

DSGV: Fax, email and SMS from a single source

Like any other association, Deutscher Sparkassen- und Giroverband (German Savings Banks Association, DSGV) is expected to handle its membership fees carefully, while providing top-quality services and efficient communication processes. This is why DSGV chose Retarus' high-availability managed services for its robust communication processes.

Initial Situation

Email and fax are the main communication channels

Deutscher Sparkassen- und Giroverband (DSGV) is the umbrella organization for the Sparkassen-Finanzgruppe (Savings Banks Financial Group). Email and fax are the crucial communication channels for the association; efficiency and reliability is a must. DSGV's Communications and Media Division uses Retarus WebExpress to broadcast their press releases. Unlike the Telekom T400 application that they previously used, Retarus' broadcasting services are highly efficient, easy to use and don't have any limits in terms of capacity. All it takes is a few mouse clicks to send faxes, emails and SMS. DSGV places value on being able to send and receive faxes from Notes clients, and generating email back-ups with very little administration support.

Objective

One-stop service

Before partnering with Retarus, DSGV had a single employee who was in charge of maintaining the entire IBM Notes/Domino infrastructure – including running the antivirus and antispam systems. If that employee was absent, the odds of bottlenecks increased exponentially. Retarus took over the email infrastructure back-ups and email system management processes, by implementing two services, Fax-to-email and Mail2Fax, which offer and handle both email and fax functionality. Retarus Mail2Fax allows users to send faxes from their email software, while Retarus Fax-to-email sends faxes to the Retarus data centers where they are then forwarded to the intended recipient's email inbox.

Customer

Deutsche Sparkassen- und
Giro Verband e.V. (DSGV)
www.dsgv.de

Industry

Banking and finance

Retarus Services

Retarus E-Mail Security
Retarus Mail2Fax
Retarus Fax-to-email
Retarus WebExpress

Use

Member and association email
and fax correspondence



"Swift and simple filtering and prioritization of information are the basis of any effective communication process."

Peter Zündorf, Head of IT systems at Deutscher Sparkassen- und Giroverband (DSGV)

Key Benefits

Customized services from a single source

Maximum security thanks to antivirus, antispam and malware protection

Smooth and effective correspondence via every communication channel

Reduction of fixed IT costs thanks to pay-per-use model

24x7x365 availability coupled with maximum cost transparency

No additional hardware, software, updates or maintenance costs

Swift implementation

Primary Challenges

Swift implementation

Despite the robustness of Retarus' services, both Retarus' Managed Fax and E-Mail Services were implemented in only five months, from the initial service presentation to the implementation. As a side note, most of the time was spent in customizing the services to meet DSGV's specific needs. All the services were subject to extensive testing by a small group of users before the roll out to live environments. There are now three domains that connect around 800 users, and all of the communication processes are running smoothly without any interruptions.

Benefits

Maximum cost transparency and security

Thanks to Retarus, DSGV no longer needs fax lines or servers the only cost is for the fax service itself – cost per page. This ensures full cost transparency, allowing admins to calculate costs at all times. By using Retarus E-Mail Security, every DSGV email account has 24/7 antivirus and antispam protection. The association's management team no longer incurs into additional costs for connection bandwidth, hardware, software, maintenance or updates, as all of these are included in the Retarus flat fee.

Conclusion

Smooth fax, email and SMS

DSGV has been using Retarus' Managed Fax and E-Mail Services since 2008. Thanks to the smooth electronic communication processes Retarus has been providing since then, DSGV has chosen to build on this partnership in the future. Shortly after switching to Retarus' Managed Fax and E-Mail Services, DSGV introduced Retarus Managed SMS Services so that their staff can send SMS from their desktops.

info@retarus.com
www.retarus.com