

Paul Hemmer Companies®: Laying a solid fax foundation



Financial Services

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Since 1921, Paul Hemmer Companies has grown from a residential builder to a full-service real estate, construction, and building services company. And like many high-growth businesses, Paul Hemmer Companies relies on fax server technology for delivery of business-critical documents. When IBM Fax for Domino could no longer meet their needs, Paul Hemmer Companies chose Esker Fax for Notes.

Challenge

As one of the Kentucky-Ohio region’s largest industrial and commercial construction and real estate firms, Paul Hemmer Companies sends and receives hundreds of faxes every day. This includes outgoing “invitation to bid” documents to subcontractors and incoming fax replies from the subcontractors, as well as forms, spreadsheets, and other business documents. *“Faxes to our Notes database of subcontractors alone can be 200 in one day,”* says Suzanne Baldwin, IT Manager for Paul Hemmer Companies, *“so we delay sending until after business hours to manage fax traffic.”*

In its Notes/Domino environment, Paul Hemmer Companies used Fax for Domino to send and receive faxes. After IBM discontinued support for the product, Paul Hemmer Companies was able to keep using Fax for Domino until a desktop operating system upgrade made it obsolete. *“Fax for Domino couldn’t do everything we wanted, and delivery notification was unreliable,”* recalls Baldwin. *“When we upgraded to Windows XP, it was time for a new fax server solution.”*

Solution

“Our biggest priority was seamless Notes/Domino integration, which is not always available in fax server products,” says Baldwin. *“Based on that criteria along with ease of use and administration, my tech recommended Esker Fax for Notes.”*

Recognised as a pure Notes fax solution and a proven Fax for Domino replacement, Esker Fax for Notes integrates comprehensive fax technology completely within the Notes/Domino environment for sending, receiving, and management. Esker Fax for Notes takes full advantage of the Notes interface, enables Notes-based centralised administration, supports native imaging of Lotus Notes forms, and requires no Domino Directory modifications.

Benefits

By providing full leverage of the Notes/Domino environment for efficient business document communication, Esker Fax for Notes helps Paul Hemmer Companies fulfill its mission of providing total customer satisfaction. Esker Fax for Notes maintains Fax for Domino functionality while providing expanded fax capabilities, including reliable notification of fax transmission status.

For Esker Fax for Notes users, sending a fax is as easy as sending an email or printing from any desktop application. For administrators, Esker Fax for Notes simplifies fax server management. *“I really like the administration console,”* says Baldwin. *“It makes it easy to route incoming faxes for distribution to employees’ desktops.”*

Esker Fax for Notes also gives Paul Hemmer Companies a direct migration path to Esker DeliveryWare for pure Notes fax plus document delivery via email, web, XML, PDF, wireless, archive, and other outputs.

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