Deloitte
Digital fax and SMS

iXWARE
INFORMATION EXCHANGE

Deloitte.

Customer Profile

This case study explains the specific challenges Deloitte was faced with and how they were dealt with deploying the unique integration of iXware Unified Messaging software with Xerox multifunction devices.

The company is one of the largest providers of accountancy, taxation consulting, general consulting and financial consulting. There are some 8,500 employees and 40 offices.

The challenges

Deloitte makes 97 million prints per year. These were primarily printed on Xerox multifunctions. Users could send and receive faxes with these devices through an analogue telephone line. Following a thorough analysis of the ICT infrastructure, these machines needed to be replaced by a new generation of multifunctions Deloitte also wanted to improve the fax functionality of the multifunctions through integration with a fax server. The fax server needed to meet high quality standards and to integrate seamlessly with the devices as well as the MS Exchange e-mail environment.

The solution

Vendor and product selection resulted in the conclusion that Xerox, with a new range of multifunction devices, again best matched the company's requirements. Through Xerox, the link to iXware was quickly established. iXware integrates perfectly with the Xerox multifunctions and the MS Exchange environment. In addition, iXware offers – next to the standard features - some unique features, which matched business requirements exactly:

- All 500 Xerox WorkCentres could be connected to a single (redundant) iXware installation

- Deloitte could use iXware from all its locations with only one central fax server

- iXware could be installed in a redundant configuration with load balancing

xerox

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The results

iXware is integrated with the centralized Microsoft Exchange environment through SMTP and Active Directory (LDAP). LDAP deployment ensures that iXware is completely synchronized with the Active Directory; single user administration. The MS Outlook users have been provided with iXware's Outlook extensions. These buttons and forms make sending a fax and SMS as easy as sending an e-mail. Users were each given their own fax number. Deloitte is now easier to reach and more responsive whilst saving significantly on costs.

iXware is closely integrated with the Xerox devices. Users identify themselves at the device, enabling Deloitte to determine exactly how to allocate the costs to departments and users. Fax messages and delivery reports(a scaled down copy of the first page of the fax and necessary details about the fax transmission) are placed in their e-mail inbox. A copy of the delivery report can also be printed on the multifunctional. In case of bulk fax transmissions, iXware will generate one delivery report showing the entire distribution list and the status of the sent message conveniently mentioned for each recipient.

Deloitte also uses iXware's DocGate Module to send documents such as purchase orders and order confirmations generated by SAP as fax or e-mail automatically and completely without human intervention.

The company deploys iXware's SMS module for ad hoc and bulk SMS messages. These SMS messages can be sent directly from MS Outlook and have led to greater convenience and significant timesavings.

All of the Deloittes's 40 offices are connected to the iXware server through the company's Wide Area Network (WAN). Some 8,500 desktop users and 500 Xerox devices spread across these locations making use of a single iXware installation. In keeping with The company's ICT policy the iXware installation is redundant with load balancing to ensure the highest availability. Two servers each handle some 50% of the load. If one of the servers should ever fail, the other server will take over 100% of the load without the users ever noticing.

Benefits at a glance

• All of the Deloittes's 40 offices are connected to the iXware server through the company's Wide Area Network (WAN)

• Users were each given their own fax number. Fax messages are always directly digitally routed to the appropriate person and/or department

• iXware's Outlook button extensions make sending a fax and SMS as easy as sending an e-mail

• Users can identify themselves at the Xerox machine when sending a fax. iXware can send the delivery report to the user's e-mail inbox

• Use of fax functionality can be reported by user, department, business unit, etc. Use becomes transparent and costs can be allocated

• A single communications environment (Microsoft Outlook) for all messages, including fax and SMS

• Faxing is no longer a leak in the audit trail and has become part of the digital workflow

• Perfect integration with the Xerox equipment

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