

# DMD Communications

## Paperless Processes with the FaxFinder Fax Server

Founded in 1995, DMD Communications Inc., is a provider of voice, data, network, mobile and carrier solutions for small to mid-sized businesses throughout California. They have years of experience in all facets of communication technology and are continually working to keep up with current trends. One of their most recent organizational goals was to go paperless. They were able to achieve that goal with the Multi-Tech FaxFinder® fax server.

DMD Communications was struggling with converting their processes to paperless. More specifically, the fax server that was being used required a lot of maintenance and was not as reliable and stable of a platform as expected.

As they researched for a solution, they found the innovative, and affordable, FaxFinder fax server. The FaxFinder fax server is a turnkey desktop or rackmountable solution that connects to an analog port(s) of a PBX capable of DID to DTMF conversion. It converts faxes to TIFF files allowing you to receive faxes wherever you are as e-mails and send faxes from any application that can print. DMD Communications currently uses many other Multi-Tech products for various applications and they have always performed as expected, so they thought they'd give it a try.

"What appealed to us is that everyone in the company could have their faxes directed to their e-mail inboxes," explained David Delaney, President and CEO of DMD Communications. "We needed a less volatile platform that would give us the reliability and stability we desired."

With the FaxFinder fax server, faxes are routed directly to the desktop via the PBX system. When a call is received, the PBX converts the number into DTMF tones and sends it to the fax server. The fax server answers the call, receives the fax, converts it to a TIFF file, attaches it to an e-mail, and sends it to the correct recipient. Once received, users can view, print or forward the fax as an e-mail to another e-mail user.

And, with the FaxFinder fax server, a small business can afford to provide the CEO, President, CFO, Human Resources and others with virtual private fax lines. Because faxes are delivered directly to the user's e-mail box, it offers a high degree of security for both the sender and the recipient.

"After implementing the Multi-Tech FaxFinder we have been very pleased with the results," said Delaney. "We've used Multi-Tech products for a number of years and have found that they have great technical support and are very easy to work with."

## FaxFinder

- Sends, receives and routes faxes to/from the desktop
- Receive faxes as e-mails and send from any application that can print
- Distributed fax solution for remote offices and field sales people
- Secure, convenient faxing for LAN users
- Completes unified messaging solutions

## DMD Communications

is a service provider specializing in business telephone and voice

mail systems, computer

networking, carrier services,

computer integration and

convergence for small and

medium sized businesses.

DMD Communications

provides solutions to

businesses to help them operate

more effectively and efficiently.

The Company provides choices and recommendations to clients to assist them in making good business decisions regarding the two most important

tools used by

businesses

today.



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