

Global IT Solutions Provider Fax-Enables Mobile Professionals and Procurement Team with Integrated Solution

CSC Germany expands digital faxing via Open Text Fax Server integrated with Lotus Notes and SAP

Industry

Information Technology

Company



Open Text Partner



Business Challenge

- Outdated fax product limited to headquarters, hindering company-wide communication with customers and suppliers
- Fax machines inconvenient for mobile employees, expensive to maintain

Business Solution

Open Text Fax Server, Fax Server Connector for Lotus Notes, Fax Server Connector for SAP

Business Benefits

- Delivered integrated faxing efficiencies to all employees
- Eliminated most fax machines for cost-savings, improved carbon footprint

CSC is a Fortune 500 company and global provider of IT solutions. Headquartered in the U.S., the enterprise also maintains major offices in Australia, Asia, and Europe. It employs close to 94,000 professionals who serve more than 90 countries.

CSC Germany serves customers in all industries, with approximately 800 professionals working from the head office in Wiesbaden and another 2,000 employees in locations across the country.

Challenge

For more than 50 years, CSC has developed technology-enabled solutions to solve clients' business challenges. Often, problem-solving entails linking and expanding systems for efficiency and consistency. In fact, this became the strategy of CSC Germany when it sought to revamp its own fax system.

CSC Germany sends and receives close to 1,500 faxed pages per month. Documents include communication between consultants and clients as well as requests from the procurement department to purchase products. "Years ago, the procurement team had to print purchase requests, then go to a fax machine to send the documents," explains Ilona Herzog, Service Delivery Manager for Central Europe. "The process was time-consuming."

In 2002, the company installed an electronic fax solution linked to its Lotus Notes and SAP systems. Employees managed faxes within the email system and delivered financial documents directly from the ERP system. Within a few years, however, CSC was hindered by product limitations. The Lotus Notes-embedded fax software did not support any redundancy mechanism or expanded use. As such, every update to Lotus Notes risked fax failure, and less than half of the employees could access the system. As Herzog relates, "The fax software could only provide services for employees in the Wiesbaden headquarters office, but we wanted a solution that would cover the whole of Germany." CSC would not find increased scalability, or even continued use, in its existing solution. "It simply reached end-of-life," Herzog says. "The fax company no longer existed, and we could foresee compatibility issues as well as a lack of upgrades or updates."





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Walter Stein,
CSC Chief Information Officer

Per company policy, CSC Germany referenced an internal catalog for a list of approved solutions. “The catalog is developed by experts in North America who keep a close eye on the market and on key players,” Herzog says.

Solution

The key player CSC Germany found is an ECM company with a fax solution that mirrors CSC’s long-standing service to customers. For more than 20 years, Open Text Fax Server, RightFax Edition has been used by organizations of all sizes across the world to electronically deliver business-critical documents. With the implementation of Fax Server, CSC Germany replaced its outdated fax system with integrated, reliable, and convenient faxing for all employees across the country.

CSC Germany implemented Fax Server at the recommendation of CSC global headquarters. “They had implemented Fax Server at some locations in North America and said it was the standard for us to use,” Herzog said. CSC Germany worked with egsSoft, an Open Text partner located in Düsseldorf, to install Open Text solutions. “The implementation was a difficult task with various parties needing to talk to each other,” Herzog notes. “However, in the end, egsSoft managed to get the service up and running, which was a great success.”

CSC Germany now uses two enterprise Fax Servers, Fax Server Connector for Lotus Notes, Fax Server Connector for SAP, and shared services for redundancy. Unlike the previous fax product, Fax Server scales to meet communication needs across the country. All employees can now manage both faxes and email through the Lotus Notes mailbox. The procurement team, based in Wiesbaden,

also continues to deliver time-sensitive documents directly from SAP. “They check all prerequisites and hit a button within SAP to automatically deliver the document via Fax Server,” Herzog notes.

Results

Fax Server enables integrated and scalable communication, a result that enhances CSC Germany’s internal business processes and competitive stance. “We always try to be ahead of everybody else with smart solutions,” says Herzog. Fax Server supports the company’s objective to be a leader in technology, she notes.

As Chief Information Officer of the IT solutions company, Walter Stein speaks from experience when analyzing technology additions. Regarding its fax expansion, Stein says, “Within a very short period of time, Open Text Fax Server was accepted as a service, and users find it very useful. The costs and flexibility as well as scalability of the software confirm the product chosen was a good choice.”

Flexibility

“We have a highly integrated system that is easy to use for the end user,” Herzog says. For mobile professionals, faxing from any location via email is useful, she notes. “Consultants are always traveling between customer sites and working on various projects. Now they can send and receive faxes from their laptops. They are not dependent on coming into the office to manage communication.”

Faxing from SAP or other office applications is as simple as sending a document to a printer. Integrated faxing would likely benefit CSC customers as well, according to Herzog: “To serve our clients, we often link their existing systems to work effectively. SAP is a common system for larger companies. It will be of value to our customers when we can provide this experience.”



Scalability

By replacing its outdated fax software with Fax Server, CSC Germany expanded efficient faxing capabilities to all employees. Fax Server is now used by close to 1,000 employees in more than 60 locations, including outsourced sites. "Consultants from some of these sites have mentioned they appreciate that they can now use digital fax service," Herzog says.

Efficiency

One of the new Fax Server users related the virtues of digital fax: "Handling is very simple and easy. Received as well as outgoing documents are high quality. Send times are excellent." Thanks to Fax Server and a global green IT initiative, CSC Germany eliminated most of its fax machines and printers, reducing the total number by more than 50 percent. In some locations, the company replaced multiple machines with Konica Minolta multi-function devices. "Now we only have one type of machine and maintenance. It makes life a lot easier, and we save on costs," Herzog says. With the success of its Fax Server and green IT implementations, CSC's future plans may expand implementation to Switzerland or other European countries.



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