

# Financial Clients Improve Communication with Fax Appliance

Open Text Fax Appliance is the solution of choice for one of the largest Credit Union Technology Providers in the Nation

*"Fax Appliance is the faxing solution of choice for our sales people and clients."*

– Gerard Heege Jr.,  
President and CEO,  
ECCT

ECCT, headquartered in Yaphank, New York, is one of the largest Credit Union technology providers in the nation. The company is well positioned and trusted by some of the most recognizable names in the industry, including high growth Credit Unions, vertical market leaders, major technology equipment manufacturers, and leading-edge Credit Union specific software integrators.

## The Challenge

Credit Unions and companies rely on ECCT for superior, unbiased IT services and systems integration. As a Valued Added Reseller and Security Solutions Provider, ECCT provides full-time IT management for many financial institutions typically ranging from 20 to 200 users.

Faxing is the ideal method for handling business-critical and potentially sensitive information

common in the financial industry. Prior to selling Open Text Fax Appliance, FaxPress Edition, ECCT sold individual modems with faxing software for each desktop. However, the solution could be time-consuming to install and manage especially for larger client installations.

Since their clients usually deploy solutions that handle from 50 to 500 faxes per day, Fax Appliance was an ideal solution for ECCT. Open Text's all-in-one approach to network faxing combines the hardware and software in one complete solution, which translates into cost and time savings for the client. Familiar Windows-based interfaces, as well as email, address book and business application integration dramatically reduces the steps employees take in their fax transactions.

ECCT's clients typically use Fax Appliance to send faxes from individual desktops and receive faxes by department. "Our clients love the direct desktop faxing without ever having to make a hard copy and get on the fax machine line," said Gerard Heege Jr., President and CEO of ECCT.

Because ECCT works primarily with financial institutions that deal with sensitive information, security is crucial. With Fax Appliance, senders can fax confidential information directly from the privacy of their computers, right from the application they're working in. Departmental computers receiving inbound faxes can be password-protected, accessible only to authorized individuals within the department, and configured with built-in security policies, further reducing security risks.

## The Solution

ECCT has already completed 20 Fax Appliance installations at client sites. "Fax Appliance is the faxing solution of choice for our sales people and clients," said Mr. Heege.

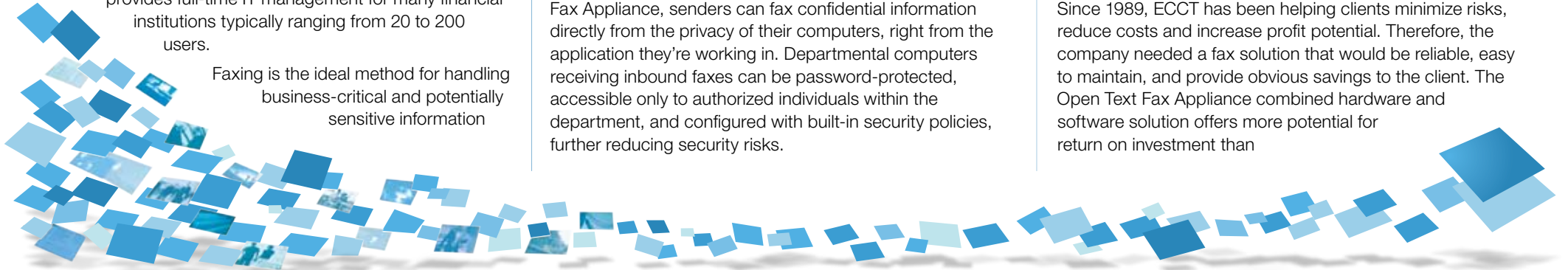
Savings and benefits include:

- Reduced paper and consumables
- Fax number management through personal and corporate database phonebooks
- Reduced time and labor of sending, receiving, and managing faxes
- Faxes delivered directly to users' desktops through automatic routing
- Elimination of fax machine maintenance

From the client rollout and maintenance perspective, ECCT benefits from the Fax Appliance administrative tools which offer a seamless integration with existing IT systems and convenient ongoing server and user management.

## Future Benefits

Since 1989, ECCT has been helping clients minimize risks, reduce costs and increase profit potential. Therefore, the company needed a fax solution that would be reliable, easy to maintain, and provide obvious savings to the client. The Open Text Fax Appliance combined hardware and software solution offers more potential for return on investment than



any standalone fax machine and has proven to be a cost-effective solution for the fax-intensive organizations.

ECCT purchased an Open Text Fax Appliance for their in-house use. The company has made Fax Appliance part of their standard product offering and recommends it to their clients.

### For More Information

Open Text, an enterprise software company and leader in enterprise content management, helps organizations manage and gain the true value of their business content. Open Text brings two decades of expertise supporting 50 million users in 114 countries. Working with our customers and partners, we bring together leading Content Experts™ to help organizations capture and preserve corporate memory, increase brand equity, automate processes, mitigate risk, manage compliance and improve competitiveness.

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