Combination of Faxcore and ETHERFAX Hybrid Fax Solutions Implemented at University of Maryland

The University of Maryland, College Park is a public research university, the flagship campus of the University System of Maryland, and the original 1862 land-grant institution in the State. It is one of only 62 members of the Association of American Universities, an organization composed of the leading research universities in the United States and Canada. The University of Maryland is committed to achieving excellence as the State's primary center of research and graduate education and the institution of choice for undergraduate students of exceptional ability and promise.

Challenge

With more than 24,000 undergraduate and 7,000 graduate students, the University of Maryland relies heavily on technology as a communications tool between students, faculty and staff. In addition, the campus includes a number of administrative offices – from the President's office to admissions building – which are widely dispersed across the campus. This configuration requires information to be gathered and passed through different locations on a daily basis.

> **As a large university, we needed a fax server solution that included record gathering and a single point of fax service for the campus administrative offices. We basically wanted a new technology solution that conducted business in a more efficient manner, and one that was cost effective for the university as a whole.**
> **ROBERT RIGGS** Associate Director System Development, University of Maryland

At first, the university considered implementing FaxCore – a provider of hosted fax server solutions for enterprise organizations, telecoms, SaaS and specialized ASP providers. However, they quickly realized that the solution would not be a fit because of upfront infrastructure costs associated with fax boards, fault-tolerance and telecom expenses.

Solution

In order to deliver a hosted fax server solution that would give them the ability to capture and store all of their previous paper-based documents electronically, the University of Maryland selected FaxCore with ETHERFAX. ETHERFAX enables companies to extend their existing fax server solutions to the cloud. At the University of Maryland, the first application of hosted fax via FaxCore and ETHERFAX occurred within the Graduate Admissions office, which includes records for incoming students.

cloud. At the University of Maryland, the first application of hosted fax via FaxCore and ETHERFAX occurred within the Graduate Admissions office, which includes records for incoming students

> **Once documents are received, they are routed into our document management system. One of the many features that is appealing about FaxCore with ETHERFAX is the extensive support for routing faxes as electronic images and options to support workflow into other applications.**
> **ROBERT RIGGS** Associate Director System Development, University of Maryland

The pilot project for Graduate Admissions provides students a choice of printing either a linear barcode cover page for mail-in documents (transcripts require a hard copy) which are directly scanned into the document management system and its barcode reader, or a matrix barcode for the FaxCore barcode reader. The barcode contains an application ID (6 digits) unique to each student applicant.

A Java servlet module receives the faxed images and index information in two HTML requests (POST or PUT) in a way similar to an HTML FILE upload transfer. An Oracle database table helps to track the transmissions. Once both request objects are received (image and index information) the images are page burst and batched for submission to the university's document management system.

"Our OIT services for the administration section of the university primary support is for Java and Oracle products," explained Mr. Riggs. "I've written a bridge between our new hybrid fax solution and our document imaging system in Java. We also use FaxCore and ETHERFAX services to route fax images and index information to a Java J2EE application running on our IBM Websphere Application server."

> **The general ease of setup and configuration were other key factors that led to our decision to implement FaxCore with ETHERFAX.**
> **ROBERT RIGGS** Associate Director System Development, University of Maryland

Results

With the combination of FaxCore and ETHERFAX, all telecom infrastructure has been eliminated at the University of Maryland, dramatically reducing costs. The solution has also improved efficiencies and time management throughout the administrative offices.

> **The implementation has made it possible for the University of Maryland to have a single point of fax service. A fully hosted solution was not an option, as we could not achieve the tight integration that was required.**
> **ROBERT RIGGS** Associate Director System Development, University of Maryland

The FaxCore and ETHERFAX service has allowed the university to concentrate on business logic and enable a working system faster, since it frees the university from having to develop the communications link to the campus phone system.

> **As cost allows, we will continue with the FaxCore and ETHERFAX services, which offer the best failure recovery options among its other useful features.**
> **ROBERT RIGGS** Associate Director System Development, University of Maryland

In the future, the University of Maryland plans to implement the fax service solution to other administrative departments. “We plan to use FaxCore’s domain management tools to manage department billing and to allocate ports and phone numbers to the other offices in the near future,” said Mr. Riggs.

For more information, contact a sales team member at 877-384-9866 or SALES@ETHERFAX.NET >

ETHERFAX | FAXCORE

Founded in 2009, ETHERFAX® provides an intelligent, software-defined network and suite of applications to facilitate the exchange of business-critical documents and information. ETHERFAX’s patented technology is widely utilized across a broad range of industries. Leveraging the cloud, artificial intelligence, and data extraction technologies, ETHERFAX helps organizations save time, money, and resources by automating processes and workflows. ETHERFAX not only functions within a secure environment but has also earned prestigious cybersecurity certifications as a company. ETHERFAX’s commercial document exchange solutions operate in an environment that complies with HIPAA and SOC 2® standards and is certified to meet HITRUST CSF® R2, PCI DSS 4.01 Level 1, and NIST v1.1 cybersecurity requirements. ETHERFAX’s US government services have been validated to meet and exceed the FedRAMP High baseline requirements including Department of Defense (DoD) CC SRG Impact Level 5 (IL5) cybersecurity controls, operating within AWS’ GovCloud High environment.