Economic Affairs, Agriculture and Innovation

iXWARE™
INFORMATION **EXCHANGE**

Ministerie van Economische Zaken,
Landbouw en Innovatie

Customer profile

The mission of the ministry is to "promote sustainable economic growth in the Netherlands." It focuses on the key areas of "Knowledge economy and innovation," "Competition and dynamics" and "Space to do business." The ministry's 1,700 civil servants are located in various buildings in The Hague.

The challenge

The relationship between the Ministry of Economic Affairs, Agriculture and Innovation, Xerox and iXware dates back to 2002. The Ministry has always strived to set an example for Dutch business by deploying state of the art technology to support the organization. Civil servants have benefitted from the iXware's Unified Messaging since 2002. All fax, voicemail and SMS text messages have been integrated with the ministry's MS Exchange/Outlook application. Xerox MFP's were integrated to facilitate walk-up faxing.

In 2010 the ministry wanted to take a next step in document digitalization. As part of a European tender for MFP's, various offerings for scanning of documents were compared with the Xerox & iXware solution (again) being the offering of choice for the ministry.

The solution

More than 70 Xerox MFP's with the latest EIP technology were deployed in combination with iXware's Scanning module. Since the spring of 2011, all 1,700 civil servants can easily digitalize paper documents.

Incoming (traditional) mail is scanned centrally and distributed to the appropriate user/department by email. Users can print documents on the Xerox MFD's to add data and signatures as required and subsequently scan the completed documents to their own email account in the document format of their choice.

When scanning the documents, users have the option to:

*   Scan to their own email (the address book on the MFP is linked to the ministry's Active Directory),

*   Choose the document output format.

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INFORMATION EXCHANGE

Ministerie van Economische Zaken,
Landbouw en Innovatie

iXware Fax/Scanning

Maak een keuze uit onderstaande sjablonen

PDF (foto) PDF (doorzoekbaar) Word (.doc) Excel (.xls)

JPG (foto) TIF (foto) ODF (.odt) ODF (.ods)

*iXware offers users the option to select the document format
(PDF, MS Word, etc.)on the EIP interface.*

"We're delighted with the solution," says Hans Wienbelt, Project Manager at the ministry.   Besides the technical advantages of the solution, such as having to maintain only one iXware solution with all its different modules, Wienbelt is particularly happy with the user friendliness of the solution. Wienbelt: "Our staff could already scan documents from our previous MFP's but this option was hardly ever used. Three months after iXware was installed we've seen an explosion in scanning volume from almost nothing to 90,000 documents. Users can scan in three simple steps. It's become so easy for them that the solution promotes itself amongst users throughout the organization."

Benefits at a glance

- Single solution/installation for scanning, fax, voicemail and SMS
- Modular solution; simple expansion of functionality such as with Scanning in this case
- Seamless integration with the Xerox EIP devices
- Active Directory support
- Ease of use of the iXware interface on the Xerox MFP
- Scanning documents to email or the network in three simple steps
- Choosing output format for the scans: PDF, Word, Excel, Open Office, Tiff, etc.
- Scanned documents become text searchable through iXware's OCR functionality
- Receiving fax messages in a user/Group email inbox, sending faxes directly from the email client and Xerox MFPs
- Receiving voicemail messages in the email inbox (playback, forward to colleague, store, etc)
- Sending and receiving SMS text messages from the email client
- A complete digital audit trail for all messages and scans
- One single solution to maintain for this whole suite of functionalities

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getting results.*

Together we can.

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