

# Chartered Semiconductor Manufacturing CASE STUDY

## XMediusFAX®



ENTERPRISE EDITION

BOARDLESS, T.38 FAX OVER IP SERVER

## XMediusFAX® Enterprise fax server software boosts productivity and lowers costs

### THE CLIENT

Chartered Semiconductor Manufacturing (Nasdaq: CHRT, SGX-ST: CHARTERED), one of the world's top dedicated semiconductor foundries, offers leading-edge technologies enabling today's system-on-chip designs. The company has 3,600 employees worldwide.

Chartered's California and Texas offices rely on Sagem-Interstar's XMediusFAX for secure transmission of important incoming faxes, such as:

- Customer POs
- Engineering forms
- Change orders
- Invoices
- Human resources documents

### THE CHALLENGE

Chartered needed a robust and secure enterprise fax server solution,

capable of integrating seamlessly with their:

- Lotus Notes email platform
- Microsoft Windows XP/2000
- Cisco IP telephony infrastructure (being implemented to replace an obsolete Fujitsu phone system with built-in fax server)

Other criteria included:

- Ease of use
- Simplicity
- No required fax client to install

Chartered needed a new IP fax solution to handle its volume of some 1,230 monthly incoming faxes, which represents an average of about 4,000 pages.

The system needed to be capable of ensuring the privacy of confidential documents by routing faxes directly to the personal email inboxes of intended recipients.

Chartered Semiconductor Manufacturing selected XMediusFAX because it enables IP faxing within a Cisco IP telephony infrastructure without expensive fax boards.



"XMediusFAX did not require fax cards to enable Fax Over IP communications within our new Cisco IP telephony infrastructure. It is software-only and pretty much worked out of the box.

The XMediusFAX solution is so efficient and transparent that nobody even knows XMediusFAX is in there.

The system is stable and the fax image quality is excellent. Our organization's productivity has definitely improved because of XMediusFAX."

– Ronald Yan, IT Manager  
Chartered Semiconductor Manufacturing





The world's  
pioneer and leader in  
boardless T.38 FoIP software.

XMEDIUSFAX  
ENTERPRISE – BUILT  
FOR MEDIUM  
TO HEAVY FAX  
VOLUMES

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### THE SOLUTION

Through recommendation from the company's phone system integrator, Chartered had considered leading fax server solutions such as Captaris RightFax and Sagem-Interstar's XMediusFAX.

"We preferred XMediusFAX over the RightFax solution because it was more elegant and simple in architecture. XMediusFAX did not require fax cards to enable Fax over IP communications within our new Cisco IP telephony infrastructure. It is software-only and pretty much worked out of the box," said Ronald Yan, IT Manager at Chartered Semiconductor Manufacturing.

Chartered selected XMediusFAX for its proven interoperability with:

- Cisco VoIP gateways
- Cisco Unity unified messaging system
- Lotus Notes email client

### RESULTS AND BENEFITS

From the network administrator's end, XMediusFAX demanded less setup time

since there were no additional fax user identities to create, nor new databases to populate. Individual user identities and fax numbers already reside alongside email addresses within the Lotus Notes system address book.

There was also no prerequisite to install any fax clients on users' desktops and laptops, since the optional SendFAX client offered with XMediusFAX caters to power fax users.

From the end-user perspective, Chartered staff members are very satisfied with Sagem-Interstar's solution. "Faxes instantly show up in our users' Lotus Notes Mail inboxes. No special user training was required for our inbound faxing activities," declared Mr. Yan. "We have no complaints."

Chartered has only had to resort twice to Sagem-Interstar's technical support service since installing XMediusFAX in August 2003. Both times, the company was very pleased with the staff's helpful responses.

### TESTIMONIAL

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– Ronald Yan, IT Manager  
Chartered Semiconductor  
Manufacturing  
<http://www.charteredsemi.com>

## XMediusFAX FoIP in manufacturing

Distributor/Reseller:

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