing out of the picture.

Cost

The ROI of this investment was realized in less than 6-months due to the fact that all analog phone line expenses were eliminated as now faxes are traveling via FoIP.

Mobility

With the web interface option and integration with the company's email server to send and receive faxes. Employees now have 24/7 access to their faxes from their mobile devices and can print anytime anywhere without being dependent on going to one of the companies dedicated fax machines.

Sustainability

With the junk fax feature of XMediusFAX® all junk faxes have been eliminated which saves resources like paper and energy.

BENEFITS AT A GLANCE

- Increased Security and Compliance
- Increased Employee Productivity over 80%
- Reduced Cost with a 6-month ROI
- Provided Mobility to their mobile workforce
- Improved Sustainability by printing less on fax machines

SOLUTION SPECIFICATIONS

Xerox® Products Supported

- A wide variety of EIP compatible Xerox® MFPs

Software

- XMediusFAX® on-premises software
- XMediusFAX® Xerox® EIP Connector

Applications Supported:

- MS Office 2013/2010/2007/2003/XP
- OpenOffice.org 4.1/3.0/2.0
- XMediusFAX® SendFAX client for advanced fax composition
- Any SMTP mail client (i.e. Outlook Express, Eudora and Mozilla)
- Microsoft Office Internet Fax Service Integration

Distributor/Reseller: