

THIN-CLIENT WAN USING FAXport for Citrix™

Western State Insurance, one of the largest insurance agencies in Montana, set out to move to a central fax server for their corporate office and 13 remote sites. They had two main goals in mind: **Central Administration and Local Control**. With over 45 people at their main office in Missoula and another 115 spread out over 13 separate remote sites, [FAXport for Citrix](#) was able to meet this need and add lots of extra functionality in the process.

Western State Insurance uses [Citrix WinFrame Server](#) for their custom designed database application by Applied Systems, which specializes in systems for the insurance agency industry. Most of their applications were centralized, but fax remained a local and tedious function.

Moving to Computer-Based Faxing

Until now, faxes were generated by finding a document in the central system, printing a local copy, walking over to the printer and then to the fax machine. Once that was done, users would return to the fax machine to check if their fax was sent successfully. If so, they attached a hard copy of the confirmation to the hard copy of the fax. They also had to put a note on the account in the central database that the fax had been sent successfully.

“The whole process was reduced down to a single step,”

said Matt Fling, Director of Information Technology at Western State Insurance. “By updating our corporate FAXport server with **FAXport for Citrix**, we were able to add fax support to our entire WAN virtually overnight. This has saved us thousands of dollars, while simplifying our process all at once.”

A Variety of Connection Speeds & Methods

Of the 13 remote sites, some have as little as one person, while the largest remote site has over 30 people. Connections range in speed from 56Kbps to 256Kbps on their T1 Frame-Relay connections. Three other branch offices use a dial-up connection to the Citrix WinFrame servers.

Profiles

Company

Western State Insurance is one of the largest Insurance Agencies in Montana. They serve over 40,000 customers and place more insurance with Safeco Insurance and Trinity Insurance than any other agent in the state.

Challenge

Implementing a computer-based faxing system in an industry that is very rooted in hard copies and confirmations.

Solution

Combination of Citrix WinFrame 1.6 and **FAXport for Citrix**. The Citrix software was purchased from Connecting Point of Missoula, Montana. FAXport was purchased from SoftChoice.

Software:

- ◆ **FAXport for Citrix** unlimited user license plus support for 8 fax devices.
- ◆ Citrix WinFrame 1.6,
- ◆ Windows NT 4.0 SP3,
- ◆ Applied Systems WinTAM version 5.0E-1

Hardware:

- ◆ Gateway 2000 G6-200,
- ◆ Pentium Pro 200 MHz,
- ◆ 64Mb RAM,
- ◆ [Brooktrout](#) TR114-I4L with 4-channel analog with Loop-Start

An Industry-Specific Need

Matt Fling had one key requirement: The fax server would have to be able to e-mail confirmations of faxed "binders" to insurance providers. According to Matt Fling, "if we give a customer a verbal commitment of coverage, and we don't have proof of commitment from the insurance provider, we take the chance of being left with a very large liability."

Comparative Study

After careful consideration and comparative studies, it became evident that [FAXport Inc's FAXport for Citrix](#) Client was the best way to meet that need. **FAXport** comes with a mail gateway for Microsoft Exchange, Microsoft Mail, as well as Lotus cc:Mail. At Western State Insurance, Microsoft Exchange 5.5 is the standard. This allowed confirmations of completed faxes to go right back to the sender's mail inbox, no matter where they were in the WAN.

Since Western State was already using [FAXport 6.0](#) as their corporate fax server, they were an ideal beta-site for the new Citrix-enabled FAXport server. To add support for Citrix "we just downloaded a small patch from LANSource's web site, and added it after-hours one night. The next morning – everyone in the WAN was sending faxes and getting email confirmations of their transmissions. It was one of the easiest upgrades I have ever had the pleasure to install!"

Intelligent Fax Modems for Mission-Critical Faxing

"Originally, we had decided to use the standard modems that we already had. Having discussed this strategy with a LANSource salesperson, he suggested that we upgrade the modems to Brooktrout's TR114 intelligent fax modems. Once we upgraded, we saw an immediate surge in the success rate of faxes on their first try. Now we can rely on our **FAXport for Citrix** server as a truly **mission-critical** part of our business."

Western State Insurance will no doubt be a natural site for the upcoming beta version of [WINport for Citrix](#). WINport for Citrix will allow even remote WinFrame clients to operate modems local to the WinFrame server as if they were local to the very modem on the LAN communications server.

For More Information

Dynamic Alliances

Citrix Resellers and OEMs can call Dynamic Alliances to get assistance in creating complete solutions.

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