



CASE STUDY

Medela



About Medela & Its Relationship with Fenestrae

Medela, a global leader in medical devices since 1961, operates across North America, Europe, and Asia. They've partnered with Fenestrae for over a year to streamline their operations. Utilizing Fenestrae's Faxination solution, Medela leverages both cloud and on-premise faxing to manage 40 phone numbers across the USA and Europe. With primarily inbound calls, Faxination is critical in processing orders, especially for their maternity pumps. This case study delves into how Fenestrae's solutions have enhanced Medela's operational efficiency.





50

SITES



40

FAX LINES



GLOBAL

COMMUNICATION ACROSS
FOUR COUNTRIES

Faxing Challenges Solved by Fenestrae's Faxination

Before implementing Fenestrae's Faxination, Medela grappled with the inefficiencies of their previous faxing. The outdated software necessitated physical servers and was prone to breakdowns, requiring frequent upgrades. Additionally, managing two different fax providers for their U.S. and European operations was cumbersome and inefficient.

Medela sought a unified, cloud-based solution and found their answer in Fenestrae's Faxination. This global solution offered simplicity and consistency, with the same instructions applicable for all users regardless of their location, making it easier for the team to support.

Fenestrae's Faxination has since been adopted across 15 Medela sites, including major manufacturing hubs in the United States, Germany, Switzerland, and Canada. The ease of maintenance and streamlined operations have made Faxination an integral part of Medela's day-to-day operations, solving their previous faxing challenges and enhancing overall efficiency.

Medela's Onboarding Experience with Faxination

Medela's onboarding experience with Faxination was straightforward and efficient. The initial setup involved installing a server to retain their original fax numbers via a SIP connection, eliminating the need to purchase new ones. While organization on Medela's end took some time, Fenestrae's service facilitated an easy and hassle-free transition. Their robust support ensured that Medela could smoothly integrate Faxination into their operations.

Now, Medela operates 40 global faxing lines through Faxination, demonstrating the solution's scalability and effectiveness. Despite the complexity of managing global faxing, Medela's onboarding process was remarkably smooth, thanks to Fenestrae's Faxination support team.

How Faxination Enhances Business Communication for Medela

Faxination has significantly improved Medela's business communication by offering a user-friendly fax interface that is easy to navigate, change, and provision. The simple reporting features provide quick insights into fax statuses and volumes in addition to troubleshooting capabilities to ensure consistent, uninterrupted communication.

As many organizations that Medela interacts with still rely on faxing for compliance and security reasons, Faxination has been instrumental in facilitating these transactions. This is helpful for their sites in countries like Japan and Germany, where faxing is still a prevalent mode of communication.

In terms of Faxination support, Medela has only needed to open one support ticket for the server, a testament to the stability of the Faxination solution. Moreover, Fenestrae's responsive support team always provides effective workarounds for any issues, further enhancing Medela's communication efficiency.

Does Medela Recommend Fenestrae?

Medela recommends Fenestrae's Faxination, appreciating the simplicity of Faxination's deployment and its user-friendly interface. The fact that they only need to maintain a cloud portal thanks to the cloud-based solution, is an additional advantage. The ease of collaboration with Fenestrae's team, their responsiveness, and problem-solving mindset have made them a valuable partner to Medela. The goal is to deploy Faxination as the sole faxing solution across all their sites worldwide.

Medela's Favorite Features



Easy to Use Interface



Reporting Feature



Troubleshooting Capabilities

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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