

Vanderburgh County Sheriff's Office Reduces Costs with Integrated VoIP and FoIP System

FaxCore® and Dialogic® Brooktrout® SR140 Fax Software Enable Seamless FoIP Solution

CASE SUMMARY

Challenge

As part of its workflow, the Vanderburgh County Sheriff's Office relies heavily on fax communications to exchange critical paperwork with the county court, attorneys, and other law enforcement agencies at the state and federal level. At one point, it operated 15 standalone fax machines, and wanted to integrate Fax over IP (FoIP) with its new VoIP-based phone system to streamline operations and reduce costs.

Solution

After consulting with colleagues, Greg Selby, manager of information systems for the Vanderburgh County Sheriff's Office, chose FaxCore®, which uses Dialogic® Brooktrout® SR140 Fax Software. The FaxCore network fax system was successfully deployed as part of a VoIP system, allowing the sheriff's office to leverage its VoIP investment and reduce its overall costs.



Challenge

The Vanderburgh County Sheriff's Office serves Vanderburgh County in Indiana, which has a population of about 173,000. In January 2006, the sheriff's office moved into a new state-of-the-art facility, which could house up to 512 inmates.

As part of its workflow processes, the sheriff's office relies heavily on fax communications to exchange critical paperwork with the county court, attorneys, and other law enforcement agencies at the state and federal level. Such a heavy fax load required up to 15 standalone fax machines. According to Greg Selby, manager of information systems for the Vanderburgh County Sheriff's Office, fax communications are critical to keeping administrative operations running smoothly: "If fax goes down, we are unable to process inmate release forms, which could impact many aspects of our business."

Serving a large jurisdiction with increasing demands and tight budget constraints, the sheriff's office needed to reduce its fax consumables costs, boost productivity by automating manual fax processes, and eliminate the expense of dedicated analog fax circuits. Paper, toner, and on-going maintenance contracts for 15 standalone fax machines were simply too expensive. In addition, the manual routing process for faxes was not very efficient and prone to failure due to human error. According to Selby, the sheriff's office wanted to reduce fax-related costs and mistakes by integrating improved fax processing with the new Cisco VoIP system, which they were about to deploy.

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Solution

Selby consulted several colleagues in other counties as he searched for a fax server solution, which could integrate directly into the new VoIP network. His colleagues suggested FaxCore's web-based IP-enabled fax system, which uses Dialogic® Brooktrout® SR140 Fax Software. Brooktrout SR140 is based on a lightweight, high-performance fax engine that provides exceptionally low CPU utilization to save resources.

The sheriff's office selected TransOptions Messaging, Inc. (TMI) as its implementation partner and reseller for the new FoIP system.

Results

The Vanderburgh County Sheriff's Office has successfully deployed the FaxCore and Brooktrout SR140 solution as part of its VoIP system. Configured with 20 Direct Inward Dial (DID) lines, this deployment has allowed the sheriff's office to leverage its VoIP investment and reduce its overall costs by consolidating VoIP and FoIP seamlessly on a common network infrastructure, eliminating the need for expensive dedicated analog circuits for fax.

The sheriff's office is planning future migrations with other personnel including the Indiana Department of Corrections and county detectives.

About Vanderburgh County Sheriff's Office

Based in Evansville, Indiana, the Vanderburgh County Sheriff's Office is in the business of law enforcement. The sheriff's office serves Vanderburgh County, which has a population of roughly 173,000. In addition to law enforcement, the sheriff's office enforces all criminal and traffic laws, and is the primary investigative agency for vehicular accidents spanning approximately 565 miles of state and county roads.

For more information, visit <http://www.vandburghsheriff.com/>.

About FaxCore Corporation

Leveraging more than 15 years of fax server industry expertise, FaxCore is a leading provider of fax and document server automation solutions for enterprise organizations. With its web-based interface, the company's flagship and award-winning FaxCore product line provides a centralized system to automate fax communications and easily fax-enable business processes and other third-party applications.

For more information, visit <http://www.faxcore.com>.

About Dialogic Corporation

Dialogic Corporation is a leading provider of world-class technologies based on open standards that enable innovative mobile, video, IP, and TDM solutions for Network Service Providers and Enterprise Communication Networks. Dialogic's customers and partners rely on its leading-edge, flexible components to rapidly deploy value-added solutions around the world.

For more information, visit www.dialogic.com.

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Information about FaxCore and the Vanderburgh County Sheriff's Office has been provided by the FaxCore Corporation and TransOptions Messaging, Inc.