

Wenatchee Valley College CASE STUDY

XMediusFAX®

ENTERPRISE EDITION

BOARDLESS, T.38 FAX OVER IP SERVER



XMediusFAX® Enterprise integrates perfectly with Wenatchee's Cisco IP environment

THE CLIENT

Wenatchee Valley College is a public comprehensive community college in North Central Washington state. The College provides high-quality transfer, liberal arts, technical/professional, basic skills and continuing education to students of diverse ethnic and economic backgrounds. Wenatchee Valley College employs 192 full-time and 180 part-time employees.

THE CHALLENGE

Prior to implementing Sagem-Interstar's XMediusFAX T.38 fax server solution, the College employees used analog fax machines to send and receive faxes. This meant walking to the fax machine, sending a fax, waiting for confirmation, then returning to their desks – a very time-consuming process.

In fact, a study has shown that each employee can waste up to 25–40 minutes per day interacting with an analog fax system.

Troubleshooting and maintaining the College's fax machines was also a very challenging and time-consuming activity for the College's IT department.

Wenatchee Valley College needed to reduce the technical support time it spent on fax issues. The College searched for a fax server solution that would ultimately simplify faxing and integrate seamlessly with its new Cisco IP telephony environment. The College also saw little reason for maintaining its CAT 3 wiring under the new Cisco IP telephony infrastructure.

Implementing XMediusFAX allowed Wenatchee Valley College's IT department to save money while eliminating yet another problematic technology they had to support – their analog fax infrastructure.



Wenatchee Valley College says that XMediusFAX was "easy to implement and required virtually no training."

XMediusFAX Enterprise Edition now integrates seamlessly with their Cisco VoIP and unified messaging environment.



