

Xanatek Weekly Newsletter

March 27, 2008

In This Issue

Tip of the Week!

BootCamp Schedule

Online Backup

Call Center

Getting Enough

Meeting Speaker

Referral Program

Contact Information

Xanatek, Inc.
PO Box 160
Granger, IN 46530

www.Xanatek.com
tech@xanatek.com

Tech Support
800.820.1665

IMS Updates

If you have not been contacted yet, be patient! We are going through our entire customer list and upgrading you to the newest version of IMS. This is a large upgrade! It requires the staff to physically contact and work with each of you. We have about 1/3 of the users upgraded at this time. Many new features are included,

Tip of the Week!

Combining Scan Batches

ScanCenter allows users to combine multiple batches into one large batch. To do this, left click on the first batch at the top to load the pages on the screen. Next, right-click on the second batch and select "Combine Groups". This will reload the batch with the additional pages appended at the end of the first batch.

Try this if you ever need to append pages to a scan batch before transferring into a client file. This could be useful if you had scanned an application and will be scanning the signature later, or if you've simply forgotten a few pages.

BootCamp Schedule

The next Boot Camp will be **May 23 & 24**, 2008!

We almost full. Sign up now as we limit the seats to 12. Visit [BootCamp](#) to sign up.

If you have already signed up and have not received a reply, please email Brent@xanatek.com.

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

Online Backup Now Offered from Xanatek!

Xanatek Online Backup provided by Carbonite

Setup Fee \$139
Yearly Renewal \$45
Unlimited IMS Storage

Here is what you get:

- Xanatek will install and setup your backup (must be on

including Client linking and complete database change.

Comming Soon!

Accounting! At the end of May we will start offering true agency accounting with integration into Quickbooks. For many of you nothing will change. If your agency does a large amount of agency bill, you will find these new features extremely helpful!

a MS Windows server or Workstation)

- Xanatek will verify that your backup is synchronized 30 days after installation
- Data will be encrypted for safe keeping.
- Xanatek will be able to restore files for you

Call the support line at (800) 820-1665 with questions or to get started!

Call Center - 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)

Monthly Fee Will be \$25 per month.

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 or [tour](#) the website.

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 system?"

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 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. 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

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.

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.

✉ **SafeUnsubscribe®**

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

Email Marketing by



Xanatek, Inc | P.O. Box 160 | Granger | IN | 46530