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December 11, 2007

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

ARE YOU GETTING ENOUGH OUT OF IMS?

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 (blank)?”

I encourage you all to examine how you are using IMS quarterly. In order for you to get the most benefit out 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 of. Let us help you!

Here are just a few of the ways that we can help your office better utilize IMS I

- 1) Call us (800)820-1665 – 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 IMS.
 - 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

February 7 & 8

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.

Tip of the Week – Status Codes, what they can do for you!

Did you ever want to report on something, but didn't know how? Maybe you need a way to know how many people in your client or prospect list should be sent a certain item, like a calendar for example, or how many customers have had more than one claim last year, you can create a status code!

Example One: Say you have a handful of prospects and client that you want to send a calendar to at the end of the year. Create a calendar status code and mark them through out the year and then when it comes time to mail the calendars all you have to do is run a report to see who has the calendar status code and use the letter merge to print out labels for all of them.

Example Two: Maybe you only keep track of how many claims a person has had by their notes. Create a status code for number of claims (ex: Claim 1, Claim 2, Claim 3) and mark each client with the appropriate number of claims using the status codes you created and then you can report on clients who have that status code and print off the list for review.

These are only two examples but the possibilities are endless. Have an idea of something that you may want to set up as a status

code here's how to add status codes in IMS.

- 1) Go to Maintenance.
- 2) Select Codes from the menu to the left
- 3) Click the Status Codes radio button from the list of Codes.
- 4) Go to the top of the screen and select Add.
- 5) Enter the status code and click ok.
 - The next time you open up IMS that code will display for use.
 - Status codes can be added to a client or prospect file under the Add/ Edit screen on the demographics tab.
 - It does not matter what order the codes are entered in all of the status code entry fields are reportable.

If you'd like any help setting up a status code in your IMS or would like more direction on how to use them for mail merging or reporting we're just a call away. (800)820-1665.

Notice on Page Limitation –

Recently a few customers have tried to transfer more than 250 pages in a single batch to a client file. We currently have a limitation of 250 pages. Depending on your version of software, you may receive an error or the file may be corrupt. We apologize for any issue this may cause. We will be changing this in a future update. In the meantime, please remember to keep your transfer of images to less than 250 pages.

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 Image Management System for insurance 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 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. 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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