'Fax over IP' saves money, boosts efficiency for Washington community college

When Wenatchee Valley College successfully moved to a voice-over-IP system using Cisco IP telephony, campus leaders saw little reason for maintaining their CAT3 wiring between buildings. But as long as the two-year community college continued to use analog fax machines, Wenatchee Valley IT staff would have to support this legacy infrastructure.

Troubleshooting and maintaining these analog fax machines also was very challenging for the school's IT department. What's more, sending and receiving faxes required employees to walk to a fax machine, wait for confirmation, and then return to their desks—an activity that can waste up to 40 minutes per day, research suggests.

School leaders wanted to reduce the time they spent on tech support for faxing, while simplifying the process for staff members and eliminating their legacy infrastructure. They found the perfect solution in Sagemcom's XMediusFAX, a fax-over-IP system that enables staff to send and receive faxes over the school's IP telephony infrastructure securely from their desktops.

Simple, yet powerful and secure

XMediusFAX was one of two fax server solutions recommended by Wenatchee Valley College's VoIP integrator. After comparing the two systems, school leaders picked XMediusFAX for its ease of use and robust features.

XMediusFAX is the only fully software-based fax server solution that does not require hardware such as fax boards, making it easier to add new fax channels to support greater capacity. And because education is a key market for Sagemcom, the company understands the need for schools to safeguard the privacy of confidential information, allowing faculty and staff to transmit student records easily and securely.

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

For instance, built-in control, management, and encryption features enable schools to comply with Family Educational Rights and Privacy Act (FERPA) regulations. Sensitive documents can be routed only to approved recipients or designated secure printers.

XMediusFAX enables employees to send and receive faxes directly from their everyday applications, using any

XMedius FAX®

SAGEMCOM

device. Faxing information is as easy as sending an email message, but with greater levels of security to provide safe transfer and storage of sensitive information.

Users can send and receive faxes with the same fax numbers they have always used, and faxes can be delivered as TIF, PDF, or fully searchable PDF files. Administrators can define how long faxes will be retained by the system, and they can assign users to groups or departments in order to track costs.

No more CAT3 cabling

With XMediusFAX, Wenatchee Valley College employees have become more productive. Because the delivery, receipt, and tracking of faxes is now automated, there is no more printing, punching in fax numbers, waiting to see if the fax goes through, and walking away from the fax machine—only to find later that the document was never sent.

XMediusFAX also integrates perfectly with the school's Cisco IP telephony infrastructure. And by installing an app on their multifunction printers, campus leaders have enabled their staff to send and receive faxes through the school's Xerox Document Centers as well as their desktop computers.

Furthermore, XMediusFAX has reduced the school's troubleshooting time and operational costs significantly. By deploying the solution throughout the campus, Wenatchee Valley College has been able to eliminate CAT3 wiring from its network environment.

"Implementing XMediusFAX was the next logical step in ridding ourselves of yet another technology to support," said Holly Clausen, the school's IT director at the time of installation.

She concluded: "XMediusFAX was easy to implement and required virtually no training. We are extremely satisfied with Sagemcom's product and service."