

PSU Streamline Their Communication Channel

Overview

One of the largest engineering and manufacturing enterprises in India in the energy-related/infrastructure sector moved from manual faxing to computer-based network faxing with Alliance Infotech's customized solution. The solution allowed them to achieve reduced communication costs, accelerated processing times, more streamlined and better quality communication.

The Challenge

Communication functions have always been a problem for large and multi location organizations. With so many hierarchies both horizontal and vertical, it was again a problem for this public sector organization. They used to receive large volume of documents through post, electronically via email. Being a public sector unit and because of the nature of business, a very large proportion are received as faxes. Head office of the organization receives hundreds of faxes every day and most faxes were more than one page.

Another challenge was of outgoing faxes. Large number of employees from different departments needed to send faxes. Faxes can be to local, STD or ISD numbers. During tendering, the same fax is to be sent to multiple people and confidentiality required to be maintained. So management of faxes was really a big challenge for the organization.

The Solution

After extensive study of processes, departments, hierarchies and communication channels in the organization, Alliance proposed a centralized solution. A dedicated Fax server was installed and integrated with the email server. Customized workflow applications and customized fax applications were developed to provide GUI interface to the users, so as to send and receive faxes right from their desktops. Different logins were created for different users and rights were assigned to them according to their position in the hierarchy. Modules of application were designed keeping in mind the current workflow and requirement of the organization.



Result

The impact of the Alliance's solution was instantaneous. FaxXchange™ solution completes fax jobs more quickly, accurately and inexpensively. Now fax sending is a one-minute job and that too from the desktop. Different logins to different users made sure of confidentiality of the documents. The solution streamlined the process, provided better quality communication and offered straightforward integration with virtually all computing applications, messaging environments and telephony interfaces. Users can now maintain their regular signatures and they do not have to create new signatures for every fax. It was a revolution in the organization as far as fax distribution was concerned. Logs of the sent and received faxes along with the soft copy of faxes can be maintained for the future.

"We realized our ROI in less than two months; Alliance's solution really streamlined our communication process to an unimaginable extent." Says The PSU