

Retarus Quick Customer Profile



The Big Picture

This leading Mid-western based financial services firm leverages international knowledge to meet the financial needs of its clients both foreign and domestic. Unreliability with their existing fax server solution caused this privately owned and operated company significant challenges in meeting the required service level demanded of a large, global organization. Unable to deal with the constant unplanned downtime, and unwilling to make any changes to their users or processes, this company turned to Retarus to support its growing requirements.

Industry

Financial Services

Challenges

- Constant unplanned downtime as a result of the lack of stability with the existing platform
- No disaster recovery or business continuity planning in place to ensure ongoing operations during downtime
- High maintenance, upgrades and employee costs with current server environment
- Lack of reliable international fax service in remote countries
- Strict requirements of number portability in the event of switching providers
- Specific e-mail integration mandatory to ensure no process changes for end users

Solutions

- Retarus' Faxolution for Exchange
- Retarus' Faxolution for Applications

Retarus Benefits

- Quick implementation and flexibility enabled service to be provisioned and implemented in matter of days
- Complete replication of current Microsoft Exchange environment with Faxolution for Exchange. Maintains end user behavior without any process changes
- Seamless number portability from current carrier to Retarus ensured branded fax numbers remained with client
- International location support provided by simplified international fax number provisioning with Retarus
- Built in business continuity ensures no downtime or lost faxes
- ROI above 35% when compared to previous solution. No hardware, software, maintenance required

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