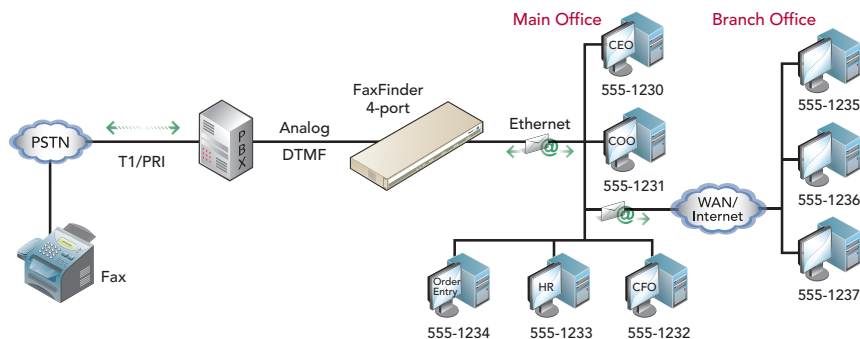


Transcend Communications Selects Multi-Tech's Fax Server as the Best Solution for Customer's Existing Server Environment

Credit Union Rates the FaxFinder High for Features and Cost-Effectiveness



Transcend Communications is a Value-Added Reseller and systems integrator that designs, develops, deploys and supports IP telephony, video and security solutions. The company advises its customers on how technology can improve business processes and help them communicate more efficiently.

Transcend was contracted to perform an IP telephony implementation for a large credit union. The customer needed to have both inbound and outbound faxing capabilities from the desktop. In order to provide the most cost-effective solution, the credit union's existing Citrix server farm environment needed to be utilized.

Transcend contacted Multi-Tech Systems to discuss its Unified Communications solutions and identify which product would provide the best result for the credit union and also meet budget requirements. Multi-Tech's FaxFinder® 4-port inbound/outbound fax server was the perfect fit and was easy to configure. Transcend installed this product under a 60 day trial so the credit union customer could determine if it would function in a Citrix environment. The solution addresses all of the customer's needs and beyond. The FaxFinder's robust features allow for increased productivity and enhanced services. "We have been reselling Multi-Tech fax solutions for a while now and find them to be a good fit for our small to medium customer base because they meet both the price point and functionality needs of this subset of our base" says Shane Freeburg, director of professional services.

Solution Benefits:

- Easy to install and configure
- Compatible in a Citrix environment
- Secure desktop faxing
- Up to up to 2 GB of storage for incoming/outgoing faxes
- Web services API and web management interface



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- Shane Freeburg,
Director of Professional Services, Transcend

Multi-Tech FaxFinder Fax Server

The FaxFinder fax server is a turnkey solution that connects to an analog port(s) of a PBX capable of DID to DTMF conversion. It converts faxes to PDF or TIFF files allowing you to send faxes from any application that can print and receive faxes as e-mails, wherever you are. The solution 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. The FaxFinder offers web services API for integration with third party applications, up to 2 GB of storage for incoming/outgoing faxes, direct access to Microsoft® Outlook® address book, secure communication when employing web form, and web management interface. These models can also archive inbound faxes to shared network storage and automatically prints incoming faxes (print on receive feature).

Model No.	Description
FF130	1-Port V.34 Fax Server
FF230	2-Port V.34 Fax Server
FF430	4-Port V.34 Fax Server
FF830	8-Port V.34 Fax Server

About Transcend Communications

Transcend Communications has been delivering strategic business communication systems since 1984 and has customers in 35 states, 2 provinces and 5 countries. With a rich history in data communications the company has mastered the nuances of Voice over IP (VoIP), video conferencing and data network infrastructure. Transcend enables businesses to contain costs, manage relationships, streamline call flows and enhance productivity. It has been recognized as an industry leader in the communications business:

- #1 ShoreTel reseller worldwide
- Awarded the ShoreTel Circle of Excellence in 2007, 2008 and 2009
- HP ProCurve Specialist
- Member of the Avaya Small Business Partner Council
- Top 5% RSA Token distributor nationwide

For more information, contact:

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About Multi-Tech Systems

Multi-Tech Systems is a global manufacturer of award-winning device and embedded modems and Unified Communications products that connect data over cellular and analog networks from anywhere in the world. As a leader in the industry for 40 years, Multi-Tech's reputation for reliability and innovative design is evident with 80+ patents, 20+ million devices being used by thousands of customers worldwide and certifications from more than 30 carriers and over 80 countries. Multi-Tech is certified by the WBENC as a Women's Business Enterprise and by C-TPAT (Customs-Trade Partnership Against Terrorism).