

Consortium Manages Modernization of India's Busiest Airport with Open Text Fax Server, RightFax Edition

Mumbai International Airport Limited leverages Open Text Fax Server to increase employee productivity, ensure confidentiality, and reduce fax-related expenses



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Pankaj Srivastava,
 manager of information technology for
 the MIAL Project Management Office,
 Mumbai International Airport Limited

Mumbai International Airport Limited (MIAL) is a joint venture company owned by a GVK Industries-led consortium (76 percent) and Airports Authority of India (26 percent), working under the Ministry of Civil Aviation. The company manages India's busiest airport, the Chhatrapati Shivaji International Airport (CSIA).

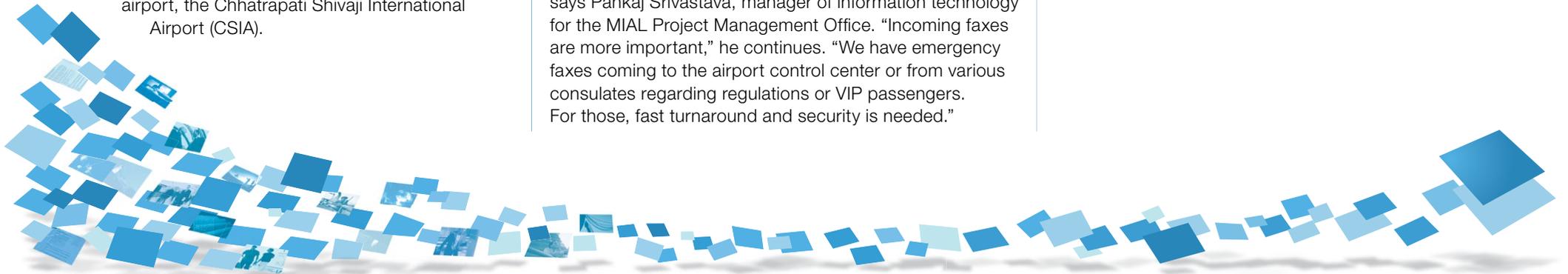
Waiting in line...for faxes

Mumbai is among the most populated cities in the world. To support increasing traffic related to Mumbai's status as the financial center of India, the Airports Authority of India mandated modernization of the CSIA. MIAL directs the expansion and improvement of CSIA infrastructure to accommodate nearly double its existing capacity, eventually serving 40 million passengers and handling 1 million tons of cargo annually.

Initial upgrades focused on training employees and refurbishing areas of passenger convenience, such as terminal entrances and passenger lounges. More recent developments include additional taxiways, a multi-level car park at the international terminal, and resurfaced runways. Predictably, managing multiple projects across an airport that employs hundreds of people and spans an operational area of 1,450 acres demands expeditious and secure communication. "MIAL employees send and receive hundreds of faxes every month to and from vendors and government agencies. And, many faxes require signature," says Pankaj Srivastava, manager of information technology for the MIAL Project Management Office. "Incoming faxes are more important," he continues. "We have emergency faxes coming to the airport control center or from various consulates regarding regulations or VIP passengers. For those, fast turnaround and security is needed."

Previous paper-based faxing methods did not uphold timely turnaround or essential privacy. MIAL relied on close to 50 fax machines that required consistent and costly maintenance as well as constant supply refills. "Employees sent faxes using paper and punching numbers," Srivastava says. "We had one or two machines in each department that could end up with a queue of employees waiting to send or receive faxes at the same time. Everyone feels their fax is a priority, so it could even lead to calls of 'Me first; me first.'"

Additionally, sensitive documents were not private or secure. "Fax machines usually sat on a desk in the corner of a room, and people using the corridor could see the documents. As a result, information could be available to unauthorized users," Srivastava explains. "For example, a consulate may fax arrangements for a VIP passenger arriving at the airport—only security personnel need that information. If others knew the time of flight or other details, it could be a security hazard."



Now boarding: immediate and secure electronic document delivery

MIAL has eliminated fax machine queues and gained reliable security for all faxed documents with Open Text Fax Server, RightFax Edition, the proven market leader in document delivery and fax software. MIAL employees now send and receive documents without leaving their workstations. Instead of printing pages to feed through fax machines, employees can fax documents from any Microsoft® application right at their desktop computers. Integration with Microsoft Exchange allows users to select recipients from their Microsoft Outlook® address books. Furthermore, any sent or received fax appears alongside emails within Outlook for secure and easy reference, forwarding, or storage. The Open Text Fax Server PDF Module also enables MIAL employees to fax PDF or Adobe® PostScript® files.

Senior managers or their secretaries receive documents via individually assigned Direct Inward Dial (DID) numbers. This direct routing ensures faxes are available anytime, anywhere. Srivastava notes, "Our senior managers use BlackBerry™ smartphones. Even when they're traveling, they will receive an email as soon as a fax arrives. They can see faxes via a PDF viewer and forward them directly from the wireless device." Other MIAL employees access faxes via a common department directory, "That way only the people in Human Resources (HR) will see HR-related emails. It enhances privacy."

While integration with Exchange fulfilled MIAL's top faxing priority, the airport management company may investigate other Fax Server capabilities, such as integration with Microsoft Office SharePoint® Server or SAP® to fax-enable the collaboration or Enterprise Resource Planning (ERP) solutions, respectively. "Integrations with our other applications could be valuable," Srivastava notes. "But as of today we are meeting our current system needs with our standalone fax installation."

Company

Mumbai International Airport Limited

Industry

Air transportation

Business Challenge

- Wasted business hours handling paper-based faxes
- Delayed emergency communication
- Lack of security for sensitive documents sitting on fax machines
- Lack of support and scalability in other electronic solutions

Business Solution

- Open Text Fax Server
- RightFax Edition integrated with Microsoft Exchange®
- Open Text Fax Server PDF Module

Business Benefits

- Documents delivered directly to authorized users for informed decisions, faster response
- Access to faxed documents anytime, anywhere, for enhanced employee productivity
- Elimination of fax machines and thousands of dollars in fax-related expenses
- Reclamation of expensive office space previously dedicated to holding fax machines

Before selecting Fax Server, MIAL conducted a thorough evaluation of potential fax solutions. "We looked at three other products," Srivastava says. "The other vendors didn't provide support in India or the scalable solutions that we were looking for." He notes MIAL was looking to sustain close to 1,000 users; one of the potential fax solutions they looked at would only support 50 to 60 users.

MIAL worked with Rincon India Solutions Pvt. Ltd., a solutions provider in Mumbai that specializes in fax management, to install Fax Server. "Rincon was quite helpful and professional," says Srivastava. "We liked their approach and put everything in a project management plan along with expected completion dates. Rincon shared valuable experience in where there might be time gaps or where testing may take longer...in the end, we completed installation earlier than predicted. In fact, our chart became a model plan for other Rincon implementations."

On-time arrival with increased productivity and cost-savings

MIAL estimates saving hundreds of hours and thousands of dollars per month with Fax Server. The company also expects to eliminate close to 40 fax machines, with the remainder as backup devices in case of email failure.

"Employees used to go to a printer to get printouts, obtain signatures, and then fax; confirm delivery via phone; and file the documents in a cabinet," Srivastava says. Using Fax Server, faxes that used to take 15-20 minutes to process are now delivered and tracked electronically within seconds. MIAL's IT team advises secretaries to store scanned signatures on file, so importing a signature and faxing a form is immediate. Also, employees receive confirmation of delivery within their email inboxes, and automatic fax storage within Fax Server meets data storage regulations set by aviation authorities. "Our staff members have increased efficiency because we have optimized their time," Srivastava says. "I don't see anyone standing around fax machines nowadays. If someone is standing by a machine, I wonder, 'What are you doing there?' That non-productive time is now used for a better purpose."





Unlike paper-based faxing, sending and receiving documents via Fax Server ensures timeliness and privacy for sensitive documents. “I am 100 percent sure that documents are delivered securely,” Srivastava says. Both MIAL employees and external contacts are pleased to receive complete information faster than before, according to Srivastava. “In cases of emergency faxes or last-minute proposals that require immediate communication, faxes to MIAL arrive straight to the inbox of the responsible authority. Appropriate employees see faxes right away and make more informed decisions that are crucial at a particular time of the day.”

Employees who link to the office via mobile devices when they are traveling also stay on top of urgent faxes. “For managers, getting and sending faxes on their BlackBerry is something that is very effective for us,” Srivastava says. Other users find convenience in faxing from other locations with email access. “I have sent an email sitting at home using Webmail. I never had a fax machine at home prior to that, or I would have needed to hunt a machine down,” Srivastava says. “A big advantage I see is that users don’t have to depend on the office to send a fax. It is as easy as sending an email. You can even send a fax while sitting on an airplane.”

Expenses associated with maintaining dozens of fax machines are now designated as cost-savings attributed to the use of Fax Server. “The cost of toner, paper, maintenance fees, even the cost of office space and electricity to run machines 24/7—all of that expense is gone now,” Srivastava says. He estimates saving close to approximately a ream of paper per day for three fax machines put out of use. Elimination of machines will also cancel maintenance contracts of close to \$9,000 per year. “If a machine didn’t work, we had to call the maintenance vendor, who may not come for two days; so we had to wait for help. That wait and the costs are all gone away now.”

MIAL’s future plans for Fax Server may include loaning the solution to other offices connected on the same network. “We have received inquiries from vendors who are also keen to have electronic fax,” Srivastava says. “We may consider giving this feature to them in the future.” He notes that vendors appreciate easy confirmations of MIAL’s received faxes. “The amount of money and time vendors used to spend on sending a fax has gone down. With Fax Server, faxes can’t ‘escape.’ ”

About Rincon

Rincon India Solutions Pvt. Ltd. (www.rincon.co.in), based in Mumbai, India, is a solution provider focused on simplifying business processes. Incorporated in 1998, Rincon customizes solutions to help customers eliminate pains and work efficiently by deriving maximum benefits from their investments in infrastructure.

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