

Case Study – Education



uOttawa

“With email being the mainstay of our electronic communication, having to deal with fax machines is a bit of a nuisance. MyFax removes the nuisance of traditional faxes and provides us with the convenience and confidentiality of Internet Fax.”

Eric Dubois
Vice-Dean of Research
Faculty of Engineering
University of Ottawa

Educational institutions invest considerable resources to ensure their email and Internet communications are private and secure; however, they often overlook these issues when it comes to their fax communications.

Not so with the University of Ottawa’s Faculty of Engineering. They recognized the need for a fax solution that would not only improve the security of electronic document management and information processing, but would also ensure their compliance with regulations relating to the secure transmission of personal data.

The Customer

Recognized as Canada’s premier bilingual university, the University of Ottawa is located in the heart of the nation’s capital. Founded in 1848, the University offers a broad range of outstanding programs in both official languages to some 30,000 students.

The Faculty of Engineering includes more than 100 professors as well as 2,800 undergraduate students and more than 750 graduate students working towards their doctorate, master’s degree or graduate certificate.

The Challenge

The world of academia is not exempt from conforming to government policies and standards, including the Personal Information Protection and Electronics Documentation Act (PIPEDA). Adherence to such regulations is critical to maintain credibility and privacy with customers – in this case students, professors, staff and external organizations.

Traditional fax machines pose a number of threats to privacy and security, as paper faxes sit idly on shared fax machines. The University’s staff has traditionally shared half a dozen fax machines. These machines routinely process large numbers of documents that require anonymity, for example: contributions from donors, letters of recommendation, offers of employment, and student applications. The Faculty of Engineering deals primarily with graduate-level students, who sometimes have to fax in transcripts or other documents that aren’t available in electronic format. Protecting the confidentiality of this type of sensitive data is critical, and privacy is at risk when the sources of communication are shared fax machines that sit in open areas and are accessible to many people. Meeting strict security and privacy regulations was fast becoming a critical concern for the University.

“Protecting the confidentiality of our data and communications is critical. We routinely process a large number of documents that require sender anonymity, particularly from contributing donors, or for recommendation letters, offers of employment, and student applications with personal information. By transmitting our existing email into a private fax service, MyFax ensures security while enabling us to store and track documents electronically.”

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The Solution

MyFax™ is for institutions that require a low-cost, reliable faxing alternative to fax machines and fax servers. Easily integrated into existing technology infrastructures, MyFax is an Internet-based fax service that lets you send and receive faxes using existing email accounts and the Web. The service eliminates fax machines, fax servers and the recurring costs that go along with them, like supplies, maintenance, dedicated lines and long distance charges.

Because email applications have become ubiquitous and standardized, faxes can be easily forwarded, saved, and stored digitally, enabling greater document management and control. Internet-fax virtually eliminates lost pages, allows for immediate electronic document storage, and ensures delivery of the document into the right hands. In addition, the University receives toll-free numbers, on-line activity reports, 24/7 customer care, and delivery confirmations.

The Result

MyFax was implemented, providing an integrated email and fax solution. The University is now able to track and electronically store documents, while providing the flexibility and reliability of a fax service accessed directly from users' individual email.

Making tremendous gains in document management since the deployment of MyFax, the University can administer their fax requirements on-line, and add fax numbers to different professors in the University when required. They can also monitor how much each department or division is spending on faxes through usage reports. Complying with privacy legislation is easier since the use of shared, traditional fax machines has been eliminated. Users can now send and receive faxes securely from any location where they have email access, while protecting the confidentiality of students, professors and external organizations.

Operating costs for the faculty have been reduced with the elimination of fax machines, fax servers, fax supplies, dedicated lines and long distance charges – an estimated savings of 40% in the first year.

About MyFax

MyFax is the fastest growing Internet fax service used by individuals, small, medium and large businesses to send and receive faxes using existing email accounts or the web. MyFax offers services in North America, Europe and the UK to industries recognized among the fastest growing adopters of internet fax including finance, insurance, real estate, healthcare, transportation and government. More than 10,000 new customers subscribe to MyFax each month. Additional information is available at www.myfax.com.

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