



IMECOM GROUP CUSTOMER CASE STUDY:

DOCU-FILE, INC.

Docu-File automates inbound and outbound desktop faxing using Imecom Group's DM Fax Server for Microsoft Exchange.

Overview

Docu-File, Inc. is a title and escrow company that originally started in 1980 as a title company. In 1997, the company was formed to take advantage of the nationwide connectivity of the Internet and to deliver what its customers often said was missing in this industry--professional services customized to the client's needs.

A large part of Docu-File's business is performed via fax. Hundreds of documents are received via fax per week. These faxes are mission-critical - orders, changes to orders, invoicing, copies of original documents, and many other types of legal documents. It was necessary for Docu-File to find and implement a faxing solution that not only increased the overall efficiency of inbound and outbound faxing, but one that would ensure that no faxes were lost.

Docu-File is a Microsoft shop that uses Microsoft Windows Servers, Microsoft Exchange 2003, and Microsoft Office 2003. Outbound faxes mainly consist of Microsoft Word and Adobe PDF documents. The goal of Docu-File's fax server project was to replace its fax machines with a network fax server solution that integrated with Microsoft Exchange and Outlook, offered automatic inbound fax routing, and support for digital T1 service with Direct Inward Dial (DID) numbers.

The Challenge

Prior to implementing the Imecom DM Fax Server solution, Docu-File had installed multi-function devices on the desks of all users within the company. This generated high costs due to machine maintenance, parts and supplies, and the telephony costs associated with having a fax line at every desk. It also created an unstable faxing environment, one that generated some complaints from customers.

Cody Bengel, IT Director at Docu-File describes the issues he was dealing with prior to implementing DM Fax Server. "We had multiple complaints about faxes not going through, or that the fax was never sent. One of the main goals for our fax server project was to find a solution that gave us the ability to track faxes being sent and received. We needed to have proof that a fax was successfully sent or received, and DM Fax Server from Imecom gave us this ability."

The Solution

After detailed discussions and an online web demonstration of the Imecom DM Fax Server software, Docu-File chose Imecom Group to provide them with the fax solution they needed. Imecom Group and Docu-File worked together to create and deploy a configuration that best suited the needs of the client and project. The final configuration included a single DM Fax Server, the DM Fax Connector for Microsoft Exchange, and a 4-channel Brooktrout TR1034 digital fax board. This configuration interfaced with a 4-channel digital voice T1 line, which also provided DID service for inbound fax routing.

Mr. Bengel describes his reasons for choosing Imecom Group. "We chose Imecom Group because their fax solution offered a simple, seamless integration with MS Exchange that we could deploy quickly. The price they quoted was also the most competitive."



Docu-File installed DM Fax Server on a Windows 2003 Server and integrated it with Microsoft Exchange 2003 and Microsoft Outlook. Cody continues, "Implementation of DM Fax Server was very easy and made sense. We are now able to fax from our email clients when on the road to customers that require faxed copies of documents. We are also able to track our faxes, which was one of our biggest goals with a faxing package. Imecom offered every option we needed and we are very pleased."

Since deploying DM Fax Server from Imecom, Docu-File has become more paperless everyday. User productivity has increased and faxes are no longer being lost.

About Docu-File, Inc.

Docu-File, Inc. is a young, energetic company in the title and escrow business that was founded in 1980. It offers complete title search and escrow services serving all 50 states, and is a licensed title insurance company for the State of Florida. Docu-File services include:

- ALTA Policies - Title Insurance Policies
- Lot Book/ Current Owner Searches
- Closing - Document Signing
- Recording of Documents
- Document Retrieval
- Escrow Services
- Property Profile
- 30-Year Search
- Gap Search

Visit www.docufileusa.com for more information.

About Imecom Group, Inc.

Imecom Group, Inc., founded in 1989, develops and sells enterprise fax server and e-document delivery solutions, and TIFF image conversion/printer driver software. Our DM Fax Server and Print-2-Image solutions help organizations of all sizes automate the processing and flow of business information and documents throughout the company. This includes capture, processing, conversion, delivery, reception, and archival of faxes, images, and electronic documents. The bottom line - our products and support services introduce newer, more efficient ways to process and delivery mission-critical information, resulting in improved productivity and increased cost savings.

Imecom is headquartered in New Hampshire and is a member of the Prologue Software Group. Together, Imecom Group and Prologue Software Group have established a customer base that includes 2,100 development partners and 5,300 value added resellers, which in turn have established 650,000 installations across the globe. There are now more than 2,200,000 users of Prologue products worldwide.

For more information, please contact us at: <http://www.imecominc.com> or call 1.603.569.0600.

