Integration Insider
Volume 4, Issue 2

IDT
putting paper in its *place*

Put it to Work → | Ask the Expert → | News & Events →

Welcome to the June edition of the IDT Integration Insider eNewsletter. As the weather gets warmer, learn about products that will heat up your business as well.

This first summer month's issue contains articles and information about:

- IDT Customer Story - Service Payment Plan
- Distributed Capture Made Simple
- Microsoft Dynamics CRM 3.0 New Features and Webcast Event
- End of Support Reminder for EMC Customers
- News and Events from Our Partners

Happy Reading,
The IDT Team

Attend an IDT web event about CRM. June 6th, 11:00 a.m.

Submit your own "Ask the Expert" question here.

Learn more about Microsoft Dynamics right here!

Put it to Work

Customer Service Significantly Improved for Service Payment Plan's Clients
Thorough research and partnering with an experienced provider make SPP's technology investment a great success
Excerpt: "Before implementing their ECM solution from IDT, SPP was a very paper intensive office. If a customer called with a question that required looking at their actual contract, the customer service representative would have to manually search through hard copy files, pull the correct one, then go and call the customer back. This process was taking too long and was frustrating to the customers that had to wait for a call back or sit through an extended "on-hold" time before getting an answer to their question.

Now, SPP representatives have the ability to do keyword searches for documents right from their desktops. This has cut response time dramatically. Incoming inquiries can now be handled on the originating call without the long wait or calls back. According to Radja, this has been the biggest benefit of their system. Not only are their employees happy to be able to get things done in a much easier way, customers are also pleased with the high level of service they are receiving."

Read the customer story.

Distributed Capture Made Simple
New Kodak Scan Station 100 is the latest innovation in distributed capture
Excerpt: "While the ultimate benefits of distributed capture are clear, some businesses are wary of implementing such a solution. Implementing new scan stations at multiple offices used to mean an initial time- and cost-intensive, cumbersome process of installing a scanner, computer workstation, and additional software at each remote site. Employees then needed extensive training before the new solution could be put into place. The up-front time and effort involved ultimately outweighed the long-term benefits in many people's minds.

However, the release of Kodak's latest office innovation is about to change all that. The Scan Station 100 provides all the benefits of a distributed capture solution without the drawbacks. In just moments, the Scan Station 100 quickly and easily allows users to share documents across the office network. With the touch of a button, documents can instantly be scanned to e-mail, to folders, to print, to portable USB drives, to searchable PDF -- all with one product!"

Read the full article.

Get more information:

Kodak Scan Station 100 Data sheet PDF
Kodak Scan Station 100 Overview
Kodak Scan Station 100 Flash Presentation

Contact your IDT representative today for more information!

^ top of page

Ask the Expert

Question: I know that Microsoft Dynamics CRM 3.0 has been released. What new features and functionality can I expect with this latest version?

Answer: Microsoft Dynamics CRM is offered in two editions—Microsoft Dynamics CRM 3.0 Small Business Edition and Microsoft Dynamics CRM 3.0 Professional Edition. Both build on previous versions to help businesses of all sizes develop stronger and more profitable relationships.

The latest features include:

- Improved Microsoft Office Outlook integration
- A new marketing automation module
- A new service scheduling module
- Easier customization
- Improved Reporting

You can learn more about the new features of Microsoft Dynamics CRM 3.0 by visiting the "What's New" page or by contacting your IDT representative 630.875.1100.

Got free time June 6th at 11:00 a.m. CST? Attend the IDT web event "Redefine customer relationships with Microsoft CRM 3.0." Learn more or register here.

Check in next month for information about the latest release of Microsoft Dynamics GP 9.0. Don't want to wait? Contact IDT now!

^ top of page

News & Events

Redefine customer relationships with Microsoft CRM 3.0!
Attend the IDT Web Event to Learn How!
Join IDT for 90 minutes on Tuesday, June 6th at 11:00 a.m. Central Time for an informative Webcast featuring Microsoft Dynamics CRM 3.0. See how it's transforming CRM by working the same way you do! As the only CRM solution that's embedded in Microsoft Outlook, Microsoft Dynamics CRM gives you powerful new CRM capabilities right at your fingertips:

- Cultivate and manage customer relationships more easily, from one place
- Improve productivity by simplifying and automating key processes
- Map to your unique business with intuitive customization tools
- Deploy on your terms, hosted or on-site, with the option to switch

Register today!

End of Support Reminder for EMC Content Management Software 5.2.5 SP4 and Earlier
The End of Support date of June 30, 2006 is quickly approaching for several EMC Content Management offerings. On this date, EMC Content Management releases 5.2.5 SP4 and earlier will reach their End of Support. Other releases will reach End of Support on November 30, 2006. Under EMC's Basic and Priority Support programs, EMC Software Technical Support will no longer be available on releases that reach End of Support, unless you have contracted for Extended Support as outlined below. After June 30, 2006, you will need Extended Support for technical support for 5.2.5 SP4 and earlier.

We recommend that you **contact your IDT Account Representative** to review more detailed information regarding End of Support for the release(s) that you have implemented in your environment.

View further information about this reminder.

Award-Winning Document Sharing Device From Kodak: Ready For Order, Delivery
KODAK Scan Station 100 Makes Digitizing, Sharing of Paper Documents Easy
PHILADELPHIA, PA, May 16, 2006 - The recently introduced KODAK Scan Station 100 is available for order and delivery this month. This multi-purpose walkup device for the office enables people to easily and quickly turn paper documents into digital files with the touch of a button for sharing via email, routing to network folders, sending to networked printers or copiers and saving on portable USB drives—all without a computer. Digital documents may be simultaneously stored on the network and shared with colleagues across the hall, across the country and around the world.

Ease of use, compactness, convenient setup, and the flexibility the Scan Station 100 brings to the office environment have caught the imagination of the media and the market.

Read full news release.

EMC Announces Enterprise Software for Archiving Document Images
Leverages EMC's Documentum and Captiva Core Technologies, Further Extends EMC's Enterprise Archiving Strategy
PHILADELPHIA, AIIM Conference & Expo 2006, May 16 / PRNewswire / - EMC Corporation, the world leader in information management and storage, today announced EMC Documentum® Archive Services for Imaging software, the latest addition to its family of enterprise archiving software products. The software offering provides customers a single, unified archiving platform for collecting, retaining, securing and retrieving all types of document images for compliance and legal discovery, content re-use, improved decision-making and operational efficiency.

Read full news release.

Stellent Named a "Compliance ACE" by *ECM Connection* at AIIM 2006
Company honored with an "Industry ACE Award" in Compliance category for extra efforts to promote ECM technologies within a market beyond common horizontal offerings
EDEN PRAIRIE, MN, May 23, 2006 — Stellent, Inc. (Nasdaq: STEL), a global provider of content management solutions, announced today *ECM Connection* named it as the recipient of an "Industry ACE Award" in the Compliance category. The Industry ACE Awards were presented at the annual AIIM Conference and Exposition, the world's largest and most important event for the enterprise content and information management industry, held May 15-18, 2006 in Philadelphia.

Read full news release.

^ top of page

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