



## Supporting Insurance Companies at a Global Scale

Retarus' hosted services allows insurance companies to streamline policy management, accelerate claims processes and workflows by improving efficiencies, reducing costs and optimizing customer service. Our services allow users to automate policy and document creation/delivery, expediting workflows and minimizing manual errors, resulting in faster policy processing and faster time to revenue. Our desktop services provide a platform for users to send and receive insurance related documents from desktops, applications and CRM systems. Mobile workforce are able to share claims, policies and other vital information on the go. Retarus provides specialized services to the insurance industry, including enhanced security to protect Patient Health Information in compliance with HIPAA and Hi-Tech laws. This provides insurance companies with the flexibility to securely distribute virtually any document from any application using a centralized fax and delivery solution.

## Retarus Desktop Fax Services

With native integrations into email clients i.e. Microsoft Outlook, Lotus Notes, Office 365, and Office applications our platform allows a more efficient claim process as users are able to fax insurers documents seamlessly from their desktop, minimizing errors, maximizing productivity and meeting HIPAA, PCI DSS and Hi-Tech compliance standards. Faxable documents like policies and authorizations are transmitted through Retarus, which eliminates error-prone, time consuming and repetitive manual processes.

### Desktop Services

**Mail2Fax:** Send faxes from any email system

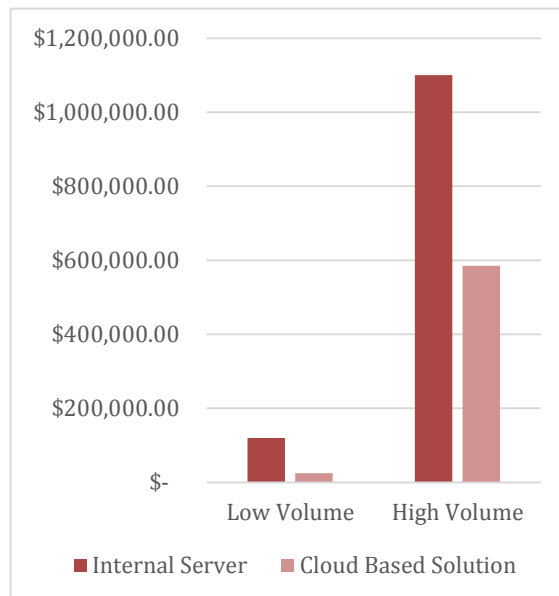
**Fax-to-Mail:** Receive faxes directly to a desktop or applications

**Fax for Exchange/Notes:** Native integrated solution for Microsoft Exchange/Lotus Notes

**Faxolution for Windows:** Send faxes from Microsoft Office or any other Windows application

## Typical Scenario

### Internal Fax Servers vs. Cloud-Based Solution



## Retarus Applications Fax Services

Integrates with any business applications - CRM, ERP, or legacy to send and receive critical messaging documents directly from business applications. Faxable items like policy requests, renewals, cancellations, etc. are transmitted seamlessly and efficiently through Retarus' integration to Insurance softwares.

### Benefits for End Users

- Streamlines and accelerates claims processing
- Compliant with HIPAA, PCI DSS and HI-Tech regulations
- Reduce risk of HIPAA violations fines
- Secure and reliable transmissions with Never-Busy technology offers higher deliverability and throughput rates over legacy technology
- Redundant data centers guarantees uptime for clients around the clock
- Detailed transmission reporting via web EAS portal provides optimized delivery, receipt, and tracking of sent and received information for compliance
- Lower operational costs through managed services
- Centralize communications for protected health information
- Accelerate scheduling, follow up and other patient events

**Faxolution for SAP** completely replaces in-house fax services and requires no hardware, software, installation or maintenance. Certified by SAP, this service has the world's largest number of SAP connections – over 3,500 – outside of SAP itself.

### Retarus WebExpress

Multi-modal web-based messaging broadcast tool, that enables Marketing, Sales, PR and other departments to send broadcast messages to a distribution list via email, fax, and SMS in a matter of seconds. With WebExpress, communicate investor relations, new product launches and alerts to those throughout your networks.

### Retarus SMS Services

**Retarus Mail2SMS** and **SMS for Applications** allow users to send information from an email account or application to a mobile device. No hardware, software or gateway required. Through Retarus SMS services, users can send claims/policy updates, appointment reminders, policy changes, etc.

### Retarus E-mail Security

Multilayer technology that provides maximum protection against the most current viruses, malware and spam. In addition, Retarus' E-mail Security provide innovative functions that improve email usability, email management and corporate compliance.



**For more information or a live demo please contact  
Robert.dimartino@retarus.com // 617-925-7376 // retarus.com**