

# Kincare installs T.38 IP Fax Solutions on Lotus Domino Server

Kincare has grown from approximately 80 to over 490 employees in the past six years. It now has a network of four main offices across three Australian states and territories - New South Wales, Victoria and the Australian Capital Territory and its service offerings extend beyond the capital cities in each of those states.

According to Jason Howie, Managing Director, **“Kincare relies on fax communications as part of its workflow processes, mainly for administrative operations.”**

**“On average, we have been growing 40% per year so primarily we needed a fax solution that could grow with our business.”**

**“It was becoming clear that the existing system was not coping well with growth and was increasingly error prone and difficult to service.”**

This prompted the search for a new fax solution. It needed to be scalable - capable of handling the ever increasing volume of fax, fast, reliable, and to include smart error handling, and integration with Lotus Notes – the organisation’s messaging and groupware software.

## The Challenge

In order to meet the demands of its growing business, Kincare investigated various fax solutions. The main challenge was to find a software-only solution that integrated with Notes. This approach would eliminate the need for servers with slots to accommodate fax card hardware and the need to upgrade hardware as the business grew.

**“Our preference was always for a software-based solution because that’s the direction our organisation is moving towards,”** says Howie. **“We were very focused on finding a system that would scale up to almost any size we needed with virtually no additional IT resources – consulting or equipment – required, except for additional software licenses.”**

Kincare spent time researching several products on the market and of the three or four options presented to Howie and his team, MESSAGEmanager won as solution of choice. The decision was made on the basis of reduced longer term costs and on the flexibility the solution provided to Kincare.

## The Solution

MESSAGEmanager Solutions installed one of the first T.38 (the standard for IP FAX) IP Fax solutions on Lotus Domino for Kincare. The solution is a four-port T38 IP Fax solution integrated directly into Domino with the capability of sending and receiving approximately 320 pages of fax per hour.

MESSAGEmanager Solutions incorporated Brooktrout T.38 IP Fax technology into MESSAGEmanager Fax to enable messages to be routed over an IP network to the PSTN via the nearest T.38 Gateway. MESSAGEmanager IP Fax is a software-only solution that sends and receives faxes in real time via IP Routers and Gateways such as the Cisco 2651 at Kincare.

*Kincare (www.kincare.com.au) is a leading Australian provider of community care services to the frail aged, people with a disability, and their carers.*

*The organisation aims to consistently deliver the highest standard of community care through a range of services; nursing services, personal care, home assistance and a 24-hour emergency contact facility. Kincare also delivers respite services that provide substitute carers, from 30-minute monitoring visits to live-in care.*

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MESSAGEmanager delivers inbound facsimiles direct to the user's mail box.

Linked to the Notes Name and Address Book, the solution matches a transaction with a user record and associated department or Billing Code allowing periodic charge-back to user departments to simplify the billing process within the Enterprise. Other benefits include single user record maintenance, authentication of sender and allocation of customised cover pages. The service is set up to enable individual and departmental call cost reporting through a Microsoft Management Console and Crystal Reports engine.

## The Outcome

**“The result is that now we have a fax solution that is more extensible than anything else we researched on the market,”** said Howie.

With MESSAGEmanager integrated with Lotus Notes, Kincare employees can send and receive faxes from within their email application reliably and in real-time.

The software-only approach also means images and faxes can be backed up for record keeping, and from a deployment perspective there are no hardware issues.

**“Overall, we did not want the cheapest short-term solution, and we know MESSAGEmanager is the most resource effective way of managing our fax communications in the longer term and as we grow,”** concluded Howie. **“We have effectively replaced an outdated and error prone system with the software-based MESSAGEmanager IP Fax that will be able to handle quick growth.”**

## More information

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

**Dialogic**  
Application Partner  
**Innovator**

**Microsoft**  
GOLD CERTIFIED  
Partner

 **MESSAGEmanager**  
Solutions

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

AUSTRALIA Tel: +61 2 8448 8800 Fax: +61 2 8448 8811  
UNITED KINGDOM Tel: +44 1727 730022 Fax: +44 1727 730023  
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