



FaxBack NetSatisFAXtion Fax Messaging with the Mediant 1000 Media Gateway

Case study: Teche Federal Bank
Powered by AudioCodes Mediant™ 1000

About Teche Federal Bank

Teche Federal Bank is a 73 year old organization and is the fourth largest publicly traded bank headquartered in Louisiana, with over \$700 million in assets (as of July 31, 2007). Originating in Franklin, Louisiana, Teche Federal Bank has an expanded community with 20 branches located in the parishes of St. Mary, Iberia, Lafayette, St. Martin, Terrebonne, Lafourche, East Baton Rouge, St. Landry, and Ascension. Teche Federal Bank currently serves over 50,000 customers.

Teche Federal Bank offers products to their customers which allows them access to capital in order to grow their capital or purchase a home, mobile home, car or other consumer goods. The Bank also supplies deposit services which allow enterprises and individuals a method for saving in the future.



Challenge

Many banks continue to make extensive use of Fax messaging as it enables their effectiveness and efficiency. Teche Federal Bank relies daily on the Fax messaging service to send and receive important documents such as contracts, loan documents, rate sheets and others. Currently, there are approximately over 7500 faxes, both in and outbound being received or delivered per month, by Teche Federal Bank.

“With a widely dispersed workforce, spread across 20 different branches and a central operations facility, bringing fax messaging to the desktop was an obvious efficiency improvement for the bank,” stated Cliff Doiron, Systems Administrator for Teche Federal Bank.

For desktop fax to truly improve efficiency in the organization, it had to be easy to use, cost effective and reliable. Reliable desktop fax for Teche Federal Bank goes beyond everyday operational stability, as the bank also needed to include fax messaging in the bank’s Disaster Recovery (DR) plan and back-up site staging.

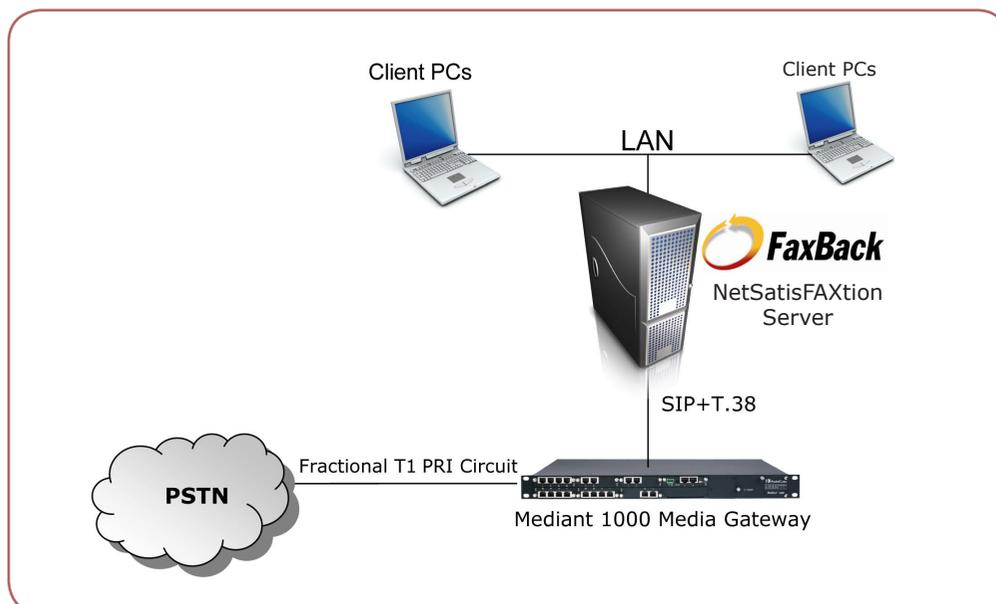
Solution

In order to eliminate experiencing any further issues with hardware and to prevent daily system rebooting, the Mediant™ 1000 Media Gateway combined with FaxBack NetSatisFAXtion fax software was identified as an obvious solution. Subsequently, Teche Federal Bank purchased and installed a combination of hardware and software which included the AudioCodes Mediant 1000 Media Gateway and FaxBack NetSatisFAXtion fax software for their fax messaging solution.

In this solution, the FaxBack NetSatisFAXtion software is loaded onto a standard Intel server and uses an AudioCodes Mediant 1000 Media Gateway to provide connectivity to the PSTN.

Communication between the NetSatisFAXtion software and the Mediant Media Gateway is accomplished via SIP and T.38 fax protocols over Ethernet. The interface between the Mediant 1000 Media Gateway and the PSTN is a standard T1 Primary Rate Interface (PRI) circuit with 12 DS0 circuits provisioned. This configuration allows up to 12 simultaneous fax transmissions or receptions and allows for 150 individual DID number assignments, enough for each user of the system.

Teche Federal Bank designed a solution that separates the software and the media gateway into two physical devices, allowing the fax server software to operate in a blade-architecture server using VMware virtualization software. “By moving to the stand-alone Mediant 1000 and virtualized blade servers, we now have a solution that completely fits within our disaster recovery strategy,” noted Cliff Doiron. “We wouldn’t be able to accomplish this with a dedicated TDM fax board.”



Results

The combination of NetSatisFAXtion software and the Mediant 1000 Media Gateway has completely resolved the stability issues that the previous solution suffered. "Since the system went live in March of 2008, it has been 100% operational with no outages," commented Cliff Doiron.

Beyond improved stability, Teche Federal Bank was able to integrate their fax messaging system into their blade-server architecture and as a result, reduced operational costs and has a vastly improved their disaster recovery plan.

About AudioCodes Mediant™ 1000

The Mediant™ 1000 is AudioCodes' cost-effective, converged wireline VoIP media gateway. Intelligently packaged in a stackable 1U chassis, it is designed to interface between TDM & IP networks in enterprises or small-scale carrier locations. Incorporating AudioCodes' innovative Voice over Packet technology, the Mediant 1000 enables rapid time-to-market and reliable cost-effective deployment of next-generation networks. The Mediant 1000 is based on VoIPerfect™, AudioCodes underlying, best-of-breed, media gateway core technology for all of its products and provides superior voice-technology for connecting legacy telephone and PBX systems to IP networks, as well as seamless connection of the IP-PBX to the PSTN. In addition to operating as a pure media gateway, the Mediant 1000 can also host partner applications and serve as an IP-PBX platform. The Mediant 1000 is fully interoperable with multiple vendor gateways, soft switches, gatekeepers, proxy servers, IP phones, Session Border Controllers and fire walls.



Mediant 1000 Media Gateway

About AudioCodes

AudioCodes Ltd. (NasdaqGS: AUDC) provides innovative, reliable and cost-effective Voice over IP (VoIP) technology, Voice Network Products, and Value Added Applications to Service Providers, Enterprises, OEMs, Network Equipment Providers and System Integrators worldwide. AudioCodes provides a diverse range of flexible, comprehensive media gateway, and media processing enabling technologies based on VoIPerfect(tm) – AudioCodes' underlying, best-of-breed, core media architecture. The company is a market leader in VoIP equipment, focused on VoIP Media Gateway, Media Server, Session Border Controllers (SBC), Security Gateways and Value Added Application network products. AudioCodes has deployed tens of millions of media gateway and media server channels globally over the past ten years and is a key player in the emerging best-of-breed, IMS based, VoIP market. The Company is a VoIP technology leader focused on quality and interoperability, with a proven track record in product and network interoperability with industry leaders in the Service Provider and Enterprise space. AudioCodes Voice Network Products feature media gateway and media server platforms for packet-based applications in the converged, wireline, wireless, broadband access, cable, enhanced voice services, video, and Enterprise IP Telephony markets. AudioCodes' headquarters and R&D are located in Israel with an additional R&D facility in the U.S. Other AudioCodes' offices are located in Europe, India, the Far East, and Latin America.

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