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February 7, 2008

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This email is being provided to you as a user of Insurance Management Solutions for Insurance (IMS)

TIP of the Week! Customer Service Tip

Sending out reminder letters to clients to get their driver's licenses renewed.

When entering or updating a client's information you can use the demographics tab, on the edit information screen, to keep track of clients' driver's license expiration dates. Then you can run a report monthly to see who's driver's licenses are coming up for expiration and use letters to send a reminder to your clients to go get their driver's licenses renewed.

Meeting Speaker

If you have a coffee house meeting or some other type of monthly or quarterly meeting and have speakers. Xanatek would love the

opportunity to present our company to your meeting! If you are interested in having a Xanatek representative attend your meetings, please contact Brent@xanatek.com.

User Groups

We are in the process of organizing regional user groups. If you would be willing to help facilitate one of these meetings, please email Brent@Xanatek.com.

Beta testers needed – Accounting!

In March we begin testing our new accounting link into Quickbooks. We are looking for anyone that needs to do a lot of Account Current or Agency Billing and is willing to work with us on the implementation. The new link into will take our current invoicing system to the whole new level. If you are interested in being a beta tester, please email Brent@xanatek.com

Updated Carrier Download List

We are consistently updating the list of carriers that Xanatek downloads with. Please visit the website to see the current list. If one of your carriers id not on the list, contact them to see if they provide downloads. If they do contact us!

ARE YOU GETTING ENOUGH OUT OF IMS3?

I often chat with new and old users. New users tell me that they went to visit a “current agency” using IMS and then ask “why are they not using this part of the program?”

I encourage you all to examine how you are using IMS3 quarterly. In order for you to get the most benefit of the system, you need to use it! Many new functions are have been added. Maybe you never learned about some of the old functions. Either way, chances are we can help your business in many ways you never dreamed. Let us help you!

There are several ways we can help your office better utilize IMS3

- 1) Call us – We are always a call away! If you don’t ask, we cannot help.
- 2) Boot Camp – Attend a boot camp – get 2 days of detailed training. In addition, there will be many peers from different areas of the country that you can exchange ideas with.
- 3) Xanatek On-site Consultation – Don’t want to attend boot camp, but still want to get up to speed. We have always offered

additional on-site training, now we have put it on steroids. A trained Xanatek professional will go to your office and perform the following functions:

- Review your network and make suggestions on hardware and software.
- Spend 2 to 3 hours analyzing your work flow and office to evaluate how we might improve your utilization of IMS3.
- Meet with owners/managers to discuss findings.
- 3 hour group training with staff to implement changes

All of this for \$1000 includes travel and all expense. If you are interested, contact Brent@Xanatek.com

Boot Camp Schedule Through May 2008

April 3 & 4

May 22 & 23

As a note, Xanatek may change the date due to lack of attendance or unforeseen circumstances beyond our control.

Referral Program – Updated – Please read the fine print!

Make \$100.00 to \$500.00 by telling your friends and associates about us.

As many of you already know, Xanatek will pay you for each lead that purchases IMS3 and for Image Archiver.

*******Please send us email, fax, or phone call before the prospect makes a purchase. We often get many people saying they refer the same client. We want to be fair to everyone; you must contact us before the client makes a purchase. We will no longer pay the referral fee after the client has purchased and you have not contacted us. Often clients contact you after we have provided a user list. If we have provided the prospect a user list they no longer qualify as your referral unless you have contacted us before the list was given.**

Here are the rules:

- 1) The lead has to be new to Xanatek. If Xanatek has already spoken to the lead, it does not qualify.
- 2) You have to notify us of the lead. Please call, fax, or email us with the lead information before they purchase. We must get

name and phone number to contact them. An email or phone call saying your referred XXX agency will not qualify. You must provide name, address and contact information.

3) First come first serve – Sometimes we will have more than one person refer the same agent. We will pay the referral fee to the first agent who tells Xanatek about the lead.

4) Paid-in-full – The fee will be paid after their bill is paid.

Here are some additional tips:

Have the lead remind us where they heard about us. In other words, have them tell us that you sent them.

Feel free to ask us how it's going! If you refer someone, we would be glad to keep you informed about the sales process.

Xanatek may change this program at anytime. We also reserve the right to distribute the amount between multiple lead generators when necessary. Amount of referral fee will be set at time of sale and is based upon purchase price paid by the lead.

Call Center is now available for your agency.

Until now, only large corporations with large budgets have been able to track and analyze all there incoming calls automatically! Xanatek is please to offer the Call Center! The Call Center is a powerful call tracking and reporting system that utilizes your incoming phone lines, caller ID and links with Insurance Management Solutions (IMS3). If you have looked for this technology in the past and found it to expensive, then look now, it's affordable! Just like IMS3, it will make your office more productive and efficient!

The Call Center has been designed to help you document and analyze your incoming and outgoing phone calls. All business owners know the importance of documenting conversations and logging all calls from customers. The Call Center will automate the process and much more!

Here are a few features that the Call Center offers:

- Logs all incoming calls
- Forces users to document conversations
- Tracks the number of calls each person handles
- Tracks all dropped calls
- Tracks all unanswered calls
- Tracks all transferred calls to voicemail
- Reports on average call length
- Reports on customers that call you the most

- Reports on daily call load (total number of calls)
- And much more!

The Call Center utilizes your current phone lines and caller id. All the equipment and warranty you need will be provided by Xanatek. No changes to your current phone system are needed. Some additional wiring may be needed.

Pricing

*You must have Caller ID on each incoming phone line for the system to work.

Number of incoming phone lines.

4 Lines	\$1395
8 Lines	\$1895
12 Lines	\$2195
16 Lines	\$2395
24 Lines	\$3195
32 Lines	\$3895

If you have more than 15 users or a Novell File server – a separate computer may be required to run the system. Please contact Xanatek for more information

Monthly Fee Will be \$25 per month.

We would like to email this newsletter to everyone in your office. Please send a list of all email address's in your office to tech@xanatek.com.

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