



IMECOM GROUP CUSTOMER CASE STUDY:

PORTER & CURTIS

Porter & Curtis chooses DM Fax Server from Imecom Group for desktop faxing integrated with Microsoft Exchange Server.

Overview

Porter & Curtis, LLC is a consultative commercial insurance broker and risk management services provider that specializes in achieving the impossible. The scope of their fax server project included evaluating and implementing a network fax server solution that offered integration options for Microsoft Exchange and their Maximizer business application. Their goal was to select a vendor with a proven track record and excellent pre and post sales service and support, and product that was easy to install, manage, and rollout to their end user base.

The Challenge

Porter & Curtis sends and receives insurance quotes, letters of credit, and certificates evidencing insurance coverage.

“As we are a service organization communication is paramount to our success and faxing is essential for us to communicate with our clientele in addition to our partners” says Stephen Malloy, IT Director at Porter & Curtis. “Prior to our utilizing the Imecom product, we had a several physical fax machines located throughout our facility. This caused a great deal of inefficiency as all of our faxes needed to be collected, collated, and then distributed to the recipient. If the fax was meant for several people, as our faxes typically are, then they needed to be copied before redistribution. Additionally, there could be a significant lag time between the last time someone had distributed the faxes.”

Porter & Curtis operates in financial and insurance industries and is required to maintain all correspondence. “Prior to implementing Imecom’s DM Fax Server, we had to physically file faxes into the proper folder once they had been read. The amount of man hours utilized to handle just one fax was inconceivable,” says Stephen.

The Solution

After a few initial discussions and a conference call to finalize technical details, Porter & Curtis decided on Imecom Group and DM Fax Server. “Never before have I encountered an organization which proactively contacts its clientele without any prompting from the customer. Many times has Mr. Parker (Imecom Group Account Representative for Porter & Curtis) called out of the blue to inquire how we are doing and made suggestions that were intelligent, informative and always implemented.”

Porter & Curtis installed DM Fax Server on a Windows 2000 Server and integrated it with Microsoft Exchange 2000 and Outlook, and with Maximizer, a critical business application. “Technical support provides immediate assistance and stays with you until the issue has been resolved,” says Stephen. “Imecom even called a few days later to insure there were no other problems!”

Since integrating the Imecom solution, Porter & Curtis has seen a dramatic increase in fax management and user productivity. All faxes are now routed to a dedicated user who then distributes the faxes immediately. When faxes are meant for more than one person, those persons are simply cc'd on the email containing the fax.

Stephen continues, “Since faxes are all received as PDF files, paper handling, processing, and storing is drastically reduced, as is the labor necessary to handle them. Further, all faxes are filed on our server which makes them far more accessible to everyone within our organization and they are much easier to redistribute via email and/or fax. Finally, since they reside on our server, faxes are backed up each night



and can be recovered instantly in the event of a disaster. This was not available in our old paper-based system.”

Porter & Curtis is currently enhancing inbound fax routing capabilities to include DID routing so that inbound faxes are routed directly to the intended user or folder. This further increases user productivity, workflow, and cost savings throughout the organization.

About Porter & Curtis

Porter & Curtis, LLC is a consultative commercial insurance broker and risk management services provider that specializes in achieving the impossible. They do this by pursuing a mission that seeks to enhance the value of their clients' organizations, employing a wide range of intellectual resources, organizing resources as a professional services organization, and delivering expertise in accordance with a value system that emphasizes client advocacy, innovation, measurable results, quality and teamwork.

Visit www.portercurtis.com for more information.

About Imecom Group, Inc.

Imecom Group, Inc., founded in 1989, develops and sells fax server and e-document delivery solutions, and 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. 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: www.imecominc.com or call 1.603.569.0600.

