

## Sagem-Interstar

Sagem-Interstar (Sagemcom Group) is the global leader in advanced fax server solutions for IP networks. Its field-proven XMediusFAX leverages IP telephony and Unified Communications (UC) systems to enhance productivity, collaboration, and ROI by integrating fax on the desktop. Deployed worldwide in enterprises and service provider sites since 2002, XMediusFAX is the most mature T.38 Fax over IP (FoIP) software on the market. Sagem-Interstar, with its globally recognized excellence in delivering scalable, secure and survivable FoIP solutions, is empowering businesses to fulfill the compelling promise of UC.

Member presence in North America, EMEA, APAC & CALA.

For more information, visit [www.sagem-interstar.com](http://www.sagem-interstar.com) or contact:  
sales@sagem-interstar.com

Toll-free (U.S./Canada): 1-888-766-1668

EMEA: +33 (0)1-58-11-77-00

### Offers

#### XMediusFAX (T.38 fax server)

**Compliant with:** Avaya Aura™ Communication Manager, Avaya Aura™ SIP Enablement Services and Avaya Media Gateways (G350, G450, G650, G700)

**Offer Solution Category:** IP Telephony, Messaging, Unified Communications

**Primary Industries Served:** Finance, Healthcare, Legal, Education, Manufacturing, Government

The XMediusFAX T.38 fax server software solution is Avaya compliant-tested.

By leveraging the Avaya Aura Communication Manager and Avaya Aura SIP Enablement Services to send and receive faxes, XMediusFAX delivers scalable, secure, and reliable fax services without any additional hardware, making it the greenest fax server on the planet.

#### REDEFINES THE IP FAX SERVER MARKET

XMediusFAX is Sagem-Interstar's innovative and patented IP fax server solution supporting the robust and standardized T.38 Fax over IP (FoIP) protocol. Redefining the market when it was first introduced in 2002, it is the global leading software-only IP fax server solution that is offered in three application optimized editions, namely, sp for Service Provider, ee for Enterprise, and x for Express.

#### OPTIMIZES GLOBAL TDM TO IP MIGRATION

XMediusFAX software solutions are optimized to efficiently address the accelerating global TDM to IP migration trend, deliver enhanced productivity, streamlined operations, and lower total cost of ownership (TCO). These solutions address diverse fax deployment drivers ranging from increasingly stringent regulatory requirements, evolving infrastructure strategies (i.e., UC, ECM, 'branch' optimization), flexible application integration (ERP/CRM) to adoption of more economical, eco-friendly core technologies (i.e., FoIP, virtualization, SIP trunking) and versatile multifunction devices (MFDs). With its flexible architecture, the XMediusFAX also provides high availability (intra-system replication) as well as a variety of deployment models ranging from disaster recovery to remote branch survivability (inter-system replication).



## Success Story

### Duke University

**Member product/service:** XMediusFAX FoIP Server

**Associated Avaya products:** Avaya Communication Manager

#### **Challenge:**

Duke University, a major American university based in Durham, North Carolina, comprises over 200 buildings, and more than 13,000 students and 31,000 employees. It includes the Duke Clinical Research Institute (DCRI), which is the world's largest academic clinical research organization, as well as the Fuqua School of Business, a globally renowned business school.

For Duke's DCRI, clinical research and report documents are critical to its over 900 staff members and 5,000 investigators. Moving them quickly, securely and confidentially through Duke's vast telecommunications infrastructure is vital. The previous fax vendor had failed to meet DCRI's business requirements. Its original fax server required a large outlay to upgrade and renew service, which DCRI did not want to absorb. Eventually the vendor ceased customer support and the legacy system went out of service at DCRI.

Added to DCRI's fax vendor problems, Duke *"experienced an uncontrolled growth of PBX systems years ago on campus that left us to manage a hodge-podge of systems with no way to leverage them against a bigger, centralized solution,"* according to Robert Johnson, Director of Communications Infrastructure at Duke's Office of Information Technology (OIT).

Consequently, Duke's OIT identified a need for a single campus-wide fax solution that would:

- Integrate seamlessly with a VoIP environment
- Eliminate the dependency on expensive fax modems
- Have built-in call accounting for accurate bill-back of all fax usage
- Ensure fax confidentiality for each hospital, school, faculty, etc.
- Be compatible with various existing data-management tools such as DCRI's Siebel report system
- Meet DCRI's requirement for a T.38 Fax over IP (FoIP) server system that integrates seamlessly with Avaya Communication Manager

#### **Solution:**

DCRI selected Sagem-Interstar's XMediusFAX, since it was the sole software-only T.38 FoIP solution compliant-tested and certified for the Avaya Communication Manager. Meanwhile, the Fuqua School of Business was also very impressed with XMediusFAX's many features and benefits, and they too submitted a purchase order.

Consequently, Duke's OIT saw an opportunity for a university-wide rollout. *"We selected XMediusFAX because it is compatible with our multi-vendor environment, which employs an Avaya VoIP interface. As well, it is scalable and simple to deploy"* said Robert Johnson. *"After two separate departments targeted XMediusFAX, we decided to make it available throughout the university and our hospital system. Since XMediusFAX SP is a software-only solution, we'll only need to license more fax channels as usage increases, not buy and implement additional hardware."*



INTELLIGENT COMMUNICATIONS

**Value:**

Duke now has:

- A centralized, multi-tenant FoIP server to securely support all of its hospitals, schools, faculty, and students (with the required bill-back reporting mechanism).
- Integration with DCRI's Siebel system to process and fax out research reports.

*"XMediusFAX SP allows us to serve the entire campus and hospital system with a single fax server solution. Implementation, training, and ongoing service will remain simple and cost effective,"* declares Johnson.

Duke is guaranteed an immediate return on investment (ROI), due to:

- Elimination of expensive fax boards
- Reduction in the number of fax lines
- Cost savings on paper, toner, and other materials required in a conventional fax environment
- Benefits of faxes sharing a common inbox with email and voicemail (Unified Communications)

With desktop-based IP faxing, Duke is also experiencing increased productivity. Studies have shown that employees can save up to 40 minutes per day, since faxes arrive directly in their inboxes or on secure printers, rather than in a common area.

As well, Duke's future faxing capacity is ensured, even though they expect the system will grow to 150-200 channels. Thanks to its highly scalable architecture, XMediusFAX SP can handle up to 480 channels per IP fax server. Plus, Duke can look forward to Sagem-Interstar's feature-rich upgrades and unparalleled customer support.

© 2010 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. and are registered in the United States and other countries. All trademarks identified by ©, TM or SM are registered marks, trademarks, and service marks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. Avaya may also have trademark rights in other terms used herein. References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.



INTELLIGENT COMMUNICATIONS