

# Xerox and iXware

## A complete messaging solution



Mammoet, Schiedam, The Netherlands Mammoet provides customer driven and tailor made solutions in heavy lifting and transport. Activities focus on the petrochemical industry, civil projects, power plant facilities, offshore business and marine projects. Through knowledge, experience, state-of-the-art equipment Mammoet has evolved to a market leader that sets trends and records around the world.

### The Challenge:

Mammoet Global in Schiedam, The Netherlands is Mammoet's HQ. At Mammoet Global every department worked with analogue fax machines and Xerox multifunctionals. When the existing fax server no longer met Mammoet's strict requirements, a solution was needed at short notice. Mammoet wanted a multifunctional total solution which would integrate with the existing e-mail environment (MS Exchange/Outlook) as well as with the Xerox multifunctionals. Besides the requirements for digitalizing fax traffic, Mammoet had a project with the aim of quickly informing employees about safety requirements. The requirement was that such information could be efficiently sent to, and just as easily retrieved by, the many employees who work on projects around the world.

### The Solution:

The search for a new fax server led Mammoet to iXware. iXware makes faxing to and from the desktop easy and iXware integrates perfectly with the Xerox multifunctionals. iXware easily met one of the major vendor selection criteria for Mammoet; the availability of local support, including on site support if required. Local availability of such expertise also ensured a fast and smooth replacement of the old fax server. Besides the perfect integration with Xerox multifunctionals, iXware's non intrusive integration with the Microsoft Exchange and Office applications were easily realized.

iXware's SMS Module was the ideal solution for the safety campaign requirements. This module adds SMS functionality to the MS Exchange/ Outlook environment.

### The Results:

Mammoet uses Microsoft Exchange and Outlook for e-mail. iXware is integrated with MS Exchange and Outlook through SMTP and Active Directory (LDAP). User information for iXware is synchronized with the Active Directory. The SMTP connection ensures a non intrusive, stable and reliable link between both applications.

Mammoet has also centrally distributed iXware's MS Outlook extensions. These forms make sending fax and/or SMS messages from MS Outlook as easy as sending an e-mail.

It's possible for users to identify themselves at the Xerox machine when sending a fax. iXware can send the delivery report to the user's e-mail inbox and/or to the Xerox Document Centre. There is no need to wait at the fax machine anymore. A copy is stored in Outlook's sent items with an attachment.

Another advantage of user identified faxing is that use of the fax functionality can be reported by user, department, business unit, etc. Use becomes transparent and costs can be allocated.

By deploying iXware, fax traffic has become part of Mammoet's digital workflow. The network has become easier to manage and central archiving has created an airtight audit trail. The leaks in that audit trail - conventional fax machines - have been closed by iXware and Xerox MFPs. Multiple fax machines, heaps of paper and disorderly files have become a distant memory.

Single and bulk SMS messages can be sent from MS Outlook. It's as easy as sending e-mail. Multiple recipients around the world are instantly and personally informed of important safety news directly on the screen of their mobile phone. The SMS messages can be sent from MS Outlook to distribution lists. Managing these distribution lists is done from MS Outlook.



Working together...getting results.

Together we can.

### For more information

on the Xerox Alliance Partner Programme, visit [www.xerox-solutions.com/Partners](http://www.xerox-solutions.com/Partners)

In Europe, please contact your sales representative.

