

NUSS Professional Services Group

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- Cary Good, IT Manager



Company: NUSS Professional Services Group
Industry: Emergency Shipping and Logistics
Headquarters: Denver, CO
Website: www.nusspro.com

CHALLENGES:

- » Unreliable faxing with inability to scale
- » Expensive in-house hardware and infrastructure
- » Costly customer service and lost operations productivity due to downtime
- » Centralized system not dependent on physical connections

Solution:

Biscom Hybrid Fax Server and Cloud Fax Service

Results:

- » Send more than 36,000 faxes per month successfully
- » Improved reliability for time-sensitive client shipments
- » Reduced hardware, operations and customer service costs

Secure Document Delivery and Management

Fax serves a vital role for NUSS Professional Service Group, the consultative entity that provides IT services for CAP Logistics. Equipped with a fleet of trucks and aircraft along with a multimedia division for networking and collaboration, NUSS handles emergency shipping logistics for major brands, including construction equipment providers and automotive manufacturers. The company provides urgent, 24/7 global shipping services, relying on fax to deliver critical logistical information – from confirmations and pickup times to delivery instructions and proof of delivery – to the NUSS team and its customers.

“We fill the gaps left by other major shipping providers, ensuring same or next day delivery of critical parts and products for the businesses that depend on them,” said Cary Good, IT Manager, NUSS Professional Services Group. “When our clients have an emergency need, we’re the company they turn to.”

For Fax, Failure is not an Option

NUSS handles hundreds of shipments daily, with the majority of shipments requiring same day or next day delivery. From providing pickup locations and times, to shipment confirmations and proof of delivery notifications, fax plays a critical role at every major point in the shipping process. Today, the company sends more than 1200 faxes every day, totaling more than 3500 transmitted pages.

“The logistics industry relies heavily on fax as a primary means of communication,” said Good. “We’re sending a massive number of faxes, often more than 36,000 in a single month. A single delayed or failed fax can cause shipping delays, and that affects our reputation and our business – it’s simply unacceptable.”

Good continued, “The items we ship are critical. If an auto manufacturer can’t get a broken part replaced quickly, they have to stop production. Power plants have to be shut down if component deliveries are delayed. Without the needed equipment, major agricultural and mining projects have to be put on hold. During Hurricane Katrina, we were shipping generators to

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thousands of people who were without power.”

To ensure efficient delivery and avoid costly delays, Nuss required a fax solution with total reliability. Biscom’s hybrid fax solution combines an on-premises fax server with a cloud backup fax service – any interruptions are quickly re-routed to the next available service, providing business continuity and operations.

Cutting Costs without Cutting Corners

With its large volume of fax deliveries supporting daily shipments, NUSS was quickly overrunning its current solution’s capacity. Though the company had recently reworked its IT infrastructure by moving into a data center, the high volume coupled with complete on-premises hosting out of its Denver office too often resulted in costly downtime.

“Downtime and unreliable systems were causing up to 500 failed faxes every month,” said Good. “Every time the on-premises server would freeze and a fax failed to go through, customer dissatisfaction and customer service costs increased. Our operations team alone was losing more than 40 hours a month working to re-transmit faxes. When your entire business depends on technology, uptime is priority number one.”

In addition, the company’s fax server that relied on the VoIP system was problematic with fax devices.

To combat the internal challenges and improve reliability for its customer base, Good needed a fax solution with four main criteria:

Reliability to ensure on-time delivery and prevent disruption in service

Scalability to accommodate the company’s high volume of daily shipments

Virtualized system to help the company reduce hardware costs

Value pricing that satisfied the above criteria at a reasonable cost

After evaluating multiple options, NUSS selected Biscom’s Hybrid FAXCOM Server and Cloud Fax solution, which offered the functionality and the reliability that the company needed.

Driving Efficiency and Reliability with Biscom

Today, the daily routines of more than 60 people on the NUSS operations team are driven by Biscom.

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“Biscom provided a stress-free process from day one.”

Results have included:

» Improved reliability from hybrid on-premises and cloud servers, with the ability to support more than 1200 faxes per day with no disruptions because of the built-in business continuity.

» Time savings across the company’s operations, support and technology teams. According to Good, “With no more need to constantly re-transmit faxes, our operations team alone saves more than 500 hours of time every month. That’s essentially like getting back a full work week every month, which is now time we can dedicate to serving our clients and growing our business.”

» Reduced hardware costs resulting from the hybrid server environment. With its virtual server and less dependence on the on-premises servers, NUSS has been able to reduce the number of leased machines needed, providing impressive cost savings. The reduced time working on the servers has also saved the company more than \$10,000. Increased customer satisfaction and competitive advantage. In a market where dependability is critical, NUSS is able to provide companies with the peace of mind in knowing that their shipments will be on time, every time.

With the support of Biscom, NUSS has been able to confidently deliver on their commitment to provide reliable, urgent-needs shipping solutions to companies around the world. After successfully using Biscom for 18 months, the company now plans to roll out additional features, including Microsoft Outlook integration and desktop faxing for end users, which provide additional cost and time savings.

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About Biscom

Biscom is a world leader in secure enterprise document delivery with solutions including the award-winning enterprise FAXCOM® Server and FAXCOM Anywhere cloud fax solutions, Biscom Secure File Transfer, and Verosync, an enterprise-ready file synchronization and sharing solution. Founded in 1986, Biscom is the industry’s recognized innovation and customer service leader and has provided many of the world’s largest companies with secure communications solutions. Learn more at www.biscom.com or call 1-800-477-2472.