

Xanatek Weekly Newsletter

April 23, 2008

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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!

Tip of the Week!

Saving Space

Do you need more room on your desktop? Let IMS help you free up some much needed space. Try clicking the close summary button found at the bottom left of the IMS 3 Main Menu screen. The summary area to the right will close allowing you to move the Main Menu off to the side to make more room on your desktop while still having IMS readily accessible. Clicking the Summary button again will bring your Summary Page back into view. You can also shrink your Edit Todo windows to half their size by clicking on the blue arrow button in the bottom left of the Edit Todo window. Click the same button a second time to restore back to actual size.

Still don't have enough room on your screen? Consider dual monitors for your agency. It's not just about having more room, survey after survey shows that having two monitors increases productivity by 20% to 30%!

BootCamp Schedule

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

We are 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.

**A Message From Brent Sheppard
Owner of Xanatek Inc.**

Our staff talks with several computer technicians every week and we are always happy to help you keep your office running smoothly. Did you know that before creating IMS, I owned Sheppard Consulting and we were the IT department for about 250 clients within 50 miles of South Bend, IN? So, I understand how important it is to have a qualified tech that will consistently do a great job for you. The following are some of the things to consider when it comes to selecting the computer technician that is the best fit for your agency.

Time is Money

One tech charges \$40 an hour another charges \$100. If the tech that only charges \$40 takes 3 hours to complete a task and has to return for an additional hour because it was not done right the first time, you would spend \$160.00. The tech that charges \$100 does it right the first time in 1.50 hours. You would save \$10 and gain 2.5 hours of productivity for the agent who's computer is now fixed and running properly again!

Compare Prices

An agency was doing some upgrades. They were told that they needed to upgrade all of their Microsoft Word. The cost to do this was quoted at \$5000 for 13 users. There are often many different ways to upgrade. They shopped around and found that they really only needed to purchase Word for 5 computers at \$150 each, far less than the 5k!

Ask for Referrals

Talk to your friends and associates to find out who their computer technician is. They will tell you if they have had good or bad experiences. Do they respond quickly to phone calls? Do they arrive for appointments on time? Do they listen to your needs, or just give you what they think you need?

Talk to your Tech

Once you have selected a computer technician see what experience they have. Is this their full time job or a side business? What are their hours? Do they work with

offices that have a network installed? Do they provide some sort of back-up solution? Have they ever configured the following? (You do not need to know what these are, but your tech should answer yes to all of them.)

DNS
Active Directory
Terminal Server
VPN
DHCP
Windows 2003 server from scratch
Raid

Want to talk about it? Call us and we can give you input! Upgrading your network? Send us a copy of the quote. We will give you an unbiased opinion. No charge!

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 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!

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.

Call Center - Now Available for Your Agency.

Until now, only large corporations with large budgets have been able to track and analyze all their incoming calls automatically! Xanatek is pleased 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 be 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

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



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