

# Herbie Wiles Insurance

## Reduced Annual Fax Support Costs by \$1,500

Herbie Wiles Insurance was founded in 1961 by Herbert L. Wiles. Specializing in all forms of insurance, the agency quickly increased the size of its staff to meet the needs of their growing number of clients. In order to respond to its clients promptly, they have prided themselves in taking advantage of the latest technology. One of the technology advancements they are most excited about is the Multi-Tech FaxFinder fax server.

“Our legacy fax solution operated on our email server,” explains Zachary Johnson, IT Manager at Herbie Wiles Insurance. “The fax hardware routinely locked up, forcing us to reboot our email server several times a day. The FaxFinder model FF420 changed all of that.”

As a standalone fax appliance, the FaxFinder fax server allows Johnson to manage their email and fax systems independently. The FaxFinder fax server is a turnkey desktop or rackmountable solution that connects to an analog port(s) of a PBX capable of DID to DTMF conversion. It converts faxes to TIFF files allowing users to receive faxes wherever they are as e-mails and send faxes from any application that can print.

The FaxFinder, at Herbie Wiles Insurance, was connected to their Avaya PBX. Unused DID numbers were used for fax numbers, providing employees with their own individual and private fax line. When a fax call is received, the Avaya PBX converts the number into DTMF tones and sends it to the fax server. The fax server answers the call, receives the fax, converts it to a TIFF file, attaches it to an e-mail, and sends it to the correct recipient. Once received, users can view, print or forward the fax as an e-mail to another e-mail user.

“We reduced our annual fax system support costs by around \$1,500... not including the gains we realized from increasing our productivity,” said Johnson. “Multi-Tech delivered on its well-known reputation of providing feature rich, easy to maintain, reliable telephony systems.”



## FaxFinder

- Sends, receives and routes faxes to/from the desktop
- Receive faxes as e-mails and send from any application that can print
- Distributed fax solution for remote offices and field sales people
- Secure, convenient faxing for LAN users
- Completes unified messaging solutions

## Herbie Wiles Insurance

is an independent agency dedicated to friendly service, professional know-how and dependability. For the past 43 years, Herbie Wiles has been a leader in providing insurance and financial services to more than 7,500 businesses and families

in Northeast  
Florida.



**For more information contact:**

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