

# Credit Union Australia Integrates MESSAGEmanager With Line of Business Applications and Email System

*Credit Union Australia (CUA) is Australia's largest credit union with over 400,000 Members and 75 branches throughout Queensland, New South Wales, Australian Capital Territory, Victoria and Western Australia. CUA has assets under management of over \$5 billion and is the 2007 winner of the Money Magazine Credit Union of the Year.*

## More information

Ivor Livingston  
MESSAGEmanager Solutions  
61 2 8448 8800  
ilivingston@mmanager.com

CUA utilises an intranet based loan origination system to process loan applications. The loan application process requires supporting documentation that has to be faxed or scanned from branches and mobile lenders around the country to allow for further processing of the loan application.

Additionally individual CUA staff and workgroups have a soft fax requirement where fax capability is integrated with the Lotus Notes e-mail solution.

According to Shaun Gamble, Network Infrastructure Manager, "CUA was using two older fax solutions to support these requirements and was looking to provide a single solution that provided redundancy, was scalable, would integrate into CUA's loan processing solution, Lotus Notes and the CISCO network and VOIP infrastructures".

MESSAGEmanager has "delivered a comprehensive solution that has enabled staff to fax supporting loan documentation via a 1300 number, provided full redundancy, is scalable as required to meet future needs. It also provides for our soft faxing capabilities in regional and branch offices with local number support".

With assistance from MESSAGEmanager system architects, CUA designed a solution which comprised two MESSAGEmanager 10 port T38 IP Fax software solutions that are integrated with loan origination solution, Lotus Notes and the Cisco infrastructure. Faxes are delivered via Cisco E1 services in Brisbane, Sydney and Melbourne and routed across the network to the centralised redundant fax servers. The fax solution automatically identifies the fax destination and then either place them in a folder for further processing by a business application, delivers them to a printer or an email account as required.

With CUA processing over 4,000 fax pages per day "MESSAGEmanager has satisfied CUA's integrated fax requirements," said Gamble "providing redundancy, integration with our LOB applications and email systems, it also provides cost savings across the board through 'Bypass' savings on STD charges and reduced administration costs".



Level 8, 9 Help Street, Chatswood, NSW 2067, Australia  
www.mmanager.com info@mmanager.com

SYDNEY Tel: +61 2 8448 8800 Fax: +61 2 8448 8811  
SINGAPORE Tel: +65 6779 4769 Fax: +61 2 8448 8839  
NEW ZEALAND Toll Free: 0800 445 308  
CANADA Toll Free: 1877 3701 261  
UNITED KINGDOM Toll Free: 0800 169 8226  
USA Toll Free: 1877 8841 664