



Changes in Government Can Have Implications for Thousands.

When Your Constituents and Your Community Are Your Customers Communication is Key.



Customer Challenge

Business Need

The PA House of Representatives supports nearly 250 offices, both in Harrisburg, PA, and throughout the state, faxing documentation to various representatives, government agencies and media outlets. Faxing to large distribution lists was a major problem for the communications staff. Many times, the distribution lists were so large, special arrangements had to be made in order to accommodate the volume requirements. Using an outside service was quickly becoming costly. Choosing a service based on cost created delays in importing lists, setting up distribution and an overall learning curve. They needed a consistent, efficient method of managing lists, documents and distribution.

IT Issue

Providing the technological back-bone for 103 members, along with their staff, as well as 1,700 users left little time for hiccups. In such a large organization, the IT staff spent most of their time being reactive instead of proactive, and if network issues arose, they were flooded with emails and calls for assistance. IT was looking for a way to not only decrease the time they needed to spend on the faxing process, but also a quick and easy way to notify internal staff of network issues and updates.

Stream & Xerox Solution

To resolve the messaging limitation issues, the PA House of Representatives implemented the Stream Alert broadcast messaging solution. This system allows staff to send messages via email, text or voicemail to all of their constituents, in the message format that best suits them. With Cleo's Stream Fax desktop faxing also in place, documents are now sent and received directly to and from email. As a Xerox partner, the Stream Connect scan-to-fax capabilities are installed on all Xerox multifunction devices on-site creating centralized workstations throughout the House of Representatives. A 48-port Stream Server now supports all of the communications needs of the PA House of Representatives. Six ports are reserved for incoming faxes, ensuring all incoming time-sensitive communications are received immediately. The remaining ports support additional communications activities. The Stream solution allows staff to make important public service announcements, send session updates and reach House staff whenever necessary. As a turnkey solution, Stream integrates seamlessly with existing IT hardware, allowing the PA House of Representatives to communicate whenever, wherever and however they need to in the most efficient way possible.

"Stream is an extremely useful tool," said the IT contact for the PA House of Representatives. "The more we use it, the more we find other alternative uses and benefits."

Success Snapshot



Size: 103 Members

Profile: Representative of a District of More Than 60,000 Residents

Software and Services:
Stream Fax, Alert & Connect

Vertical Industries:
Government: House of Representatives

Country/Region: Pennsylvania, United States

Business Need:
Reduce Costs & Improve Efficiency

IT Issue: Improve Productivity

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