

# Shirazi Benefits

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Ty Miller, Founder, Shirazi Benefits

## Business Challenges

File servers that required a cumbersome VPN connection in order to access files remotely

Costly investment in on-premises servers that need to be replaced every 3 years

Subject to HIPAA regulations, resulting in the need for a secure and compliant solution

## Results

Synced folders that allow employees to access files anytime, anywhere, and using any device

A cloud-based file sharing solution that requires zero investment in hardware and maintenance

HIPAA-compliant file sync and share solution that ensures the security of sensitive client information

With more than 35 years of expertise in group employee health benefits, Shirazi Benefits in Greeley, Colorado is committed to helping clients identify the insurance health plans that are right for their company. Today, eFolder Anchor helps Shirazi Benefits maintain costs and improve their quality of service to clients.

A wealth of experience is only half of the recipe for becoming northern Colorado's leading independent insurance agency.

"There are many insurance brokers, but few that deliver the personalized service and attention to detail of Shirazi Benefits," says Ty Miller, Founder of Shirazi Benefits.



Ty Miller, Founder of Shirazi Benefits

Shirazi Benefits, founded in 1976, currently has 12 employees who work diligently to provide clients with premium service that includes group employee benefits consulting and claim resolution services.

With a growing client base of 210 small to mid-sized businesses mostly in Northern

Colorado, Shirazi Benefits has plans to expand to a second location about 40 miles from Greeley by the end of 2016. The recent growth has meant that more employees are visiting the offices of clients, making remote access to files crucial to Shirazi Benefits' success.

To centralize files, Shirazi Benefits' relied on a file server and employees connecting via VPN when working outside of the office. However, employee connections to the file server were unreliable and inconsistent. Even Miller had experienced the pain firsthand.

"There were several instances where I was at a client's office, and needed access to a benefit summary or a file that I didn't have on my laptop," explains Miller. "The VPN didn't work and I had to either drive back to the office to get the file or have an employee email it to me."

The file server was also a significant investment. The hardware needed to be replaced every three years. Shirazi Benefits was on its third file server, when Miller started to realize the exorbitant costs that it comes with.

"We started searching for alternatives that would not only allow us to save on long-term costs, but more importantly, enable our employees to be productive when they are meeting with clients outside of the office," says Miller.

Connecting Point, Shirazi Benefits' long-time IT service provider, came quickly with a solution: eFolder Anchor, a business-grade file sync and share solution. Connecting Point worked quickly to deploy Anchor, which became the new central file system for Shirazi Benefits, allowing employees to access files from synced folders anywhere, anytime, using any device.

"Anchor's desktop agent and mobile application make it easy for my employees and me to access files when we are meeting our clients at their office," explains Miller.

Since Anchor is a cloud-based solution, all files are stored and backed up to the secure eFolder cloud, which also means that Shirazi Benefits will no longer have to worry about the maintenance or hardware costs of a traditional file server. Compliance requirements have also been met.

"We handle health insurance information, so we are bound by HIPAA regulations. Anchor is HIPAA-compliant solution, so we are assured that we are accessing and sharing sensitive documents securely," Miller added.



Anchor's mobile application allows Miller and his team to conveniently access files when meeting with clients at their offices.

Additionally, once Shirazi Benefits open their second location next year, employees from both offices will be able to access documents from one central file system. Employees from different locations will also be able to work together on files using collaboration features in Anchor such as team share folders, which gives certain groups of employees access to specific folders, and file locking, which prevents files from being edited by a second user when it is already being accessed.

"Health insurance changes, client expectations change, and our technology needs to match this dynamism," says Miller. "Anchor has made us a more dynamic organization, which has improved our productivity and ultimately, our quality of service."



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