



Deloitte Simplifies Nationwide Document Management with Virtualized Fax over IP from OpenText

Professional services firm consolidates resources for integrated OpenText RightFax delivery via Microsoft Exchange and Konica Minolta MFPs

Industry

Professional services

Customer

Deloitte.

Partner

faxflow

Business Challenges

- Inconsistent record keeping
- Costly fax hardware
- Time-consuming exchange of financial data with clients

Business Solution

OpenText RightFax Enterprise Server

Business System Integrations:

- Microsoft Exchange Server
- Konica Minolta MFP's

Business Benefits

- Compliance with strict record-keeping policies
- Cost-saving elimination of fax machines, boards, lines
- Simplified, centralized management

Deloitte in New Zealand has more than 900 employees providing a broad range of professional services including audit, tax, risk management, accounting, and business advisory. It has offices in Auckland, Hamilton, Wellington, Christchurch and Dunedin, serving clients that range from New Zealand's largest companies to small businesses and many public sector organizations.

The challenge

Every day, Deloitte exchanges critical and often confidential financial documents, including bank statements, audit data, legal files, and more, with its clients. For ease of management—including the transfer of signed papers—Deloitte relies on faxing; however, this exchange hasn't always been easy.

"Years ago, each of our five offices in New Zealand had one published fax number and an incoming fax machine in the mail office," says Philip van Klink, Infrastructure Analyst with Deloitte in New Zealand. "Employees were reliant on the mail staff to gather incoming faxes and distribute them across the office."

Dozens more fax machines were scattered across the five offices for outgoing faxes. To send files, Deloitte professionals had to print documents, walk to fax machines, and wait for delivery confirmations. Manual processes consumed resources in employee time, paper supplies, and hardware maintenance.

The solution

Deloitte took its first step into electronic document delivery by implementing OpenText RightFax Enterprise Server with fax boards in its Auckland office and satellite servers in Wellington and Christchurch. The main server replaced outdated fax machines and, expanded with the Microsoft Exchange Server module, provided accounts to all staff members to manage inbound and outbound faxes as attachments to their Microsoft Outlook email messages. The satellite servers fed inbound faxes into the main server for distribution to users.

RightFax Enterprise Server integration with Multi-Function Printers (MFPs) via a module enables users to send faxes directly from the machines. For paper documents, employees carry files to one of several MFPs—previously, each attached to its own phone line—for scan and delivery.





“One virtual RightFax Enterprise Server with Fax over IP is low-cost and easy to maintain. It’s a small solution that looks after itself.”

Philip van Klink, Infrastructure Analyst, Deloitte

While integrated faxing was an improvement over manual methods, managing servers, phone lines, and hardware across multiple devices and locations compounded administrative tasks. Consequently, when the Hamilton and Dunedin offices required IP connection to RightFax Enterprise Server, and the Auckland office relocated to a new building and added a fleet of new MFPs, Deloitte seized an opportunity to consolidate and virtualize its fax solution for enterprise—and nationwide—coverage.

“The Deloitte fax solution based on RightFax Enterprise Server has evolved over the years from a collection of servers with fax boards to a virtualized network fax server solution using Cisco Routers with T.38 Fax over IP and Konica Minolta MFPs, all centrally managed by the Deloitte IT team in Auckland,” says Jonathan Taylor, Sales Manager for FaxFlow, a solutions provider that specializes in the latest fax technologies.

Taylor has managed Deloitte’s use of RightFax technology for more than a decade since initial installation. “We have a beneficial relationship,” van Klink notes. “Taylor and FaxFlow know our environment and provide a high level of expertise on OpenText solutions.”

Following the update to virtualized, IP-based faxing, Deloitte professionals still have seamless access to RightFax Enterprise Server capabilities via their desktop or MFPs. Incoming faxes are delivered to Deloitte email servers and managed at the global level. Receptionists at each Deloitte office then forward faxes to appropriate inboxes. Users are updated using an OpenText sync module to map from Microsoft Active Directory to Fax Server.

“Previously, every MFP had its own fax board and phone line,” van Klink states. “Now, with MFPs on the network, when users send a

fax it goes through RightFax Enterprise Server and the IP connection for reliable delivery.” Furthermore, the IT staff manages address boxes for all devices from a central location.

The results

Virtual, integrated IP-based faxing with RightFax Enterprise Server enables Deloitte to leverage existing resources and track communication while eliminating costly hardware, simplifying management, and enhancing disaster recovery.

Consistent records

The transfer and maintenance of financial data is subject to exacting guidelines. These requirements are easily handled via RightFax Enterprise Server.

“The main reason for Deloitte to use a fax server is to keep a centralized record of faxing,” Taylor says. “RightFax Enterprise Server along with Microsoft Exchange and MFP integration allow faxing anywhere in the Deloitte network, but still maintain a strict policy as to record keeping.”

Cost savings and simplified management

Replacing manual faxing with electronic document delivery eliminates costs related to paper, fax machine maintenance, and analog lines. Deloitte’s virtual server and Fax over IP make further use of resources to keep operating costs low, according to Taylor and van Klink.

“We haven’t tracked all cost savings, but it would probably add up to thousands of dollars not to maintain the fax boards alone,” says van Klink. “One virtual RightFax Enterprise Server with Fax over IP





is low-cost and easy to maintain. It's a small solution that looks after itself. I have more time to do other things, and there are always other things to do."

Networked MFPs are located throughout the offices; employees have fast, convenient access to fax from any device. Still, even with more access points, management is easier. "We can check anywhere in the country if something is wrong, and we can manage it from one place," van Klink notes.

Enhanced disaster recovery

While everyday operations are managed from Deloitte's Auckland office, its fax solution based on RightFax Enterprise Server could be transferred, if needed. "Wellington is our disaster recovery site," van Klink explains. "If there were a disaster, we could get back up and going within a couple hours to receive incoming faxes."

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About FaxFlow

FaxFlow is the only OpenText certified Premier Partner, Fax & Document Distribution in New Zealand and Australia.

Faxflow specializes in the distribution of products and professional services in the areas of fax automation, Fax over IP (FoIP), fax archive retrieval and management, fax servers, email and desktop fax, fax workflow, MFP, and Fax Output Management. For more information, please visit www.faxflow.co.nz



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About Konica Minolta NZ

Konica Minolta NZ is a Premium Partner of Faxflow and is a leading provider of document management and print solutions. It provides tailored solutions to a wide client base, optimising the flow of information between people and technology, process and practice, documents and data. Konica Minolta employs a dedicated team of specialists to work with clients in creating new value by increasing efficiencies and streamlining workflows. For more information, please visit www.konicaminolta.co.nz

www.opentext.com

sales@opentext.com

800 499 6544

