



## Newsletter

June 3, 2011

### In This Issue!

Tip of the Week!

New! Xanatek Computer Support

Boot Camp!

Linkedin

Be a Fan of Xanatek

### Contact Information

Xanatek, Inc.  
211 W Washington St.  
Suite 1900  
South Bend, IN 46601  
[www.Xanatek.com](http://www.Xanatek.com)

### Tech Support

800.820.1665  
[tech@xanatek.com](mailto:tech@xanatek.com)

### Sales

800.875.6033  
[sales@xanatek.com](mailto:sales@xanatek.com)

### Payment Information

800.875.6033  
[susan@xanatek.com](mailto:susan@xanatek.com)

### AutoPay

Please download sign up for and fax back to us with a voided check copy.  
[Sign Up Form](#)  
Fax: 574.287.9958

### Tip of the Week!

#### Policy Status Codes

Have you ever found yourself wanting to tag or code a policy with more information that could be used for reporting or just an quick reference? Did you know that there is a Policy Status Code option available in IMS that you can defined for your agency, making it easy to do just that? Policy Status Codes can be added in Maintenance to represent anything you need to track about a policy above and beyond what is already listed. Once codes are added they appear in the drop down labelled *Status Code* on each policy. The Policy Status Codes can then be used to either include or dis-include those policies from future reports as well as a quick reference to know something additional about each policy.

Here are some ideas about what a Policy Status Code can be used. If you want to mark that a policy is an Agency Rewrite. You could make a policy status code, *AgencyRW*. This is great when you know that policy is going to be considered new business by the new carrier, but you want to know internally that this policy never left the agency. Another example may be that you want to know that the policy is High or Low Risk. Yet another would be a policy that you think may be a good candidate to rollover into another book of business.

#### How To Add a Policy Status Code in Maintenance:

1. Go To Maintenance from the IMS Menu
2. Open Codes
3. Select on *Policy Status Codes*
4. Click the Add button to add a new policy status code

[View All Tips](#)

## **Announcing Xanatek Computer Support**

Xanatek is now offering limited hardware and networking support.

We have found that many of our current users are either unhappy with their current computer technician, or do not have one at all. Many of you have directly asked us to provide networking support.

As a result, Xanatek will start offering an additional support option on a limited basis to help our customers. Limited support is defined as anything we can do over the phone. Should you have the need for an onsite Xanatek technician we may offer that service for a predetermined amount.

Here are some examples of the services we will offer:

- Network services
- Windows domain administration
- Configuration of peer-to-peer network
- Help with virus /malware issues and software
- Printer mapping issues
- Network mapping issues
- Windows Terminal Server configuration
- Help with backup of data

Additionally, we may offer complete server installs and support. If you are interested, please call us for more details.

Please remember that we do feel it is in your best interest to use a local technician. At the very least you should have someone you can call for emergency situations that cannot be handled over the phone.

If you have a technician already, we don't want to replace them; we can supplement them! For Example, you may need something fixed right away that we can do in 10 minutes, but your technician may not be available for a day or two. Let us fix it right away!

We will continue to service your account in the same manner as always. If the problem is with IMS we will assist without any charge as it is part of your monthly fee. Should the IMS software support specialist determine that it is not an IMS issue, we will be happy to work with your current technician.

**Pricing and Billing:**

Our rate will be \$100 per hour billed in 15 minute increments. If you have a quick issue that we can fix in three-to-five minutes, we may waive the charge. Normally, any call lasting more than 5 minutes will be billed for 15 minutes.

We will roundup, if the call is for 22 minutes you would be billed for 30.

If you would like more information about Xanatek Computer Services, please call Brent Sheppard at (800) 875-6033.

**Boot Camp!**

Come spend two days learning everything you ever wanted to know about IMS. Whether you just need a refresher course or want to learn how to utilize all the features IMS has to offer to further your business we want to see you here! This is also a great opportunity for your office to learn first hand about all the new features IMS has added.

Our classroom setting provides each recruit with a computer to follow along with instructors as they offer in-depth training on every aspect of IMS. Open discussion is encouraged because we also want you to learn from your peers how they use IMS. Cost includes two full days of training and all of your class materials, not to mention lunch both days, for only \$299 per person.

We hope to see you there!

**July 28th and 29th, 2011**

For more information visit [Boot Camp](#) online.  
To register [click here](#).

Xanatek Now LinkedIn



Xanatek has a group on the popular LinkedIn.com. We hope this will help to connect users and facilitate discussion on IMS. Please feel free to join and share the group with everyone you know.

If you have any question or comments please email [Brent@xanatek.com](mailto:Brent@xanatek.com)

Be a Fan of Xanatek



Xanatek has a fan site on the popular Facebook.com. Join us today.



This email was sent to [brent@xanatek.com](mailto:brent@xanatek.com) by [dburkart@xanatek.com](mailto:dburkart@xanatek.com) | [Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).

Xanatek, Inc | 211 W. Washington Street | Suite 1900 | South Bend | IN | 46601



Try it FREE today.