

# Avanquest Kommunicate wins customer support contract with ISG InteriorExterior for RightFax and CallXpress

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Avanquest Kommunicate, specialists in Business Process Management solutions, announce customer support contract win with ISG InteriorExterior for RightFax and CallXpress.

Avanquest UK have been supplying, implementing and supporting leading edge, best of breed Corporate Solutions for almost twenty years. The company has an unparalleled track record in understanding their client's business pain; providing solutions that accelerate and formalise internal processes, delivering a compliance conscious environment that enhances the interaction between colleagues, customers and suppliers.

ISG InteriorExterior provides new build, refurbishment, fit out and special works services for owners and occupiers, undertaking mission critical projects in various contractual forms throughout the UK, France, Germany and Asia ranging in value from £1k to £150m. The decision by Simone Pietersz, Telecoms Support Manager and Audrey Clarke, Head of Facilities at ISG InteriorExterior was the result of dissatisfaction with a previous supplier to provide support for CallXpress and RightFax. ISG plan to implement an upgrade which will include an additional 4 channels of CallXpress 7.0 and RightFax Enterprise 8.7.

With a first class support structure and unrivalled customer care programme, Avanquest Kommunicate is well placed to offer the best Business Process Management solutions available today, backed up by several types of annually renewable customer support contracts covering both hardware and software.

Simone comments that "We have been very pleased with Avanquest Kommunicate and we are very happy with the support. We were not getting support with queries and issues we had on the system with our previous supplier" she went onto say that "since signing contracts with Avanquest, the support team have been able to tackle the issues swiftly and efficiently. Our system was crashing on a regular basis, this has now been resolved due to the team investigating the switch configuration and uncovering longstanding problems."

RightFax allows organisations to significantly reduce costs by integrating with core business applications and automating the flow of faxes, paper, electronic documents and data. Fax Servers allow users to send, receive and manage faxes electronically, reducing the time and costs associated with using traditional fax machines.

- Send, receive and manage faxes from the desktop.
- Tight integrations with MS Exchange/Outlook, Lotus Notes and Novell GroupWise.
- Automatically route inbound faxes to the appropriate individual or department.
- Use Intelligent Least Cost Routing to reduce call costs.
- Fax paper documents from networked multi-function devices.
- Have an electronic audit trail of every fax an organisation sends or receives – particularly

important due to recent data compliance regulations.

CallXpress makes it easier to manage messages for professionals on the road and in the office.

- Allows a workforce the freedom to be highly mobile, yet still receive and send messages of all types, from anywhere.
- Work without interruption from phone calls, yet still be notified of the most important phone calls and messages.
- Provide 24-hour information for customers or employees through on-demand data distribution.

About Avanquest:

Avanquest UK is part of the Avanquest global organisation. Formed in June 2003 by parent company BVRP Software Group, Avanquest is a network of companies offering a complete range of software publishing resources and a worldwide market to software developers from around the globe. Avanquest has a local presence on five continents and long-established relationships across all channels of distribution in markets covering nearly 90% of the world's total software sales. BVRP Software Group, a leading international software developer and publisher, was founded in Paris in 1984 and is listed on the Nouveau Marché of the Euronext stock exchange (ISIN FR0004026714). For additional information, please visit [www.avanquest.com](http://www.avanquest.com) and [www.bvrp.com](http://www.bvrp.com).

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