

## CSC IT Services

# CSC saves time and money



### Customer Profile

Founded in 1959, Computer Sciences Corporation is a leading global information technology (IT) services company. With approximately 78,000 employees, CSC provides innovative solutions for customers around the world by applying leading technologies and CSC's own advanced capabilities.

### The challenges

To reduce costs and improve efficiency, CSC became a Xerox customer some years ago, consolidating their office printers, scanners and copiers into Xerox MFPs. CSC concluded that faxing would continue to be an important communication medium for many years to come and looked for a digital fax solution which could integrate with both their e-mail applications and Xerox MFPs to further reduce costs and improve efficiency.

The use of faxing differs from department to department. The legal department, for example, is a heavy user for inbound and outbound faxing. For the helpdesk, inbound faxing is crucial. CSC had a red light mounted in view of helpdesk employees which would literally start to flash to "alert" staff to an incoming fax. Quite an ingenious notification system! Fax-to-email functionality would of

course be a much better means of integrating fax with the helpdesk business process and was therefore an important requirement with the aim of improving customer service and efficiency as well as bringing down costs. For other departments, walk-up faxing was important because paper documents to be faxed remained an important part of their way of working.

### The solution

Xerox and iXware had a proven solution to offer which met all CSC's requirements. CSC Denmark has 55 Xerox MFPs located in the various offices in the country. A single iXware installation forwards inbound faxes to the Lotus Notes e-mail clients of individual users or departments and/or prints the faxes on Xerox MFPs; whatever best suits the way of working for a department and its users. Outbound faxes are sent directly from the Lotus Notes clients or from one of the Xerox MFPs.



Business  
Innovation  
Partner

One of the deciding factors determining CSC's selection of iXware was the non-intrusive integration iXware provides. The Lotus Domino e-mail servers are located in the UK and software connectors on those servers are not allowed as a matter of corporate IT policy. The policy for desktop and laptop image/software is equally strict. iXware integrates with Lotus Domino through SMTP and requires no software to be installed on the mailserver. iXware can further be used by staff from their desktops/laptops for in and outbound faxing without the need for additional software on their computer. iXware supports analog, ISDN - deployed by CSC - and fax over IP, making it a "future proof" solution in that respect as well.

## The results

Through the integration of iXware with Lotus Domino/Notes, the helpdesk can deal with faxes just as easily as with e-mails. The flashing red light has become a distant memory. Faxes have become part of CSC's digital workflow. Through the integration with e-mail, confidential paper faxes are no longer waiting for physical distribution in an open office environment. Through digitalization, faxes have also become part of CSC's audit trail.

CSC has saved time and money by providing users with fax functionality within Lotus Notes. Users no longer have to print and manually fax a document. And as for hardcopy documents that need faxing, for example because a signature is required, CSC staff can use the walk-up fax functionality on the Xerox MFP.

By switching from conventional, analog faxing to iXware, CSC has saved money and closed the leak in the audit trail for some of the most important documents it receives and generates!

## Benefits at a glance

- By switching from conventional, analog faxing to iXware, CSC has saved money and closed the leak in the audit trail
- Fax messages have become part of CSC's digital workflow
- CSC has saved time and money by providing users with fax functionality within Lotus Notes
- One iXware solution for 55 Xerox MFPs located in the various offices in the country
- Perfect integration with the Xerox MFPs

## Contact iXware

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*Working together...  
getting results.*

**Together we can.**

