

opentext™

SUCCESS STORY

Renault Retail Group

Industry

• Automotive

Solution

• OpenText™ XM Fax™

Services

• OpenText Professional Services

Results

€ **Saved 50%** over previous solution

✓ **Eliminated** major reliability issues

⚙️ **Reduced** IT burden



Renault Retail Group increases reliability and reduces costs

Major European automotive distributor cuts digital fax costs by 50% and dramatically increases reliability with OpenText™ XM Fax™



The Renault Retail Group (RRG) is responsible for distributing the full range of new and used Renault, Dacia, Nissan and Alpine vehicles and related products and services. Headquartered in Paris, France, RRG has 12,000 employees at 220 sites across 13 European countries.

Fax plays an integral role at RRG, with many staff members relying on fax for daily operations. All combined, they send and receive upwards of 850 fax pages per day. Among these are a mix of sensitive documents including parts and repair orders, claims to insurers, and other documents that are vital to the business. Since a large portion of the documents they transmit contain personal information, the use of fax also plays a major role in the organization's information security policies and GDPR compliance strategy.

RRG transitioned to their previous fax-over-IP solution (FoIP) to increase ease-of-use. Digital fax's vital contribution is that it gives staff members, from upper management right down to the garage, the ability to send and receive important documents without any issue.

Unfortunately, the FoIP software they previously used often experienced service outages, delaying some of RRG's urgent communications. The customer service RRG received from the provider was frequently slow, and they were given little insight into whether and when problems would be resolved.

To ensure critical workflows were no longer disrupted, RRG needed to replace their fax solution with a high availability alternative that could be relied upon. The replacement also needed to have robust, GDPR-compliant security as well as a hybrid deployment option where they could keep the server on-premises but leave telecom integrations to an external entity.

Fortunately for RRG, they already had an example of such a solution deployed elsewhere in the company. The Renault factories in France were already using OpenText™ XM Fax™ and recommended it to the RRG leadership. A hybrid deployment of this leading digital fax solution was exactly what they needed.

XM Fax's robust security features meet and exceed RRG's tight policies, it also provides the balance of on-site data control teamed with superior Cloud backup that they were looking for.

The solution was implemented with the help of the OpenText Professional Services team, who took the time to understand RRG's specific security and business workflow requirements. For example, RRG primarily faxes their documents via Konica and Canon multi-function printers (MFPs), rather than through email integration. With XM Fax's ability to seamlessly integrate with a long list of MFDs via connectors, they were ready to fax in no time.

RRG truly appreciated the professional service team's availability throughout the onboarding process. The OpenText team was available any time they had a question, including on weekends, demonstrating a commitment to ensuring everything went smoothly.

Since XM Fax's deployment, RRG staff has reported several significant benefits. They've achieved a 50% cost savings over their previous digital fax solution, while eliminating IT issues thanks to the robust, reliable architecture. The intuitive interface allowed the solution to be adopted by all their employees without requiring user training, and offloading their fax telephony to the XM Fax cloud has been a relief to demands on their IT team.



About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit [opentext.com](https://www.opentext.com).

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