



News Release

Media Contact:

Rachel Sauerbrey

Startel Corporation

949.863.8776

rachel.sauerbrey@startel.com

Startel Announces Release of New Faxing Software

Startel's Soft Fax leverages existing software infrastructure to provide customers with a secure, reliable and cost-effective communication solution

Irvine, CA – November 22, 2013 – [Startel Corporation](#), a leading provider of [unified business communications](#) for contact centers, today announced the release of the Startel Soft Fax, which is a software-based faxing solution that leverages the [Startel Soft Switch](#) to transmit faxes without the need for dedicated fax cards. With this release, [Startel's Contact Management Center \(CMC\)](#) solution is now 100% software-based.

The Startel Faxing Service, which is a component of the Startel CMC, is the ideal solution for communicating mission-critical messages that are lengthy in content and may be cut off if sent by pager or via SMS. Users who choose to send their faxes using Startel's Faxing Service, can now benefit from:

- **Quicker Transmission:** Faster response times help to ensure that time-sensitive faxes are processed more quickly and efficiently.
- **Simplified Redundancy and Disaster Recovery (DR):** Enhances DR by essentially eliminating hardware (and one less failure point).
- **Reduced Costs:** Lowers total equipment, maintenance and operating costs due to network consolidation and virtualization.

“This release enables us to offer a contact center solution that is completely virtual,” said Bill Lane, president and CEO of Startel. “The Soft Fax was the last piece of our 100% software-based solution offering, and we are so excited to offer the marketplace with a versatile, software-based faxing solution that enables our customers to retain the utility of faxing while saving money.”

Soft Fax 12.0 is available now. Users can download the software from the [Startel Partner Portal](#) and contact Technical Support to schedule an upgrade.

About Startel Corporation

Startel is a leading provider of unified communications, business process automation, and performance management solutions and services. Since its founding in 1980, Startel has established a loyal customer base from a variety of industries, including contact centers, education, government, healthcare, insurance, telephone answering services and utilities. Startel leverages its unique solutions and industry knowledge and experience to empower organizations to improve agent productivity, reduce operating costs and increase revenues. For more information, contact Rachel Sauerbrey at 949.863.8776 or visit www.startel.com.