



➤ CASE STUDY: Royal Academy of Arts

➤ We've helped the RA get its communication processes down to a fine art

A seamless integration with Cisco CallManager at the Royal Academy of Arts has allowed the eminent art institution to modernise its business processes and cater for its growing international audience.

Secure, reliable, virtual desktops make economic sense

The Royal Academy of Arts on London's Piccadilly is the oldest fine arts institution in Britain. It was founded in 1768 by a group of leading artists under the patronage of George III.

The Academy gave artists the opportunity to exhibit and sell their work at an annual Summer Exhibition. This exhibition continues, along with major loan exhibitions, to be acclaimed in both in Britain and overseas.

The exhibitions attract more than a million people each year; the most famous in recent years was 'Monet in the 20th century'. The Academy also has a fine permanent collection and the oldest fine arts library in Britain.

Updating communications

The Royal Academy of Arts updated its communications systems with a business

"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 ProcessFlows 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 the staff had previously used. In this way we saved time and prevented the inevitable back step as people got used to the new methods."

Edwin Pearson
Information Systems Director

solution package supplied by ProcessFlows. The new package has enabled the historic organisation to modernise its business processes and cater for its growing audience.

A CX-E and OpenText RightFax integration

ProcessFlows integrated a CX-E advanced messaging solution with IP integration with the Royal Academy's Cisco switch, plus a RightFax solution with integration to Exchange and IP capability.

Both solutions were originally running alongside a Mitel PBX before transition to the Cisco IP solution. The transition of CX-E 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 just because the switch had been changed.

➤ For more information on Electronic Fax and Unified Messaging, please email sales@processflows.co.uk or contact **ProcessFlows**, Gateway House, Tollgate, Chandlers Ford, Southampton, SO53 3TG Tel: 01962 835053 Fax: 01962 835100 www.processflows.co.uk

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