CASE STUDY

XMediusFAX® Enterprise integrates perfectly with Wenatchee's Cisco IP environment

WENATCHEE VALLEY COLLEGE

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.

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 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.

THE SOLUTION

XMediusFAX® was one of two fax server solutions recommended by Wenatchee Valley College's VoIP integrator. After comparing the two, the college picked 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 XMedius' technical staff. They actually helped us troubleshoot a problem we had with our VoIP implementation. We are extremely satisfied with XMedius' product and service."

– Holly Clausen
IT Director
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