

Tucker Company

Significant Productivity Gains with FaxFinder Fax Server

Tucker Company arranges freight transportation and logistics services for hundreds of shipper clients on behalf of hundreds of freight carrier vendors. In their position as a third party, Tucker Company must be able to receive and transmit data and information in many different ways and as quickly and clearly as possible. As they continually work to streamline their communication processes, they discovered significant productivity gains with the Multi-Tech FaxFinder® fax server solution.

Tucker utilizes sophisticated e-communication systems to support many of their core procedures. But when it came to fax communication, Tucker was still doing things the old-fashioned way utilizing manual faxing. That's when USA Phone.com stepped in. As experts in the field of Voice and IP Communications, their solutions enable the streamlining of processes to obtain new levels of productivity.

"USA Phone.com demonstrated how easily it could improve our day-to-day processes with the Multi-Tech FaxFinder," said James D. Tucker CTB, President & COO. "After the demonstration, we realized that it would offer us the 21st century productivity gain that the fax machine itself gave us twenty years ago... and more," said Tucker.

Tucker contracted with USA Phone.com to install the Multi-Tech FaxFinder. The solution seamlessly integrated with both Tucker's digital DID phone system and Microsoft Exchange server. Immediately, the company realized significant productivity gains.

"The FaxFinder virtually eliminated Tucker's need for physical fax machines," explained Gregory Gutos, General Manager at USA Phone.com. "With the FaxFinder, sending a fax is easy and quick. People can sit at their desks and 'print to fax' without ever having to walk to a fax machine and stand by during transmission to confirm success. If, by chance, an outbound fax does not transmit, the sender will receive an alert notification in his or her email."

"Internal inbound distribution of faxes within our offices is now done electronically and no longer by hand," said Tucker. "Faxes now come straight to the email inboxes we designate. This has also been an important part of Tucker Company's growth strategy as we begin to open branch offices."

The email integration also gave Tucker the ability to create "private" fax numbers so that senior management, counsel, and HR could receive confidential faxes without having to stand by to guard a fax machine while they wait for the sender to transmit. Utilizing the Internet makes the administration of the FaxFinder very user-friendly. "The administration is managed in house and requires no special computer or IT expertise," said Gutos. "Tucker can add fax numbers any time, disconnect them, or point them to a different email address."

"Since we installed the Multi-Tech FaxFinder, we are very pleased with the improvement in productivity and performance and expect to realize a ROI well within twelve months if we haven't already!" said Tucker.

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



Tucker Company

is a 47 year old nationally recognized leader in the industry of freight transportation management and third party logistics

providers. Tucker is now owned and managed by a third generation Tucker family.

For more information contact:

Tucker Company

Telephone: 856-317-9600

Web: www.tuckercompany.com

For over 26 years, **USA Phone-Centers** has been providing communication solutions with a full portfolio of voice, data and networking products. The company is a leading supplier of Real Time Telecommunications Systems, Applications and Service.

For more information contact:

USA Phone.com

Telephone: 1-800-USA-Phone

Web: www.usaphone.com