

Case Study
Government

PA House of Representatives

The PA House of Representatives provides the technological back-bone for 103 members, along with their staff. They support nearly 250 offices both in Harrisburg, PA, and throughout the state, with nearly 1,700 users.

The Challenge

The PA House of Representatives faxes documentation to various representatives, government agencies and media outlets around the state. Faxing to large distribution lists was a major problem for the communications staff. Many times, the distribution lists were so large, special arrangements had to be made in order to accommodate. Often, these work-arounds were cumbersome and inefficient. Xerox recognized the opportunity and engaged Stream to present an automated, efficient way of faxing. It was easy for the PA House of Representatives to realize the benefits including automated processes, speed of delivery, and improved transmission records and audit trail. The solution also fit in with their goals to move towards a more paperless environment.

The Solution

Stream presented the IT department with solutions to provide desktop faxing directly from email, as well as scan to fax directly from Xerox devices. Stream also introduced automatic distribution of information to multiple recipients via a web interface. The system included 48 ports, with 6 ports reserved for incoming faxes, and the remaining ports shared between outbound faxes and broadcast notification. The notification application allowed members to make important public service announcements to their constituents and provided IT with an easy way to notify users via telephone when the network is down.

Installation went smoothly and was modified to accommodate the use of hardware provided by the customer. The standard training was very good, and advanced training is being provided to start troubleshooting due to the sensitive environment. "Stream is an extremely useful tool," said Steve Keefer, IT contact for the PA House of Representatives. "The more we use it, the more we find other alternative uses and benefits."

Applications Deployed at the PA House of Representatives:

- Enterprise network fax integration for all Xerox devices
- Desktop faxing capabilities for users providing the ability to receive and send fax documents to and from email
- Broadcast Notification capabilities to deliver messages to multiple recipients

Benefits to the Customer Include:

- Elimination of phone lines, fax machines, consumables and associated faxing costs
- Improved productivity for users as well as enhanced document security and audit trail
- Additional steps towards goals to become a more paperless environment

For more information on partnering with Stream, or to speak with a Sales Representative, please contact 800-325-7732 or sales@stream.net.