

Nidera Handelscompagnie B.V.

Over recent years, the global volume of fax traffic has decreased somewhat as e-mail and other online communications have become well established. Fax is still indispensable, however, for commodities trading, transport and many other industries due to the business-critical nature of the documents that are transmitted. Decreasing fax volumes have allowed organisations to re-evaluate their fax infrastructure and to consider how new fax technology can be employed to lower costs while improving both business efficiency and the integration of communications within the business.

The Background

Nidera Handelscompagnie B.V. located in Rotterdam, is the international trading and shipping part of Nidera with offices in the US, Europe and Asia. The group trades grains, oilseeds, vegetable oils, oilseed meals, and ocean freight. In addition, the group has recently become active in the bio-energy and green power markets supplying feedstock, trading biodiesel and bioethanol and supplying biomass to power producers.

Over the last 10 years, Nidera has relied on Lane's Passport 3000 fax server to fax-enable various business systems and deliver desktop fax services through the corporate Lotus Notes email environment across geographically dispersed offices.

When originally set up, the fax solution in place was appropriate for the fax communications needs of the business. As fax traffic has been decreasing steadily over the years, however, the fax environments in place became oversized for the volumes they had to handle. While recognizing that fax remained a business-critical part of the communications infrastructure, Nidera needed to review their requirements and find ways of managing the reduction in fax traffic into the future.

The Requirement

A strategy of growth through acquisition has meant that Nidera has inherited a disparate range of systems and applications throughout its businesses. In a strategic move to reduce costs and improve efficiencies, Nidera is moving towards standardisation and centralisation of key business systems such as ERP. Where possible, these are being implemented in a virtual environment. A review of fax technology was included as part of this strategic overhaul.

It was clear that consolidation and centralisation could not be achieved to the level that Nidera required with their existing Passport 3000 fax server and so a new technology solution was required that could meet the company's requirements. These included:

At a glance

- A long-standing customer with changing needs
- Fax solution meets business' consolidation and centralisation objectives
- Fax over IP solution allows virtualisation of the fax server
- Ongoing cost reductions as fax capability is matched to requirement
- Full integration with corporate Lotus Notes email environment and business systems

- A centralised fax system located in the head office
- The ability to be implemented in a virtual environment
- To be able to run on the Microsoft Windows 2008 64 bit operating system
- To integrate with IBM Lotus Notes
- To integrate with the centralised business systems
- To be implemented to meet the fax volumes of head office but scalable to easily accommodate the other offices as they are brought online

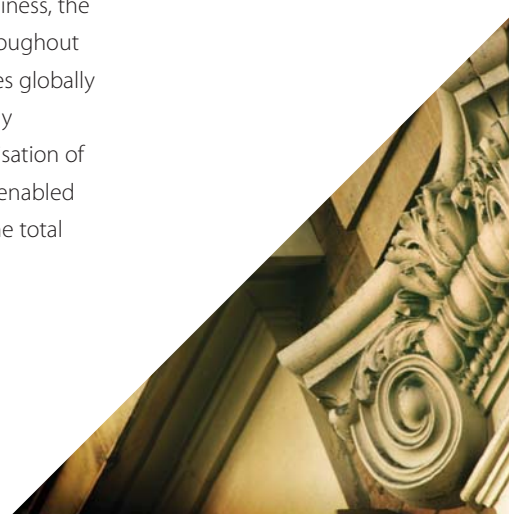
The Solution

After reviewing the options, Nidera chose Passport 4000, Lane's latest fax server product. Having provided fax solutions to Nidera successfully for over 10 years, Lane fully understood the requirement and could provide a field-proven solution that included a packaged Fax over IP infrastructure with the necessary IBM certified Lotus Notes and business systems integration. Utilising Fax over IP enabled the Microsoft Certified Passport 4000 fax server to be virtualised and for media gateways to be located in strategic geographic locations to meet regional faxing needs as additional offices are brought online.

The Result

The end result is a system that will significantly reduce Nidera's ongoing costs through; reduced maintenance as there is now only one fax server, reduced telephone line costs as there are less fax lines required, and reduced server and data-centre costs as the system is implemented in a virtual environment. The single, centralised system makes the task of administering the fax environment much simpler and, as there are no physical fax cards, the issue of fax card obsolescence is removed completely.

Jos Balster, Senior Systems Manager, Nidera ICT is pleased with the solution that is being delivered by Lane, "We recognised that although fax is still important for the business, the number of faxes that we send and receive has been decreasing year on year throughout the organisation. As such, we wanted to consolidate our fax messaging processes globally to reduce costs while at the same time taking advantage of the latest technology allowing us to follow the company's strategic plans for centralisation and virtualisation of key business systems. Implementing a centralised, boardless FoIP fax server has enabled us to simplify the management of the organisation's fax messaging and lower the total cost of ownership."



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