



CASE STUDY

Cyprus Telecommunications Authority



About Cyprus Telecommunications Authority

Cyprus Telecommunications Authority (CYTA) is a leading provider of telecommunications in Cyprus and has been a key player in the country's digital transformation. CYTA has deployed a fiber optic network across the island, which has helped them provide reliable and modern communications solutions to their customers.

CYTA has upgraded electronic communications in Cyprus, making it simpler, smarter, and more secure. As a result, CYTA has become a centralized location for regional communications. Fenestrae's faxing technology has been instrumental in CYTA's business processes since our partnership began in 2007, and they've continue to reap the benefits of our digital faxing solutions ever since.



250

INTERNAL USERS



950

EXTERNAL USERS



2

FAX LINES



16

CHANNELS



15

YEARS

The Switch from On-Premise Technology to Digitized Solutions with Faxination

When CYTA came across our services, they knew they would need an upgraded solution in order to decrease costs that would accommodate their customer base, which comprises small to mid-sized businesses. When the decision was made to invest in Faxination with Fenestrae, CYTA was able to completely abandon the use of a physical fax machine and its associated maintenance costs. With this, CYTA was able to move to a digital solution that would better suit their needs as a growing telecommunications business.

The benefits of this change were twofold: not only was CYTA able to take advantage of the cost-saving benefits of a digital fax solution, but they also experienced a significantly improved workflow when sending and receiving faxes. And because of Fenestrae's streamlined onboarding process, CYTA was able to get up and running within a month. This increased efficiency allowed CYTA to focus on developing their core business offerings, rather than dealing with the administrative tasks associated with using a fax machine.

Post Implementation of Faxination

Faxination has been immensely helpful in streamlining and securing communications between parties. The employees at CYTA use Faxination for a variety of business critical tasks, such as sending and receiving documents, attachments, and PDFs in Microsoft® Word and Excel. Users will exchange much of this data with other businesses in Cyprus. And while many of these businesses are small to mid-sized at the most, the volume of faxes that CYTA sends and receives on a daily basis is quite significant.

Following the implementation of Faxination, CYTA has seen a significant improvement in the security and efficiency of their faxing process. Documents are now easier to send and receive, as users are able to access the faxes directly from their Outlook email. Overall, Faxination has been a great solution for CYTA's ongoing business communications needs, and they've seen a dramatic improvement in their document exchange processes.

The Outcome: Improved Communication & Reduced Costs

Since the implementation of Faxination, CYTA has experienced excellent support and engineer engagement from Fenestrae. The system administrator is also satisfied with the level of service Fenestrae provides, noting that they are always willing to help and go the extra mile. The successful implementation of Faxination has allowed CYTA to improve communication within the company and reduce costs.

Faxination has inspired new ideas with faxing at CYTA and they are exploring the possibility of integrating this tool with MS Office 365 for further streamlined data exchange. This would allow for a more efficient way to share data between users, increase productivity, and reduce the amount of time spent on administrative tasks. Overall, however, the implementation of Faxination within CYTA's systems will continue to facilitate further growth and development of their telecommunications business.

Why is Faxination the Preferred Faxing Solution for CYTA?



Highly secure and compliant exchange of information



Ease of use when sending and receiving documents



Ease of sending attachments via fax

Accelerate Your Business Communication. Join Fenestrae.

About Fenestrae

Headquartered in the Netherlands, Fenestrae has been serving the healthcare, legal, financial, and government sectors for the last three decades. Fenestrae's cloud faxing solution, Faxination, is designed to integrate document flows with connected systems for a streamlined exchange of business-critical data. Fenestrae's innovative platform helps companies all over the globe make a digital transformation and modernizes current business processes for reduced complexity and greater efficiency.

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