

Empowered messaging support

SEVEN
BY
TWENTY FOUR



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emFAST, the value added support and services company for the Optus FACSys empowered messaging portfolio, announces new seven by twenty four support program.

[December 1, 2001] Denver, Colorado and Toronto, Canada. emFAST LLC announced today the launch of it's new 7x24 support program for Optus FACSys software and the complementary suite of products and services know as 'empowered messaging'. "We have had an overwhelming positive response from the FACSys community, both from end-users and resellers, about the level of support our tech team has offered since the launch of F.A.S.T. (FACSys Authorized Support Team) six months ago", stated Tom Linhard, President of emFAST. "Our response times have been FAST, as short as 1 hour, and we have had a 90% problem resolution rate within the same day."

"When F.A.S.T. was launched we had no idea how quickly it would catch on" added Peter Mittler, VP of Sales and Marketing. "Our www.faxserversupport.com website has attracted hits from all over the world, not only from end-users but also FACSys resellers and distributors. Demand for quality tech support has never been higher as people migrate to Windows 2000 and Exchange 2000. In addition, hardware upgrades from ISA to PCI architecture are stimulating demand for new software drivers and configuration changes. Our techs are well trained to accommodate these customers".

Linhard continued, "Invariably such changes occur in production environments which requires careful planning, and almost never happens during business hours. To address these 'after hours' changes, and to accommodate large enterprise users who have FACSys installations around the globe, emFAST now offers a 7x24 support agreement option.

emFAST was established to offer extended support to the FACSys empowered messaging reseller community. In addition to the FACSys core product, emFAST distributes and supports the entire empowered messaging portfolio which includes Fax over IP, wireless access to Outlook with FACSys Airlook, messaging connectivity to third party applications such as SAP, IxOS, Filenet, Seibel, and PeopleSoft.

About Optus

To remain competitive in today's information-centric world, businesses must fully exploit the invaluable data (information) generated and residing in a myriad of

applications, systems, and platforms that serve as the foundation for all company operations. This requires a communications solution that seamlessly integrates information from disparate sources and distributes the resulting documents and messages as efficiently, securely, and cost effectively as possible.

Optus Software is the only company to address the need for such a comprehensive solution with its innovative products, alliance partnerships, and global services. Together, Optus and its FACSys Enabled Partners, a strategic alliance comprised of the world's leading application software and hardware vendors, telecommunication companies, global services firms, and software integrators, are currently setting the defacto standard for corporate IP messaging by establishing themselves as the best-of-breed aggregator and messaging facilitator of enterprise data.

More information on FACSys messaging solutions can be found on the company's web site: www.facsys.com.

About emFAST

Created to deliver the Optus FACSys empowered messaging solution to the reseller channel, emFAST is dedicated to the success of the empowered messaging Reseller Community. Headquartered in Colorado, emFAST has sales offices in California, Pennsylvania and Toronto, Canada.

More information about the company and its products and services can be found on the company's website at www.emfast.com.