

## Quick Connect Communications

### Recommends FaxFinder on Every Customer Quote

In today's information age, there are a multitude of ways to communicate with your customers including voice, fax, and e-mail. As the pace of business increases, so does the number of messages business professionals must manage and be responsive to every day. No one knows this better than Quick Connect Communications, one of the fastest growing providers of business telephone systems, voice mail and data cabling infrastructure services in the Baltimore / Washington, DC area. They are a huge proponent of unified messaging communications, and are pleased with their own in-house use of the Multi-Tech FaxFinder® fax server. So pleased, they are now recommending it as a "value option" on all customer quotes.

Quick Connect Communications integrated the FaxFinder with their own Avaya IP Office telephone system. The FaxFinder fax server allows anyone on the network to receive faxes wherever they are as e-mails and send faxes from any application that can print. It provides distributed faxing capabilities, over a WAN, from a corporate office to small remote offices as well as to field sales people. In addition, it provides secure, convenient faxing for LAN users offering a high degree of privacy for both the sender and recipient.

Adding fax to your unified messaging initiatives allows users to take back control of their business communications. Unified messaging allows companies to gain a competitive advantage, improve customer service and employee productivity, all while realizing tremendous cost savings.

"The FaxFinder fax server has given 30 of our employees the ability to send and receive faxes at their desktops," explains Lee Barnes, Owner of Quick Connect Communications. "This has saved us time and money because before we implemented the FaxFinder we had situations where faxes were lost or taken off the fax machine by mistake. Now, every fax arrives and is distributed to the proper person. In addition, we have seen a savings of approximately \$100 per month in toner and paper."

Quick Connect Communications connected a 2-port FaxFinder fax server directly to two analog ports on their AVAYA IP Office phone system. The unused numbers from the IP Office DID lines are used for fax numbers, providing employees with their own individual fax number. When a call is received, the IP Office 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.

"We used Multi-Tech because of their customization with Avaya equipment, and their reputation in the industry," said Barnes. "Now we will recommend the FaxFinder as a 'value option' on every customer quote."

### 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 package



**Quick Connect Communications** is a dealer of telecommunications equipment (Avaya, Panasonic, Comdial/Vertical, ESI).

They are the 4th largest Interconnect Company in Maryland. Quick Connect Communications

sells, installs and services

telecommunications equipment and infrastructure cabling.

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