

## How Cisco IT Deployed a New IP Fax Solution

### Cisco Fax Server reduces cost and enhances fax communications for employees

#### STYLE (EXECUTIVE SUMMARY) BUSINESS BENEFITS

- Cisco replaced 1200 dedicated fax machines and 1300 dedicated printers with 750 MFPs, saving about US\$75,000 per month..

"The Cisco Fax Server solution has given Cisco the ability to standardize device and fax service offerings at each U.S. Cisco site to meet the needs of the increasingly mobile Cisco client while satisfying business cost reduction targets by allowing Cisco IT to consolidate devices and remove costly standalone devices."

**Tim Reilly, Cisco IT Manager**

Every day, Cisco employees 'fax' mission-critical business information, such as contracts, legal documents, sales quotes, purchase orders, order confirmations and much more. Recently Cisco decided to move from a traditional fax solution to an IP-based one, migrating more than 2500 printers and standalone fax machines.

Cisco IT combined the printing and fax functionality into a single solution using the MFPs for printing tasks as well as for sending and receiving faxes, by partnering with a leading developer of imaging and document management business solutions. The solution incorporates specialized MFP connection servers (supplied by the MFP vendor) that use a software application to interconnect clusters of MFPs with the rest of the FoIP network components. The new solution also incorporates the Cisco fax server, which handles fax messaging and integration with the existing Cisco unified communications infrastructure.

Today this architecture provides fax support for the entire Cisco enterprise in the United States and Canada, replacing 1200 dedicated fax machines and 1300 dedicated printers with 750 MFPs. This has provided Cisco with a significant cost savings of approximately US\$75,000 per month. It has also reduced the number of devices that Cisco IT has to manage.

Changing the fax system required a little additional user training. When sending a fax using an MFP, an employee does not hear the typical sounds and tones of traditional fax devices. Initially, this lack caused confusion for some users, but was helped by communicating the differences to employees in a variety of ways.

Deployment was done in two phases. The first phase used the new MFPs with traditional analog connections across the IP network; the second phase transitioned to a pure IP solution. The full deployment was completed in the United States and Canada.

#### FOR MORE INFORMATION

To read the entire case study or additional Cisco IT case studies on a variety of business solutions, visit Cisco on Cisco: Inside Cisco IT [www.cisco.com/go/ciscoit](http://www.cisco.com/go/ciscoit)

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