

## FileNexus® Client Quotes

*"FileNexus was a big contributor to help us increase our productivity by up to 80% in certain business areas."*

*Jim Williamson, VP Information Technology  
The Independent Order of Foresters™*

*"We will see a 25 to 30% gain in efficiency from the invoice capture and automatic invoice matching process."*

*Greg Hennig, Vice President and Controller, Grocery Outlet. Americas Largest Value Grocery Chain*

*"FileNexus® is so easy to use and has saved us so much time and money."*

*Darren Hurd, Director of Finance and Accounting, Thompson Cigar*

*"With FileNexus®, we will save an incredible amount of money and eliminate a lot of waste."*

*Marlene Dacanay, Executive Vice President of Administration at SMBC*

*"I can't readily quantify the paper and labor cost savings, except that it is the difference between night and day."*

*Jeffrey B. Blume, Director of Finance,  
The City of Ferguson*

*"When it comes to FileNexus®, our Customer Service people use it every second. All the information we ever need for a customer is now instantly available to all of our CSRs. We had two full-time employees dedicated solely to the processing and filing of customer related paperwork. Now they have been freed up to directly serve our customers. It's a powerful tool."*

*David Whitehouse, Director of Customer & Corporate Services, PUG*

*"The cost savings were immediate and they were huge,"*

*Jacque Tuskiewicz, Data Centre Supervisor  
ACL Labs*

*"There were different technologies out there, but when we saw what Loris and FileNexus® could do, it was an easy decision on our part... the reaction here was jaw dropping."*

*Ralph Thrun, Finance Manager  
Continuous Improvement  
Rogers Communications Inc.*

*"In addition to the productivity gains from the FileNexus® solution, we obtained complete payback within six months of the initial deployment,"*

*Todd Ross, VP, EARTH Corp*

*"We've probably saved two weeks per customer request because FileNexus® puts the information in our hands that much sooner."*

*Jennifer Robert, Supervisor of the Billing Department, PUC Services Inc.*

*"We went from taking days and weeks to service requests – down to hours, within days of implementing FileNexus®."*

*Jim Williamson, VP Information Technology  
The Independent Order of Foresters™*

*“FileNexus® virtually eliminated our need to print and store paper files, reduced our costs and made us more efficient. As our solution provider, Loris understood our needs and worked with us to quickly streamline our operations.”*

*Annette Kinney, Chief Financial Manager / Assistant Director  
Hillsdale BPU*

*“FileNexus® is just a lot more convenient and easier than going through boxes and flipping pages – files can be brought up in seconds.”*

*Justina Natividad, Manager, Deposit Services, Equitable Bank*

*“All the departments are enthusiastic about using FileNexus® – the strong search capability saves them time and allows them to better manage key business processes. We are rolling it out across the Corporation, including the Employee Portal to areas such as MSDS records, payroll, council minutes, finances and so on – it’s been a win-win everywhere.”*

*Rebecca Whelan, Records Management Coordinator, City of Peterborough*

*“The integration of FileNexus® into our environment has allowed us to make better use of our time and resources. We can allocate more to planning and evaluating, and less to manual, non-value added functions.”*

*Howard Blaufarb, Director, Accounts Payable & Financial Services for dELIA\*s*

*“We were looking for a way to improve our processes, make it easier, more efficient, less work on the employee, and to let the system do what it does best: and so here comes FileNexus®.”*

*Elena Ramirez, Public Records Officer, Franklin PUD*

*“Through this automation we’ve enforced our business processes. Automated FileNexus® triggers keep projects moving forward.”*

*Patrick Leung, Manager, Capital  
PowerStream Inc.*

*“FileNexus® gave us the results we wanted, fast – with no surprises. What else can you say?”*

*Peter Sweers, SVP and Chief Operations and Information Officer  
The Independent Order of Foresters™*

*“For Mortgage Services, FileNexus® has improved processes within our department by alleviating the need to request and search for physical files. It has streamlined and created more efficiency in our workflow process.”*

*Aviva Braude, Director of Mortgage Services  
Equitable Bank*

*“The fact is, once you actually see it; it’s not hard to sell. You’re convinced.”*

*Winston Sullivan, Manager, Information & Communication Technologies  
Hamilton Health Sciences*

*“You can just imagine the difference that it made to everybody’s workflow. Everything becomes near real time. The efficiency of people’s work processes has vastly improved because of FileNexus®.”*

*Jim Williamson, VP Information Technology  
The Independent Order of Foresters™*

*“FileNexus® is a real time, one call resolution solution for our customer service reps. At Entegrus, we want to provide our customers with the best customer service we can. If we have to call them back, that isn't the service we want to provide. We want to take care of our customers when they call in, at the time they call in. FileNexus® provides us with that opportunity.”*

*Garry Symons, Director of Corporate Services, Entegrus*

*“Our Customer Care team operates in a highly regulated environment. We must meet or exceed rigorous service quality requirements when responding to the over 55,000 customer calls that come into our call centre each year. The seamless integration between our Customer Information System and FileNexus® has enabled us to improve response times and deliver on our promise of providing reliable, quality customer service.”*

*Barbara Shortreed, Director, Customer Care & Public Relations  
Cambridge and North Dumfries Hydro Inc.*

*“Since implementing FileNexus®, we have dramatically increased our organization's ability to retrieve and file information, while also seeing productivity gains in time and resources. We expect to see further cost savings as a result of our paperless environment and the decline in off-site file storage costs.”*

*Gail Stockman, Manager, Information Services  
Mack Canada Inc. /Volvo Trucks Canada Inc.*

*“FileNexus® has allowed us to streamline processes within customer service by making all customer records available within a couple of key strokes. Having customer information available at our finger tips allows us to respond to customer inquiries in a highly efficient manner. The FileNexus® team made the transition to a paperless environment fast and easy.”*

*Paul Elliot, Vice President Customer / Business Services  
Whitby Hydro Electric Corporation*

*“Aside from the paper, printing and storage savings, the biggest benefit FileNexus® has given us is the ability to track documents as they go through the various approval processes. Before, files were consistently getting lost. With FileNexus®, that just doesn't happen anymore.”*

*Greg Hennig, Controller  
Grocery Outlet*

*We considered several document management systems, but in the end we were most impressed with the functionality of FileNexus® and the fact that it integrated so seamlessly with our existing host system.”*

*Bobby Wells, Vice President of IT  
Roanoke Gas*

*“We have nothing but good things to say about FileNexus®. It runs smoothly with little or no down time. I'd be surprised if other utilities didn't jump on board with it right away. It's saved us a ton of money and time – it works well!”*

*Shannon Brown, VP - Corporate  
Innisfil Hydro*

*“It just saves time and money”.*

*Lee Fortney, Director of IT, ICI Canada*

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