



## CASE STUDY

XMediusFAX® Service Provider edition makes the Grade at Université de Montréal



Université de Montréal needed a fax solution that would:

- Be compatible with their existing fleet of Xerox MFDs
- Help modernize the fax operations
- Meet and exceed their ROI objectives
- Be compatible with various existing data-management tools such as DCRI's Siebel report system

## THE CLIENT

Université de Montréal (UdeM) is a public francophone university in Montréal, Québec, Canada. Founded in 1878, the university is the largest in Québec and the second largest in Canada in terms of student enrollment. With its 13 faculties, 650 undergraduate and graduate courses, including 71 doctoral programs, UdeM ranks among the top universities in the world.

The university has a large sophisticated technological infrastructure in place to support its teaching, research, and its administrative functions. As an integral communications component, within UdeM's infrastructure, faxing plays a key role. A majority of its employees continue to rely on fax to perform the administrative aspects of their day to day functions.

Many types of documents are sent and received via fax, ranging from contracts, bills, notification letters, forms, and other information. A majority of these documents are considered very important and may often be obligatory by law.

## THE CHALLENGE

Prior to the implementation of the XMediusFAX® software based solution, a distributed fleet of traditional analog fax machines and more versatile XEROX multifunction devices (MFDs) was used throughout UdeM. Although the hardware based analog fax machines with built-in laser print technology had worked well in the past, they had become outdated and required replacement. Single purpose fax machines also carried additional costs related to the acquisition of analog lines, maintenance, and supplies.

Before proceeding to replace their outdated fax system, UdeM wanted to analyse new technologies available in the marketplace. Leveraging their existing fleet of XEROX MFDs was also a high priority.

## THE SOLUTION

In selecting the XMediusFAX® solution, UdeM implemented a 15 channel redundant system interoperating with a Cisco based VoIP backbone for faxing communications. The XMediusFAX® solution was deployed with the assistance of Bell, an XMedius partner that was fully involved in the process from start to finish. All technical issues during the deployment phase were addressed by technicians from Bell and XMedius to ensure a smooth implementation.

UdeM's Printing Services organization has been overseeing the roll-out of the XMediusFAX® solution. Initially five departments migrated to the new faxing environment. Employees within each of these departments can now fax directly from their own office computer. The new faxing solution has also allowed UdeM to easily integrate their existing fleet of Xerox MFDs to harmonize digital scanning with faxing operations.

With minimal training required, the Printing Services organization was up and running, and has since taken on the responsibility of providing internal training to other departments. To date, UdeM has not experienced any issues with fax quality. Users have found the XMediusFAX® software solution to be flexible and responsive to their needs. Any post deployment issues have been quickly addressed by XMedius' technical support team.

## RESULTS AND BENEFITS

As a completely software-based solution, XMediusFAX® has satisfied UdeM's requirements by offering the following benefits:

- Employees can send faxes directly from Microsoft Office applications without having to print them first.
- Simplified tools for administrators and end users.
- Increased productivity through the elimination of manual processes associated with their old faxing system.
- High degree of scalability, positioning the university to accommodate their growing campus and satellite campus requirements.
- Ability to leverage existing fleet of MFDs.
- Reduced Total Cost of Ownership (TCO) of its fax infrastructure through the elimination of fax machines and associated supply and maintenance costs.
- Minimized paper usage (i.e., only print the most important documents and pages).

### Testimonial

"Our decision to adopt the XMediusFAX® solution has proven to be very beneficial thus far. By investing in a state of the art fax solution, we have transitioned to an IP based technology that is scalable and can grow based on our evolving requirements. The employees currently working with XMediusFAX® simply love the solution as faxes are delivered straight to their desktops and e-mail inboxes. Having integrated our existing Xerox MFDs with XMediusFAX®, we have transitioned away from our old fax machines, thus reducing our hardware footprint. The migration to XMediusFAX® has allowed us to be more productive while reducing our usage of paper, electricity, and toner. I believe that we are well on our way to realizing our ROI expectations".

– Alain Courchesne,  
Director of Printing Services  
Université de Montréal

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