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October 4, 2007

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

### **Tip of the Week – View Archived Instant Messages through IMS E-mail**

If using the IMS Instant Message program, you may have found an occasion you wanted to view a past conversation. Since we tried to keep the Instant Message program small and easy to use, we decided to not provide this archiving of conversation in the Instant Message program. However, we do keep these messages, and they can be accessed within the IMS E-mail program. When opening the e-mail program, you will notice that there are two sections for viewing messages, e-mail at the top, and instant messages below. By clicking on “Inbox” or “Sentbox”, you can look up past messages that were sent through IM. You can also click on the “All” category to view both sent and received messages in the order they occurred.

### **Backup Off-site – Jungledisk.com**

A few weeks ago at boot camp we discussed off-site backup solutions. Many wanted to know about them, how much they cost, how

reliable, etc.

Offsite backup solutions are available from many different providers. The details of each will vary depending on the provider. Most solutions charge based upon the amount of data being stored and transferred. They typically provide you with software that will backup at a specified time and send you a report when completed. In short, I would ask your computer technician for suggestions as you may need a little help getting this setup.

I have recently found a solution that is very inexpensive, but is not as robust as some the more expensive providers. Jungledisk.com is part Amazon.com. It allows you to use their enormous amounts of hard drive space for backup. It is simple and appears to work well. I am still in the initial testing phase so I will write more as I progress.

To start, go to [www.jungledisk.com](http://www.jungledisk.com), download the software, install it, and create a new user account. Once this is complete, you can begin the backup process. It is not difficult, but you must understand directory structure to make sure your backing up the right stuff.

The good news – COST! It's is only 15 cents per GB of data per month. There is a transfer charge for the amount of data you send them, but it is also very low. I would estimate that most office would spend between \$15 and \$35 a month.

The bad news - You must monitor it yourself, no automated email reporting. The other issue I do not like is that your computer must be logged in to work. If you want to use this for a server, you must login to your server and keep it logged in as it will not run as a service.

Stay Tuned! As I learn more I will keep you up-to-date!

## **IMS I & Novell Servers**

The next update of IMS I will no longer support Novell Netware Servers. Changes in technology and continued progressive development of IMS I has facilitated the need for a database change to Microsoft SQL. If you are using a Netware server, you will need to call our office for options. We will suggest to your computer person that you either convert to a Windows server, or use a Windows XP box in conjunction with your server.

Please be assured that we will continue to support you on Netware. We will not be providing future updates for IMS I and Netware.

Microsoft SQL offers many potential features for IMS I. Here are just a few reasons we have made the switch.

- Synchronization of data to notebooks and other locations
- Better access for remote locations
- Faster database access
- Industry leading database that is becoming the standard

Future enhancements with internet access

### **Last One This Year !**

### **Boot Camp! – Registration Open for October 25 & 26**

If you are thinking about attending, this is the last opportunity in 2007! Scheduling does not allow us to hold one in November or December. The next Boot Camp may be in January or February. Sign up now!

The next available Boot Camp is October 25 & 26, 2007. Sign up now at <http://www.xanatek.com/bootcamp-info.php>

We only allow 12 people per class. As of today, we have 6 slots left.

Boot Camp gives you intense IMS I training - get the most out of the software!

### **Referral Program**

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 Image Management System for insurance and for Image Archiver.

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 info. We must get name and phone number to contact them.
- 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 Image Management System for Insurance (IMS I). If you have looked for this technology in the past and found it to expensive, then look now, it's affordable! Just like IMS I, 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.

Call the office for pricing or if you have any questions!

**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](mailto:tech@xanatek.com).

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