

Pittsburgh Technology Council

Esker Fax for Notes Helps PTC
Streamline Business Processes

Case Study

The Pittsburgh Technology Council (PTC) is a regional technology trade association who's mission is to foster the development and growth of the technology industry in southwestern Pennsylvania. Created in 1983, PTC now carries a membership of more 1,500 companies.

"We're very happy to have found a fax server that is totally integrated with Lotus Notes. Esker Fax for Notes saves time for everybody."

— Rick Mast, Chief Network Administrator, Pittsburgh Technology Council

Like all companies, the goal of the PTC was, at its roots, to streamline business processes. After switching over to an all Windows 95/NT platform and establishing Lotus Notes/Domino as the company's email system, the organisation felt that there was still more that could be done to increase productivity. Also, according to Rick Mast, PTC's chief network administrator, employees required the ability to send and receive faxes from the field. "We needed a server-based fax solution that was totally integrated with Lotus Notes."



After testing five other fax servers, PTC chose Esker Fax for Notes, in part for its remote access capabilities and ability to work seamlessly with public and private Notes NABs. Ease of installation and administration proved beneficial for PTC right at the outset. Esker Fax for Notes installed easily in 15 minutes, and VSI's dedicated Technical Support team assisted where needed to help get PTC up and running quickly.

"Being a Lotus Notes administrator and developer, VSI-FAX is perfectly easy for any Notes person to configure," said Mast. Key features such as customisable cover pages and fax scheduling allowed PTC to see an immediate impact. Employees gained more productive time that was previously spent waiting by the fax machine, not to mention the fax machine paper and toner that was saved.

When conducting research into server and desktop PC prices, PTC's employees were able to receive price quotes quicker. Esker Fax for Notes enabled them to speed up the purchasing process and to receive their much-needed equipment in a short amount of time. "We're very happy to have found a fax server that is totally integrated with Lotus Notes. Esker Fax for Notes saves time for everybody."



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