

"A seamless integration with Cisco CallManager at the Royal Academy of Arts"

Submitted by: Alison Hall PR

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by Avanquest

The Royal Academy of Arts on London's Piccadilly has recently updated its communications systems, with a business solution package supplied by Avanquest. The new package has enabled the historic Academy modernise its business processes and cater for its growing audience.

Avanquest integrated a 16 Channel CallXpress Advanced Messaging solution with IP Integration with the Royal Academy's Cisco Switch, along with a 4 Channel RightFax solution with Integration to Exchange 2003.

Both solutions were originally running alongside a Mitel 3300 PBX, before transition to the Cisco IP solution. The transition for CallXpress and RightFax to the Cisco system was seamless, with the added benefit that the Academy's initial investment was protected as there was no need to purchase a new voice mail solution because the switch had been changed.

The Royal Academy is running CallXpress 7.5 and RightFax Version 8.7 – with mailbox integration to Exchange 2003. RightFax V9 will offer the added advantage that IP faxing is possible, adding more flexibility to the solution.

Matthew Conway, IT Manager at the Royal Academy commented, "The scalability and ease of use of the products made the choice less difficult. Their technical ability and flexibility, along with the obvious cost saving, made Avanquest the preferred solution provider. We gave the users hands-on training for the new phone system and voice mail, and we organised classroom training for RightFax as it was different to anything they had previously used. In this way we saved time and prevented the inevitable back step as people got used to the new methods."

Chris Thompson, Managing Director of Avanquest said "To stay competitive, businesses require fast and dependable communication. CallXpress is the answer, offering an effective solution to receiving, sending and managing messages by combining voice, fax and email and making them accessible via telephone, wireless device or computer. The Avanquest portfolio of business solutions is all designed to streamline business processes, which ultimately save costs, delivered in a compliance conscious environment."

About Avanquest:

Avanquest UK is part of the Avanquest global organisation. Formed in June 2003, 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. For additional information, please visit www.avanquest.co.uk.

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