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

THANK YOU!

*I would like to take this opportunity to **THANK YOU** for your business. I sincerely hope that 2008 brings you health and prosperity!*

Brent Sheppard

New Branding in 2008

A few of you have asked how we are recognized by carriers; do they know us as Xanatek or IMS? In 2008 you will see many changes at Xanatek. One of which is a new website, some new graphics and a focus on the company name of Xanatek. About 2 or 3 months ago we added Kristin Hall to the staff. She is a graphic designer and is redeveloping all our material. In short, the focus will be on the company name Xanatek. IMS I will be renamed to IMS or Insurance Management Solutions followed by a number.

For example, IMS3 means you are using Insurance Management Solutions version 3.

We simply are going to refer to ourselves as Xanatek. So, when you are talking with a carrier or anyone else, just call us Xanatek!

What To Expect in 2008 from IMS3

When is the next update? What is going to be in it? These are just a few questions that we get often at Xanatek. 2008 is going to be a big year. Although I am not prepared to tell you everything about the software, I am going to share a few of the BIG items you will see in 2008.

Many of the things on our current wish list will be added.

Accounting - we will be adding complete accounting with the integration of Quickbooks. From account current to financial statements, utilizing IMS3 and Quickbooks will give you a total agency solution. Initial limited rollout will be April.

Transformation Station – Yes! IMS3 will be going real-time. In July we will start rolling out real-time downloads and more from the carriers that support it. Click a link and get the up to date information from your carrier. Billing, Claims, and eventually rating.

We are striving to provide you the best possible system at lowest possible cost. You already know we offer the best document imaging in the industry! Our enhancement will have all the functions of those really EXPENSIVE systems at a cost you can afford! The same thing you are paying now!

Stay tuned, 2008 is going to be productive and exciting!

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 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

Tip of the Week – Everything You Need to Know About Backups

We've had several questions recently about what we recommend for proper backups. Our suggestion is to have at least two forms of backup.

The first is your daily backups. This can involve using either tape drives or removable hard drives. Some people burn a daily backup to CD, but tapes and hard drives can hold much more information, so you can use these to backup all of your important files in the office. Once they are configured, these backups require much less human interaction as well. The only thing that needs to be done is switching tapes each day. If using tapes, we recommend a minimum of 10 tapes to rotate. This will provide backup of your data for a two week period. If using a hard drive, make sure it is setup for incremental backups to provide at least two weeks worth of backups. Your computer tech should be able to assist you with setting this up.

The second form of backup is a permanent CD backup. This should be done whenever your tape or hard drive backup rotation is complete. Burning a backup can be done with any CD writing software you feel comfortable with (we also provide a burning program that burns the important files for IMS. Details about how to backup can be found on our tech sheet at <http://www.xanatek.com/images/techsupp/ims3cdbackup.pdf>.

There are a few very important things to remember with these backups:

1) It is very important to occasionally check to make sure that the proper information is being backed up. We've run into several situations where agencies thought for months that their data was being backed up properly when the backups were not working correctly.

2) It's strongly recommended to occasionally take a tape offsite. We also recommend making a couple copies of the data when burning to CD and storing one offsite. This will keep your agency's data protected in the event that something happens to the office.

3) Always keep every CD you backup. There may be times where it seems like you are backing up the same information each time, so you may be tempted to toss your previous backups. However, it is a very good idea to keep all of these CDs. If you find out that some important information was deleted or erased after doing several CD backups, keeping old copies of the CDs will allow us to look for that information and recover it even if it isn't on your latest backup.

If you have any questions about your current backup procedure, please do not hesitate to call us.

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.

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 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.

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