

Telephony Managed Solutions, Inc.

FaxFinder Completes Unified Messaging Package

Telephony Managed Solutions Inc., TMSI, is a full service telecommunication services company, exclusively specializing in the sales, installation, service and maintenance of AVAYA telecommunications equipment. One of their company goals was to become more efficient in communication via unified messaging. Their telephone system provided voicemail to e-mail, but did not offer a fax to e-mail solution. The Multi-Tech FaxFinder™ fax server filled the gap by completing their unified messaging package.

TMSI is a small office with 10 employees. They utilize an AVAYA IP Office 406 V1 telephone system with DID numbers via PRI. Connected to the AVAYA IP Office via an analog port is the FaxFinder fax server.

"We've created incoming calling routes which all point to the FaxFinder fax server via a Hunt Group," explains Chris Farrer, Operations Manager at TMSI. "Each TMSI employee now has a personal fax number via DID and the faxes appear in the users Outlook mailbox. Users can also send faxes via the fax server with the client software."

The FaxFinder™ fax server is a turnkey desktop solution that connects to the analog port of a PBX capable of DID to DTMF conversion. It converts faxes to TIFF files allowing users to receive faxes wherever they are as e-mails and send faxes from any application that can print. The solution enables access to information from any location.

"Multi-Tech completes the unified messaging package by delivering faxes to one inbox," said Farrer. "It works great and is easy to install."



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 solution

TMSI, Telephony Managed Solutions Inc., is a full service telecommunication services

company, exclusively specializing in the sales, installation, service and maintenance of AVAYA Communication telecommunications equipment, to small and mid size businesses in the Greater Vancouver area. TMSI has been affiliated with AVAYA since 1985. As an Avaya Business Partner, TMSI offers Communications Systems, Call Center Design, Unified Messaging, Voicemail Systems, LAN products, Voice over Internet, audio and video conferencing products.



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