
Customer Story: State of Idaho



Ricoh upgrades State government to secured cloud faxing for more streamlined communications, enhanced security and reduced costs

With 86 agencies serving nearly 2 million Idahoans, the State of Idaho is also the Gem State's largest employer.

“Cloud faxing was a big win with our agencies. It was easy to implement, and we were able to show immediate benefits and cost savings, with less administration for the agencies.”

— Chris Carlisle, Software License Architect



Eliminated the costs and hassle of hard-to-maintain copper lines




Simplified fax management for agencies with enterprise-level fax infrastructure



Created flexibility to support varying fax volumes across departments



Retained legacy fax numbers that would be too costly to replace or retire



State of Idaho finds a gem with secured cloud fax solution from Ricoh



Challenge

- Rising cost of managing traditional fax lines
- Repetitive breaks in lines and repair delays impacting fax availability
- Individually managed fax solutions across departments
- Lack of visibility into fax usage

In 2021, the State of Idaho began modernizing many of their legacy IT systems. With more than 80 agencies, individually managing their fax lines and infrastructure, the State had no centralized visibility or management into its entire fax architecture. And with the rising costs of traditional fax lines, delays from carriers, and more stringent data protection and compliance regulations, the Office of Information Technology Services knew **secured cloud faxing** would be an easy win.

Solution

- Implemented XMedius Cloud Fax
- Real-time usage dashboards and chargeback reports
- Proactive monitoring of credit usage
- Retain public-facing fax numbers by porting over fax lines

Working closely with the Ricoh team, the State was able to deploy several data collection tools to determine an estimate of their total volume of fax usage. From there, our team helped onboard the first agency and established a repeatable process for the IT team to use when it was time to onboard new agencies. To ensure greater accountability and centralized visibility, the State also adopted a parent-child model in which the IT team owns and distributes fax credits to agencies as required.

Results

- Immediate costs savings by moving fax to the cloud
- Ability to budget and forecast fax spending by agency and department
- Secured and auditable chain-of-custody data communications
- Digitally route inbound faxes to approved users, folders or print to existing MFPs

The move to secured cloud fax has been a game changer for the State of Idaho. Not only have the agencies achieved immediate cost savings, they've also been able to eliminate much of the time-consuming administrative work that came with managing their traditional fax lines and systems. And with IT having a full view on fax usage with the platform's analytic dashboards and proactive credit monitoring from Ricoh, the agencies and their departments can breathe a sigh of relief knowing critical communications won't be delayed or lost.

See what **secured cloud faxing** can do for your business.
[Contact us to learn more.](#)