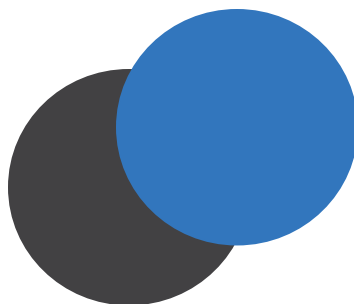


Case Study: APS Workflow



CHALLENGES

APS Workflow utilized a traditional fax service for sending and receiving medical requests and medical records on a day to day basis. Progressively, they became displeased with the occasional service interruptions caused by outages with their previous fax service provider which also directly affected their clients. APS Workflow realized their dependency on a fax service that utilized conventional, non-redundant technology was not cost-effective and failed to meet their business needs.

SOLUTION

Charged with the challenge of finding a fax solution to better fit their business needs, APS Workflow was excited to discover Concord Fax Online, an IP fax service based on state of the art technology providing exceptional high-availability. APS Workflow felt a hosted fax solution was the most efficient way to meet their needs and Concord Fax Online was chosen based on ease of deployment, cost-effectiveness, reliability, network capabilities and functionality. "Our experience with Concord Fax Online is better than any other fax service provider we've worked with in the past. We've had no outages and they provide a cost-effective, quality service." stated Tom Neveau, Vice President of Information Technology.

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**Tom Neveau, VP of
Information Technology:**
APS Workflow



APS Workflow is an online workflow system that empowers Insurance Company Home Offices and Brokerage General Agencies to process APS requests in-house. Controlling APSs in-house can reduce APS turnaround times, increase the number of policies placed, and provide an overall savings as opposed to outsourcing. APS Workflow has all of the needed functionality to accomplish this, plus countless 'bells and whistles' to achieve maximum efficiency and minimal turnaround times. For more information visit

www.apsworkflow.com





RESULTS

By integrating Concord Fax Online, APS Workflow received a comprehensive solution which included operational support of fax without any capital investment, along with revolutionary network architecture which provides high-availability through real-time failover for both inbound and outbound communications, which means no more of the outages APS Workflow experienced with their previous provider.

Additionally, Concord Fax Online provided APS Workflow with Service Utilities that allow them to manage and route their incoming fax communications based on pre-configured rules. Concord's FaxAssist is integrated with a program created by APS Workflow, which pulls Meta data from the faxes received and the images are saved in a location where a review program can manage the information. APS Workflow also utilizes Concord's Web Services which integrate faxing within their internal applications and enables high-volume, low-cost and real-time electronic delivery of application-generated documents.

HIPPA compliance is important to any company in the medical field. Since Concord supports both SSL encryption and VPNs, organizations with HIPAA compliant email systems, such as APS Workflow, instantly gain significant advantages with Concord Internet Fax Services, enabling them to communicate more efficiently and securely in a cost-effective manner.

ABOUT CONCORD TECHNOLOGIES

Concord Technologies is the premier provider of integrated fax solutions for businesses. Its advanced network architecture provides unmatched high-availability, virtually unlimited capacity and industry leading reliability. Concord's Fax Online service is fully compliant with common government and industry regulations by providing complete encryption and data security. Founded in 1996, Concord operates 5 locations in the United States and Canada including its headquarters in Seattle, Washington.