

# High Tech & Electronics



## Microsoft

### Quote

*"We leveraged TOPCALL's knowledge to help us install the system," says Monroe. He explains, "It was great to have TOPCALL because not only did they provide a configuration guide they had written for their SAP customers, but their knowledge and expertise in Faxing combined with their SAP expertise gave us a remarkable advantage."*

*Further reinforcement for the purchase was TOPCALL's 24-hour, seven-day technical availability for all the TOPCALL products.*

**The industry innovator** Microsoft Corporation is the worldwide leader in software for personal computers. The industry trailblazer is driven by a vision of a personal computer in every home.

### Challenge

Microsoft Corporation, was recently looking for a Fax solution to integrate with their SAP® R/3™ installation in Microsoft's Redmond, Washington headquarters. Microsoft's rigorous standards mandated an industry leading Fax and messaging solution to integrate with their current R/3 launch.

Their Fax and messaging solution had to save time and money, streamline information distribution, and provide an efficient non-paper solution. In a company where NT is Necessary business Technology and time is the hottest commodity, requirements were direct and specific: Select a solution proven in the global enterprise and departmental modules that is seamless, turnkey, and low maintenance.

### Solution

On industry recommendation, Todd Baumeister, Microsoft's Production Manager Worldwide SAP Enterprise Transaction Systems Group, and Jim Monroe, Senior Consultant to the Enterprise Transaction Systems Group, called TOPCALL's West Coast office. They also reviewed other Fax programs during the intensive evaluation.

Project coordinator Baumeister elaborates, "Other deciding criterion included a solution that could be up-and-running in a relatively short time frame, and something that could execute seamlessly into SAP workflows."

Their short list was matched by TOPCALL point by point - and then enhanced with features that are standard TOPCALL benefits. With Windows NT as their SAP platform, Microsoft selected TOPCALL's NT-based Fax and messaging solution to link to their SAP business applications.

Baumeister and Monroe wanted more from their selected company. They wanted a partner, knowledgeable and adept in the intricacies and nuances of SAP application specifics and on-site installations.

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*Baumeister sums up the project when he says, "We now have a fully integrated solution. It's turnkey and between the 'no hassle' two-day installation and the easy user interface, we have full use of the solution. Our users Fax direct. Our goals have been realized." And, he adds, "If we have any questions on this installation or future installations, TOPCALL has the immediate support for the US and any other country."*

### Solution (Continuation)

As Baumeister explains, "No one else but TOPCALL was willing to partner on the project with us. TOPCALL had the depth of knowledge and 20 years of practical expertise to resolve configuration issues with SAP. TOPCALL had the knowledge to help us integrate SAP into our materials management module."

Perhaps most appealing was the allure of TOPCALL's guaranteed two-day on-site installation. With background attending courses and education regarding SAP and SAPcomm, TOPCALL engineers are qualified and experienced for installations. At Microsoft, part of the second day was set for user education. The project and the system are designed for turnkey implementation.

### Result

Microsoft is already seeing positive benefits from the installation, with post-installation costs at zero for product consulting and technical support. User learning curve was minimal with all familiar desktop interfaces part of TOPCALL screens. Additionally, Monroe explained users are now "treating Fax like printing," working direct from desktops saving time tracking inbound and outbound Faxes; saving paper and toner costs circumventing actual hardcopy Faxes; and creating a fast paced Fax application that is as speedy as email communiqués.

Microsoft started their SAP Fax integration project on a manageable level with TOPCALL added to their materials management module. Rollout plans now extend to Sales and Distribution. Baumeister is also reviewing the communication "standard" for SAP.

With the technical implementation a success and message flow and project organization fully integrated, Microsoft's SAP users have embraced TOPCALL.

### Future

Baumeister, adds, "As we consider a decision to roll out TOPCALL in other countries, we can look at the fact that TOPCALL already has the network to support projects internationally. Support will be a one-stop call. We will have one provider for hardware and software internationally – giving us an established global standard."