



Lane expands presence in large International Bank

One of the world's largest banks has shown its confidence in Lane by further expanding an already substantial fax and message handling system in several of its international offices. The latest addition is an extra 120 fax ports configured over multiple platforms for resilience and connected to the Orange network via four Primary rate ISDN circuits. The received faxes will get passed to an in-house application via a customised secure FTP process from where they can be accessed by various French offices. This expansion will take the overall system to a massive 324 fax ports processing approximately 20,000 fax pages every day.

Our client is one of the world's largest banking and financial services groups with many thousands of staff operating out of over 8000 offices in more than 80 countries. The Group, whose name has been withheld to respect client confidentiality, works with individual, institutional, corporate and government clients and its operations include personal and corporate banking, global investment banking and financing, global merchant banking, asset management and international financial research.

Originally installed to support the Bank's back office trading system, where there was a requirement for the capture and transmission of correspondence via fax for global trade processing, the Lane system quickly expanded to consolidate companywide fax handling. It was customised in several respects to deliver exactly what the Bank required. Interfaces to the back-office systems were created together with enhancements and additional functionality which seamlessly integrated the Lane systems with company-wide legacy applications. SMS message handling was implemented on the system and custom code had to be written to interpret voice mail message from the Nortell Call Pilot telephone system. Custom barcode processing was also implemented to cater for the data capture requirements of several business units.

At the beginning of 2009 the Bank started to roll out the new Lane Passport 4000 system in order to leverage the latest technology. This has resulted in a centralised Passport 4000 fax server with 204 fax ports located in the UK and configured in a highly available architecture with direct primary rate ISDN circuits. The majority of those ports handle all the Bank's UK faxes providing inbound and outbound fax services for the UK head office, UK branch offices and a multitude of different business units within the organisation. The remaining fax ports are physically located on remote Passport 4000 Fax Service servers to provide local access points for clients to send in their fax messages.

Automated routing of inbound fax messages is a central component of the Lane system with DID routing, barcode recognition, optical mark reading and intelligent character recognition used to read and extract details on received faxes enabling those faxes to be routed to in-house applications for further automatic processing in the correct branch office or business unit.

The Passport 4000 Personal Communications Center (PCC), a client application providing a secure, fast, highly featured and fully audited environment for handling high value private client correspondence, is widely used within the Bank. In addition, faxes are also sent directly from user's Lotus Notes email client. Passport 4000 security ensures that each business unit can only see their own messages

Lane Passport fax servers have continued to provide a centralised hub for all fax traffic within major parts of the Bank's operations. Ongoing upgrades and enhancements to the system have ensured that the Bank has continued to benefit from the latest advances in communications integration.



The Bank's confidence in Lane's systems and support is demonstrated by the latest addition to the Bank's Lane system of an additional 120 fax ports. These are to be installed on the UK centralised system although the physical lines will be located on remote Passport 4000 fax service servers in France to serve predominantly the inbound faxing requirements of the Bank's French clients.

About Lane Telecommunications

Since its formation in 1976 Lane has been at the forefront of messaging communications and is now recognised internationally as a leader in fax integration, across the financial, healthcare, manufacturing and transport industries. Based in the UK, US and Singapore, Lane has implemented systems across 50 countries and provided professional services in all time zones.

Lane offers the very best solutions for integrating fax servers as a part of wider communications networks. As specialists in messaging solutions for over 30 years, Lane delivers seamlessly integrated fax and messaging systems across entire organisations and into consolidated data networks, across one site, many sites or across borders.

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