



## IFG Mortgages

IFG Mortgages improve client services with Esker Fax for Notes



IFG Mortgages provide their clients with independent mortgage advice and access to numerous lenders under one roof. Ranked 1 in their market, the Dublin-based company administer and process volumes in excess of €1 billion per year. When IFG needed a Notes fax solution to handle the delivery and receipt of high-volumes of vital business communication to and from their user desktops, they opted for Esker Fax for Notes.

### Configuration

- Servers: NT
- Clients: Domino 5.011, Windows 98x
- Applications: Lotus Notes 5.0x

## Business Challenges

As Ireland's largest independent mortgage advisor, IFG Mortgages receive hundreds of faxes everyday from customers throughout the country. In order to maintain high levels of customer service, IFG wanted a solution that would allow them to send and receive faxes reliably, securely, cost effectively and would integrate quickly and easily with their Lotus Notes applications. *"Incoming faxes are vital for our business,"* says John McMullen, IT Manager for IFG Mortgages, *"We needed a fax solution that would integrate with Lotus Notes with minimum disruption to the user."* With over 130 agents throughout the country receiving business-critical faxes on a daily basis, IFG could not afford to spend time and money on costly implementation and training.

## Customer Requirements

Speak to IFG

## Solutions

Previously, IFG received customer request forms via the fax machine. The information then had to be retrieved from the fax machine and inputted into the system. This labourious process cost IFG both time and money. With Esker Fax for Notes, the forms are now routed straight to the appropriate Notes mail inbox. Information can then be sent out to customers directly from the Notes desktop. 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 IFG users, sending a fax is now as easy as sending an email message or printing directly from any desktop application. For IFG administrators, Esker Fax for Notes makes it possible to manage all the fax servers worldwide through Notes databases. *"All users now have a personal fax number which routes directly into their inbox"* says McMullen, *"It's fully integrated with our in-house email system."*

## Benefits

By deploying Esker Fax for Notes, IFG have been able to increase productivity and reduce labour costs while calling telephony charges. *"Staff no longer waste time waiting for 'missing' faxes,"* says McMullen. Further, IFG did not have to invest time in extensive user training. *"Any user who can competently use email can easily use the fax software"* adds McMullen, *"I didn't have to spend more than five minutes with every individual user."* By streamlining processes, Esker Fax for Notes reduces costs of faxing by up to 70%, including a 90% reduction in the time required to send and receive faxes. As a result, Esker Fax for Notes produces a return on investment in as little as three months for a typical organisation.



Esker Fax for Notes was the obvious choice as it fully integrated with our Domino system."

John McMullen ▪ IT Manager ▪ IFG Mortgages

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