

# Kuhl Insurance Replaces Its Existing Fax Server Solution with Esker Cloud Fax Services for Fit Processes and a Healthy Business

Upgrading fax to the cloud allows the independent insurance agency to save time and money while supporting HIPAA compliance

**Sydney, Australia — July 13, 2015** — Esker, a worldwide leader in document process automation solutions and pioneer in cloud computing, today announced that it has been selected by Kuhl Insurance, one of central Illinois' (USA) largest independent insurance agencies, to replace the company's existing fax server solution with Esker Cloud Fax Services. Representing multiple insurance carriers around the region, Kuhl processes up to 1,500 pages of fax documents per month from its Morton, IL headquarters.

Rather than go through another iteration of hardware updates to its longstanding server solution, Kuhl made the decision to offload faxing to Esker in order to take advantage of pay-per-use pricing, avoid costly maintenance requirements, and enhance the clarity and readability of its faxes — an important yet often overlooked, aspect of faxing time — and data-sensitive insurance documents. With Esker Cloud Fax Services, faxes can now be sent and received from desktop systems with no hardware or software investments, and with features like real-time status notifications and 24/7 service availability.

## Key Requirements

Because many of the documents Kuhl handles (e.g., insurance applications, claims, quotes, etc.) contain electronic protected health information (ePHI), the company is obligated by law to transmit ePHI in accordance with the published safeguards and requirements of the Health Insurance Portability and Accountability Act (HIPAA). Kuhl could only select a solution provider with the necessary controls and procedures in place to support HIPAA compliance.

## Faxing in the Cloud with Esker

Using Esker Cloud Fax Services, Kuhl has successfully transformed its faxing process into a more efficient, affordable and sustainable operation. Some of the biggest advantages the company has achieved since implementation include:

- Faxing directly from desktop systems
- Enhanced document clarity
- No hardware or software maintenance costs
- Minimised operating costs (no hidden fees)
- Pay-per-use cost efficiency
- Unlimited capacity and 24/7 service availability
- Real-time status and tracking capabilities
- HIPAA / HITECH compliance

*(continued)*

Phil Witzig, Systems Administrator at Kuhl Insurance, was delighted with Esker's feature-rich and easy-to-use solution, saying: "The visibility of the service allows us to get reports, add or delete users, and see what faxes have been sent and who's using them. With Esker, we've found a cloud fax solution that's not only fast, secure and efficient, it's easy to use and saves us money — what's not to like?"

## About Kuhl Insurance

Founded in 1979 by Phil Kuhl and based in Morton, Illinois, Kuhl Insurance is one of the region's largest independent agencies, representing nearly 50 different insurance carriers throughout central Illinois. After more than 35 years in business, Kuhl Insurance has grown to provide its unique services to commercial, group and personal businesses.

## About Esker

Esker is a worldwide leader in document process automation solutions. Addressing all types of business processes from accounts payable and accounts receivable to order processing and procurement, Esker cloud computing solutions enable companies to automate the reception, processing and sending of any business document with one platform. Esker helps over 80,000 companies across the world to reduce the use of paper and eliminate manual processes while improving their productivity, efficiency and environmental impact.

Esker has global headquarters in Lyon, France, U.S. headquarters in Madison, Wisconsin, and ANZ headquarters in Sydney (since 1997). Over 1,800 companies in Australia and New Zealand rely on Esker solutions to run their businesses. For more information, visit [www.esker.com.au](http://www.esker.com.au), follow us at [twitter.com/EskerANZ](https://twitter.com/EskerANZ) and read our blog on [www.blog.esker.com.au](http://www.blog.esker.com.au).

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**Esker, Australia Pty Ltd**  
— Sydney (main) Office  
Suite 1502, Level 15, 227 Elizabeth Street  
Sydney NSW 2000  
Tel: +61 2 8596 5100  
Fax: +61 2 8596 5175

**Esker, Australia Pty Ltd**  
— Melbourne Office  
Level 1, St Kilda Road Towers  
1 Queens Road Melbourne VIC 3004  
Tel: +61 3 9863 9990  
Fax: +61 3 9863 8010

**Esker New Zealand**  
— Auckland Office  
Level 4, 369 Queen Street  
Auckland 1010  
Tel: +64 9 306 8872  
Fax: +64 9 306 8889

**Press Contact:** Christophe DuMonet  
Tel: +61 2 8596 5107  
[christophe.dumonet@esker.com.au](mailto:christophe.dumonet@esker.com.au)

**Investor Relations Contact:** Emmanuel Olivier  
Tel: 33 (0)4 72 83 46 46 — [olivier@esker.fr](mailto:olivier@esker.fr)