ESKER®

FOODCONNEX
by Integrated Management Solutions

FOOD CONNEX
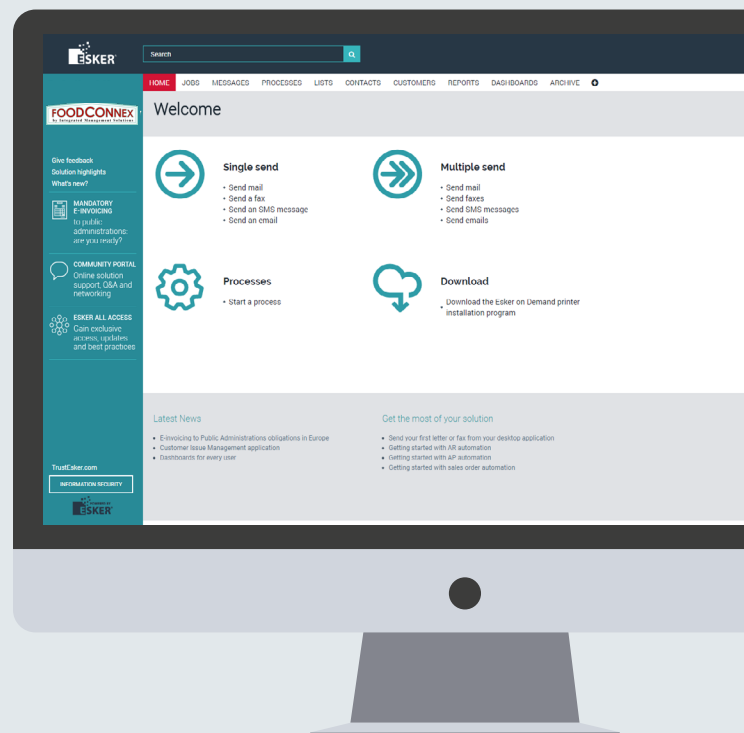## STREAMLINING FAX AND EMAIL OPERATIONS IN THE CLOUD

BACKGROUND

A long-time Esker fax server customer, Food Connex is a food management solution located in suburban Philadelphia. For years the company used traditional servers and modems to manage fax and email communications, but there were still pains in the process.

"Fax was becoming technically problematic for us. A modem would go down, faxes would stop sending and the pressure on support was higher than ever to smooth everything over," said Paul Hernandez-Cuebas, President of Integrated Management Solutions. "Our business is based on great customer support, and we needed a solution that would enhance that."

SOLUTION

Choosing Esker's cloud-based fax solution, Food Connex customers are now able to fax and email through a single, integrated platform — all while never leaving the company's software system. Using a virtual machine, the solution creates a simulated computer environment that runs as if it were installed on a stand-alone hardware platform. By eliminating the hassles of fax machines, a flexible, scalable solution is created in which documents can be delivered, stored and tracked.

"Being able to rapidly bring products to market is extremely important, which is why moving to a cloud-based solution was so important to us," Hernandez-Cuebas explained. "Fax is still the most prevalent way to communicate in our industry and we are the only food application in the cloud. Integrated fax and email gives us a leg up."

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>
> Paul Hernandez-Cuebas | President

BENEFITS

Since implementing Esker's cloud-based solution, Food Connex has achieved several results, including:

Integrated fax and email capabilities allowing clients to digitally send and receive documents from a single, electronic platform.

Ensured business continuity with 24/7 server availability and instant access to fax and email documents.

Minimal operating costs with pay-per-use pricing and the elimination of hardware and related maintenance costs.

Real-time status and tracking capabilities, allowing users to follow documents and make sure they get to where they need to go, on time.

*"We were able to provide customers with the option to fax or email with Esker's cloud-based platform. Giving them the **flexibility** to control the output is powerful. They now have the **freedom** to fax and email, on their terms, at **any time**."*

Paul Hernandez-Cuebas | President

ABOUT INTEGRATED MANAGEMENT SOLUTIONS

Headquartered in suburban Philadelphia, Integrated Management Solutions provides "No-Nonsense" yet innovative, food software solutions and support services to processors and distributors of all sizes and shapes. Its solution offerings include Food Connex, a food management solution. The Food Connex team has accumulated over 75 years of management experience in the food distribution industry and more than 25 years in software development. Located all over the United States, Food Connex customers range from full-line distributors to distributors and processors who specialise in all types of meat, poultry, seafood, produce, dairy, grocery and specialty items.