



## Concord Fax Online: Insurance Industry

The insurance industry is facing a number of challenges, among them are sustaining revenue, growth and containing costs while complying with ever-increasing government regulation at the state and federal levels.



With so much information being exchanged by insurance companies and agents/brokers, document management is difficult. Fax communications has been, and continues to be, a core method of communicating. However, scanning and electronically storing faxed page is time-consuming, highly unproductive and prone to employee errors. Additionally, the regulations which are meant to provide customers with security and confidentiality are hard to comply with through traditional fax communications which may risk customer confidentiality and security and pose a liability for insurers. Moreover, these traditional communications require costly capital expenditures, equipment maintenance and physical storage space.

Given the nature of the insurance industry, capacity and reliability (uptime) are of critical importance, especially for claims processing during a natural or other disaster(s). Traditional communications, relying on phone lines, are extremely unreliable during any disaster since they depend on local infrastructure to be working.

Concord improves the bottom line by eliminating all capital expenditures associated with faxing equipment and reduces fax expenses to a nominal operational cost.



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Concord on the other hand offers a new approach for fax communications which guarantees uptime, capacity and security even in the event of a disaster. Concord represents a logical choice for the industry's needs and a smart choice for the industry's bottom line.

Concord's award winning fax services date back more than 15 years. Since then, Concord has retained a leadership position due to its proprietary technologies which deliver IP fax capabilities with unparalleled reliability, security and speed.

What sets Concord apart is revolutionary network architecture which provides real-time failover for both inbound and outbound communications. Real-time failover for inbound communications, a product of significant capital investment, represents a technological breakthrough for the IP fax industry and is unique to Concord. Most IP fax providers and in-house solutions only offer outbound failover, making their networks less reliable. Concord customers enjoy the unique advantage of a robust network which is built for reliability and speed. Security has always been a priority for Concord as well as its customers. For this reason, all communications to and from Concord's fully-secured data centers can be encrypted, guaranteeing secure communications which meet the most stringent requirements.

By the same token, Concord's network architecture is flexible enough to accommodate internal corporate policies (features such as specific fax cover pages or file formats) or to ensure compliance with internal and external industry requirements. Concord's secure fax delivery system is fully compliant with the Patriot, Sarbanes-Oxley (SOX) and HIPPA Acts and is a value-added solution for delivering claims, insurance policies, claims, contracts, authorizations, applications, reports, invoices, referrals and other documents. Concord understands the needs of the insurance industry and is positioned to meet the current and future demands of this sector.

### Key Benefits

- Reliable uptime for all inbound and outbound communications
- Efficient processing of information (less time, less resources)
- On demand scalability provides fax capacity whenever it is needed
- Satisfy compliance requirements for secure delivery, confirmation and reporting
- Reduce administrative cost and overhead
- Integrates seamlessly with existing applications
- Real-time proof of delivery reports

*Contact your Concord Account Manager today to learn how Concord can help you save money and improve operations.*