

Lewis Systems & Service Company Cuts Fax Costs and Supports Virtualization with Fax on Demand



For more than 30 years, Lewis Systems & Service Co. has provided the highest quality air compressor and vacuum pump system products, parts and service in the Southeast. With four fully staffed locations serving the Carolinas and Virginia — in Greensboro, Charlotte and Rocky Mount, NC as well as Lynchburg, VA — Lewis Systems' exceptional service department with factory-trained and certified technicians offer both routine and emergency 24/7 service.

www.lewissystemsinc.com

Distribution Industry

Lewis Systems & Service Company had been using Esker VSI-FAX for several years to fax purchase orders, quotes, invoices and other documents out of its Infor™ ERP FACTS enterprise software. When the company moved to a virtual server environment, they discovered they could no longer use a physical modem. Less than a week-and-a-half later, Lewis Systems was up and running with Fax on Demand.

Challenge

In the process of upgrading several of its servers and its server software, Lewis Systems was moving to a virtual environment for Infor ERP FACTS and VSI-FAX as well as its Microsoft Exchange, Terminal Server and SharePoint servers. "That created an issue with utilizing physical fax modems on a virtual server," said Bill Foster, IT Manager at Lewis Systems.

“Very rarely do we make a change and it saves us money.”

Bill Foster ■ IT Manager ■ Lewis Systems & Service Company

Solution

Earnest & Associates, an Esker partner and Lewis Systems' enterprise software provider, recommended that Foster look at the Fax on Demand option with VSI-FAX. "E&A reached out to Esker and kept me in the loop," said Foster. "Esker was familiar with the issue and had helped other customers solve the same problem, and they thought Fax on Demand would be a good fit for us. We really didn't have time to compare solutions, but we've used VSI-FAX for several years and it was a very reliable product, so we trusted Esker that they had a good solution for us."

Benefits

Fax on Demand with VSI-FAX leverages Esker production facilities, eliminating the need for modems and analog phone lines.

Since implementing the Fax on Demand solution, Lewis Systems has been very satisfied. "It's working great. We have not had one problem," said Foster. "From a reliability standpoint, we don't have to worry about hardware problems like modem and line failures." Lewis Systems has also effectively reduced the cost of faxing by 50%. "We're actually saving more money than we're spending because we're able to get rid of the \$56-a-month analog fax line that we were using, so it's very cost-effective for us to use the Fax on Demand service. Very rarely do we make a change and it saves us money. I couldn't be happier with it," said Foster.

Future plans

Going forward, Lewis Systems also plans to explore desktop faxing with the Fax on Demand solution. "I think the desktop solution would be another added value for us," said Foster. "I don't see why we wouldn't want to take advantage of that."

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