



IMECOM GROUP CUSTOMER CASE STUDY:

METROPOLITAN BOSTON HOUSING PARTNERSHIP

Metropolitan Boston Housing Partnership (MBHP) chooses Imecom Group's DM Fax Server for Microsoft Exchange for enterprise-wide desktop faxing.

Overview

MBHP is a housing agency that receives hundreds of faxes each day and the length of the faxes can vary from a single page to 40 or 50 pages. A Microsoft shop, MBHP uses Microsoft Windows Servers, Microsoft Exchange 2003, and Microsoft Office XP. Outbound faxes mainly consist of Microsoft Word and Adobe PDF documents. The goal of MBHP's fax server project was to replace its fax machines with a network fax server solution that not only integrated with Microsoft Exchange and Outlook, but also offers automatic inbound fax routing, and support for digital T1 service with Direct Inward Dial (DID) numbers.

The Challenge

Prior to implementing the Imecom DM Fax Server solution, faxes were sent to a main fax machine where the faxes were then manually sorted and deposited into employee mailboxes. In some cases, important faxes were either lost or misplaced. On the outbound side, MBHP had six fax machines that employees could use to fax out documents. The process was manual and involved employees having to print out their document, walk to the fax machine, dial and wait for the fax to be sent successfully, etc.

Howard Wright, IT Director at MBHP describes faxing before the Imecom DM Fax Server was implemented. "MBHP was using six fax machines to send and receive faxes. However, most of the inbound faxes were going to a single fax machine. MBHP often received complaints that the fax machine was either not working or busy. Also, several times a day a staff member has to sort inbound faxes and place them in the appropriate employee's mailbox. Employees often complained about misplaced or lost faxes."

The Solution

After several initial discussions and a web demonstration of the Imecom DM Fax Server software, MBHP chose Imecom Group as the fax server vendor of choice. The final configuration included a single DM Fax Server, the DM Fax Connector for Microsoft Exchange, and an 8-channel Brooktrout TR1034 digital fax board. This configuration interfaced with an 8-channel digital voice T1 line, which also provided DID service for inbound faxes.

Howard Wright describes his experience with the Imecom sales and support staff, "The Imecom Sales staff was excellent and the product worked as advertised. Often sales representatives will embellish their product capabilities. Pre and post sales support was excellent."

MBHP installed DM Fax Server on a Windows 2003 Server and integrated it with Microsoft Exchange 2003 and Microsoft Outlook. Howard continued, "The Imecom DM Fax Server has been very reliable. Installation went very well and took only about an hour. Deployment to clients went smoothly and was very easy. DM Fax Server eliminated all of the employees' complaints and saved the agency money by not requiring an employee to sort and place faxes in appropriate mailboxes. DM Fax Server also increased customer satisfaction by eliminating customer complaints."

Since deploying DM Fax Server from Imecom, MBHP has seen a dramatic increase in user productivity and drop off in complaints about busy signals. DM Fax Server is now used for outbound desktop faxing, inbound fax routing to individual Microsoft Exchange users, end user production, and workflow processes.



Summary

MBHP currently runs a single DM Fax Server configuration with the DM Fax Connector for Microsoft Exchange and an 8-channel Brooktrout digital fax board that interfaces with a digital voice T1 line. DM Fax Server is used primarily by end users for daily inbound and outbound fax traffic.

Howard Wright describes his post-implementation thoughts, “MBHP has implemented a number of new technologies over the past four years. By far, this was the easiest to implement and the most popular technology with our employees. Post sales support has been excellent and the support staff is friendly, knowledgeable and competent. DM Fax Server has saved employees a tremendous amount of time. They no longer go searching for missing faxes and clients aren't frustrated with busy or inoperable fax number. DM Fax Server will fit in nicely with our goal to move towards a paperless environment.”

In the future, Imecom and MBHP plan to work together to expand DM Fax Server more deeply into the workflow environment by establishing integrations with document management or document imaging systems.

About Metropolitan Boston Housing Partnership (MBPH)

Metropolitan Boston Housing Partnership (MBHP)'s mission is to ensure that the region's low- and moderate-income individuals and families have choice and mobility in finding and retaining decent affordable housing. All of MBHP's programs and initiatives are designed to encourage housing stability, increased economic self-sufficiency, and the enhanced quality of the lives of those served. To achieve its mission and to promote efficient service delivery, MBHP works collaboratively with a broad array of service providers and neighborhood-based organizations.

Visit www.mbhp.org for more information.

About Imecom Group, Inc.

Imecom Group, Inc., founded in 1989, develops and sells enterprise fax server and e-document delivery solutions, and TIFF image conversion/printer driver software. Our DM Fax Server and Print-2-Image solutions help organizations of all sizes automate the processing and flow of business information and documents throughout the company. This includes capture, processing, conversion, delivery, reception, and archival of faxes, images, and electronic documents. The bottom line - our products and support services introduce newer, more efficient ways to process and delivery mission-critical information, resulting in improved productivity and increased cost savings.

Imecom is headquartered in New Hampshire and is a member of the Prologue Software Group. Together, Imecom Group and Prologue Software Group have established a customer base that includes 2,100 development partners and 5,300 value added resellers, which in turn have established 650,000 installations across the globe. There are now more than 2,200,000 users of Prologue products worldwide.

For more information, please contact us at: <http://www.imecominc.com> or call 1.603.569.0600.

