



CASE STUDY

# WESTMINSTER & NORTH STAR SCHOOL DISTRICTS

## XM FAX ON-PREMISES FOR THE EDUCATION MARKET



**XM Fax™ On-Premises, the secure file-exchange solution that two school districts don't have to think about while saving money**

### WESTMINSTER SCHOOL DISTRICT

#### ABOUT

Westminster School District is located in Orange County, CA and serves 9,800 students in grades kindergarten through eight at 17 schools.

#### CHALLENGE

Find an efficient and secure Fax-over-IP (FoIP) solution as the school district was moving its entire telephony system from analog to voice-over-IP (VoIP).



### BACKGROUND

For almost 20 years, Michael D'Antignac has served Westminster School District in Orange County, California as Network Systems Analyst. He manages a converged network consisting of data, VoIP, IP video security, and IP paging, both wired and wireless. His job also includes managing the network gateway, infrastructure, and end-point security.

When Westminster School District was migrating its telephony system to VoIP, D'Antignac and his team were under pressure to find a complementary fax solution that would allow them to eliminate as many analog fax lines in the district as possible. D'Antignac learned about XM Fax from his network administrator colleagues from the Orange County Department of Education. "This type of solution was very new to us. The Orange County Department of Education used XM Fax as their VoIP fax solution and suggested it to us. They always give good technology recommendations, so we gave it a shot," said D'Antignac.

## PROBLEMS SOLVED

XM Fax provided D'Antignac with the efficient and secure FoIP solution he needed. The other benefit D'Antignac and his team realized is that switching to XM Fax freed up time for them to deal with IT projects versus fax machine issues. And it reduced the time district staff wasted waiting for fax machine repairs. "It's nice to not have to be concerned with telephone lines and fax machines."

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**"We were able to free up 36 fax lines throughout the district, which is significant. We also did not have to buy paper or toner for these machines or even replacement fax machines like we had to every couple of years. There is very little hardware to wear out since XM Fax runs on a virtualized machine."**

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—Michael D'Antignac

When asked if he would recommend XM Fax to a colleague if they were switching from analog to VoIP fax, D'Antignac stated he could do so quite easily. "For this calendar year, we have had zero issues with XM Fax. It makes me forget I have a fax system — set it and forget it. It does the job we need it to do."

## THE NUMBERS

- › Eliminated 36 analog fax lines (average lines cost \$35 per month, for estimated savings of approximately \$15,120 per year)
- › Eliminated fax service calls, saving the network administration team five hours per month or 60 hours per year to focus on other IT projects

## NORTH STAR SCHOOL DISTRICT

### ABOUT

North Star School District in Fairbanks, AK, serves 13,765 students and 3,035 staff members in grades kindergarten through 12 in 33 schools.

### CHALLENGE

Find a FoIP solution that would eliminate the need for each school to manage its own fax maintenance and repair contracts.

## BACKGROUND

Robert Hingst, Director of Network and Computer Services at North Star School District in Fairbanks, is responsible for the district's technical management of its WAN and each school's LAN, provides technical support, repair and upgrades for all computer systems, provides centralized help desk telephone support and district-wide security and virus protection.

In the early stages of North Star School District's VoIP deployment, Hingst learned about XM Fax from their IT consulting company, INX, when he inquired about an enterprise fax solution. "We were cutting back on phone lines when deploying VoIP to achieve maximum cost savings. We also had a number of ailing fax machines, which forced us to find a new solution. INX proposed XM Fax. We approved it based solely on their recommendation since they have never steered us wrong," said Hingst.

## PROBLEMS SOLVED

North Star School District has realized significant cost savings as phone lines in Alaska are not cheap. "We were paying \$30 per month per line, along with maintenance contracts per machine."

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**"We've eliminated 37 analog fax machines so far and replaced them with XM Fax. That's a cost savings of \$13,320 per year on the lines alone that can be used for more strategic IT initiatives,"**

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—Robert Hingst

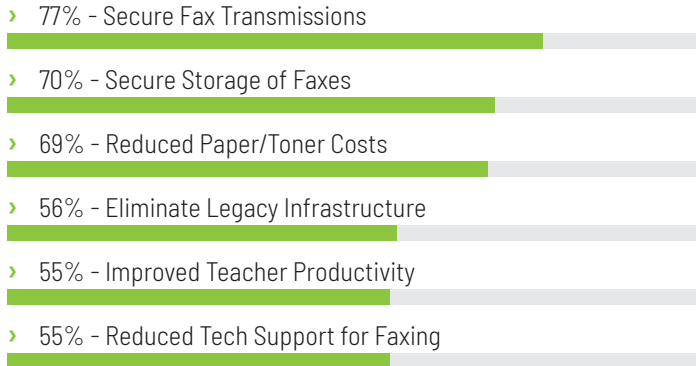
Additionally, Hingst's team did not manage the maintenance and repairs for their standalone fax machines. The responsibility was up to each school to find a suitable repair company or buy a new machine altogether. The implementation of XM Fax has saved each school a lot of time and expense. "Once you get it up and running, XM Fax is pretty rock solid. You can walk away from it and don't have to spend time managing it like you did with analog faxes."

## THE NUMBERS

- › Eliminated 37 analog fax lines (average lines cost \$30 per month, for an estimated savings of approximately \$13,320 per year)

## DID YOU KNOW?

There are several benefits of using a Fax-over-IP (FoIP) solution. According to a recent survey by eSchool News, administrators and school leaders ranked these FoIP benefits as very important or extremely important to their schools and districts:



## XM FAX

- › Available for both cloud and on-premises environments
- › Automated fax retention and deletion based on your needs
- › Offers robust fax-management features including fax number porting, flexible fax retention packages, the ability to create user groups, assign inbound fax numbers to users, and manage user groups for classification and billing purposes
- › Detailed fax activity monitoring of both inbound and outbound fax history, tracking of fax transmission status, daily detailed fax activity per user based on your specifications
- › Incomparable 24/7 technical support with direct access to our online help desk application

Call your regional sales manager today to learn how your school district can save money, time, and resources by implementing XM Fax.

