



# Sagem-Interstar Quality Management System

## Unparalleled Fax Leadership and Quality

Sagem-Interstar Inc., the global leader in IP fax since 2002, is "Changing the Way You Fax" in every industry. We ensure the achievement of quality products and services, increased efficiency, reduced costs, improved time-to-market, and stellar after-sales support through our commitment to the following fundamental quality values:

1. Innovation and Excellence in R&D
2. Customer Satisfaction and Responsiveness
3. Organizational Agility

Because our Quality Management System (QMS) is based on these core values, we enforce compliance in-house to attain best-in-class

quality engineering and product/services delivery in our:

- Software Development Process (SDP)
- Parallel Software Development and Testing
- Quality Assurance Laboratory (QAL) Infrastructure and Tools
- Best Practices and Continuous Improvement
- QMS Training

### VISION

Sagem-Interstar is committed to consistently meeting and exceeding customer expectations for quality products and services.

### Proven Quality Assurance for:

- Healthcare
  - Government
  - Education
  - Finance/  
Mortgage
  - Legal
  - Service Providers
  - Technology/  
Manufacturing
- and more . . .



DEVELOPERCONNECTION  
GOLD



Alcatel  
OmniPCX Enterprise



# Sagem-Interstar

#1 in IP fax worldwide since 2002 – Davidson Consulting

## Sagem-Interstar's Quality Management System

### SOFTWARE DEVELOPMENT PROCESS (SDP)

Our SDP includes product releases, patches and hotfixes, and accommodates projects of all scopes and sizes. Depending on individual customer requests, SDP cycles range from 2–4 weeks to a few months.

A flexible SDP enables Sagem-Interstar to achieve:

- Product releases every 12 months
- Upgrade patches every few months
- Client-tailored hot fixes on an as-needed basis
- Reported problems or new feature requests originating from customers, which are managed and tracked for timely implementation and testing

### PARALLEL SOFTWARE DEVELOPMENT AND TESTING

To shorten delivery time to the customer, the test planning and test design phases are initiated early in the Software Development Life Cycle (SDLC), in parallel with software planning and software design phases. White-box tests are performed on new software developments before they are merged into the main product line. Further downstream in the SDLC, an independent testing group performs integration tests and system tests based on documented test suites. The test effort is at least 50% of the total software development effort, with a tester-to-developer ratio of 1:2. The

product is released to customers only when it passes regression testing and validation and verification sign-off tasks.

### QA LABORATORY INFRASTRUCTURE AND TOOLS

Sagem-Interstar's Quality Assurance Laboratory (QAL) is equipped with state-of-the-art software and hardware resources to simulate diverse customer IT configurations.

SDP is sustained by third-party tools for:

- Time and effort management
- Configuration management
- Change management
- Test case management

### BEST PRACTICES AND CONTINUOUS IMPROVEMENT

Sagem-Interstar applies the following QMS Best Practices:

- Coding standards
- Documented SDP
- Code and test-result reviews
- Documented test cases and suites
- Test automation
- Diverse Continuous Improvement (CI) initiatives

### QMS TRAINING

Our staff are trained in QMS Best Practices and we are a member of the American

Society for Quality (ASQ), the world's leading authority on quality, with more than 100,000 individual and organizational members. The ASQ advances learning, quality improvement, and knowledge exchange to improve business results, and to create better workplaces and communities worldwide.



#### XMediusFAX SP

For service providers and large enterprises



#### XMediusFAX Enterprise

For organizations of all sizes



#### XMediusFAX Express

For lighter fax usage



#### LightningFAX Enterprise

The trusted fax server that interoperates with fax boards

*Fax solutions for every industry sector*

Distributor/Reseller:

### North America / Asia SAGEM-INTERSTAR INC.

455 Fenelon Blvd., Suite 112  
Montreal (Dorval), Quebec, H9S 5T8 CANADA  
Toll-free U.S./Canada: 1-888-766-1668 or  
Tel.: +1 514-631-1668 – Fax: +1 514-633-1439  
sales@faxserver.com

### EMEA SAGEM COMMUNICATION (SAFRAN GROUP)

Broadband Business Group  
Printing Terminals

Le Ponant de Paris  
27, rue Leblanc – 75015 Paris – FRANCE  
Tel.: +33 1 58 11 77 00 – Fax: +33 1 58 11 77 50  
xmedius.sales.emea@sagem.com

### SAGEM-INTERSTAR INC.

Headquarters

455 Fenelon Blvd., Suite 112  
Montreal (Dorval), Quebec, H9S 5T8 CANADA  
Toll-free U.S./Canada: 1-888-766-1668 or  
Tel.: +1 514-631-1668 – Fax: +1 514-633-1439  
info@faxserver.com  
www.faxserver.com



**Sagem-Interstar**  
SAFRAN Group