



FoIP - the future of faxing

DOMINO 9 READY



A large equipment manufacturing company selects ExtraFax for their Fax over IP (FoIP) deployment.

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I am a design level administrator for a Lotus/Domino mail environment of a manufacturing environment. Of our thousands of employees, my team provides assistance to nearly half of our end users. When our Telecommunications team made the move to a Voice over IP configuration we had to quickly find a faxing solution to replace the existing functionality our customers had in the previous environment.



We were excited about the opportunity to tie the faxing solution in with mail delivery and allow the end users an opportunity to control the security and record retention that was lacking in the previous environment. Users would often create documents in one environment, send them to their mail account, print them at the printer, and then go to a fax machine. Users were also frustrated with not knowing if their faxes were delivered or when confidential fax might be sent to a machine that was not secure.



The challenging part of our adventure was that we knew little to nothing about which vendors were available to help us in this endeavor or what the costs would be. As fate would have it, 2006 was my first opportunity to visit Lotusphere. Several opportunities presented themselves, all within short walking distance of each other.

I returned to the office with several options in hand and began evaluating the prospects. Extracomm was the only option that would fit the Fax over IP requirements as well as provide simple integration into the Lotus infrastructure that was already in place. The sales and technical people were very helpful in evaluating and implementing this new technology.

The overall administration of the product is very simple and allows us to use our Lotus development expertise to automate registration and user maintenance. The requirements of our Telecommunications team were also met with the board less design of the Fax server. We can very easily expand capacity and have the capability to deploy the tools world wide with little or no modification.

Extracomm's ExtraFax tools have far exceeded my hopes of simplicity, functionality, and affordability. This is a faxing solution that is as close to "Plug and Play" as an administrator could hope for.

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