



CUSTOMER CASE STUDY



CUSTOMER PROFILE

COMPANY KiwiRail

INDUSTRY Transportation

LOCATION Headquartered in Auckland, New Zealand; locations across the country

EMPLOYEES Approximately 2,500

WEB www.kiwirail.co.nz

SOLUTION SNAPSHOT

CHALLENGE Employees spent hours every night manually faxing and archiving paper-based confirmations and scheduling sheets

SOLUTION Captaris® RightFax®; RightFax Microsoft Exchange, SAP and PDF modules; Captaris® Alchemy®

INTEGRATION Cisco VoIP platform; ESX VMWare; SAP Financials application; Microsoft Exchange; Microsoft Excel; future integration with Konica-Minolta MFPs

RESULTS Business documents delivered and archived within minutes; effective integration with enterprise applications returns automated processes that enhance employee productivity, customer experience; virtualized Fax over IP environment to support disaster recovery, high availability

New Zealand transportation organization relies on Captaris RightFax FoIP and Alchemy Document Management

KiwiRail automates business processes, develops virtualized fax environment; Results enhance employee productivity and customer experience

KiwiRail is New Zealand's leading freight-forwarding and distribution company, operating rail services over New Zealand's national rail network. It provides linehaul service for the movement of bulk commodities or containerized freight, including dry or temperature-controlled goods and loads for the import or export markets. In 2008, Toll NZ became owned by the New Zealand government and was renamed KiwiRail.

The Challenge

A lot can change over the course of a decade. Businesses face transformations with an added challenge—maintaining technologies that support best business practices at every stage. For KiwiRail—previously named Toll NZ—one thing that hasn't changed in 10 years is its reliance on Captaris® RightFax® electronic document delivery. Based partly on RightFax reliability, the company added Captaris® Alchemy® Document Management.

KiwiRail directs critical operations via fax, relying on the technology as a main source of communication. Among other procedures, the company's head office, including the help desk and accounting department, depend on fax to plan and confirm freight booking as well as crew scheduling. Orders, invoices and other financial documents are also sent and received via fax.

Previously, operations were largely manual, said Jono Armstrong, network consultant with KiwiRail. For freight booking, employees took orders, then printed confirmations to be delivered via fax machines. While overall fax volume varies, confirmations alone generally total 300 to 400 per day. "It would take employees most of the night to fax the sheets manually," Armstrong said. Even longer during the Christmas season when daily booking confirmations numbered in the thousands. Unfortunately, paper-based processing led to reporting delays and challenges for help desk personnel who lacked an easy way to access the latest files.

Like faxing, annotating and storing other scheduling or financial documents by hand also led to inefficiencies. Handling documents pulled employees away from their desks to machines and filing cabinets. Also, notes or updates were often written on a fax before it was filed. "Unfortunately, there could be important comments that were essentially lost. Some documents weren't captured and it would be impossible to find them again," Armstrong noted.

The Solution

KiwiRail first installed Captaris RightFax in 1998 for electronic document delivery. Rather than standing by fax machines, employees send and receive time-sensitive faxes from the desktop. Since its initial installation, RightFax has seamlessly adapted to changing

“The automation of our business processes and related time-savings are definitely the biggest benefits for our use of RightFax and Alchemy.”

technology and business needs for the linehaul service provider. Most recently, RightFax Fax over IP is conducted via effective integration with KiwiRail's Cisco Voice over IP infrastructure, ESX VMware and “boardless” Fax over IP capabilities. “One of the biggest benefits of RightFax over the competition is its reliable server integrated with the Brooktrout SR 140 T.38 Fax over IP platform,” Armstrong said. “From a technical perspective, (RightFax Fax over IP) is a very simple set-up and helps you get going without any flaws.” KiwiRail purchased SR-140 software to replace its TR114 analog boards. While RightFax supports the pure IP fax solution, the server also supports hybrid environments for businesses that are transitioning from traditional PSTN to VoIP.

In addition to a virtualized Fax over IP solution, KiwiRail turned to RightFax for integration with other critical business applications—even as these solutions were expanded or replaced over time. Following initial installation, KiwiRail added the RightFax for Lotus Notes Module to fax-enable its email solution. Within a few years, the company switched to Microsoft Exchange to simplify administration. RightFax easily adapted with the RightFax Microsoft Exchange Module that permits fax sending, receiving and management through Microsoft Exchange and Microsoft Outlook.

Another add-on, the RightFax Connector for SAP, enables KiwiRail to automatically track and deliver purchase orders and invoices directly from its SAP Financial application. KiwiRail also installed the RightFax PDF module to convert PDF and PostScript files to fax format. As IP faxing is extended across the KiwiRail enterprise, the company is investigating the integration of RightFax and Alchemy to fax-enable its existing HP and Konica-Minolta multi-function devices and store faxed images for easy retrieval. “More than anything, we're trying to stop documents from being printed at all,” Armstrong said. “So, users can manage faxing and documents at the desktop.”

Rather than facing a daily manual process of several hours to fax confirmations, KiwiRail processes and delivers the documents electronically via its custom freight booking system, FBS Builder, integrated with Captaris. The time-sensitive files are not printed; instead, outbound fax confirmations are delivered to customers via an SMTP/POP3 email gateway. Copies of the messages are then automatically stored within Alchemy. FBS Builder presents a view of the Alchemy database. Document profile fields are updated manually or via a lookup function.

KiwiRail worked with Amtel, a New Zealand-based solutions provider, to implement and support Alchemy in 2002 for document management. For the FBS Builder application, Amtel—a member of the Captaris Developer Program—ensured support for Alchemy, ODBC connectivity and .NET programming. “Alchemy supports our business processes and records everything that goes out from our applications as well as incoming faxes,” Armstrong said.

For automated processing, KiwiRail also handles train crew scheduling via a Microsoft Excel spreadsheet with embedded scripts for automatic “printing” to RightFax. Rosters are delivered via internal phone links and arrive on fax machines at distant train stations.

The Results

“The automation of our business processes and related time-savings are definitely the biggest benefits for our use of RightFax and Alchemy,” Armstrong said. As an example, he pointed to

integrated freight booking procedures: the process to deliver and archive confirmations is completed within minutes, without touching paper. “We believe it even creates a better experience for our customers.”

While KiwiRail has replaced several fax machines at the head office, additional units will be eliminated in time. “IP telephony will help roll out RightFax as our primary fax solution to most sites throughout the country,” Armstrong said. KiwiRail's interest in Fax over IP is driven by virtualization, he explained. “As a strategy going forward, virtualization makes it easier for disaster recovery and high availability ... with no physical board, the advantage is that you can fax through many gateways without a single point of failure.”

RightFax carries decades as the proven market leader. Compared to other Fax over IP solutions, RightFax offers the most integrations with MFPs and third party enterprise software solutions, including Microsoft SharePoint, Oracle, FileNet and others. It also provides enhanced features—such as SMS and AutoReply—more configuration options, and more dynamic Least-cost Routing and dialing rules.

Using Alchemy, KiwiRail maintains quick and easy access to information while avoiding filing cabinets. For instance, the FBS application produces only digital output; all data is archived solely to tape. Over company buy-outs, renaming and other changes, KiwiRail continues to rely on Captaris solutions. “One of the reasons KiwiRail has remained loyal is the support that has been offered up at every occasion,” Armstrong explained. “When it came time to upgrade, we didn't even look at anything else.”

About Captaris Inc.

Captaris, Inc. is a leading provider of software products that automate document-centric business processes. Captaris specializes in document capture, recognition, routing, workflow and delivery. Captaris integrated solutions provide interoperability with leading line of business applications and technology platforms. Captaris products include RightFax, Captaris Workflow, Alchemy, FaxPress, DOKuStar, RecoStar, and Single Click Entry which are distributed through a global network of leading technology partners. Captaris customers include the entire Fortune 100 and the majority of Global 2000 companies. Headquartered in Bellevue, Washington, Captaris was founded in 1982 and is publicly traded on the NASDAQ Global Market under the symbol CAPA. www.Captaris.com.

About Amtel Communications

Amtel, founded in 1989, is a leading provider of solutions that empower people to communicate in the most convenient, efficient and enjoyable way possible. Headquartered in Auckland, New Zealand, Amtel works with partners to provide converged data and voice solutions. www.amtel.co.nz

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