

Xerox fax filing solution cuts costs and saves time

for Supply Center Direct



The Results:

- Implementation of an advanced, automatic fax archival system
- Installation of an archiving protocol
- Installation of password-protected Intranet
- Consumables cost savings
- Timesavings and productivity gains

The Challenge:

Fax archiving for retail plumbing fixtures company.

The Solution:

Xerox WorkCentre® Pro 55 and RTE FAX® for Xerox.



WorkCentre Pro 55

Retailing Case Study

The Challenge:

Mr. Faramin, SCD's data-processing director, explained that his company's administration sales department was inundated with incoming and outgoing faxes. They registered up to 700 incoming orders/day via fax and another 500 outgoing transmissions.

"Our faxes were centralized at the reception desk and the two dedicated analog lines were saturated. Our fax volume is crucial, as all our orders have to be sent by fax. Even orders placed by phone are systematically confirmed by fax," explained Mr. Faramin. "Moreover, each time we received a fax, we had to make a copy to file it. It became very difficult for us to manage the amount of paper, resulting in measurable productivity losses. Additionally, we were spending too much on consumables to maintain the fax machines. We realized SCD couldn't go on this way."

"With RTE FAX for Xerox, we hope to save time and paper," declares Mr. Faramin.

The Solution:

RTE FAX for Xerox represents the ideal solution for companies wishing to combine the quality of Xerox solutions with the reliability and scalability of RTE FAX servers. RTE FAX for Xerox not only allows faxes to be sent from multifunction systems by simply exploiting the "scan to email" function, but also allows faxes to be sent from Microsoft® Windows PCs through a "LANFAX" type of user interface. User friendly and efficient, it enables monitoring from either the multifunction system or the PC. RTE FAX for Xerox provides the reception point with DID routing of inbound faxes towards one or several users and towards multifunction systems (requires an ISDN line).

Main Functions

- Fax sending and reception from your Xerox Multifunction System
- Fax sending and reception from your PCs
- Follow up of all sent and received faxes from your PCs
- Storage of sent and received faxes
- Use of address books in the multifunction systems (local or LDAP)
- Inbound DID routing of received faxes to PCs by DID number

The Results:

In partnership with RTE Software, Xerox concessionaire SYSTEMATIC proposed a complete solution for SCD. "We identified filing needs, so we developed a solution that manages their fax automatically," explains Mr. De Kerdrel, the concessionaire.

"Thanks to the integration of RTE FAX for Xerox with our database, faxes are automatically directed to the customer file through a directory system," claims Mr. Faramin. "We do not need to look after an order or any other document in the paper stock anymore. We just have to click once in the customer file! Our users don't need to copy faxes and file them; they save so much time."

"Moreover, using the Web Consult Module, all collaborators access the files directly through our Intranet," continues Mr. Faramin. "For confidentiality reasons, we assign personal logins and passwords for each user – yet another advantage of RTE FAX for Xerox."

Customer Profile:

Established in "ile et Vilaine" in Brittany, Supply Center Direct (SCD) is an independent, family-run company that distributes a wide range of plumbing fixtures, including kitchen sinks, valves and fittings.

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getting results.**

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