

MESSAGING

As the pace of business speeds up, and communications with customers, employees, and partners occurs through a variety of media, it is vital that your communication infrastructure is ready with fast, dependable messaging.

TechLine Communications offers a variety of ways for your organization to ensure that the required information needed is getting to the individuals that need it—fast and efficiently.

- ▶ **Fax Messaging** - TechLine Communications can create a customized fax and email solution for your organization, with capabilities such as fax-on-demand and broadcast fax. We will show you how a centralized and integrated fax server can drastically increase employee productivity—saving you money.
- ▶ **Voice Messaging** - Your system is integrated with your PBX and configured by TechLine Communications to be easy to navigate and use. In addition, TechLine Communications can set up advanced voice applications for you such as seminar registration and call management.
- ▶ **Unified Messaging** - By combining your voice and fax messaging with your email, such as Exchange, Lotus, or SMTP, TechLine Communications builds a seamless communications center. We create a single inbox—available through the computer, phone, or wireless device—resulting in a single point of administration and integration. By utilizing this technology, employees get their messages, regardless of media type, in the way that is the most convenient for them.
- ▶ **Professional Services** - TechLine Communications' experienced staff ensures you that have the right messaging system for your needs, that it's installed and integrated correctly, and your employees have been trained on its administration and use.

TechLine Communications Messaging Solutions enhance your productivity and centralize your administration, allowing you to provide better customer service while saving costs.

ABOUT TECHLINE COMMUNICATIONS

TechLine Communications is a Seattle-based systems integrator and professional services firm that works with companies to select, design, install, and support enhanced messaging and information management tools. In business since 1993, we utilize our experience to design business solutions for some of the Northwest's premier companies. These solutions speed inquiry processing, knowledge management, and information delivery. By working with TechLine Communications, our clients automate processes to respond to customer needs faster, while reducing cost.

Our Messaging Solutions provide:

- Enhanced internal and external communication
- A single messaging inbox, and point of administration and integration
- Expert customization, ensuring that your messaging system integrates with your existing systems
- Knowledgeable and friendly training, and responsive support
- Dedicated focus on messaging, ensuring expert technical assistance

WHY TECHLINE COMMUNICATIONS

TechLine Communications helps you analyze requirements, and select and tailor the right products to solve your business challenges. We provide the customization services needed to integrate those products with your existing systems, streamlining your internal processes. We then train your administrators and users to ensure the system can be run and will be utilized in the most efficient way possible. Finally, we offer ongoing support and maintenance assistance, and provide updates as your business needs evolve.



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Superior Solutions for Business Communications