



# **IMECOM GROUP CUSTOMER CASE STUDY:**

## **MORTGAGE FINANCIAL**

Mortgage Financial chooses Imecom Group's DM Fax Server for SMTP (EMAIL) for enterprise-wide desktop faxing and workflow processes.

## Overview

Mortgage Financial has grown to serve over 30,000 customers throughout New England in all aspects of residential lending. With offices throughout New England and expansion starting in Florida and California, the company employs 113 people with 47 loan officers. The major goal of Mortgage Financial's fax server project included replacing fax machines with a network fax server solution, seamless integration with the IMAIL SMTP email system in place, automatic inbound fax routing to email users, and automatic inbound fax routing to a network share for integration with a third-party document tracking and management solution.

## The Challenge

The mortgage industry deals with a lot of Non-Public Information (NPI). NPI by regulation cannot be emailed across the internet so the solution has always been to print the electronic document and fax it. Prior to implementing the Imecom DM Fax Server solution, Mortgage Financial operated approximately 30 fax machines ranging from commercial grade fax machines such as Muratec, Cannon, and Pitney Bowes, to a lower grade home office machine, such as HP, Brother, etc.

Timothy Walsh, Network Engineer at Mortgage Financial, says "One of the reasons we considered Imecom Group and their DM Fax Server solution is that it enabled us to have the best of both worlds because the fax is still sent publicly via a fax line. This along with normal business needs such as receiving invoices, appraisals, etc. created a great amount of need for us."

## The Solution

After several initial discussions and web demonstrations of the Imecom DM Fax Server software, Mortgage Financial chose Imecom Group as the fax server vendor of choice. The final configuration included a single DM Fax Server, the DM Fax Connector for SMTP, and a 4-channel Brooktrout TR1034 analog fax board. "The Imecom sales and support staff were (and have been) absolutely wonderful people to deal with. My sales representative explained the product well during the pre-sales phase and setup multiple demonstrations to accommodate our needs and the people in our organization that needed to be involved."

When asked to describe how Mortgage Financial has benefited from implementing DM Fax Server, Timothy said - "The Imecom DM Fax Server solution has definitely increased productivity and efficiency by letting the user complete their work without having to leave their desk. For example instead of the closers creating a 110-page closing package out of our software, then printing the package, faxing it and waiting for their confirmation, they now print the package to a file, attach it to an email and send it off. DM Fax Server sends back the confirmation right to their email inbox while they're working on another task."

He continues, "Since deploying DM Fax Server from Imecom, the biggest change is the cost of supplies for the fax machines. We have better than quartered our fax printing supplies. Our end users absolutely love the Imecom product and can't believe the ease of use. The comment heard most often is 'Wow this new fax solution is great and so easy to use.'"



## Summary

The Mortgage Financial fax server project goals were all met with a single DM Fax Server implementation. The desktop faxing requirements were met using the DM Fax Connector for SMTP which integrated inbound and outbound faxing into the IMAIL email platform. DM Fax Server also met the workflow and document management requirements using the DM File Connector, which routes inbound faxes as TIF or PDF files to a network directory.

The implementation was not without a bump in the road, however. Timothy Walsh describes dealing with the main setback – “The Imecom support staff was of great help in getting our implementation up and running for our initial testing phase. We had some issues related to the type of circuit that was supplied to us by the phone company and ultimately have had to re-provision a completely new and different one to solve our problem. Imecom technical support was instrumental in helping to identify the problem and work together with us and the phone company to not only get the correct circuit in the works, but also to provide a workaround solution so we could use the incorrect one to test and initially rollout the product. I truly cannot say enough about the support and guidance that everyone at Imecom has provided us. It is a pleasure to call a vendor and have the phone answered by a pleasant and friendly voice, and then to actually get to talk to the person you are trying to reach.”

Currently, Mortgage Financial has implemented the Imecom DM Fax Server into production and are sending and receiving their mortgage documents without ever having to leave their desks.

Timothy Walsh's final thoughts... "One last note... each time I have called, whether it was for just a few questions or a problem that I was hoping for immediate help with, I got that help. We are certainly not the only customer the Imecom has, but they have always been there to take care of our issues and work with us when we've called and not put us off for any reason."

## About Mortgage Financial

Mortgage Financial, Inc. provides comprehensive lending services to consumers throughout their lifetimes. Since its founding in 1987, Mortgage Financial has grown to serve over 30,000 customers throughout New England in all aspects of residential lending. With offices throughout New England and expansion starting in Florida and California, the company employs 113 people with 47 loan officers. Mortgage Financial's headquarters are in Tewksbury, MA with offices throughout New England. Visit [www.mfsinc.com](http://www.mfsinc.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.

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.

