



CITY OF MARION: BETTER SERVICING THE COMMUNITY WITH FAX SERVICES FROM ESKER

Marion City Council is always on the lookout for productivity savings in order to further invest in the development of its community programs and initiatives.

When the existing fax server needed to be replaced, the IT Department decided to explore new effective ways of sending and receiving faxes via a cloud-based fax service from its trusted solution provider Esker.

The Challenge: Reducing infrastructure costs whilst delivering enterprise level fax capabilities to business users

Marion City Council's IT department required to replace its aging fax server, replace the fax board and upgrade the fax software solution. The current system had been working well but was due for retirement.

With a variety of documents needed to be faxed out (eg. POs, timesheets, plans, etc) and to be received (eg. Applications, forms, etc), it was critical that the new fax solution provide enterprise level capabilities and robustness to support the delivery of excellent service to the community.

Marion City Council's business needs included a solution that was :

- Scalable
- Easy to implement & administer
- Cost effective
- Zero infrastructure

The Solution: Enterprise Fax Services from Esker

Marion City Council was already using the Esker Fax server solution and was satisfied by the reliability of Esker products and the quality of the Esker technical support in Australia. Moving to the Esker Fax Services in the 'cloud' was an easy decision based on the reputation of Esker and the enterprise references already using the Esker Fax Services.

Benefits

- **No costs associated** with implementing or managing a fax infrastructure in the data centre
- **24*7*365 availability** with unlimited capacity to scale up or down
- **Easy administration** – no need to manage a fax server infrastructure (including production and disaster recovery environments, fax server software, fax boards and fax lines)

About City of Marion

The City of Marion (located 10km south of Adelaide) is one of South Australia's larger metropolitan councils covering an area of about 55km sq and a population of over 84,000 people. It includes the Westfield Marion Shopping Centre - the largest regional shopping centre in South Australia with over 330 shops.

www.marion.sa.gov.au

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Esker Australia Pty Ltd
– Sydney (main) Office
Suite 1502, Level 15, 227 Elizabeth Street
Sydney NSW 2000
Tel: +61 2 8596 5100
Fax: +61 2 8596 5175

Visit our blog! blog.esker.com.au

Esker Australia Pty Ltd
– Melbourne Office
Level 1, St Kilda Road Towers
1 Queens Road Melbourne VIC 3004
Tel: +61 3 9863 9990
Fax: +61 3 9863 8010

Get Social    

Esker New Zealand
– Auckland Office
Level 4, 369 Queen Street
Auckland 1010
Tel: +64 9 306 8872
Fax: +64 9 306 8889

www.esker.com.au
www.esker.com.nz