



CASE STUDY: Colorcon

A Prescription for Good Communications

Fax server, Unified Messaging and SMS Gateway solutions from ProcessFlows provide unified, global scale communications for Colorcon. Every employee has access to fax and telephony from their desktop.

Manufacturers of specialist chemicals for the pharmaceutical industry

Colorcon, a Division of Berwind Pharmaceutical Services Inc, is a global company that develops, manufactures and supplies speciality chemicals and excipients (an inert substance which is combined with drugs) for the pharmaceutical industry.

Communications on the desktop

In order to meet the diverse requirements of international customers, Colorcon have offices, manufacturing facilities and technical service laboratories located around the world. This global network ensures fast, timely access to the products and services required by customers.

With a never ending need to improve efficiency throughout the organisation, Colorcon made a decision that it needed total desktop integration of its communications solutions.

ProcessFlows implemented electronic fax and unified messaging solutions

OpenText RightFax, CX-E and Text Message Server (TMS) met Colorcon's criteria and the solutions were installed by ProcessFlows.

RightFax brings together the most proven feature set and the broadest range of electronic document delivery alternatives

and meets Colorcon's document exchange needs. The Unified Messaging solution CX-E provides access to messages, voice, fax and email, through the telephone, networked PC, or Internet, this provides a great benefit to mobile workers. TMS brings the unique and fast growing means of SMS communication to the desktop via the LAN, without the need to install additional communication hardware.

Ron Chisholm, IT Manager EMEA & AP at Colorcon, outlined the solution deployed by the company: "RightFax is used within Lotus Notes purchasing and Oracle purchasing, CX-E voicemail forms part of the overall Cisco IP Telephone solution and TMS is used as an add on for Notes email."

Improved efficiencies

Installing RightFax has improved efficiencies at Colorcon across all departments by allowing faxing directly from the desktop. CX-E has provided them with the capability to incorporate Unified Messaging into their IP Telephony solution and take full advantage of the integration with Lotus Notes. TMS has allowed the company to take advantage of a quick means of contacting staff by using the product via Lotus Notes.

Ron commented further on the benefits that the applications have brought to Colorcon; "RightFax and CX-E are our

Global standards. This has enabled us to provide our users with the same features when used in conjunction with Oracle and IP Telephony."

"ProcessFlows staff are very knowledgeable in their field of expertise and we have found them extremely helpful in answering our questions and concerns. We deal directly through the ProcessFlows account management team and we are completely satisfied with the service provided."

Ron Chisholm,
IT Manager, Colorcon

Futureproof

Colorcon will be able to upgrade their solutions as new features, enhancements and upgrades become available – providing of course the business benefits can be demonstrated.

A final comment from Ron Chisholm relates to Colorcon's communications strategy: "We have invested in the future and we plan to fully utilise the ProcessFlows products over our IP infrastructure, by routing our network traffic, and minimise costs wherever possible."