



## Remark!® Unified MessagingAssistant Customer Case Studies

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### **Electric Boat Corporation, General Dynamics**

**Groton, Connecticut**

**New London, Connecticut**

**Middletown, Rhode Island**

**Quonset Point, Rhode Island**

**Arlington, Virginia**

### **Information Technologies - Project Manager**

Electric Boat is a large, multi-site company with 5000 plus Lotus Notes users. As the date of expiration for their Octel voice mail system contract came into view they began to look for alternatives. Electric Boat, in conjunction with Computer Sciences Corporation, their Information Technology provider, were specifically looking for a messaging solution that would work in conjunction with our Lotus Notes environment. Big Sky Technologies provided a single message store Unified Messaging solution which is tightly integrated with Lotus Notes.

Electric Boat uses Remark! Unified MessagingAssistant as a voice mail system, as a way to unify voice mail and e-mail on the desktop, and as a way to access voice mail and Notes e-mail messages from any touch-tone telephone. Unified MessagingAssistant's auto-attendant answers incoming calls to Electric Boat's main number, routes calls to employees or to company departments and takes voice messages. When an outside caller dials into Electric Boat, Unified MessagingAssistant's auto-attendant answers the phone and plays the main greeting for Electric Boat and then plays a main menu with options for the caller. After listening to the voice prompts, the caller can select to speak with a particular Electric Boat department, dial an individual's extension number, or use the "spell by name" feature to reach the employee. If the employee is not available, the caller can leave a voice message, which is then attached to a Notes memo and routed to the employee's Notes mailbox. Electric Boat's auto-attendant is very complex, however Remark! Unified MessagingAssistant was able to support, and surpass, all of the features found in the Octel system being replaced.

At the desktop, the employee's Notes mailbox is turned into a unified mailbox containing voice messages as well as e-mail messages. All message types can be viewed in the Notes mailbox for easy filtering, sorting, prioritizing and archiving. Voice messages are denoted with a telephone icon and include the message length and caller's telephone number. Voice message attachments can be played through speakers or headphones using any standard desktop player. Utilizing Domino's Internet capability for accessing the Notes mailbox, employee's can also manage the unified mailbox from any web browser, IMAP4 or POP3 client.

With Remark! Unified MessagingAssistant, Electric Boat employee's can check their Notes mailbox from any touch-tone telephone. Employee's dial into Unified MessagingAssistant, enter their personal ID and password, and are then guided by voice prompts to access their mailbox. Users can listen to all of their new messages or sort through all of their voice mail and e-mail messages by date, subject or originator. Unified MessagingAssistant will play voice messages just like any voice mail system. Text will be "read" over the telephone using text-to-speech conversion. After

listening to a message, the user can reply to the originator with voice, forward the message to another Notes mail user with a voice introduction, or fax the message to any fax machine.

Administration of the Unified MessagingAssistant system is easily performed through a Domino Public Address Book (Domino Directory). The Electric Boat auto-attendant call routes are configured via Notes forms and are easily modifiable through the Public Address Book. Voice mail users are defined within Domino Public Address Book Person Documents, reducing training costs for voice mail and e-mail administrators since the interface is the same.

Big Sky deployed three twenty-four port Remark! Unified MessagingAssistant servers at Electric Boat's headquarters in Groton, Connecticut. Two eight port servers are deployed in New London, Connecticut and Quonset Point, Rhode Island and two four port servers are located in Middletown, Rhode Island and Arlington, Virginia. This multi-server, multi-site implementation works in conjunction with six Domino servers and 4500 Notes Clients with an expected total user population of more than 5000.

## Corporate Benefits

With Remark! Unified MessagingAssistant, Electric Boat has been able to leverage the Notes infrastructure to deliver voice messages within Notes mail. This provides many benefits to Electric Boat not only from an employee usage standpoint, but also from the cost savings attributed to the time saved by employees by using Unified Messaging system instead of separate voice mail and e-mail systems.

When users are at their desk, they find it easier to keep track of and prioritize the messages they receive, since they are all managed in a single location, their Notes mailbox. It removes the need for them to get on the phone and spend a lot of time going through voice messages, replaying them over and taking notes. It's a lot more efficient to be able to play them back on the desktop with the ability to annotate the mail message containing the voice attachment.

Electric Boat wanted to provide voice mail to all employee's and with Remark! Unified MessagingAssistant this could be done for less cost than a traditional voice mail system. Also, studies show that with Unified Messaging there is major time savings for employees across all levels of the organization, approximately a half hour every day, which results in major cost savings to the company.

Another cost saving of the Unified Messaging implementation is that it frees up ports, since people don't have to use the phone at their desk to access voice messages. With the same number of ports, Electric Boat can at least double the number of people that can be supported.

## Final Comments

Big Sky Technologies provides a full featured, reliable Unified Messaging product which leverages the Notes and Domino infrastructure. Big Sky also possesses a high level of Notes and Domino technical knowledge that has been instrumental in the roll out of Electric Boat's Notes and Domino Unified Messaging solution.

**Crydom Corporation**  
San Diego, California  
Tijuana, Mexico  
Wimborne, Dorset UK

## **Chief Operating Officer**

Crydom Corporation has multiple offices and wanted a way to bridge voice mail and e-mail into a common message store that could be accessed from the desktop or a telephone. Crydom also wanted to leverage the current investment in Lotus Notes and Domino and the telephone equipment that had already been deployed within the organizations multiple international sites. Big Sky Technologies' Remark! Unified MessagingAssistant provided a solution which would seamlessly integrate within the different, unique infrastructures at Crydom and provide a common Unified Messaging architecture that would leverage the existing Lotus Notes and Domino environment.

A full feature voice mail and Unified Messaging system was implemented with Big Sky's Remark! Unified MessagingAssistant utilizing multiple Domino Servers and Notes Clients, enabling voice messages to be captured and routed to the users' Notes mailbox for playback on the desktop and providing access to all message types from the telephone. Initially deployed as an OS/2 solution, the system was upgraded to Remark! Unified MessagingAssistant to take full advantage of the newest features and capabilities available within the NT-based Unified MessagingAssistant product.

## **Corporate Benefits**

Crydom's Remark! Unified MessagingAssistant implementation provides a voice mail system including a full featured auto-attendant with the ability to transfer calls and take messages for Crydom's multiple, international locations and departments. Unified MessagingAssistant auto-attendant answers the companies main phone number and provides several menu options for the caller. The caller can dial an employee's extension number or spell their name or select to speak with someone in sales, customer services, technical support, accounts payable or receivable, or transfer to an operator. If the employee is not available, the caller can leave a voice message, which is saved as a WAV file then attached to a Notes memo and routed to the employee's Notes mailbox. If the call is for someone in Mexico, for example, Unified MessagingAssistant will transfer the call to that facility. If the call is for a department, a group of phones will ring for each person in the department. If no one is available from that department, a voice message is taken and e-mailed to the Notes defined group for that department. The voice message can then be accessed by anyone in the group from their Lotus Notes Client at the desktop.

For the employees that travel at Crydom, Remark! Unified MessagingAssistant provides a way for them to call in over a touch-tone telephone and access their e-mail and voice mail messages located in their Notes mailbox. Using text-to-speech technology, Unified MessagingAssistant will play back text e-mail messages over the telephone. Voice messages are played back over the telephone just like a standard voice mail system. Employees can reply or forward the message and include a voice message header, they can fax them to any fax machine, or delete the message or mark it read.

Crydom deployed two six port Remark! Unified MessagingAssistant systems at their San Diego headquarters, an eight port system in Mexico and a four port system in the UK. These systems work in conjunction with Crydom's mail servers and the Notes Clients to provide Unified Messaging to 140 of Crydom's employees.

Voice mail and e-mail are accessed in the Notes mailbox via Notes Clients on the desktop simplifying the messaging environment and enhancing productivity in the workplace. Unified

MessagingAssistant also provides remote users telephone access to voice mail, e-mail and faxes to stay in touch with their messages. Employees no longer have to carry a laptop to access their e-mail and with the telephone access provided by Unified MessagingAssistant, users are able to quickly access and respond to critical messages. Unified Messaging offers compelling economic and productivity benefits to the enterprise, workgroup and user. Economic benefits result from the replacement of multiple, disparate messaging systems by a single unified messaging solution. The efficiency of new messaging paradigms such as accessing e-mail over the telephone and sending voice messages over the data network result in significant productivity gains for the end user. With Remark! Unified MessagingAssistant, the administration for both voice mail and e-mail is done through the Domino Public Address Book. This provides a common administration interface and reduces training overhead which would otherwise be needed to support a separate, independent voice mail system.

## Keystone Financial Services

Bellwood, PA

### Vice President - Office Technology

One of the bigger challenges that we were facing with Lotus Notes e-mail was that it was different from the product that we were using previously, Office Vision. With Office Vision you could use anybody's PC to access your e-mail. Lotus e-mail, on the other hand, is really workstation or PC specific because of the ID management. We understood that you could put the ID on the system and train the users to switch their ID but we found that to be cumbersome. We were looking for a solution which would allow the users to access their e-mail easily when they were not at their personal workstation and did not necessitate the switching of IDs at the desktop. With Remark! MessagingAssistant, users could be anywhere within the company and pick up a telephone to access their e-mail messages.

We also wanted to provide our traveling associates with a better way of communicating via e-mail. With the e-mail volumes doubling or probably quadrupling because of the increased use of e-mail as well as bringing the Internet in, the volumes of e-mails that the executives were receiving made it very difficult to manage when they were traveling. The ability to access and manage e-mail quickly and easily remotely was an important item for us. We were looking for a way to improve the current process of having to dial into the Notes Server, or having to replicate. With Remark! MessagingAssistant, our traveling associates could now use any telephone anywhere to retrieve and take action on their e-mail.

### How the product is being used at our site

Within the company, many people do not stay at their workstation throughout the day. When someone is away from their desk they pick up any telephone throughout the company, dial into Remark! MessagingAssistant and check their messages. They can check their new messages, or check the messages by date, subject or originator. E-mail messages are played to the caller with text-to-speech technology. Once the message is reviewed, the caller can then forward the e-mail to someone else with a voice message attachment, reply to the message in voice, fax it to any fax machine, delete the message or just mark it read.

Our traveling associates are also using Remark! MessagingAssistant to call in and access and manage their e-mail. Because of our locale we are driving and traveling often. People who travel use a cell phone when they are driving to access and manage their e-mails. In hotels or at the

airport, any touch-tone telephone is used to dial in to get their messages. They are no longer needing to use a laptop to connect to the server to get their messages.

## Corporate Benefits

Remark! MessagingAssistant provides our traveling associates with the ability to get their e-mails and respond to their e-mails much more quickly. People are staying on top of their messages when they are traveling instead of having hundreds of e-mail messages waiting for them when they return. Being able to access e-mail over a cell phone in the car, or when they are waiting for a flight at an airport is a much easier and simpler method than carrying a laptop and dialing in or replicating. The ability to stay in touch while mobile has been greatly improved by the use of Remark! MessagingAssistant. If you are able to get to a phone, you are able to get to your e-mail, it is just like accessing voice mail. Remark! MessagingAssistant is saving an average of 2 hours per person per week for the 50-100 people who travel because there is no longer the need to spend time answering e-mails after returning to the office.

## Final Comments

With Remark! MessagingAssistant we were able to gain a better acceptance for Lotus Notes because MessagingAssistant addressed the problem of users not having to be at their own PC in the office to get to their e-mail, and users no longer had to switch IDs. It really helped us with the general acceptance of using Lotus Notes as a viable e-mail vehicle. It was one of the factors in the decision to go 100% Lotus Notes.

Remark! MessagingAssistant is a very stable production product. We have had very few issues and have not had to bother Big Sky's technical support team with a lot of questions or problems, which is really good. This is exactly what we want from an add on product. We need to be able to focus and deal with the core infrastructure which is Lotus Notes e-mail and collaboration. The add-on products are supposed to be tools that just work, which is just what Remark! MessagingAssistant does.

Because Remark! MessagingAssistant introduced us to the integration of voice and data technology, we are now looking for other applications that would benefit from the use of this type of technology.

## Eckert Seamans Cherin & Mellott, LLC Pittsburgh, Pennsylvania

### Office Manager

We have 250 attorneys that are very mobile who could call in to get their voice mail but could not easily get to their e-mail. The attorneys were finding that more and more people were communicating via e-mail, so this became a real issue for them, only being partially in touch with their messages. Remark! MessagingAssistant is a great solution because it gives the attorneys access and management of their e-mail from a touch-tone telephone.

All of the attorneys from our seven offices (Pittsburgh, Harrisburg, Philadelphia, Haddonfield NJ, Boston, Fort Lauderdale, and Washington DC) are using Remark! MessagingAssistant. The attorneys call into an 800 number and use Remark! MessagingAssistant to access e-mail in much the same way that they can call in and access voice mail. When they are on their way into work, at

home in the evening, on their day off, traveling out of town, or just anytime that they are away from the office, the attorneys just pick up any telephone and dial into the Remark! MessagingAssistant system. After entering their personal identification number and password, they are guided by voice prompts to listen to new messages or sort through messages by date, subject or originator. Using the telephone keypad, the attorneys can key in the numbers corresponding to the specific dates of the messages they would like to hear. They can also spell a person's name to retrieve messages by the originator. The e-mail messages are read to them with text-to-speech conversion. After listening to the message, the attorneys can reply to the originator with a voice message, forward the message with a voice message introduction, or fax the message to any fax machine. The attorneys can also record and send voice messages to any other Remark! MessagingAssistant user. When the attorneys are in the office, the voice messages that they receive from Remark! MessagingAssistant users are played back over their Windows 98 multimedia PC's that are equipped with headphones.

### **Firm Benefits**

ROI could be expressed in a lot of different ways and it's difficult to take a product like this and break it into an actual return, but I believe that the system paid for itself in the first week of use. What you really need to do is look at what you are missing. You have an attorney out two or three days and each time he calls into the office, maybe his administrative assistant isn't available so he cannot have her access his e-mail. Maybe he is in court and doesn't have a chance to get back to the office. The very fact that he can get to his e-mail with Remark! MessagingAssistant can be invaluable. It could be the difference between servicing a client or not, moving forward on something or not, or letting something drop inadvertently because they just didn't get the message. With Remark! MessagingAssistant there is definitely a faster response time to receiving and acting on messages when the attorneys are out of the office.

The other benefit is that the attorney's no longer need to take their laptops with them when they are traveling just to get their e-mail. A telephone is available almost anytime, anyplace for them to get access to their e-mail - that is the beauty of the Remark! MessagingAssistant solution. We no longer have to deploy laptops to the attorneys just to enable them to get their e-mail messages when they are out of town. We just give them a phone number to call and their access codes. For the cost of two laptops, the entire firm can be provided with access to their e-mail messages.

### **Final Comments**

Working with Big Sky Technologies and using Remark! MessagingAssistant has been a very pleasant experience. The product is very intuitive. If you've used voice mail you can use Remark! MessagingAssistant because the user interface from the phone is so similar. The installation was very easy and went very smooth and Big Sky has been there for us when we needed them.

Acceptance of the Remark! MessagingAssistant was very good. A lot of times when you put in new technology people resist the change and do not want to use it. It wasn't all that many years ago that we put in voice mail and e-mail and initially people resisted using them. People were forced to use voice mail and e-mail because they started to receive messages in those mediums. After getting the voice mail or e-mail they would reply by phone, or reply by letter or by fax, but regardless of how they wanted to communicate back, they had to start using e-mail and voice mail because that's how other people wanted to communicate with them. With Remark! MessagingAssistant there was nothing that forced them to start using the product, yet it seemed that everyone jumped on board right away. The acceptance was very quick and with no complaints. The benefits were obvious to the attorneys. They could not dictate how other people wanted to communicate with them, and more and more people were communicating via e-mail. Now with Remark! MessagingAssistant they had a way to be just as responsive to e-mails as they were to voice mails.

## **Systems Resource Group Nassau, Bahamas**

### **Information Technologies Manager**

Systems Resource Group is a leading technology and communication organization. Incorporated in 1989, SRG is now a company with a staff complement of some 30 people, and offices in primary business centers in the Bahamas. By developing relationships with its clients to understand their business needs, SRG helps craft payback driven solutions that meet the particular business requirements inherent in a leading offshore jurisdiction. Systems Resource Group is a multifaceted organization with three distinct business groups. The unique 'value add' of SRG lies in its one stop project management, where complex client projects that encompass the provision of products, international communications and professional network services can be addressed with a single point of contact and accountability.

Systems Resource Group first saw the need to be able to integrate the voice and data messaging needs of its clients in 1995, and identified Big Sky Technologies as being the market leader in Unified Messaging solutions for Lotus Notes. SRG has been successfully implementing Big Sky Unified MessagingAssistant both within it's own organization and in mission critical client environments, since 1996. Unlike proprietary solutions from PBX vendors, Big Sky's solution is able to tie directly into a wide variety of PBX systems, protecting client investments in both their telephone equipment and Notes implementations.

Our customers have benefited greatly from our ability to improve communications and respond to them in a more timely fashion. The capability of our staff to include important customer information left as a voice mail message, into both our project and support databases is immeasurable. The auto-attendant feature of the system is used after-hours, during lunch and during peak calling periods. Using this feature our clients can be assured of reaching the person they are calling or being directed to leave a voice message no matter what time they call.

### **Corporate Benefits**

Our staff has benefited from Big Sky's support services from time to time, but overall the systems have been maintained and upgraded by our internal Notes staff. Big Sky is always very responsive to any calls for assistance and has quickly resolved any issues we have encountered. The ability to administer the voice mail account of our employees in a single directory has cut a tremendous number of hours out of the work week of our administrators. New employees are set up in a single process, instead the multi-step process of other systems, which in the past was prone to errors.