

# MESSAGEmanager selected by Department of Foreign Affairs and Trade



The Australian Department of Foreign Affairs and Trade (DFAT) is responsible for advancing the interests of Australia and its citizens internationally. Fax is used extensively for the communication of legal documents and contracts.

DFAT enlisted the assistance of Lotus to evaluate the shortlisted products, Rightfax, VSI-Fax and MESSAGEmanager.

Hugh Kellow, Development Project Manager at the Department said he was particularly pleased to see Australian developed technology being deployed throughout the department. **“The single directory management, single sign on and no desktop software provided a simple and effective solution for fax and SMS communications.”**

## Integration

MESSAGEmanager provides tight Domino integration as evidenced by the complete administrative integration with the customer’s existing Domino directory. Users can send and receive messages with the Native Domino client without any additional software on the desktop. FxD Name and address books can be used with MESSAGEmanager.

## Global Routing

MESSAGEmanager Global Routing adds to the scalability and performance allowing multiple fax servers to achieve maximum efficiency by routing the outbound fax load to the server with the lightest load and able to deliver the message to the ultimate destination at the lowest cost ie over the Internet or the Department Intranet.

## Scalability

**“The deployment of Dual E1 MESSAGEmanager Communications Servers in Canberra and Analogue 2 port servers in over 100 worldwide sites will provide DFAT with the capacity to send and receive approximately 17,600 pages of Fax per hour from Lotus Notes desktops or anywhere on the web,”** said Brian Chapman, Business Development Manager for MESSAGEmanager Solutions. **“MESSAGEmanager Solutions has a strong history in the Notes communications and messaging markets space,”** said Chapman. **“Our ability to respond quickly to the Departments current and future Voice and SMS requirements enabled us to win the business.”**

## Department of Foreign Affairs and Trade

In Canberra, DFAT comprises 12 divisions and offices in each State and in the Northern Territory, to provide consular and passport services and to perform an important liaison service for business throughout Australia. DFAT employs more than 3,500 people in Australia and a network of 81 overseas posts that includes Australian embassies, high commissions and consulates.

## Product Requirements

- Native integration to Lotus Notes
- No desktop software
- Support for transmission of any printable file
- Secure single sign on access via web
- Least Cost Routing
- Versatile programmatic interfaces
- Ability to add Messaging modules such as Text to Speech, Voice Mail, SMS, Telex and Interactive Voice Response.

## More information

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