

opentext™

Success story

Dedagroup SpA

Industry

• Information technology

Solution

• OpenText™ RightFax™



Dedagroup calls upon OpenText to provide fax as a service

OpenText RightFax helps reduce costs and improves reliability

Results



Rapid recovery in the event of a disaster minimizes service disruption



Works seamlessly over VoIP network within virtualized data centers



Dedagroup's clients gain **cost effective, reliable service**



Automation reduces client workload with reliable results

"With OpenText RightFax we know we can provide the service our customers demand and can scale to meet future needs."

Simone Chemelli

Information Systems Manager
Business Technology and Data
Dedagroup SpA



Dedagroup supports the IT strategy of about 3,600 organizations with expertise in software, system integration, and technology across the public and private sectors. The firm, one of the most important players in the Italian market, has 1,600 employees and has a turnover of €230 million. Its services include operational and process-based consulting, application and data strategies, IT architecture and service management, software, system integration and cloud services delivered in 40 countries.

Providing IT services to its clients is central in helping organizations achieve their strategic goals. From its three data centers located in Italy, Dedagroup provides a wide array of solutions including enterprise resource planning (ERP), client relationship management (CRM), treasury solutions, cloud, SMS, IT security, and many more. Using the latest in virtualization, it is able to provide highly available, secure and resilient services, with disaster recovery built-in.

The use of fax is still popular in many countries, including Italy, due to its legal standing, especially when compared to email. Dedagroup's clients need the ability to securely send and receive fax, in a cost effective, reliable and efficient way. In response to its clients' needs, Dedagroup decided to seek a solution to enable them to provide a fax service, which is compatible with their virtualized data center architecture.

Choosing the right fax solution for virtualized data center

Due to its extensive use of VMware and other tools, Dedagroup decided to test a potential solution to enable it to provide a Fax over IP solution.

Simone Chemelli, information systems manager of Business Technology and Data at Dedagroup explained: ***"We knew any fax solution would have to be proven, reliable, compatible with our infrastructure, capable of operating in virtual environments and all at an economically attrac-***

tive cost. A number of our customers were already using OpenText™ RightFax™ and feedback had been very positive. So we undertook testing and found that RightFax was clearly the right solution to meet our and our customers' needs."

Dedagroup worked with its data carrier, which provides external connectivity and networking within its datacenters, to ensure the solution would be wholly compatible with its Voice over IP (VoIP) network.

"Testing went extremely well and so we proposed the new solution to our first customer. Their IT is highly automated and their applications can now automatically trigger an outbound fax message. This is a critical part of their transactional flow, such as order processing acknowledgements. Results of the transmission are seamlessly passed back to their application by RightFax, providing the proof of delivery that they need," said Chemelli.

Disaster recovery built-in

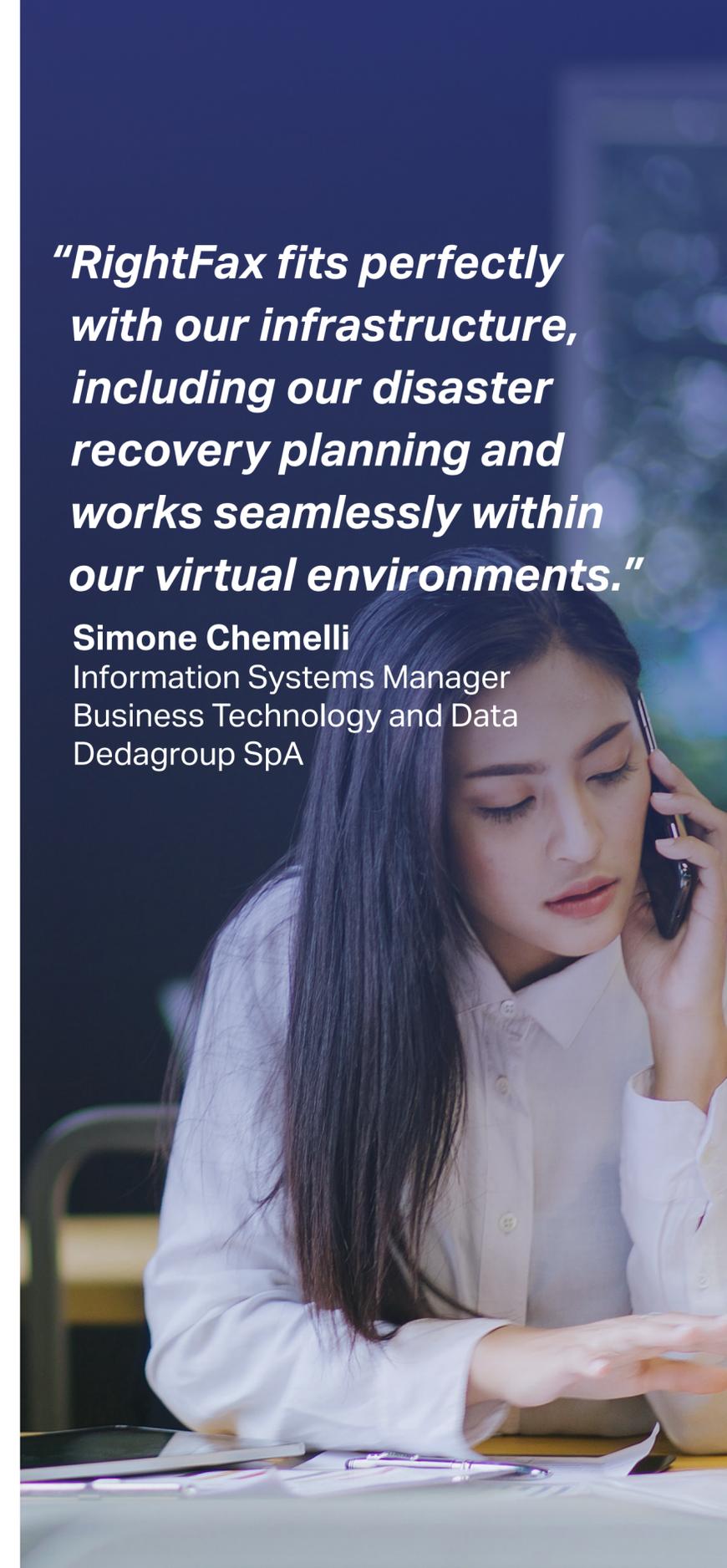
Dedagroup has strict service level agreements in place with its clients. Therefore, when looking for and deploying any new technology, being able to ensure that in the event a disaster should take place, and a recovery exercise is necessary, they are able to recover and return service to their clients within acceptable timeframes.

"Our clients pay for a service, in this case a fax service. They do not concern themselves with the finer details of how we provide that service, what technology is used or how to recover in the event of a disaster. We, however, are very much concerned with how we can provide the service within agreed service levels. RightFax fits perfectly with our infrastructure, including our disaster recovery planning and works seamlessly within our virtual environments," said Chemelli.

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Dedagroup calls upon OpenText to provide fax as a service

Dedagroup's clients benefit from being able to quickly provision a fax service, without the need for them to undertake solution selection, implementation or train their administrators.

The result is a reliable, scalable, economical solution that they can integrate with their core business applications, such as ERP and CRM. By automating the transmission process, the customer saves time and has a full audit trail available with a complete archive of all transmitted documents.

Service offering flexibility and future growth plans

With the addition of RightFax, Dedagroup is in the position to offer the most complete range of IT services to its clients. From email and SMS, to ERP and CRM, everything is covered.

"Our clients previously had occasions when they were unsure whether or not a fax had been successfully transmitted. To investigate would then necessitate involving their IT support team. With RightFax,

on the rare occasion there is an issue, we handle everything on their behalf, providing certainty and reducing the overhead on their internal resource," said Chemelli.

Dedagroup is now expanding its fax service offering and will now include the service in their catalogue. Already a number of additional clients are seeking to engage Dedagroup and expand their relationship to include fax.

"The addition of RightFax to our catalogue takes away all of the challenges our clients would otherwise face. They do not have to procure hardware, organize telecommunications, plan implementation or train their internal IT teams—we take care of everything for them," said Chemelli. ***"With OpenText RightFax we know we can provide the service our customers demand and can scale to meet future needs."***



About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit [opentext.com](https://www.opentext.com).

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