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# Connections

March 2008



## **TUCKER Freight Management Services in the NEWS! Selects Multi-Tech Fax Server from USA Phone.com!**

Tucker Company, [www.tuckerco.com](http://www.tuckerco.com), is a 47-year-old transportation company that is a leader in the third party freight management and logistics industry states James D. Tucker CTB, President & COO. We arrange freight transportation and logistics services for hundreds of shipper clients on behalf of hundreds of freight carrier vendors. Our industry requires that we arrange consistent service of "just in time, every time" delivery. And in our 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. Prior to our choosing Multi-Tech, we had sophisticated e-communication systems in place to support many of our core procedures. But when it came to fax communication, we were still doing things the old fashion way, by a manual faxing, receiving, and hand distribution process.



Jim Tucker said they purchased their first telephone voicemail system from Gregory Gutos of USA Phone.com in 1992. Last summer, USA Phone representative Bob Cannaday asked us to consider the Fax Finder from Multi-Tech. Bob demonstrated how easily it could improve our day-to-day processes. After the USA Phone.com 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. We contracted with USA Phone.com to install the Multi-Tech Fax Finder because the solution easily integrates with today's state of the art phone and IT platforms.

Because the Multi-Tech Fax Finder integrates with both our digital DID phone system and our Microsoft Exchange server, we realize significant productivity gains in various areas:

- First, it virtually eliminates our need for physical fax machines.
- Second, sending a fax is easy and quick. With Multi-Tech, our 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. Under Multi-Tech's system if an outbound fax does not transmit, the sender will receive an alert notification in his or her email.
- Third, internal inbound distribution of faxes within our offices is now done electronically and no longer by hand. 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. These branch office personnel can now receive faxes directly on Tucker Company owned, controlled and managed lines and appear seamless to our clients and vendors.
- Fourth, the email integration now also gives us the ability to create "private" fax numbers so that senior management, counsel, and HR can receive confidential faxes without having to stand by to guard a fax machine while we wait for the sender to transmit.
- Fifth, the administration of the Multi-Tech system is done over the Internet and is very user friendly. The administration is managed in house and requires no special computer or IT expertise. We can add fax numbers any time, disconnect them, point them to a different email address, etc.

Since we installed the MultiTech Fax Finder, 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!

To discuss transportation needs, please call Jim Tucker: Tucker Company 856-317-9600 [www.tuckerco.com](http://www.tuckerco.com)

To discuss a MultiTech Fax Finder solution for your business, please call Bob Cannaday :USA Phone.com 856-761-1000 x136 [www.usaphone.com](http://www.usaphone.com)