Fairfax Focus

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Introducing ... FAST!

FAST, the **F**airfax **A**ccount **S**upport **T**ool is our new Customer Support tool. FAST provides our customers the ability to enter and track Problem Reports, Change Requests, Questions and Consumable orders – Online!!

Each request will be assigned a case number. Customers will have the ability to Open New Cases, View, Update and Print Cases right from their own computers.

This tool will allow our customers more flexibility while providing Fairfax Imaging the information needed to resolve each request….. *FAST!!!*

FAST!

FAST will be available to Fairfax Imaging, Inc customers in May 2009!

Potential users will be receiving information on how to log on and use the system in the next several weeks.

We welcome your feedback on the new system and ask that you provide your input via our Support Services email address, Helpdesk@fairfaximaging.com.

To locate FAST, visit our home page and click on "Support." You will see the new FAST button that will become operational in May.

FAIRFAX IMAGING, INC.

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Automating Mail Order at Collections Etc.

Collection Etc. Inc. is a mail order catalog business with a highly seasonal workflow. Their goal was to replace their manual processing with cost-effective automation. Collections needed a solution that would:

- Improve the ability to process mailed and faxed customer orders
- Improve cost efficiency of operating the mail-processing department
- Increase speed and ability to respond when customer demands hit their seasonal peaks
- Interface with the current systems
- Interface with future planned systems
- Grow with the company
- Be easy to use and maintain
- Better utilize Collections' customer service staff.

After several months of research, Tony Maunus, Director of Customer Care selected Fairfax Imaging as the best vendor to meet Collections' requirements.

"Fairfax Imaging is hardware independent," said Maunus. "I didn't want Collections locked into one brand of hardware. I knew our requirements were unusual and might

require more than one brand of equipment or software to effectively automate the different tasks within our operation."

In fact, it required an eclectic mix of hardware to provide a solution that would meet the requirements for Collections' business. As for software, Fairfax Imaging's modular Quick Modules suite of data capture and imaging software was flexible and adaptable enough to satisfy their business rules.

> "Fairfax Imaging is hardware independent. I didn't want Collections to be locked into one brand of hardware. I knew our requirements were unusual and might require more than one brand of equipment." -- Tony Maunus, Director Customer Care

Collections' conducted a long and careful design effort which resulted in a form that is easy for customers to use and inexpensive to print and mail. Rather than reformat the Collections' order form to meet the requirements of a given scanner transport, it made sense to find a system that could be tailored to handle the form. As it turned out, this wasn't easy.

Extensive and complex algorithms were developed to validate the accuracy of the data captured from the form. If data cannot be validated automatically, it is presented to an operator for key correction.

Even with the large amount of handwriting, many forms are processed with a high enough confidence level that they don't require any key correction at all. Other forms have anomalies like multiple shipping addresses, notes from the customer, or other items that are difficult for the recognition engines to decipher.

"We worked very hard with Collections Etc. to satisfy their unique requirements," said Jerry McMunn, VP Commercial Sales
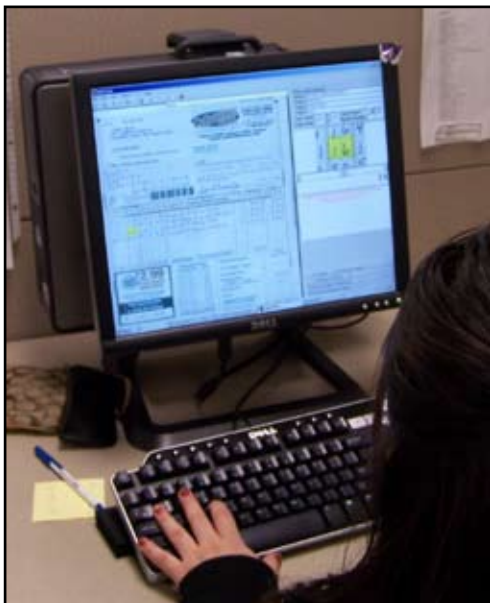
A Collections Etc. operator uses Quick Modules to key-correct order forms

Products

Quick Modules is a modular software suite which can be tailored to meet your requirements with the following components:

- Intelligent Data Capture
- Remote Data Capture
- Intelligent Character Recognition
- Image Enhancement
- Data Perfection
- Business Rule Support
- Complex Field Validation
- Payment Processing
- Electronic Check Presentment
    - ARC/ACH
    - Check 21
    - Encoding/ Endorsing
- Transaction Balancing
- Export to Legacy Systems
- Data and Image Archival
- System Recovery

Services

Fairfax Imaging is a full-service, solution integrator providing:

- Business Process Re-engineering
- Project Management
- Quality Assurance Planning
- Disaster Recovery Planning
- Form Design
- Hardware Installation
- Software Installation
- Comprehensive Testing
- Training at all levels
- Maintenance & Support

for Fairfax Imaging. "It is a testament to the modularity and flexibility of the Quick Modules product that we were able to tailor its functionality to accomplish what Collections Etc. needed. These same modules form the basis of our extensive mail order pharmacy systems."

For the full article including the nuts and bolts of the solution, visit our website at

www.fairfaximaging.com

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