



## Crawford

Crawford & Company claim cost savings with Esker Fax for Notes



Crawford & Company, the world's largest independent provider of claims management solutions to insurance companies and self-insured entities, has selected Esker Fax for Notes to send and receive high volumes of business-critical documents securely and efficiently from their UK-based IBM Lotus Notes applications.

### Configuration

- **Servers:** Windows 2000, Lotus Domino
- **Applications:** Lotus Notes Clients Versions 4 and 5, Microsoft Office 97 and 2000, various utilities and bespoke applications.

### Challenge

Every day, Crawford & Company's UK offices send and receive thousands of documents related to workers' compensation claims, healthcare management services, property and casualty claims, class action services and risk management information services. With so much at stake, it was essential that Crawford & Company found and implemented a fax solution that integrated directly with IBM Lotus Domino/Notes and could be configured quickly and easily through a standard Lotus-style interface. It was also important that the implementation of the new solution would not disrupt the day-to-day running of the business.

### Customer Requirements

With over 4 million fax pages a year travelling through their UK offices, Crawford and Company were intent on finding a solution that reduced the costs of sending faxes manually as well as integrating seamlessly with their IBM Lotus Notes applications. *"Reliability and ease of configuration were the two key driving factors behind the project,"* says Tim Hodge, UK IT Operations Manager.

### Solution

With Esker Fax for Notes, Crawford & Company's incoming faxes are now routed straight to the appropriate Notes mail inbox. Information can then be sent out to customers, partners and field operatives directly from the Notes desktop. The leading fax solution for IBM Lotus Notes, Esker Fax for Notes is unique because it resides exclusively on the Domino server. Far more than a simple email gateway, Esker Fax for Notes is the only enterprise wide fax solution that combines proven fax technology with pure Notes administration. For Crawford & Company users, sending a fax is now as easy as sending an email message or printing directly from any desktop

application. For Crawford & Company administrators, Esker Fax for Notes makes it possible to manage all the fax servers through Notes databases.

### Benefits

With Esker Fax for Notes, Crawford & Company now have a product that integrates directly with IBM Lotus Domino and Notes which allows them to use the skill sets they already have within the IT Department. According to Mr. Hodge, *"Esker Fax for Notes is easily configurable, allowing hassle-free implementation of new fax requirements in the shortest of timescales."* He adds, *"It is reliable, the time spent supporting our fax solution has decreased considerably since the implementation of Esker Fax for Notes."* Esker Fax for Notes' native integration fully leverages the Domino/Notes environment allowing administrators and users to send, receive, check status and manage faxes entirely within Notes-reducing administrative costs and total cost of ownership. Further, automated fax with Esker Fax for Notes cuts the cost of manual document delivery by as much as 90%, eliminating costs for paper, supplies, postage, printers/fax machines, equipment maintenance, telephony charges, labour, etc.

### Future

In addition to five current sites throughout the United Kingdom, Crawford have plans to implement further Esker Fax for Notes servers in more of their offices at home and abroad to enable them to take advantage of more of the Esker Fax for Notes functionality such as Least Cost Routing, Load Balancing and Fax Statistics.



**Esker Fax for Notes is easily configurable, allowing hassle-free implementation of new fax requirements in the shortest of timescales."**

**Tim Hodge** ▪ UK IT Operations Manager ▪ Crawford

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