

Our organization has been using etfile for about several years. Getting started with etfile was a snap, as etfile provided very knowledgeable support technicians to assist us in getting the system up and running. Instead of simply supplying reading material to learn how to use etfile, a trainer was assigned exclusively to our location for three days. The trainer contained a plethora of knowledge about etfile, and was able to answer all of our questions. In addition, the trainer thoroughly explained the product in a friendly, understandable fashion.

The first and foremost honorable mention of etfile is that it integrates directly with our agency management system. Instead of having to design a workflow to keep track of etfile and TAM, we sit back and let etfile take care of it all. It's as simple as choosing your client in TAM, and scanning your document. etfile will keep track of the documents, and the clients they belong to.

While the integration is a great feature, the product must be solid overall. This means that average users need an easy workflow to get these documents into etfile in the first place. etfile offers two very easy to learn workflows (front end and back end) that give you options for your paperless workflows. We chose the back end method that simply uses a barcode. With this method, etfile allows documents to be scanned quickly and easily. Barcodes enable you to fill your scanner, as much as it will fit, with several different documents. Once scanned, etfile does the work of moving and attaching your documents for you!

etfile was clearly designed by programmers who understand how an insurance user thinks, and what the simplest workflow is for them. The ease of use allows for a smaller margin of error, and a much more productive work day. It should also be mentioned that there is a great cost savings, as all of your documents are stored digitally. Between its many functions, user friendly interface, and helpful support staff, etfile is a great overall document imaging solution.

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