

Credit Union Australia Replaces Multiple Fax Solutions with MESSAGEmanager IP FAX

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

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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 CUA branches and mobile lenders around the country to allow for further processing of the loan application.

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 IP network and VOIP infrastructures".

MESSAGEmanager system architects designed a solution comprising two MESSAGEmanager 10 port T.38 IP Fax software solutions integrated with the CUA loan origination application, Lotus Notes and the IP network infrastructure.

Loan applications are sent to fax numbers on the IP E1 routers in Brisbane, Sydney and Melbourne and routed across the network to the fax servers located in CUA's Brisbane offices. The received facsimiles are identified by the application and placed in a folder for further processing by the business application, delivered to a printer or an email account as required.

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 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".



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