

Zetafax Case Study ●●●

CCSI - DRAWING THE SOLUTION WITH DESKTOP FAXING

Zetafax ●●●

Zetafax is versatile, time saving and feature rich fax server software. It provides networked employees with the ability to write, send, receive, read, forward and store fax documents without leaving their desks.

Zetafax can also be used to send text messages from the desktop, making it ideal for instant communications to customers and employees.

If you are an Independent Software Vendor (ISV) looking for technology to fax-enable your own software applications, the Zetafax CommsEngine provides integration ready fax technology to help you add value quickly and cost effectively.

The Zetafax e-mail gateway allows users on the network to send and receive fax messages directly from their e-mail client. Zetafax integrates with all leading e-mail systems: Lotus Domino, Microsoft Exchange and SMTP mail systems.

"Zetafax is dependable, easy to use, scalable and feature rich. It was integrated with our existing IT system, to provide an ideal fax solution. The quality of fax received by the recipient is also improved. Since the fax is computer generated, it does not include the specks, fuzzy edges and other scanning errors you get when scanning manually. The end result has a high quality feel to it, looking more like laser printer output than a fax."

Louis Hoffman MD

CCSI - Profile ●●●

Established in 1988 to develop and provide computer aided draughting, design and manufacturing systems and services, CCSI is now one of the leading Engineering Software Houses in Europe.

The company specialises in developing software for engineering and technical applications as well as virtual reality and 3D visualisation tools.

The Objective - Improved customer service through communications ●●●

As the developers of software that controls Air Handling Units, communication with clients must be fast and efficient. "Everyday, orders and requests were received using traditional, paper-based method. But as our business expanded, paper-based faxing was proving to be too slow. We needed a solution that would help and not hinder our customer service operation."

The Solution ●●●

To address this problem, the company decided to implement network fax software for paper-free desktop to desktop faxing - using Zetafax

"Whenever correspondence needs to be sent in writing, whether to a customer, a supplier or within the company, fax is one of our preferred mediums," says Louis Hoffman, CCSI's managing director.

The Results ●●●

He added: "With a multitude of methods for sending and receiving faxes, Zetafax is featured to make faxing as straightforward as email. As a result of our improved efficiency and increased productivity, our customers will benefit from a responsive service."

The Zetafax SMS add-on is an attractive option for companies needing to send and receive text messages from a PC interface at the desktop.

- Allows Zetafax users to send text messages from their desktop PC using the Zetafax client.
- Provides a fast, easy and immediate way of communicating messages
- Scheduled sending facility means SMS messages can be set to send at a predetermined time, to link in with a specific event
- Supports sending of messages to single or multiple recipients
- For easy addressing, provides a link into mobile phone numbers residing in other address books, such as CSV files
- Automatically stores each text message sent, providing an audit trail, along with your faxes, of all communications to your customers
- Requires a GSM modem - available with SMS add-on as a package
- Using the optional Zetafax API Toolkit, any application can be fax- and SMS-enabled

Document Conversion ●●●

Zetafax renders most regularly used document types (such as word processing documents and spreadsheets) into TIFF format so that they can be faxed as attachments. Customers needing to fax other, less commonly used or more specialized document types will require the Document Conversion add-on.

Using this add-on, the Zetafax server can convert over 225 files types - including word processing, spreadsheet, presentation, graphics and database files to fax TIFF format without having to install the authoring application on the Zetafax server PC.

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Feature Summary ●●●

- Intuitive Windows XP-style fax client with address book, system tray alert, preview pane and customisable shortcuts
- Server support for Exchange, Domino and SMTP email systems
- Ability to fax direct from Microsoft Office documents, ACT!, GoldMine Business Contact Manager and legal software applications
- Choice of addressing options from the integrated Outlook address book and Zetafax private and public address books
- Choice of manual or automated routing of inbound faxes to individual PCs and network printers
- Upgrades available for fully scalable faxing
- Broadcast fax capability with advanced embedded addressing for easy management and personalisation
- Multi-doc feature for combining multiple documents such as letters and spreadsheets into a single fax
- Automatic redial if busy and auto-printing of failed faxes
- Full fax activity reporting and archiving features
- Notification of sent and received faxes
- Fax queue management for aborting or rushing of faxes
- Optional Zetafax API Toolkit integrates fax into any application



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