

## case studies

# Toshiba Business Solutions-Eastern Michigan creates “Questys in a Box” for Employee Benefits Concepts

## problem

Outdated electronic filing software proves difficult to support, adding to Employee Benefits Concepts' dissatisfaction with the product.

## solution

Toshiba Business Solutions-Eastern Michigan, offers Questys pre-configured on a Toshiba Magnia 510D server, for a turnkey solution that actually costs the client less per month.

**In brief:** After four years using DocSTAR to store Social Security records for its clients, Employee Benefits Concepts was growing increasingly frustrated with lack of support. Toshiba Business Solutions-Eastern Michigan responded by installing Questys on a Toshiba server—and soon found this “Questys in a Box” solution to be a hot seller.

**Employee Benefits Concepts**, of Farmington Hills, Michigan, provides benefits packages to small-and medium-size companies. The company provides services for numerous clients in the Farmington Hills area.

Part of the service entails keeping Social Security records on each of their clients' current employees. The records on former employees must be kept for several years, too.

Clearly, Employee Benefits Concepts is a prime candidate for an electronic filing system. So four years ago, **Toshiba Business Solutions-Eastern Michigan (TBS-EM)** leased to them a DocSTAR system to scan and store their files.

## The problem

DocSTAR worked well for Employee Benefits Concepts, until the product and its surrounding infrastructure started to age. By 2001, the IT staff of Employee Benefits Concepts was growing increasingly dissatisfied with the capabilities of this product.

## The solution

TBS-EM had access to one of the most innovative document storage solutions on the market through Toshiba's partnership with Questys. Knowing of his client's dissatisfaction with DocSTAR, TBS-EM's Branch Manager took it upon himself to learn all he could about Questys, and determined that it would be a perfect solution for Employee Benefits Concepts. With access to Toshiba's Solutions Group for both equipment and software needs, he knew there would be no problem with support.

The Branch Manager created a proposal that included an e-STUDIO35 for printing, copying and scanning, together with Questys loaded on a Toshiba Magnia 510D server—all for a lower monthly lease cost than the DocSTAR system. Clerks can retrieve scanned documents either by Social Security Number or by an internal document reference number. The system was installed in January 2002, and to date has worked flawlessly.

The success of this simple solution prompted TBS-EM to seek other customers with similar needs. In the process, they found that the combination of a Toshiba server and Questys software—together with support coming from one source—was a hot seller. It removed compatibility problems

# solutions

## Employee Benefits Concepts

involved with loading one company's software onto another's hardware, as well as the inherent tendency of each company to blame problems on the other's product.

"Questys in a Box" is now a core offering from Toshiba Business Systems-Eastern Michigan. The Branch Manager ensures that each of his 18 salespeople and two sales managers are well-trained on Questys—so that in turn, they can train their clients, and ensure that they get the most out of the system.

## About Toshiba America Business Solutions

Toshiba America Business Solutions, Inc. (TABS), manages product planning, marketing, sales, service support and distribution of copiers, facsimiles, multifunction printing products, network controllers and toner products throughout the United States, Latin America and the Caribbean. Headquartered in Irvine, California, TABS comprises four divisions: the Electronic Imaging Division, Toner Products Division, Document Solutions Engineering Division and TOPAC, a subsidiary which operates a network of office equipment dealers.

Named the most favored manufacturer in six of the past seven years by the Business Technology Association (BTA), Toshiba's entire product line, customer support and marketing distribution policies are a marker for the industry. Among the many other awards garnered in recent years, Toshiba was named the "Copier Manufacturer of the Year" by the Marketing Research Consultants (MRC) in 1997, 1998 and 2001 and received the CIO Web Business award for its leading edge intranet site in 1998, 1999 and 2000.

TABS is an independent operating company of Toshiba Corp., the fifth largest electronics/electrical equipment company and the world's 44th largest company in terms of sales. Toshiba Corporation is a world leader in high technology products with more than 300 major subsidiaries and affiliates worldwide. Fiscal year revenue in 2000 was approximately \$54 billion.

For more information on Toshiba copier, facsimile and printer products, or for a local dealer, call 1-800-GO-TOSHIBA or visit the TABS Web site at either [www.copier.toshiba.com](http://www.copier.toshiba.com) or [www.fax.toshiba.com](http://www.fax.toshiba.com).

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