



Natural Gas Transmission & Distribution Company

Powering reliable and efficient fax from Notes



A leading company engaged in natural gas transmission, storage and distribution, as well as electric generation, transmission and distribution, implemented Esker Fax for Notes to provide critical fax communication. The operating companies of this organization deliver energy to 3.8 million customers located within the high-demand energy corridor stretching from the Gulf Coast through the Midwest to New England.

Challenge

Faxing is crucial to this company. Customers include hospitals and people on oxygen that depend on gas and power. If service needs to be shut off for any reason, then faxes must be sent out to notify these customers. The organization relies on fax for critical communications as part of its 24/7/365 call center operations. About 10,000 users connect to a central mail-in database from each of five call centers for back-and-forth communication with a wide variety of customers, ranging from large companies to individual homeowners and renters.

Within its electronic document flow, the company also needs to populate forms with customer account data and other embedded information before they are faxed out. In addition to one-off desktop faxing, the fax communications include batch jobs.

Solution: Esker Fax for Notes

An Esker customer since 2003, the company upgraded its Esker Fax for Notes solution after bringing in outside services to operate the company's IT functions. "We went to the latest version and moved from four servers with one fax board to two more powerful servers with two fax boards," said the company's Advanced Systems Management Integration Professional. Esker Fax for Notes is used to handle a volume of about 24,000 faxes per month.

Esker Fax for Notes is an enterprise-class fax solution offering pure Notes integration to minimize costs and increase productivity in fax communication with customers and partners. Unlike email gateway products, Esker Fax for Notes integrates comprehensive fax technology completely within the Notes and Domino environment. Esker Fax for Notes takes full advantage of Notes databases as well as Domino security and centralized administration.

Benefits

"In my career I've supported many accounts and become familiar with a range of faxing solutions, including GFI FAXmaker, RightFax and Replix," said the Advanced Systems Management Integration Professional. "I am very comfortable with Esker Fax for Notes. I've found that the Notes integration is really smooth and reliable, and Esker Fax for Notes is easy to administer. You can see and do a lot right from the databases. And you can always log into the server and jump on the Esker admin MMC."

The company's Domino groupware team has customized the email interface to add a mail fax button. "They have a template programmed to do things like remove the signature block so customers will use the cover sheet and not the rep's direct contact information," said the Advanced Systems Management Integration Professional.

And according to the Advanced Systems Management Integration Professional, "Esker tech support is fantastic; probably the best of anyone I've ever worked with. If I have an issue, the communication with everybody at Esker has been great. I've even worked with some of the senior developers and we got a pretty complex issue resolved."

Esker Fax for Notes is a wonderful product. I don't know what I could improve upon. I've always liked how it works and I'm looking forward to rolling out the new version.

▪ Advanced Systems Management Integration Professional

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