

A document scanning and faxing solution

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Mammoet

Complete messaging solution



Customer Profile

Mammoet provides customer driven and tailor made solutions in heavy lifting and transport. Activities focus on the petrochemical industry, civil projects, power plant facilities, offshore business and marine projects. Through knowledge, experience, state-of-the-art equipment Mammoet has evolved to a market leader that sets trends and records around the world.

The challenges

Mammoet Global in Schiedam, The Netherlands is Mammoet's HQ. At Mammoet Global every department worked with analog fax machines and Xerox MFPs. When the existing fax server no longer met Mammoet's strict requirements, a solution was needed at short notice. Mammoet wanted a total solution which would integrate with the existing e-mail environment (MS Exchange/Outlook) as well as with the Xerox MFPs. Besides the requirements for digitalizing fax traffic, Mammoet had a project with the aim of quickly informing employees about safety requirements. The requirement was that such information could be efficiently sent to, and just as easily retrieved by, the many employees who work on projects around the world.

The solution

The search for a new fax server led Mammoet to iXware. iXware makes faxing to and from the desktop easy and iXware integrates perfectly with the Xerox MFPs. iXware easily met one of the major vendor selection criteria for Mammoet; the availability of local support, including on site support if required. Local availability of such expertise also ensured a fast and smooth replacement of the old fax server. Besides the perfect integration with Xerox MFPs, iXware's non-intrusive integration with the Microsoft Exchange and Office applications were easily realized.

iXware's SMS Module was the ideal solution for the safety campaign requirements. This module adds SMS functionality to the MS Exchange/ Outlook environment.



The results

Mammoet uses Microsoft Exchange and Outlook for e-mail. iXware is integrated with MS Exchange and Outlook through SMTP and Active Directory (LDAP). User information for iXware is synchronized with the Active Directory. The SMTP connection ensures a non intrusive, stable and reliable link between both applications.

Mammoet has also centrally distributed iXware's MS Outlook extensions. These forms make sending fax and/or SMS messages from MS Outlook as easy as sending an e-mail.

It's possible for users to identify themselves at the Xerox MFP when sending a fax. iXware can send the delivery report to the user's e-mail inbox and/or to the Xerox MFP. There is no need to wait at the fax machine anymore. A copy is stored in Outlook's sent items with an attachment.

Another advantage of user identified faxing is that use of the fax functionality can be reported by user, department, business unit, etc. Use becomes transparent and costs can be allocated.

By deploying iXware, fax traffic has become part of Mammoet's digital workflow. The network has become easier to manage and central archiving has created an airtight audit trail. The leaks in that audit trail - conventional fax machines - have been closed by iXware and Xerox MFPs. Multiple fax machines, heaps of paper and disorderly files have become a distant memory.

Single and bulk SMS messages can be sent from MS Outlook. It's as easy as sending e-mail. Multiple recipients around the world are instantly and personally informed of important safety news directly on the screen of their mobile phone. The SMS messages can be sent from MS Outlook to distribution lists. Managing these distribution lists is done from MS Outlook.

Benefits at a glance

- Fax messages are always directly digitally routed to the appropriate person and/or department
- User information for iXware is synchronized with the Active Directory
- Users can identify themselves at the Xerox MFP 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
- Single and bulk SMS messages can be sent from MS Outlook. It's as easy as sending e-mail
- Perfect integration with Xerox MFPs

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*Working together...
getting results.*

Together we can.

